Atrezzo

Advancing Care Management

Atrezzo Connect

Provider Portal

End User Guide

Version 2.1

October 2011

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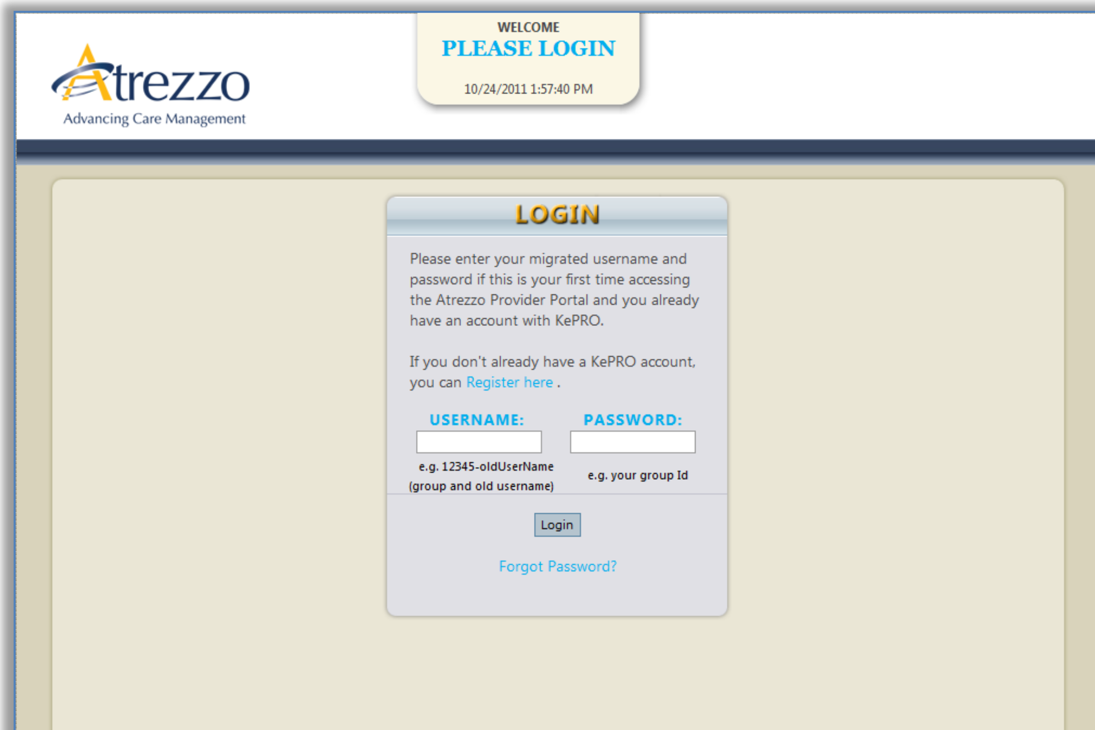
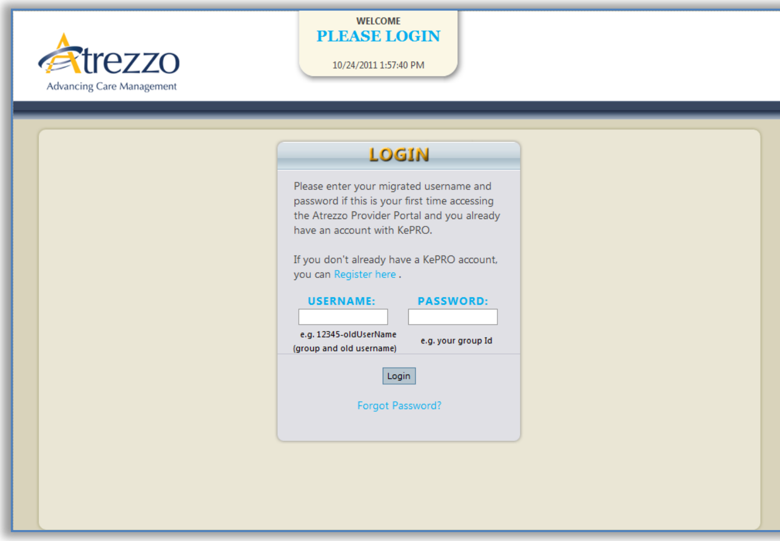
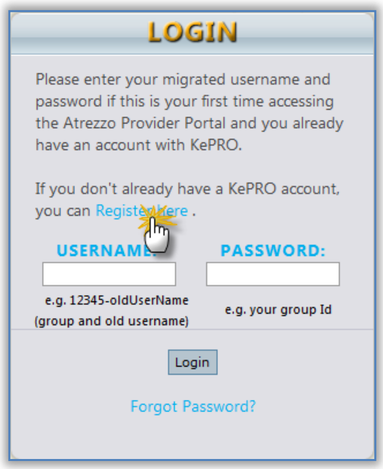
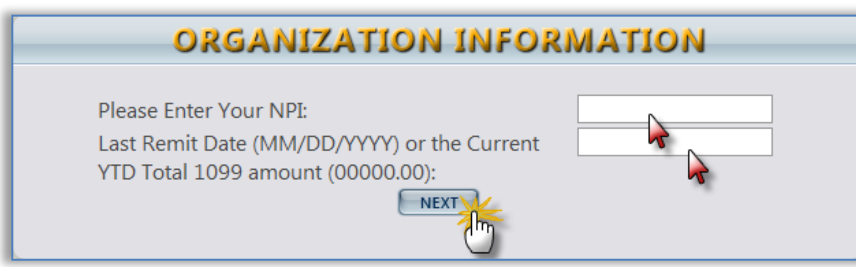
Contents

Clinically driven. Client focused. Value-based.

Section 1: Register an Account, Login, & Basic Navigation



Register an Account & Login (New Users)

Step 1	Click the **Atrezzo** button located on the website.	
Step 2	The user is brought to the **Login page**.	
Step 3	If the user does not currently have an account set up, click the **Register** link to begin the account set up process.	
Step 4	Enter your organization's **NPI and 1099 numbers**. *(1099 = YTD amount on most recent remittance advice or last remit date. If using the date, use the format MM/DD/YYYY)* Click **Next**.	

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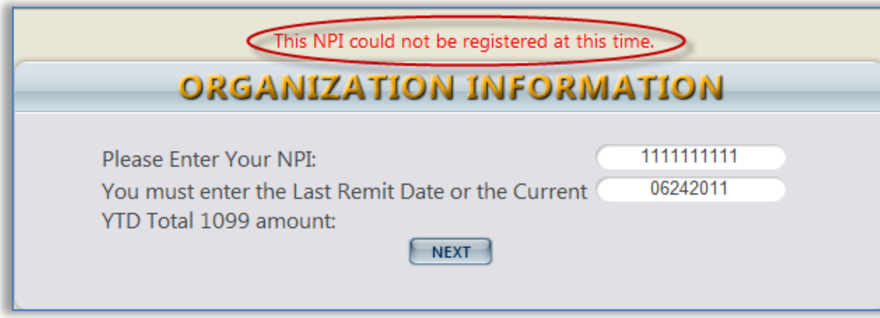
Register an Account & Login (New Users), Continued

Step 4-1

If you enter the NPI or 1099 number incorrectly, an error message displays.

Re-enter the **NPI or 1099 number(s)** and click **Next**.

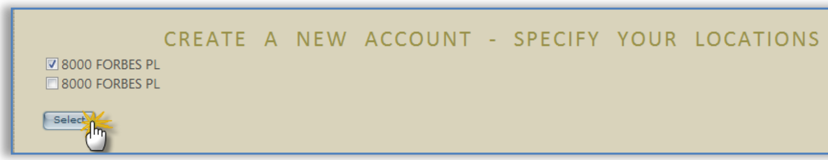
Note: If you need to exit, click your browser's back button.



Step 5

Select the **location** of your organization. (Select all that are displayed, if applicable)

Click **Select**.



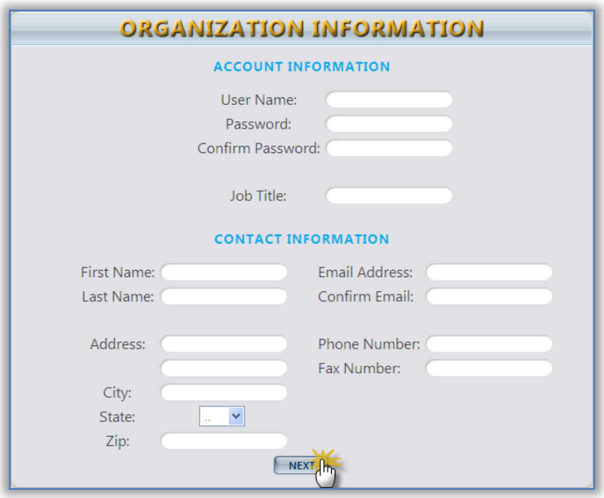
Step 6

Enter a **user name**, select and confirm a **password** (minimum of 8 alpha/numeric characters), and then enter your **job title.**

Complete the **Contact Information**.

Note: First Name, Last Name, and Fax Number are required fields.

Click **Next**.

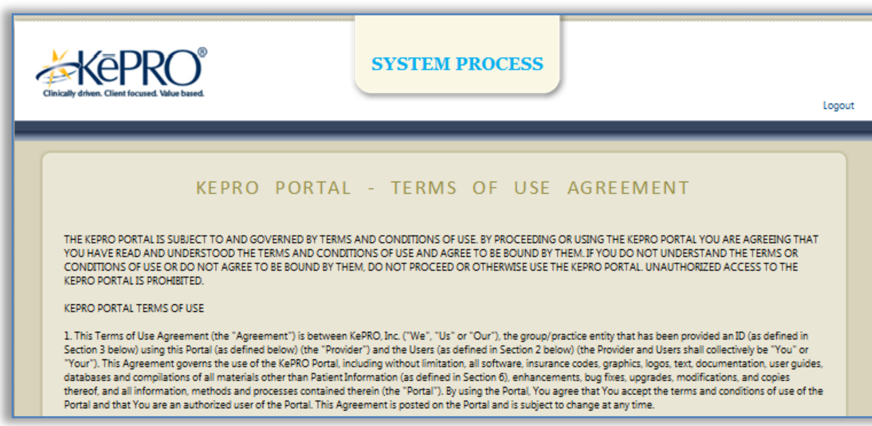


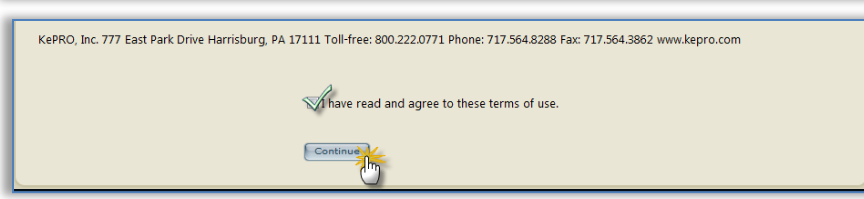
Step 7

Review the **Terms of Use Agreement.**

Click the **checkbox** that states *"I have read and agree to these terms of use."*

Click **Continue**.





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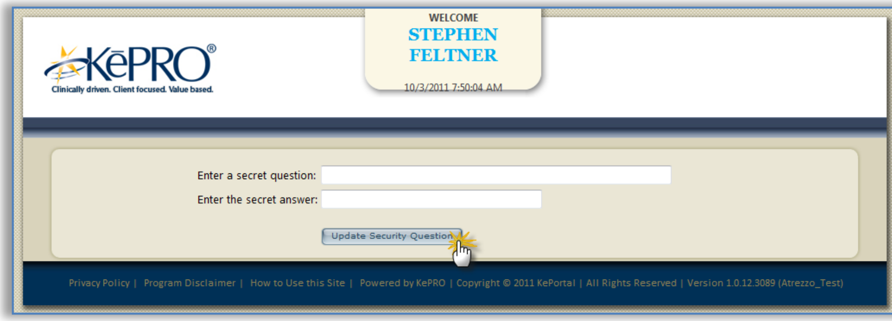
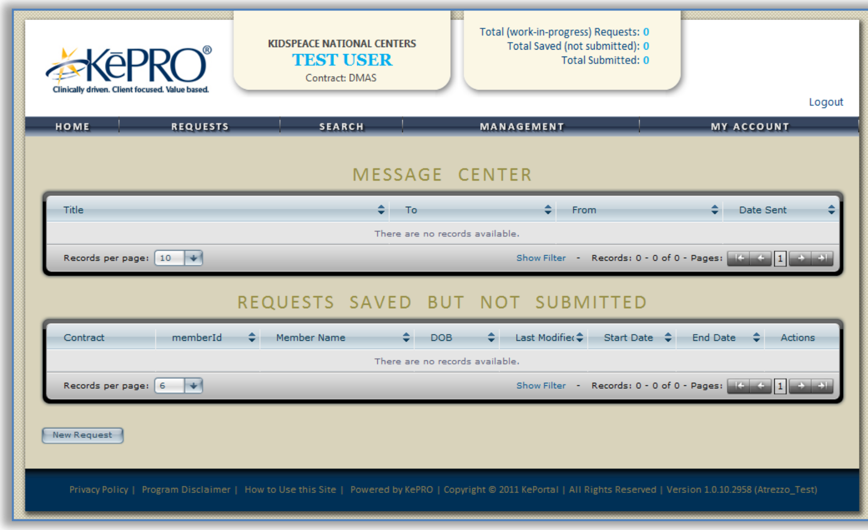
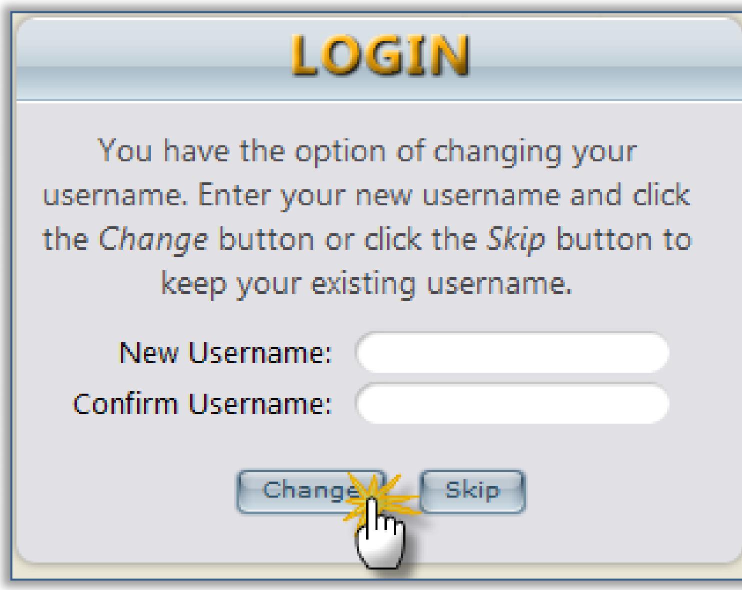
Register an Account & Login (New Users), Continued

Step	Description	Screenshot
Step 8	When prompted during the registration process, enter in a secret question and answer and click **Update Security Question**.	
Step 9	If you complete steps 1 through 6 successfully, the **Homepage** appears.	

END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR NEW USERS

Register an Account & Login (Existing Users)

Step 1	Click the **Atrezzo** button located on the website.	
Step 2	The user is brought to the **login page**. Enter your current **User name and Password**. **Example:** ID: 77111-STEVE Password: 77111 Click **Login**.	
Step 3	Type in a **New User name**. Click **Change**. **Note:** To continue using the current user name, click the **Skip** button.	

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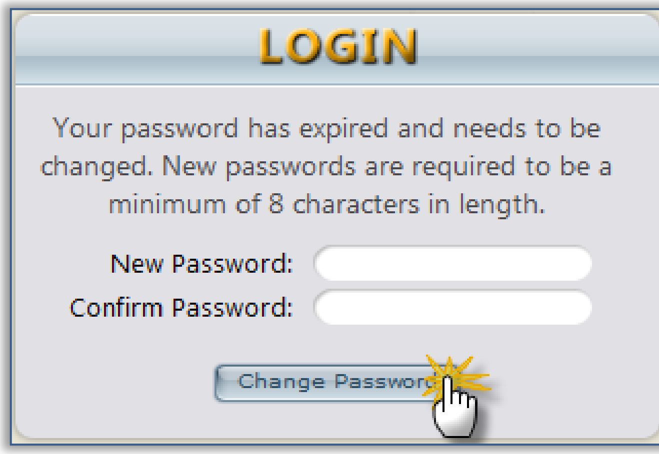
Register an Account & Login (Existing Users), Continued

<table>
<tr>
<td>Step 4</td>
<td>The password will automatically expire, requiring you to enter a new one.

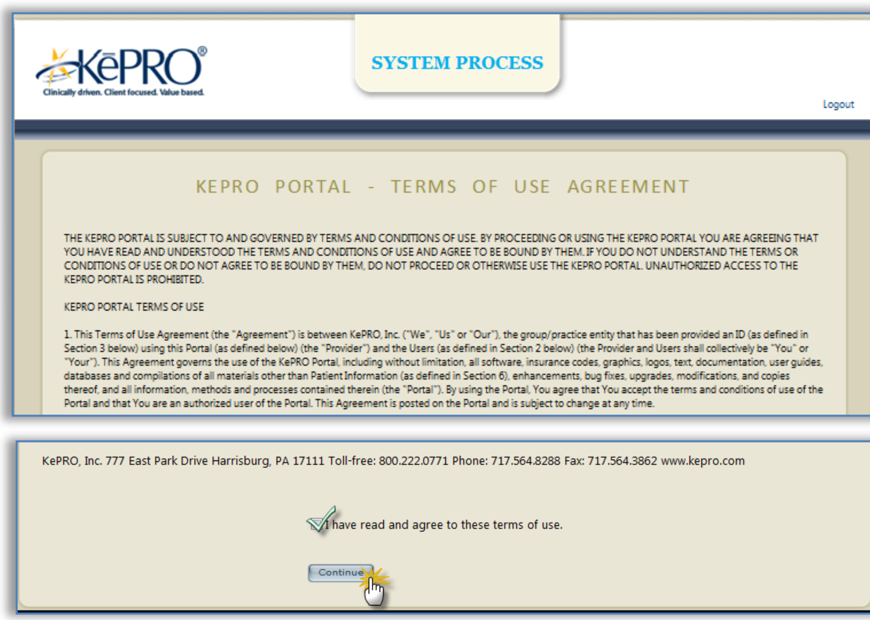
The new password must be a minimum of 8 characters in length.

Once entered, click Change Password.</td>
<td>
</td>
</tr>
<tr>
<td>Step 5</td>
<td>Complete the demographic information as required.

Click the Save Changes button when complete.

Note: First Name, Last Name, and Fax Number fields are required.</td>
<td>
</td>
</tr>
<tr>
<td>Step 6</td>
<td>Review the Terms of Use Agreement.

Click the checkbox that states "I have read and agree to these terms of use."

Click Continue.</td>
<td>
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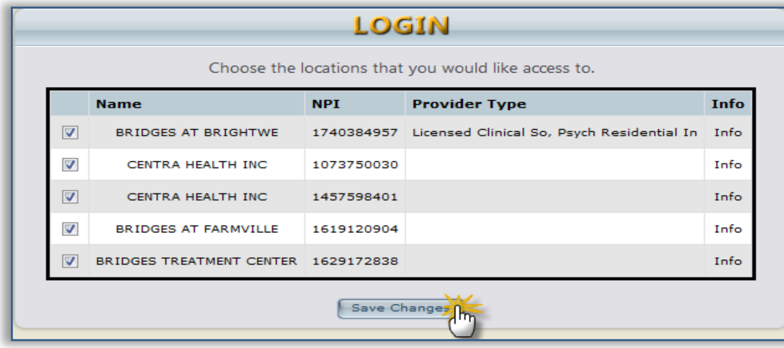
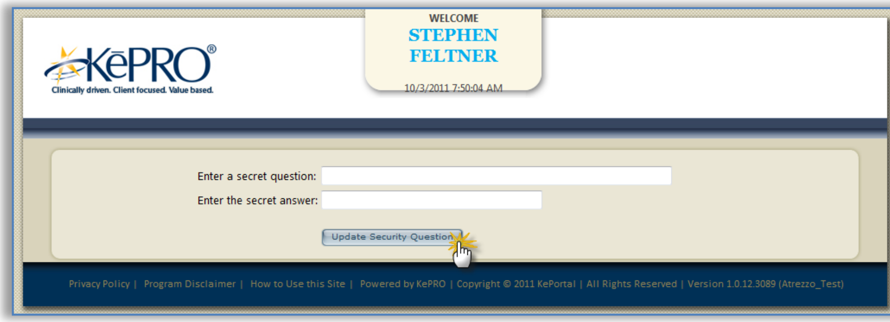
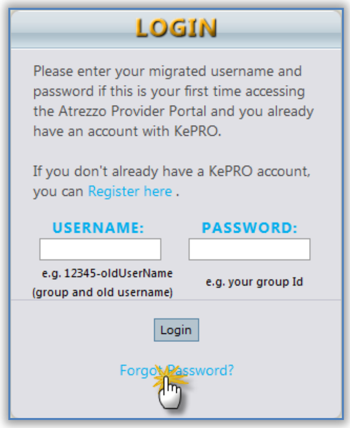
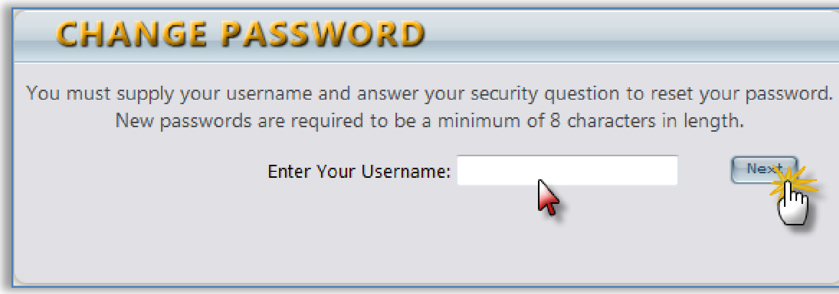
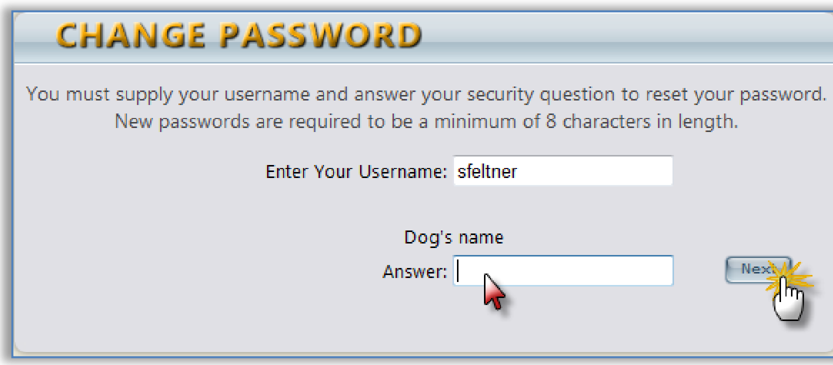
Register an Account & Login (Existing Users), Continued

Step 7	Select the location(s) you want access to from the list displayed. Click **Save Changes**.	
Step 8	When prompted during the registration process, enter in a secret question and answer and click **Update Security Question**.	
Step 9	Once the registration process is completed, the user is brought to the home page.	

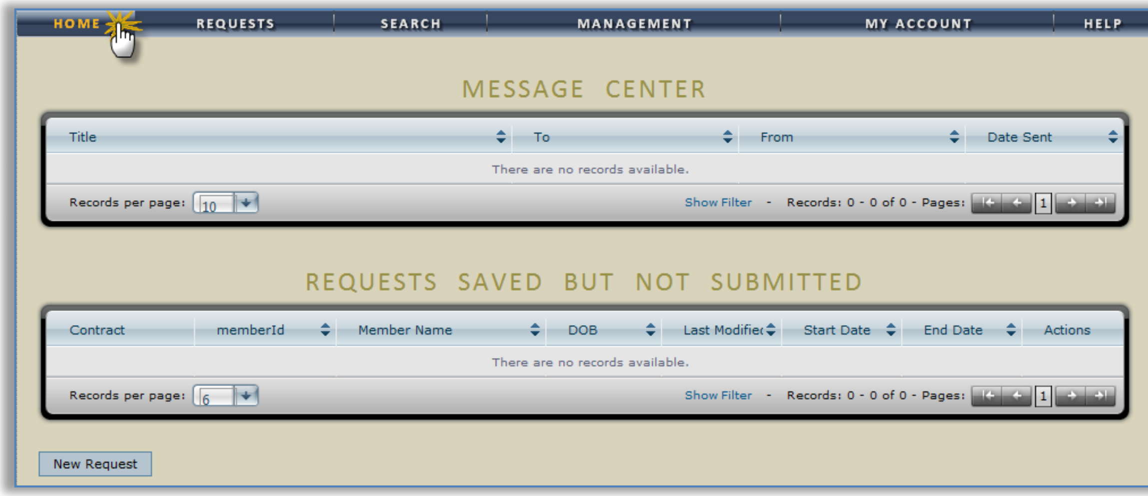
END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR EXISTING USERS

Resetting a Password

Step 1	Click the **Forgot Password** link on the Login page.	
Step 2	Enter your **Username**.* **Please contact Customer Service if you cannot remember your Username.* Click **Next**.	
Step 3	Enter the **answer** to the secret question you set during the initial registration. Click **Next**.	
Step 4	Enter in (and confirm) a new password.* **New passwords are required to me a minimum of 8 characters in length.* Click **Finish**. You will be brought back to the Login page to enter your username and new password.	

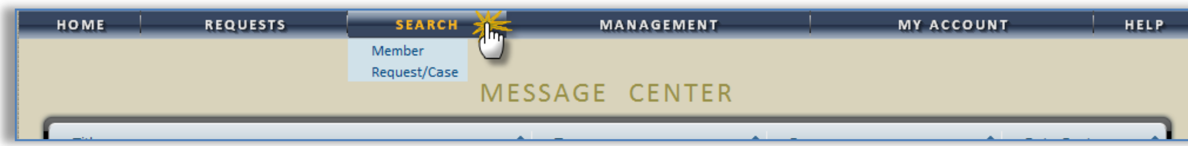
Homepage Tabs

Home Tab (Home Page)

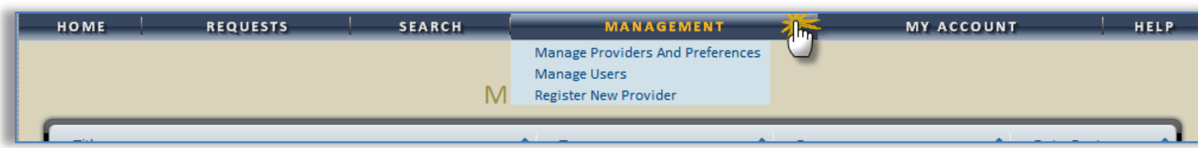


Requests Tab & Dropdown Selection

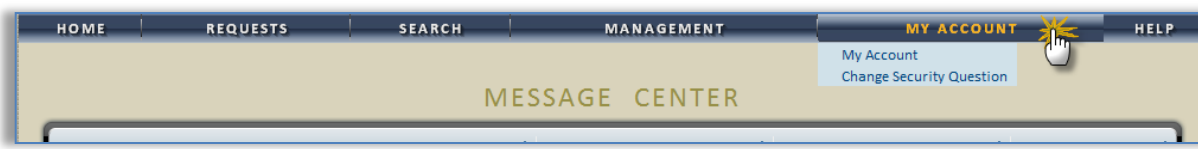
Search Tab & Dropdown Selection



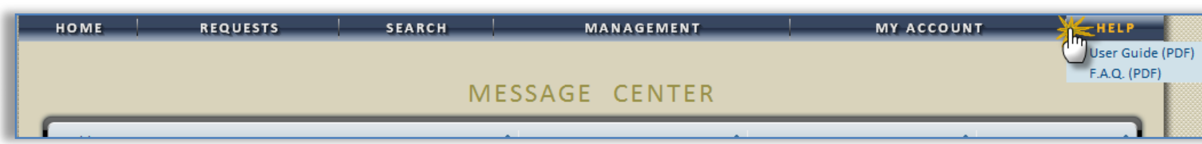
Management Tab & Dropdown Selection



My Account Tab



Help Tab & Dropdown Selection



Requests Tab

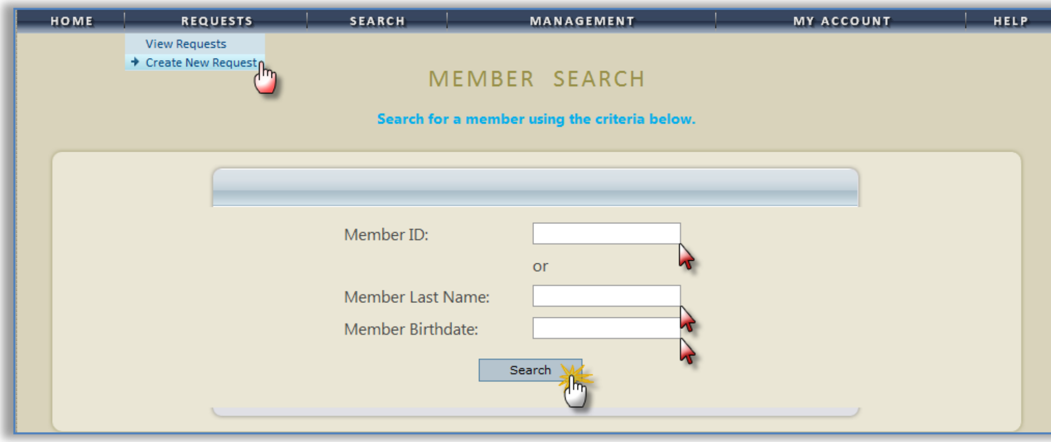
Request Tab

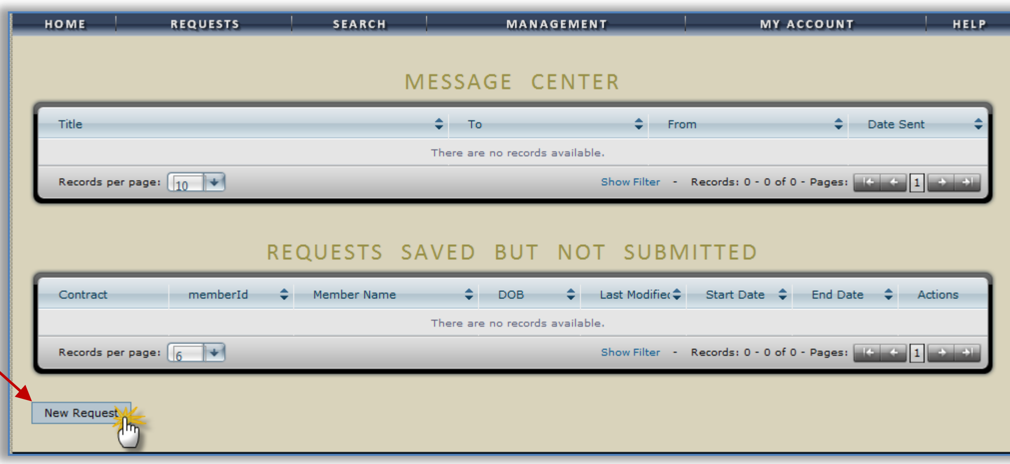
Click Create New Request on the Request Tab

Search for member by ID or last name and DOB

OR

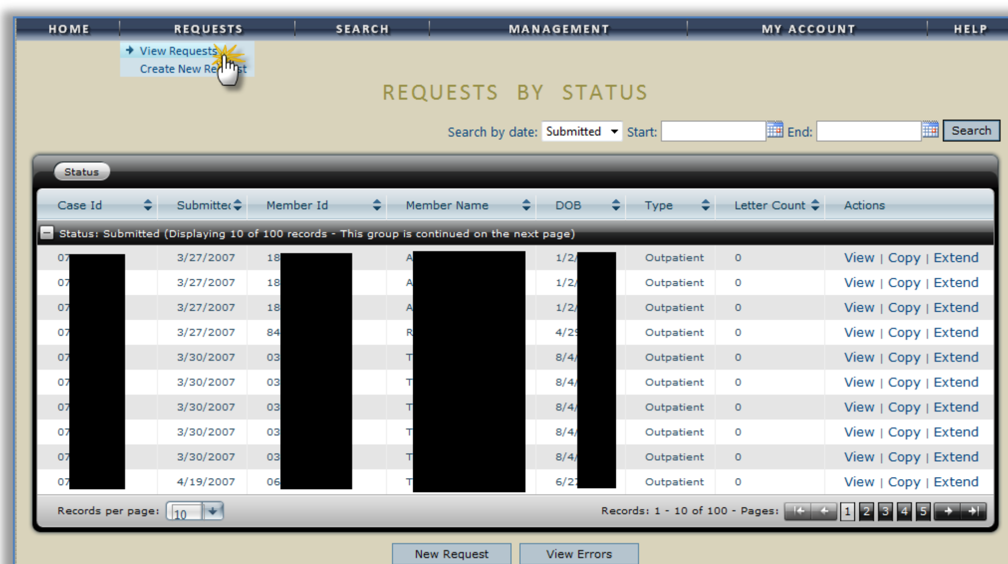
Click the New Request Button from the Home Tab



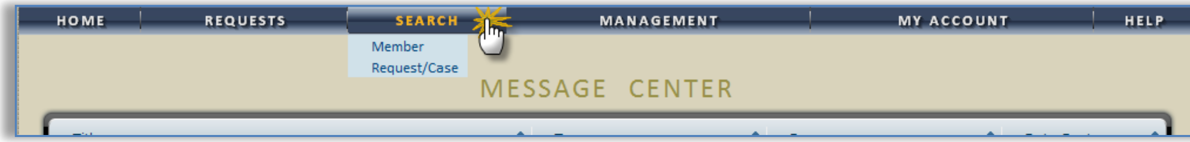
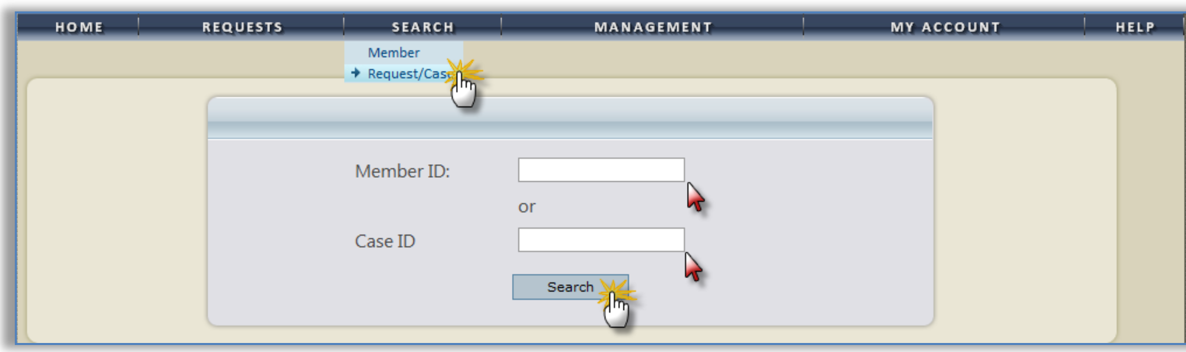


View All Requests

Click the View Request selection from the dropdown to display all requests

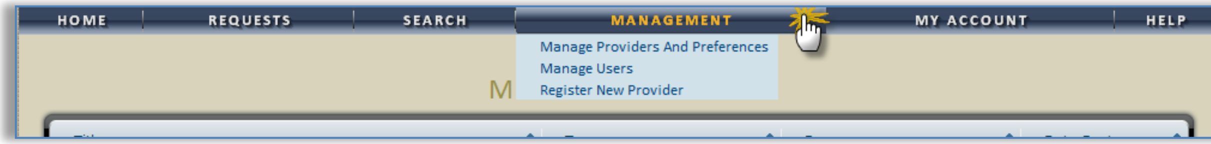


Search Tab

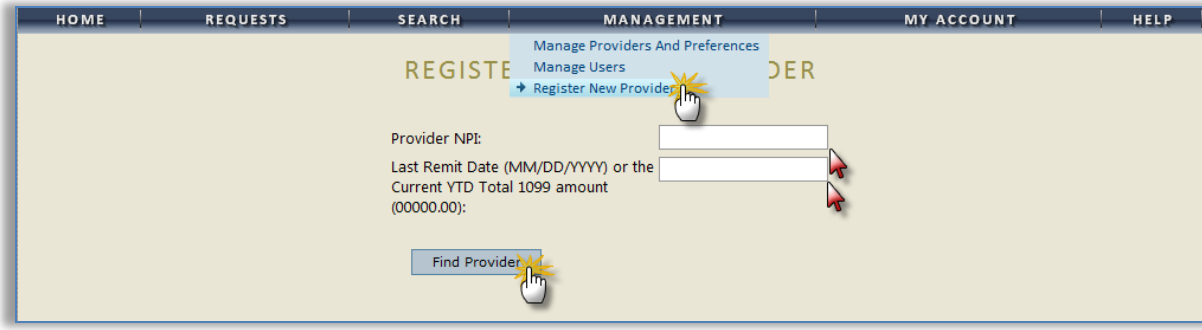
Search Tab	
Click Member to search using Member ID or Last Name/DOB.	
Click Request / Case to search using Member ID or Case ID.	

Management Tab

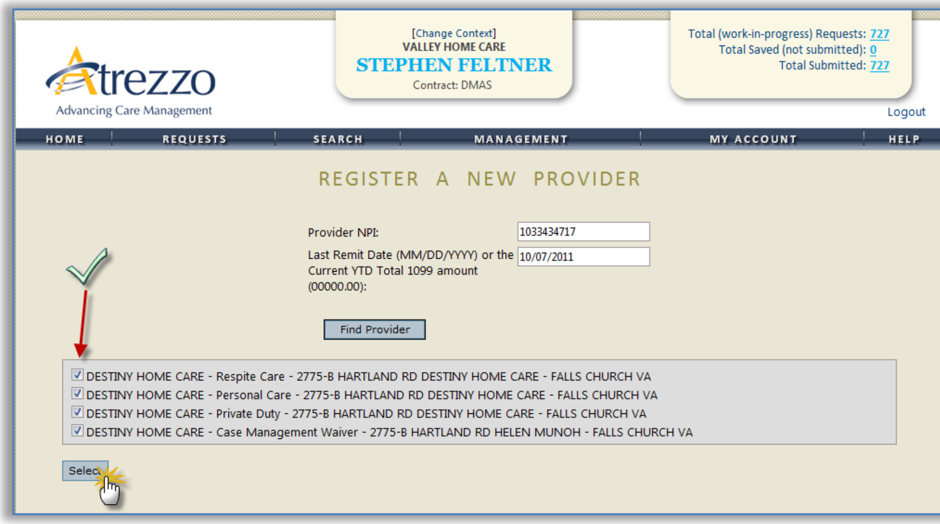
Management Tab



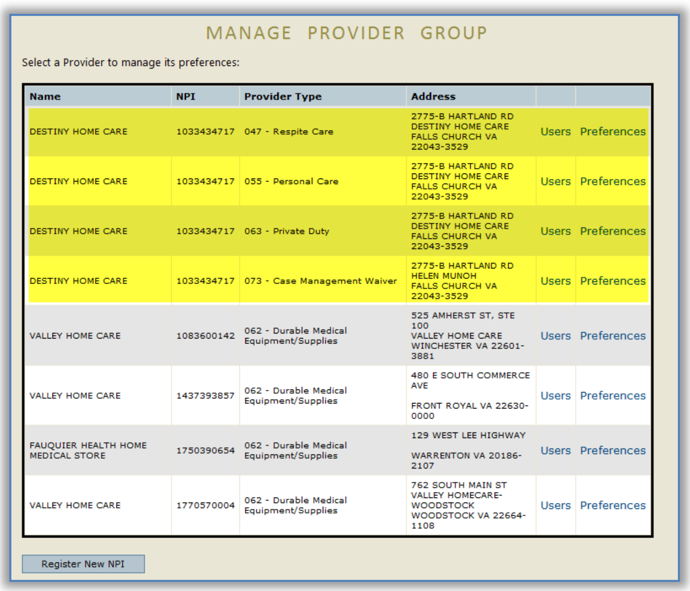
To register a new provider, click Register a New Provider and enter in their NPI and 1099 information and click the Find Provider button.



Verify and select the correct address (es) for the new provider (1), and then click the Select button (2).



The new provider (s) is now a part of the provider group for this account.



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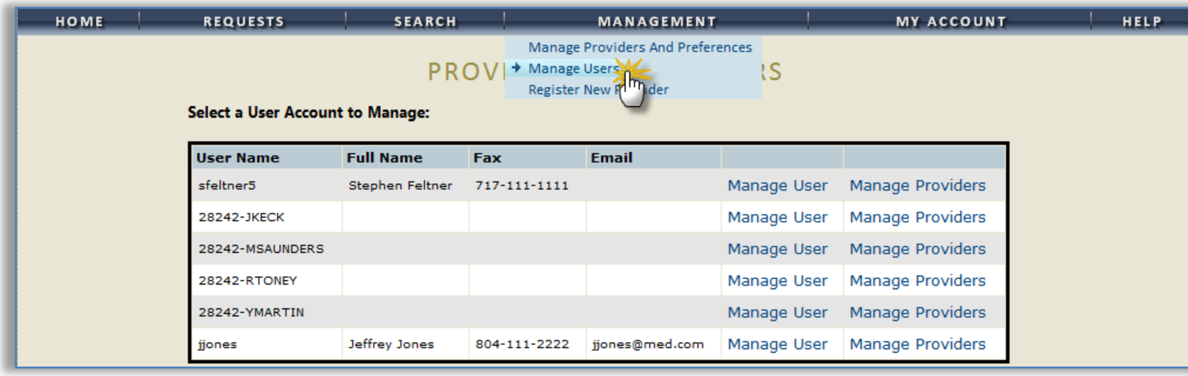
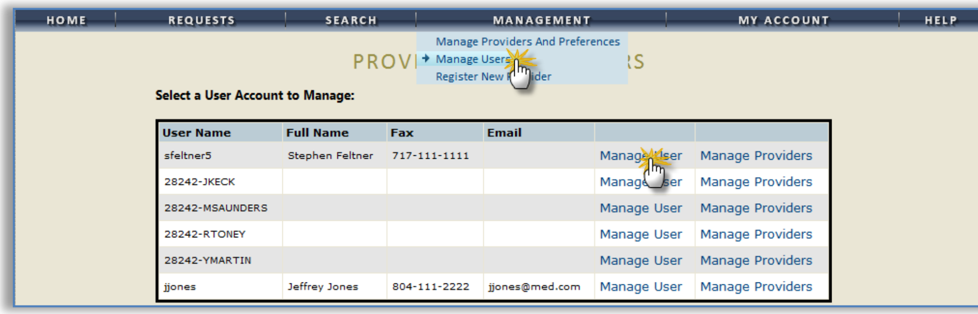
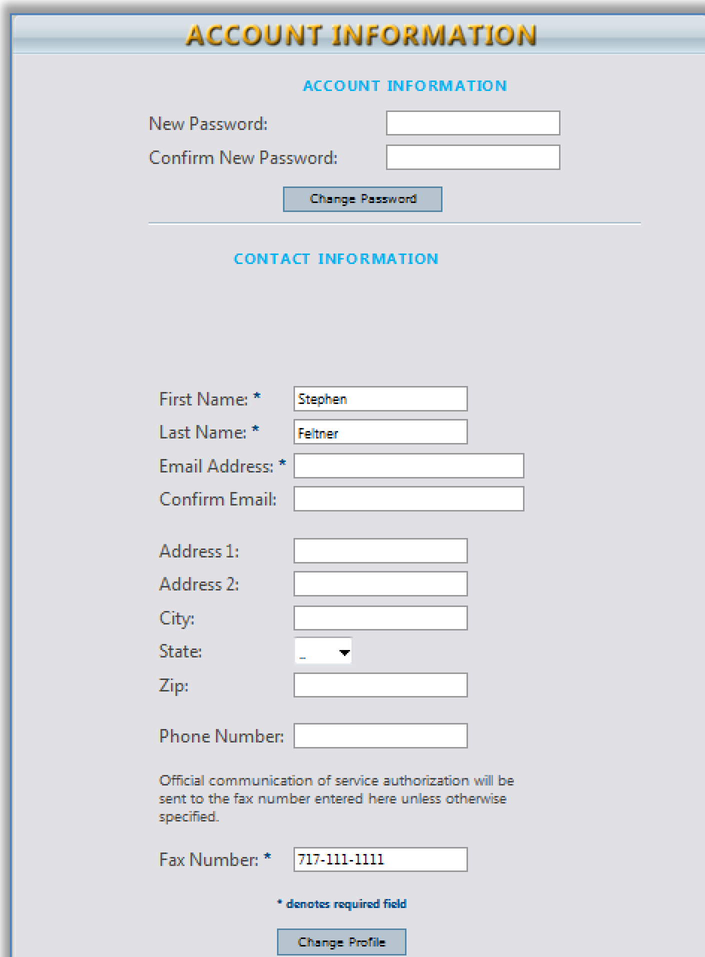
Management Tab, Continued

Click Manage Users to manage users and providers for users.



Click Manage User to update specific user information.





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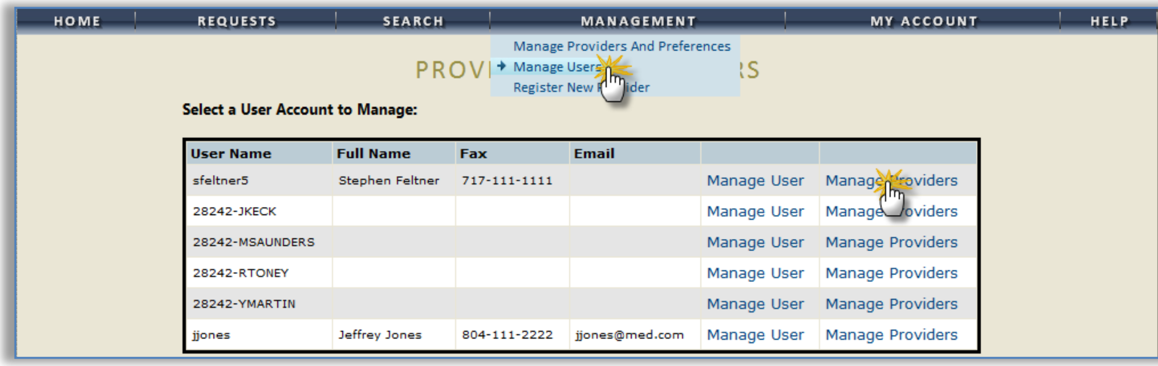
Management Tab, Continued

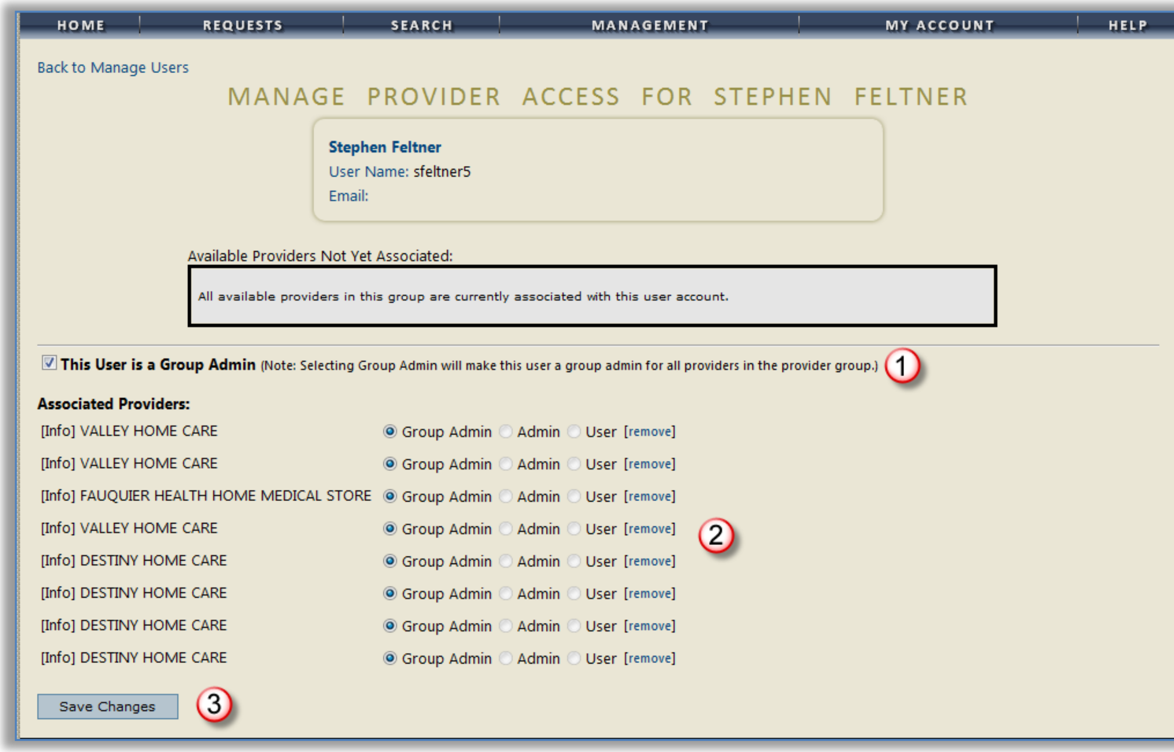
Click Manage Providers to manage the access that a user has to a provider or group of providers.

(1) – if this checkbox is checked, the user will have Group Admin access to all providers

(2) – Change access permissions here (or remove a provider)

(3) – Click Save Changes when done updating user permissions.



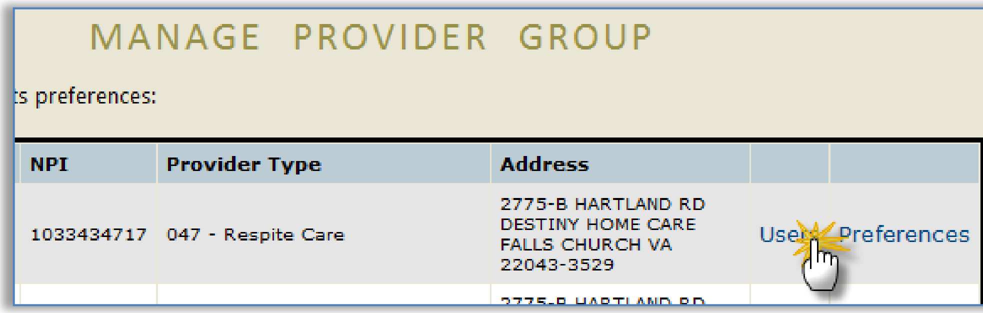


User Definitions	
Group Admin	Can create users, other admins, other submitting providers, enter cases, perform searches
Admin	Can create users, other admins, enter cases, perform searches
User	Can enter cases and perform searches

Continued on next page

Management Tab, Continued

<table>
<tr><td>Click Manage Providers and Preferences to add new users and set preferences</td><td>
</td></tr>
<tr><td>Click Users.

Click Add New User to add a new user for this provider account</td><td>


</td></tr>
</table>

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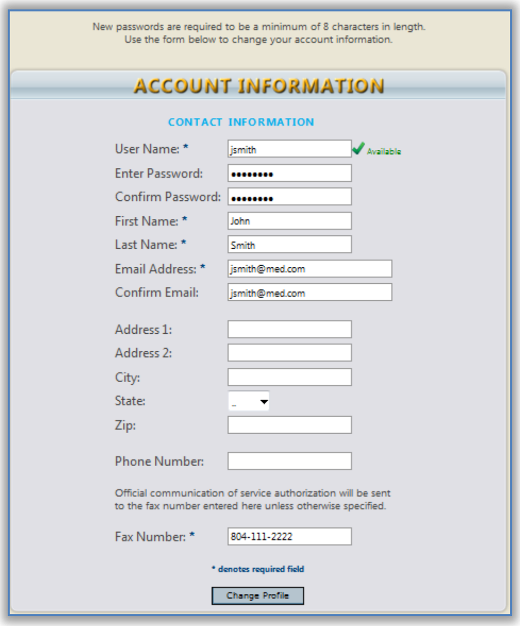
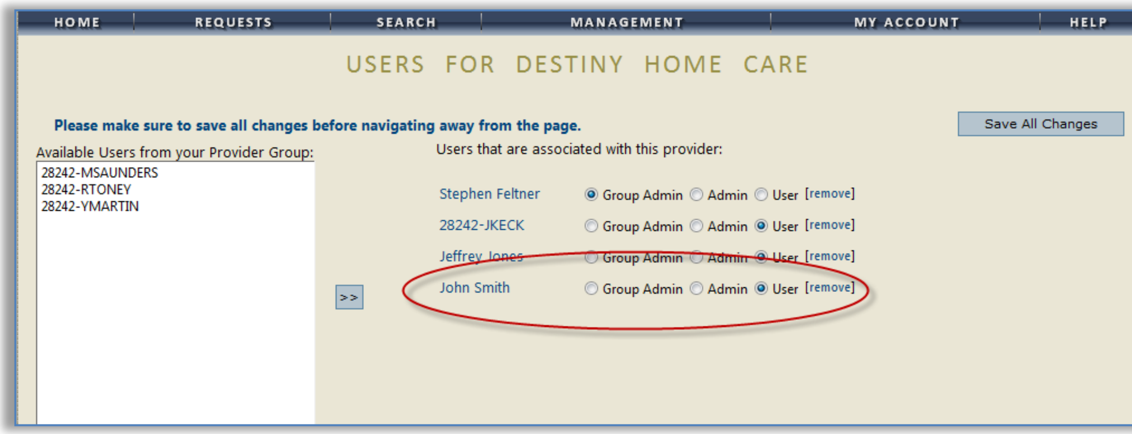
Management Tab, Continued

<table>
<tr>
<td>Enter the account information for the new user.</td>
<td>


</td>
</tr>
<tr>
<td>The new user is added to the user group.

Permission access can be set for the user (Group Admin, Admin, User).

Click Save All Changes when finished.</td>
<td>


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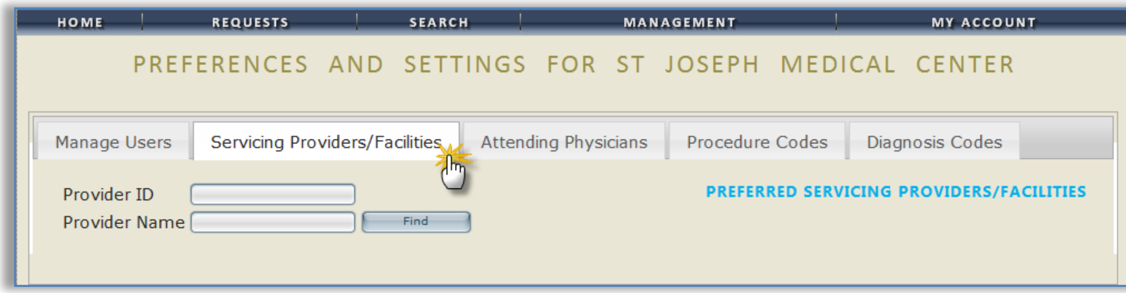
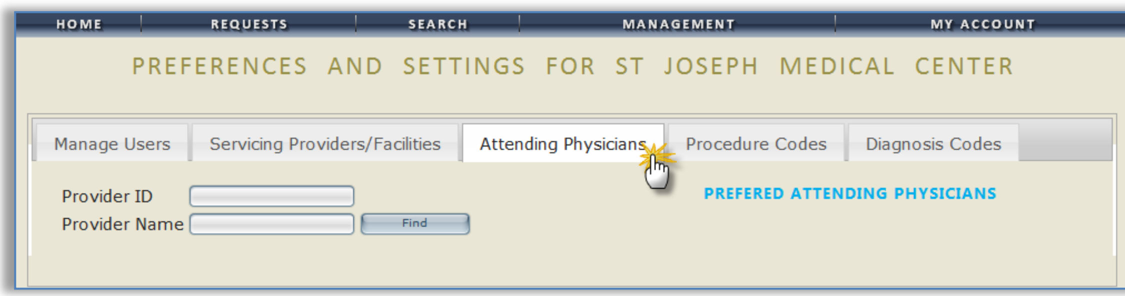
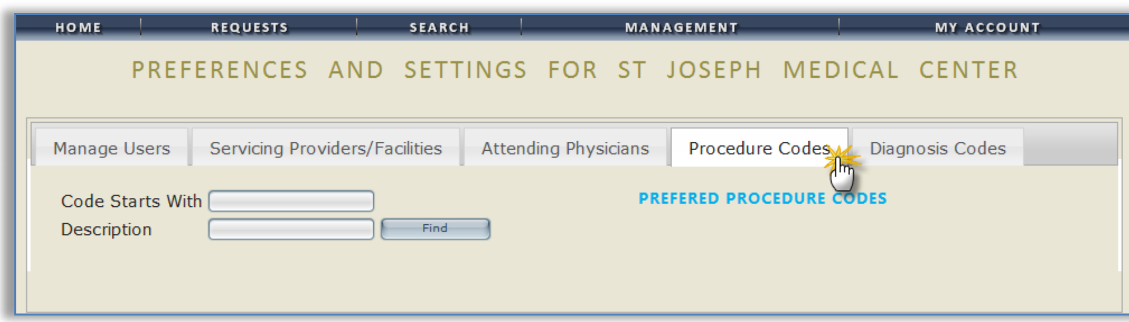
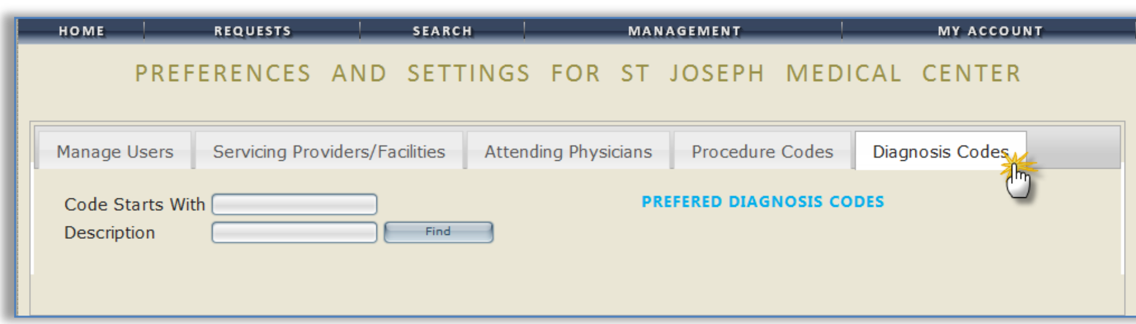
Setting User Preferences (Management Tab)

From the Manage Providers and Preferences dropdown, select Preferences	
Click Servicing Providers /Facilities to set preferred (favorites) list.	
Click Attending Physicians to set preferred (favorites) list.	
Click Procedure Codes to set preferred (favorites) list.	
Click Diagnosis Codes to set preferred (favorites) list.	

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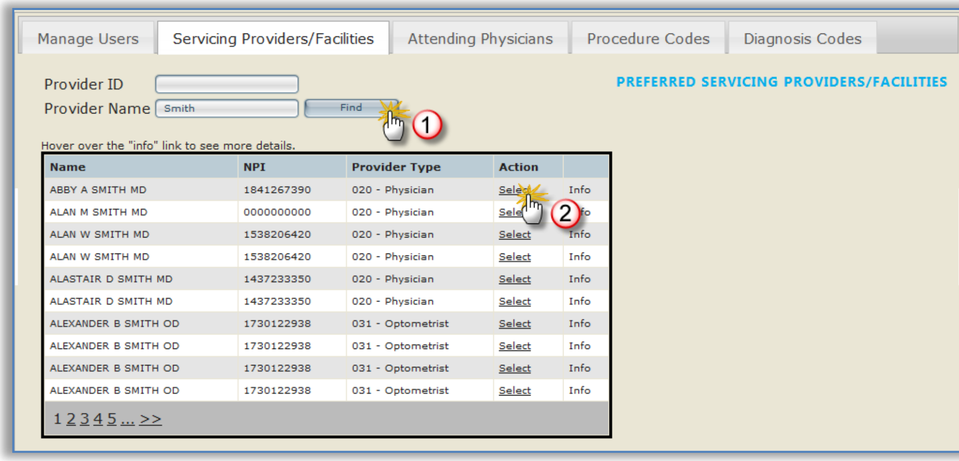
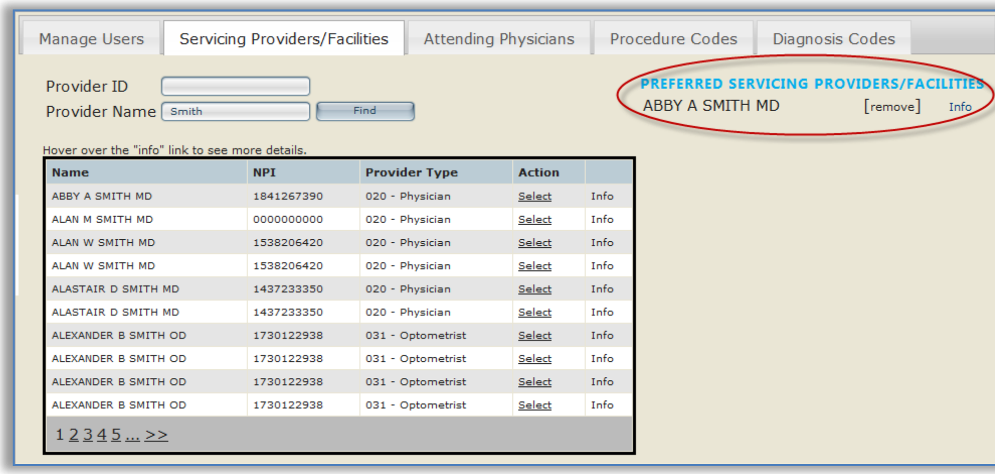
Setting User Preferences (Management Tab), Continued

<table>
<tr>
<td>Step 1</td>
<td>Search for Provider (1).

Once you find the provider to add to your preferred (favorites) list, click Select from the search results (2).</td>
<td>
</td>
</tr>
<tr>
<td>Step 2</td>
<td>Provider is added to the preferred list.

Click Remove to take off of the list.

This process works the same for Attending Physicians, Procedure Codes, and Diagnosis Codes.</td>
<td>
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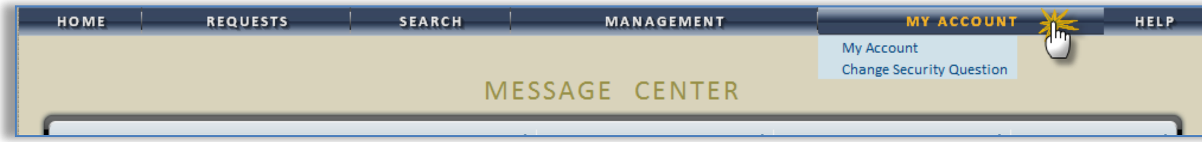
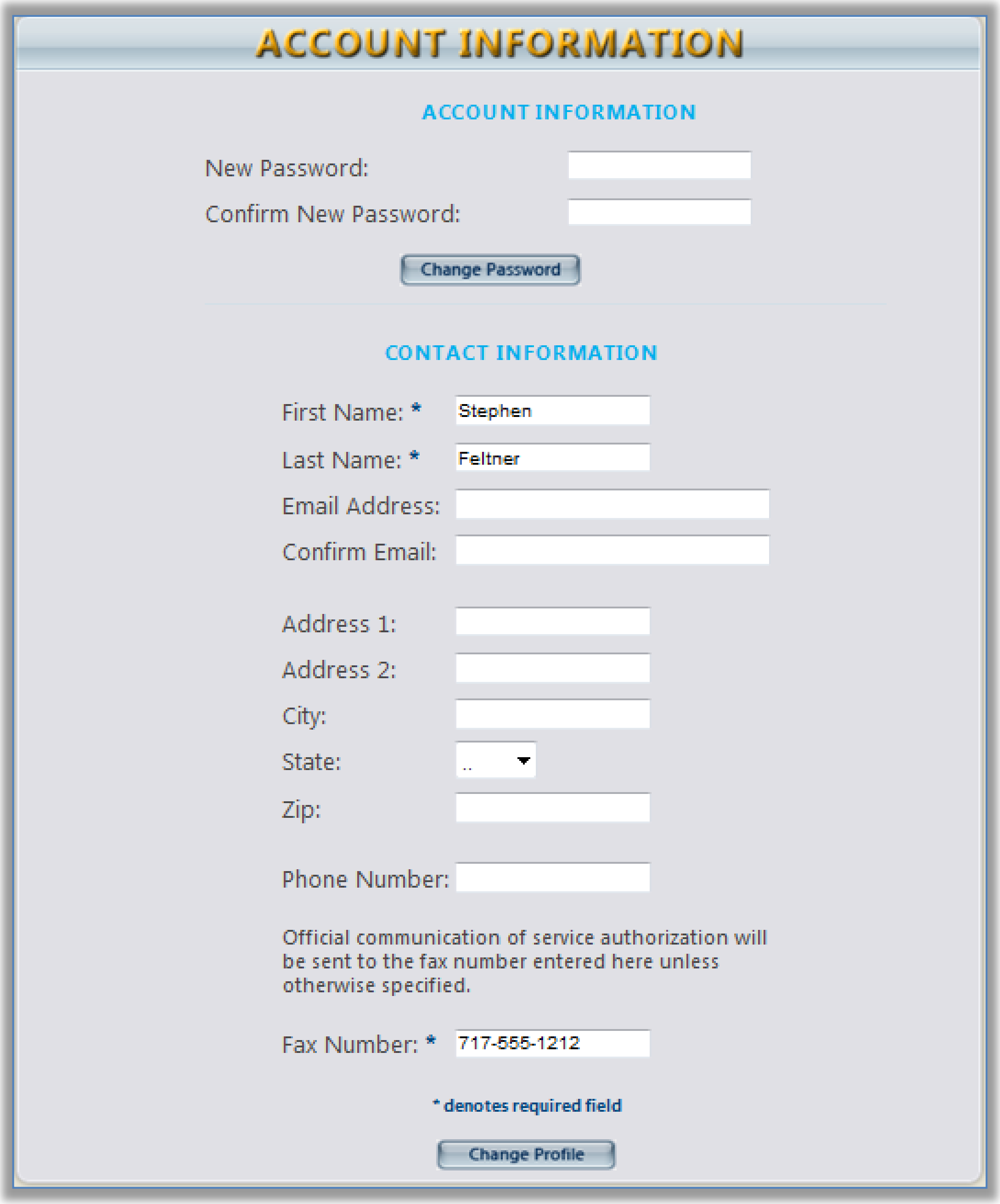
My Account Tab

<table>
<tr>
<td>My Account Tab</td>
<td>
</td>
</tr>
<tr>
<td>Use this tab to change your password or update your contact information.</td>
<td>
</td>
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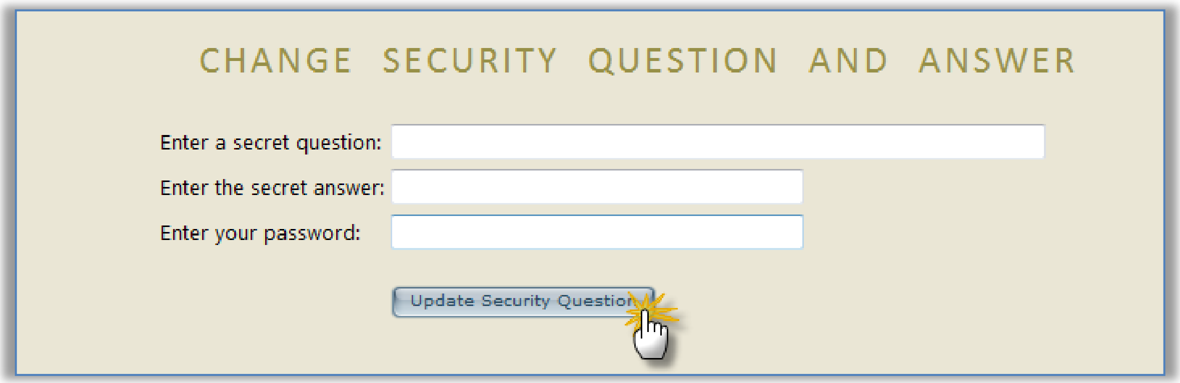
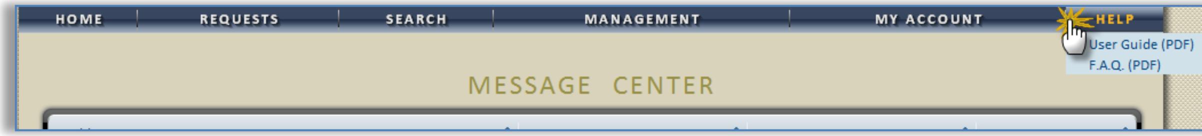
My Account Tab, Continued

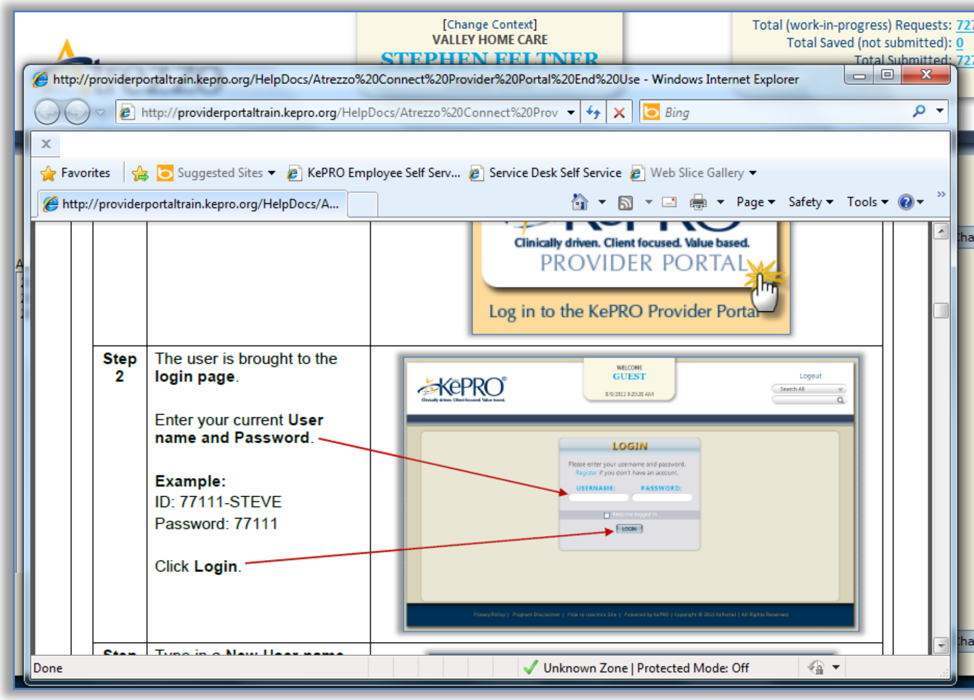
Use this tab to change your secret question and answer for resetting your password.	

Help Tab

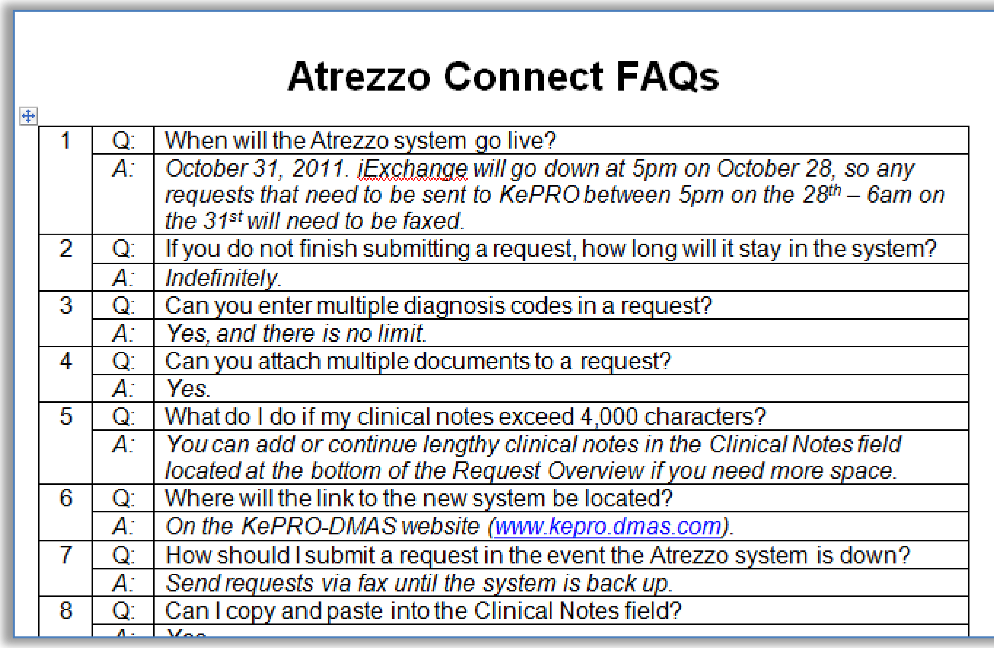
Help Tab



View User Guide (this document)



View FAQs



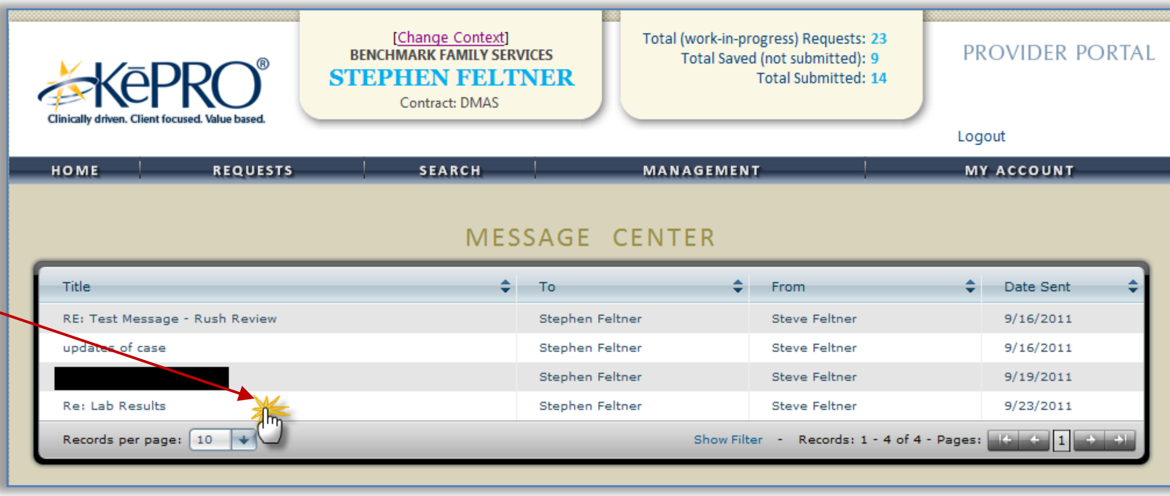
Atrezzo Connect FAQs

1	Q:	When will the Atrezzo system go live?
	A:	*October 31, 2011. iExchange will go down at 5pm on October 28, so any requests that need to be sent to KePRO between 5pm on the 28th – 6am on the 31st will need to be faxed.*
2	Q:	If you do not finish submitting a request, how long will it stay in the system?
	A:	*Indefinitely.*
3	Q:	Can you enter multiple diagnosis codes in a request?
	A:	*Yes, and there is no limit.*
4	Q:	Can you attach multiple documents to a request?
	A:	*Yes.*
5	Q:	What do I do if my clinical notes exceed 4,000 characters?
	A:	*You can add or continue lengthy clinical notes in the Clinical Notes field located at the bottom of the Request Overview if you need more space.*
6	Q:	Where will the link to the new system be located?
	A:	*On the KePRO-DMAS website (www.kepro.dmas.com).*
7	Q:	How should I submit a request in the event the Atrezzo system is down?
	A:	*Send requests via fax until the system is back up.*
8	Q:	Can I copy and paste into the Clinical Notes field?
	A:	Yes.

Messaging

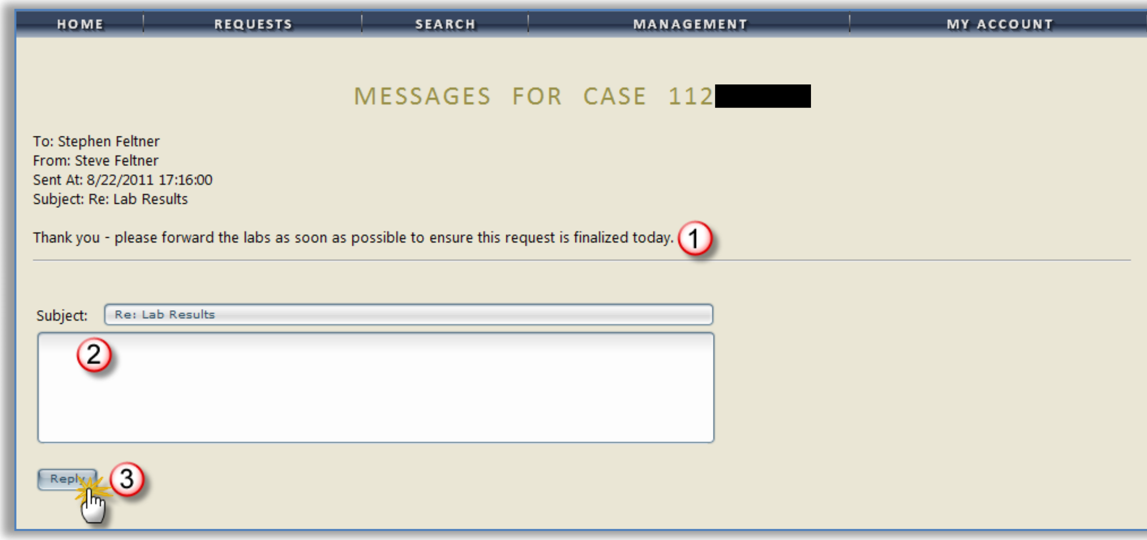
To READ a message sent, go to the Home Screen and click on the message located in the Message Center.

Note: Messages are NOT for attaching clinicals.

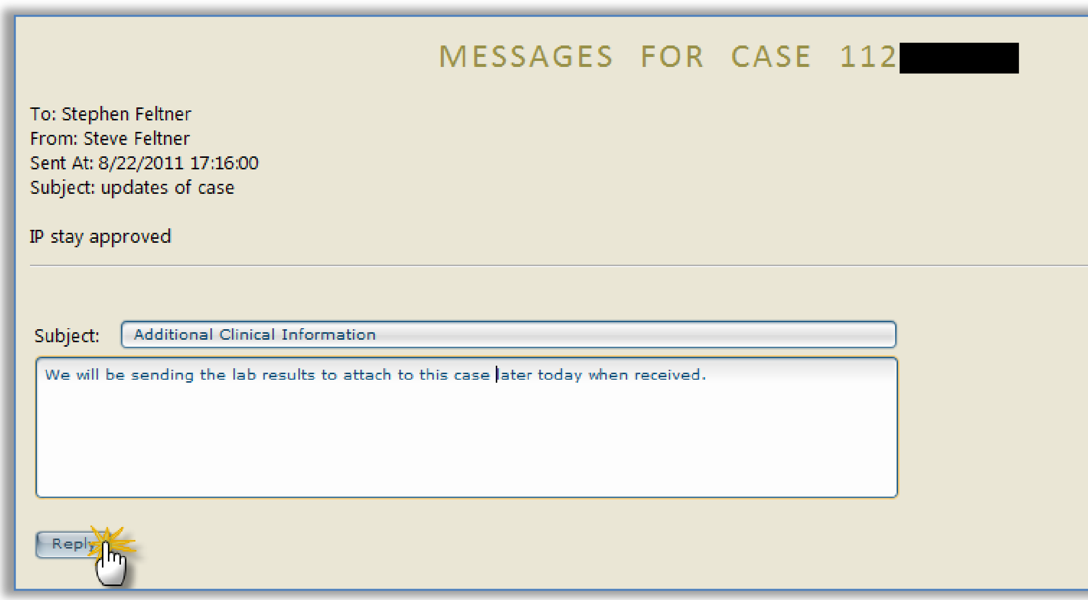


The message appears (1).

To REPLY to the message, type the reply in the space provided (2) and click the Reply button (3).

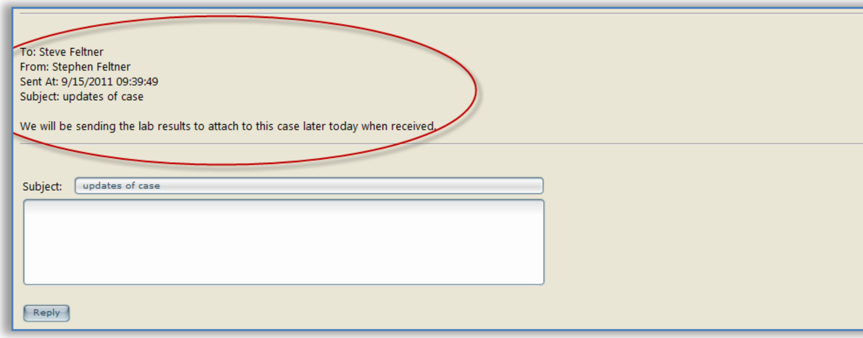
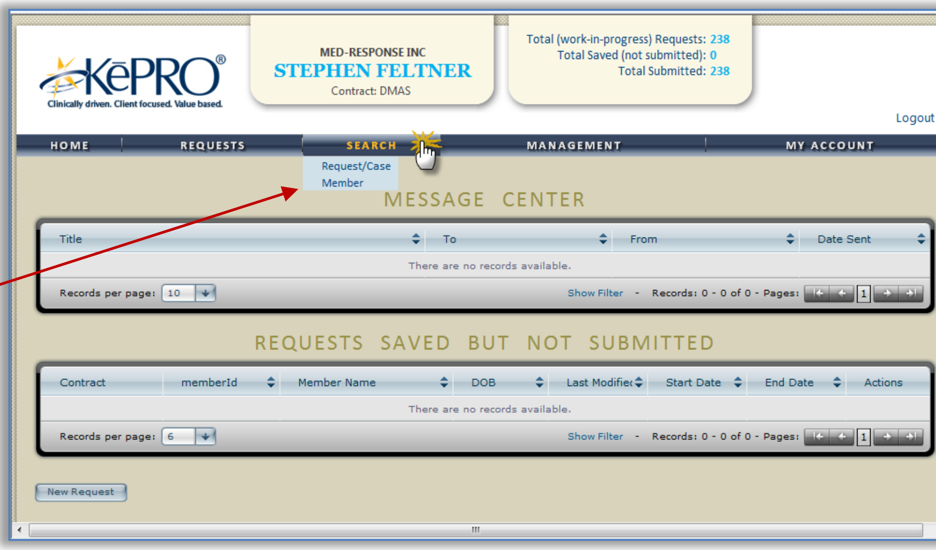
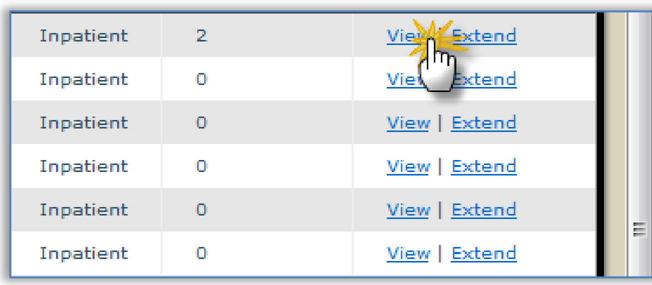


Type in the subject and message body in the space provided and click Reply (or Send) to send the message to KePRO.

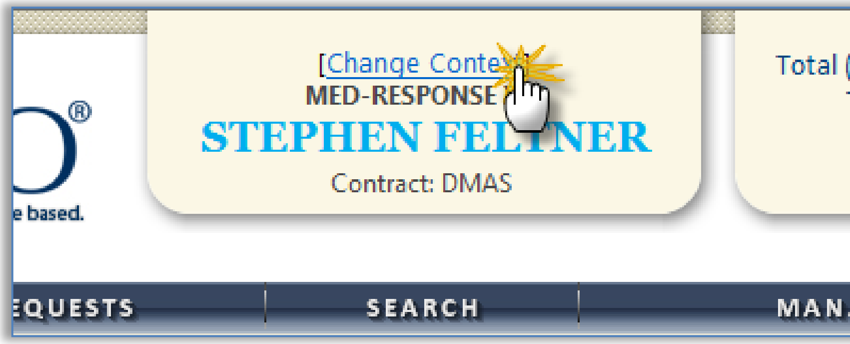
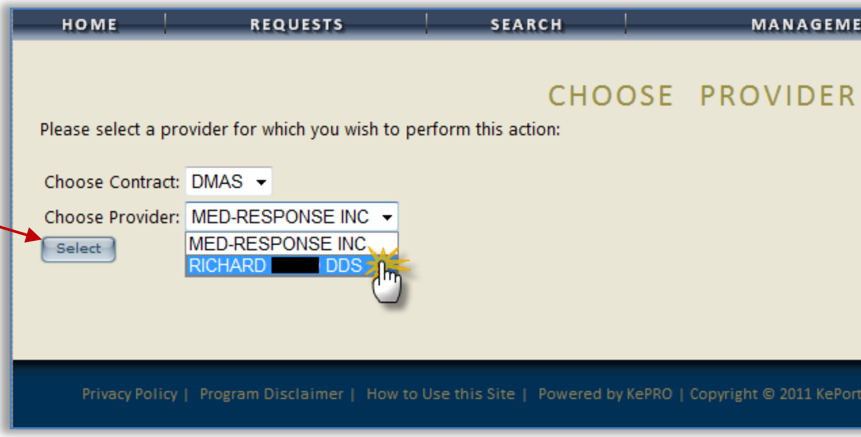


Continued on next page

Messaging, Continued

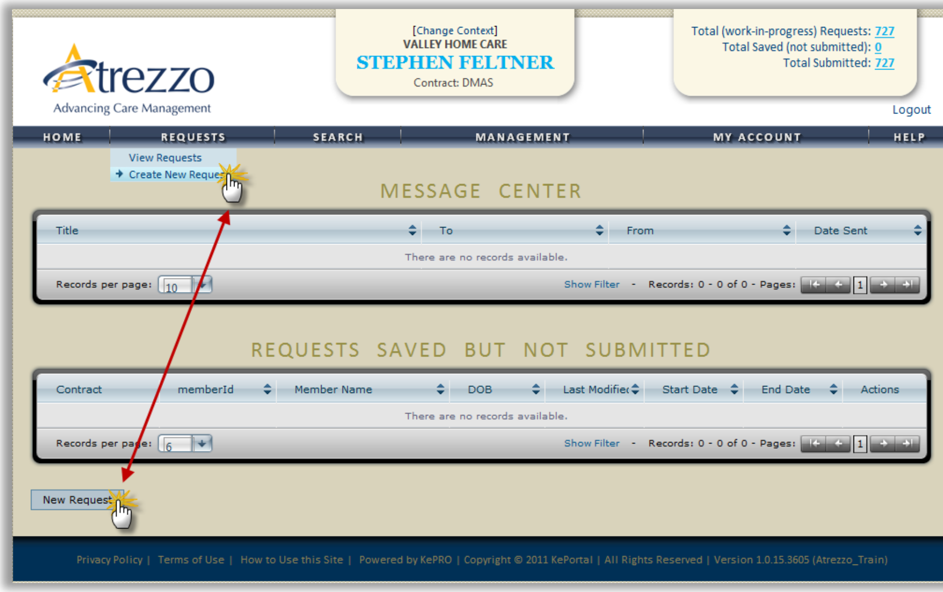
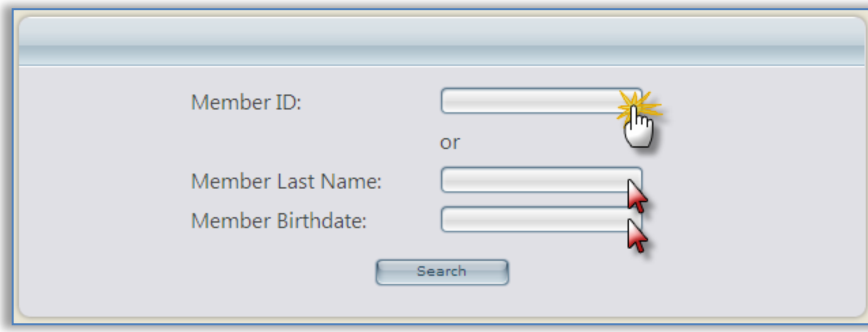
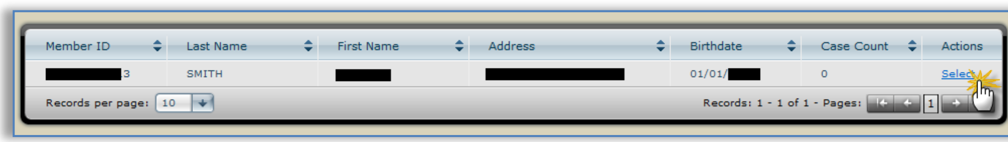
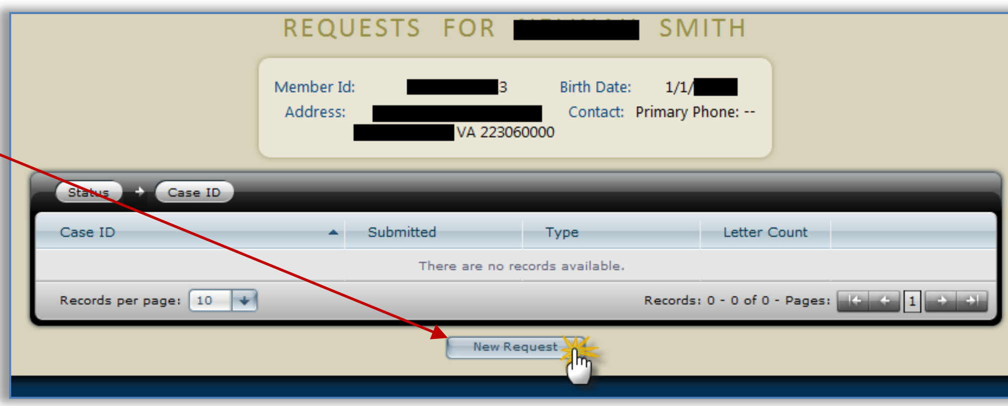
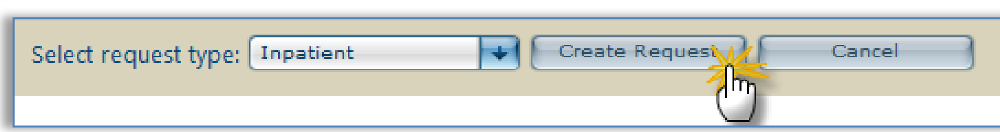
The message has been sent and is now a part of the request record.	
To SEND a message to KePRO about a submitted case, find the case by clicking Search (search by case ID or member)	
Click View to bring up the Request Overview	
Scroll down to the Messages and Attachments section of the overview and click the Send New Message link.	

Change Context Function (Submitting via a Different NPI)

Step 1	To submit a request under a different NPI, click the **Change Context** link.	
Step 2	Select the provider from the dropdown list that you want to submit a request under. Click **Select**.	
Step 3	The provider name has now been changed. Requests will now be submitted under the selected provider.	

Section 2: Service Authorization Requests & Questionnaires

Service Authorization Request (Inpatient)

Step 1	Click the **New Request** button (located at the bottom of the home screen) Or Click **Create New Request** from the Requests tab.	
Step 2	Search for member by: • **Member ID** **Or** • **Last Name** • **Birthdate** Click the **Search** button.	
Step 3	Select the Member from the search results by **clicking on the Select link.**	
Step 4	Verify member information and click the **New Request** button. Select request type (**Inpatient or Outpatient**) and click **Create Request**.	

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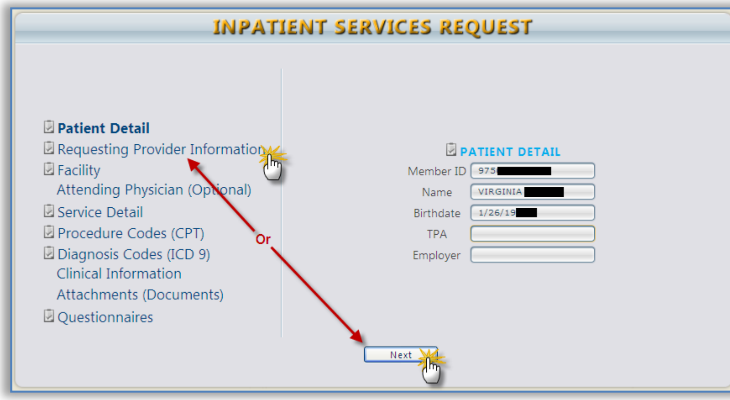
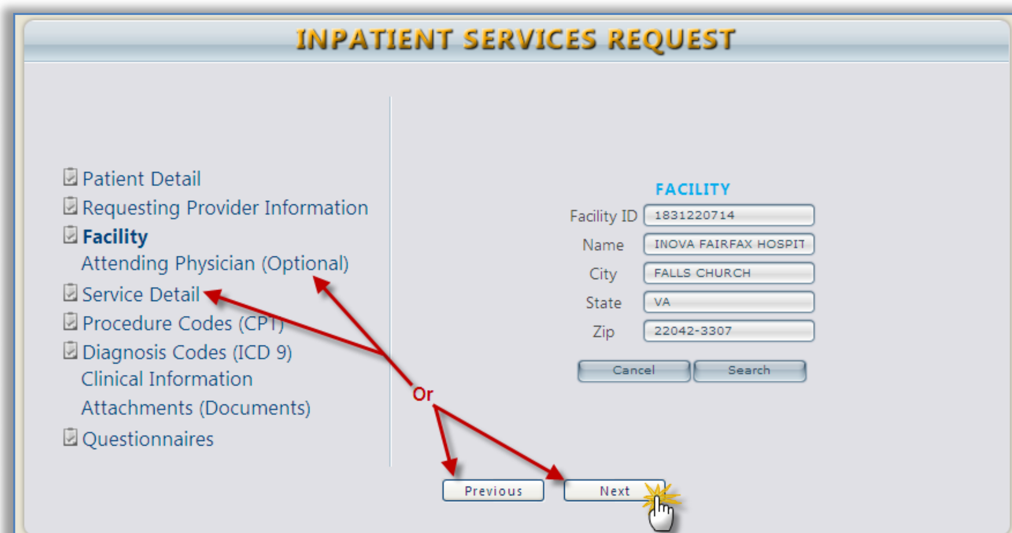
Service Authorization Request (Inpatient), Continued

Step		
Step 5	**Patient Detail** information defaults. Click either the **next section link** or the **Next** button to continue through the **Inpatient Service Request** process.	
Step 6	**Requesting Provider Information** defaults. **Note:** Enter in the **fax #** where official communication about this service authorization should be sent. Click either the **next section link** or the **Next** button to continue through the **Inpatient Service Request** process.	
Step 7	**Facility information** automatically defaults. If the facility information needs to be changed, use the search function to find and select a different facility.	

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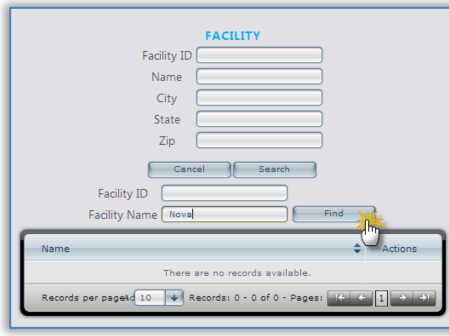
Service Authorization Request (Inpatient), Continued

Step 7.1

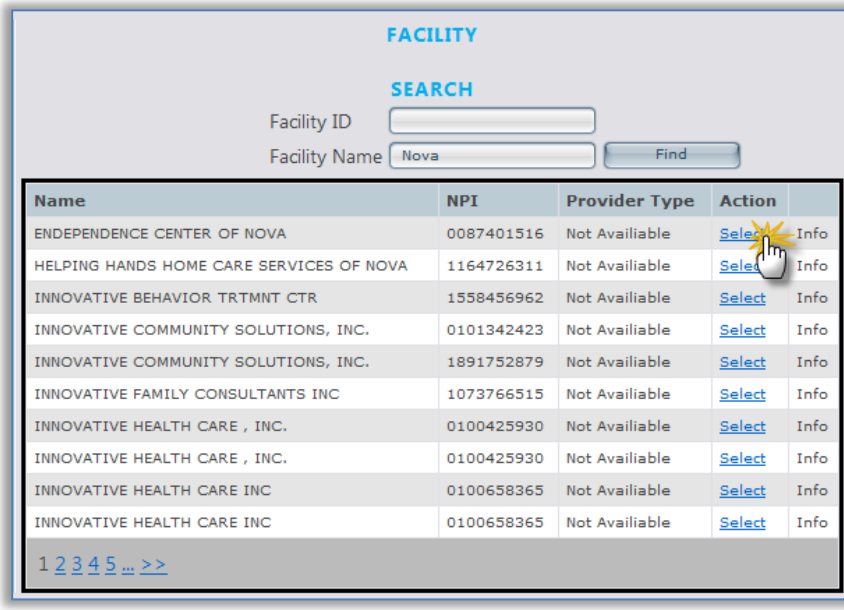
To search for facility information, click the **search button**.

Type in a keyword in the **Facility Name** field and click **Find**.

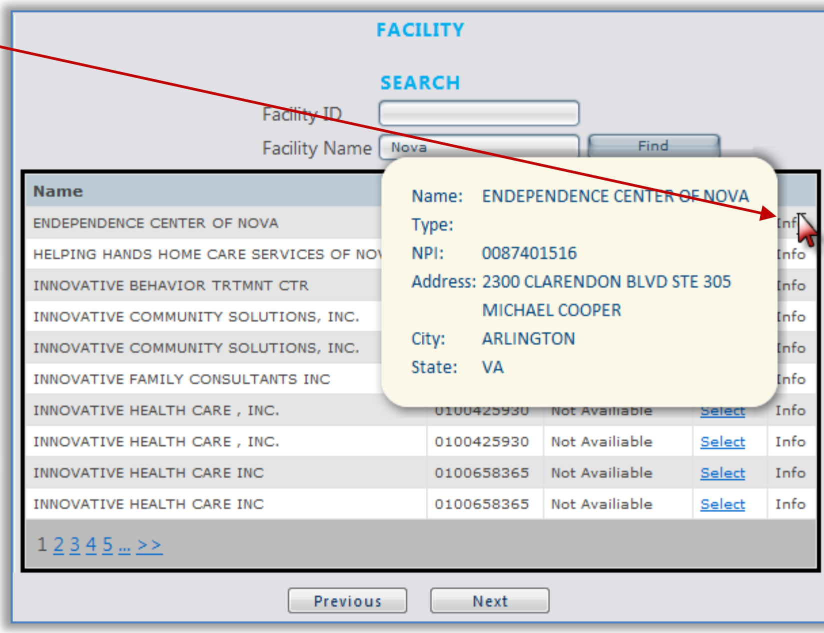


Step 7.2

Select the facility from the **search results**.



Note: Hovering the cursor over the **Info** column will display a bubble with more **detailed Facility information** that can be reviewed before selecting.



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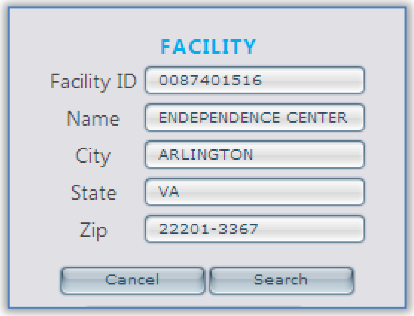
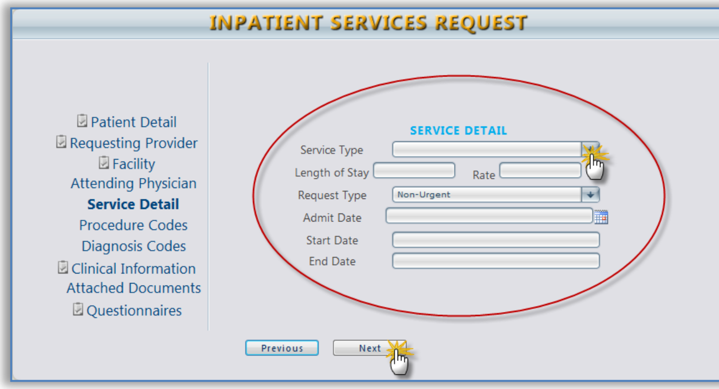
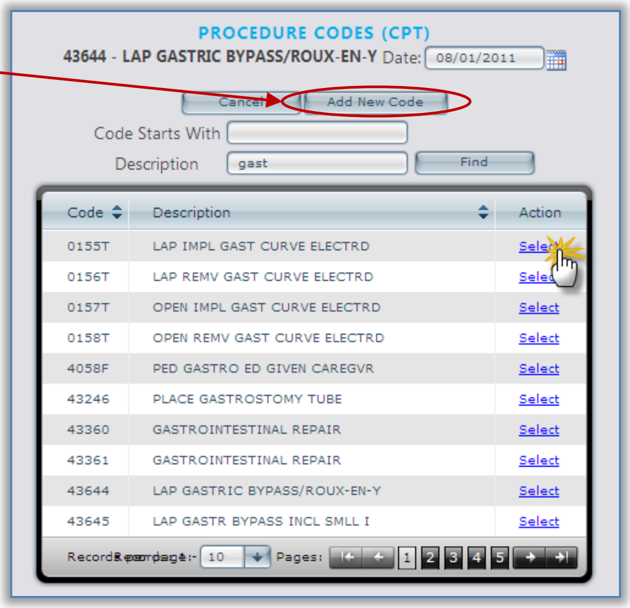
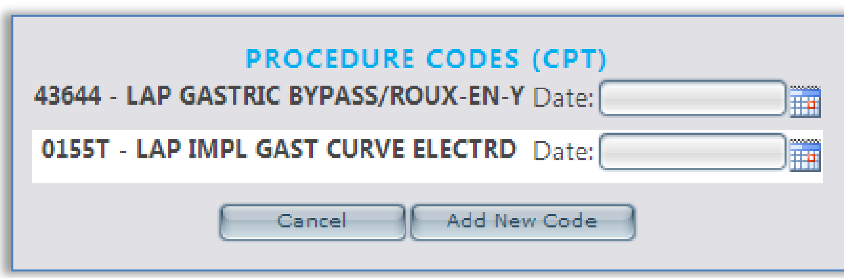
Service Authorization Request (Inpatient), Continued

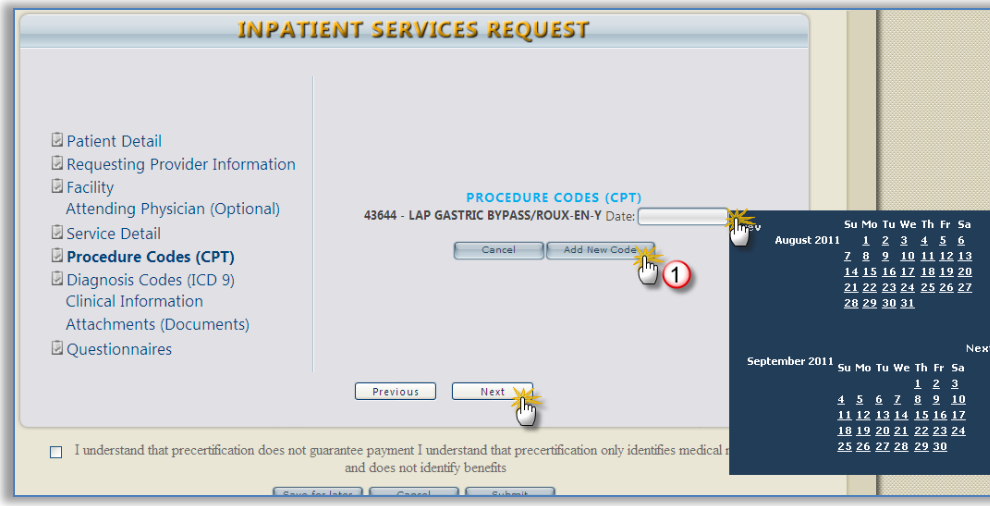
Step 7.3	Facility information populates the fields from the search selection.	
Step 8	Select the appropriate **service detail** using the corresponding drop down menus and fields. Click **Next** to continue.	
Step 9	Add **CPT Code** by clicking the **Add New Code** button searching and selecting from the search results (optional).	
Step 9.1	As shown here, the code that was added is **highlighted in white**. To add another code, click **Add New Code**.	

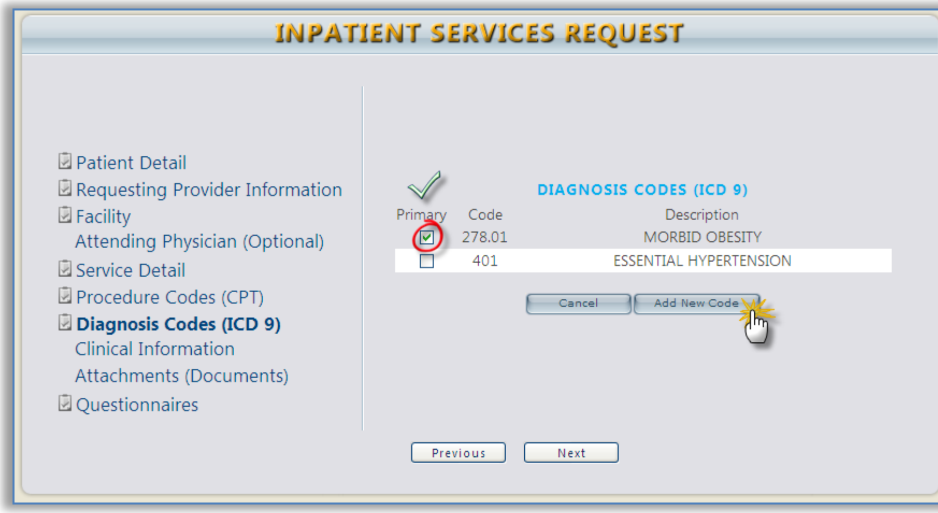
Continued on next page

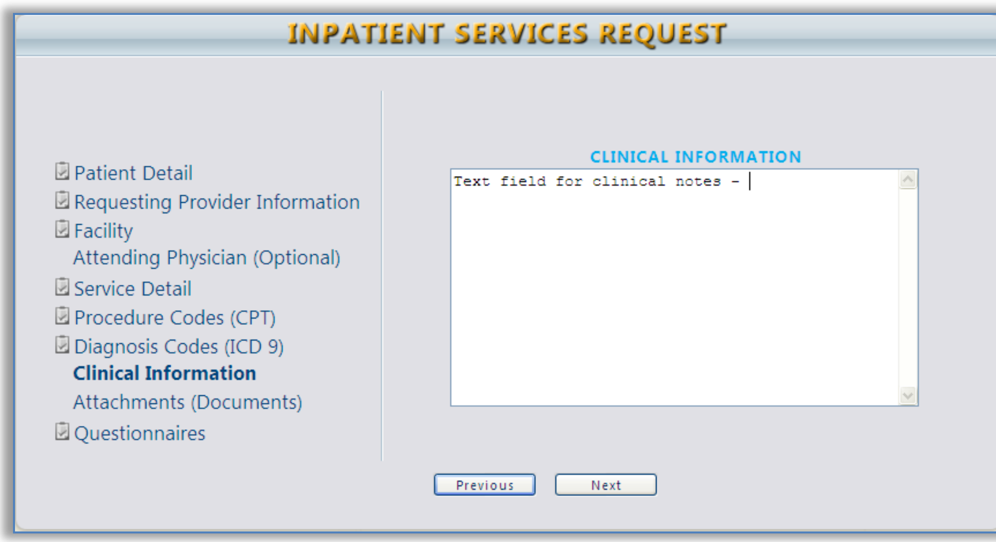
Service Authorization Request (Inpatient), Continued

<table>
<tr><td>Step 9.2</td><td>Select the requested date of the procedure by clicking the appropriate date on the dropdown calendar.

To add a new code (1), click the add new code button and select from the search results.

Click Next to continue.</td><td></td></tr>
<tr><td>Step 10</td><td>At least one diagnosis code must be attached to the case. If there is more than one, one must be selected as the primary.

To add a new code, click the Add New Code button and select from the search results.</td><td></td></tr>
<tr><td>Step 11</td><td>Enter any clinical notes in the text field.

Click Next to continue.</td><td></td></tr>
</table>

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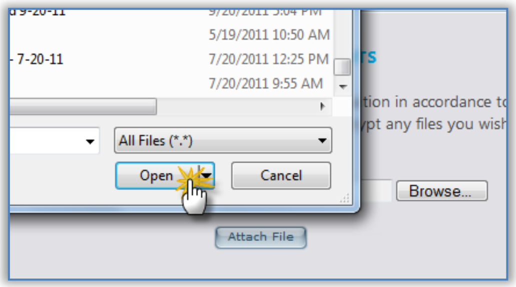
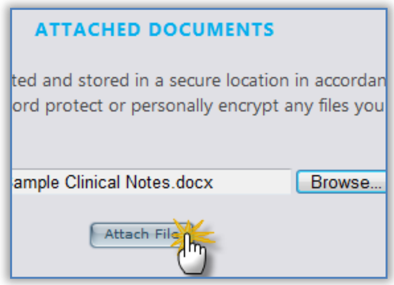
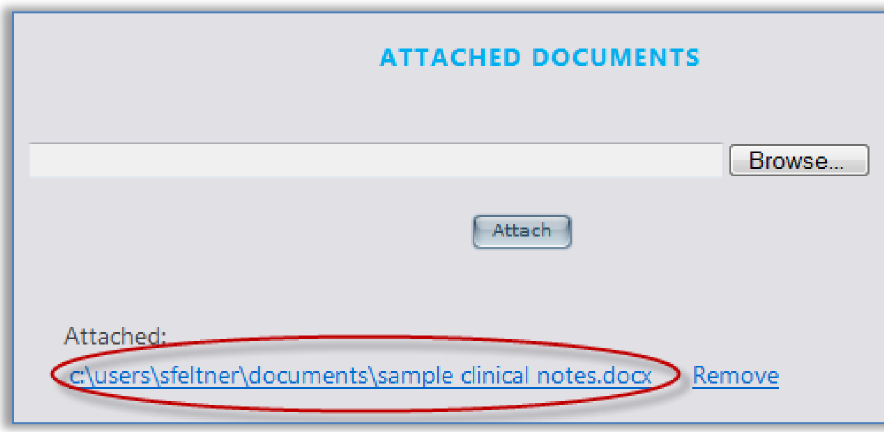
Service Authorization Request (Inpatient), Continued

<table>
<tr>
<td>Step 12</td>
<td>Attach clinical documentation by clicking the browse button.</td>
<td>
</td>
</tr>
<tr>
<td>Step 12.1</td>
<td>Browse and find the file and click Open to attach.

Once attached, click Attach File.</td>
<td>

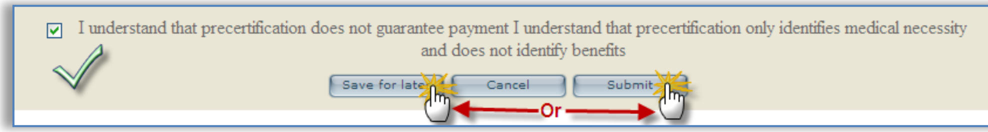
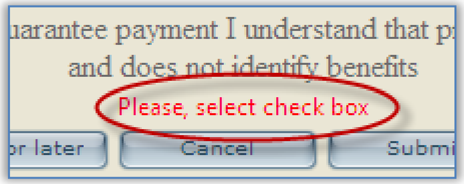
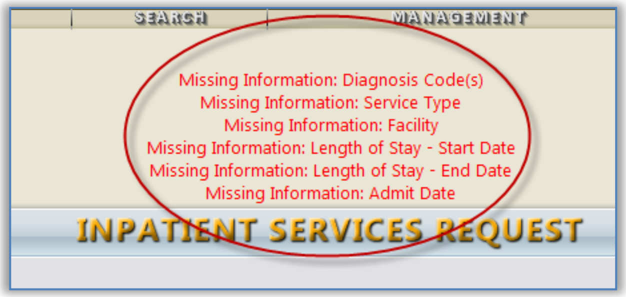

</td>
</tr>
<tr>
<td>Step 12.2</td>
<td>File name appears when it is successfully uploaded.

To remove the file, click the Remove link.</td>
<td>
</td>
</tr>
<tr>
<td>Step 13</td>
<td>Questionnaires* (Does not apply to all services)

*See the Questionnaires section in this manual for more detailed information</td>
<td>
</td>
</tr>
</table>

Continued on next page

Service Authorization Request (Inpatient), Continued

Step 14	**VERY IMPORTANT!** Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**. You cannot proceed if you do not click the checkbox.	 
Step 14.1	If any required portion of the request is missing, these alerts appear.	
Step 15	Once a request is successfully submitted, a **Request Overview** is displayed.	

Service Authorization Request (Inpatient) Summary

Step 1	• Click the **New Request** button (located at the bottom of the home screen).
Step 2	• Search for member by: – **Member ID** **OR** – **Last Name** – **Date of Birth** • Click the **Search** button.
Step 3	• Select the Member from the search results by clicking on the **Select** link**.**
Step 4	• Verify member information and click the **New Request** button. • Select request type (**Inpatient or Outpatient**) and click **Create Request**.
Step 5	• Enter **Patient Detail**. • Click either the **next section link** or the **Next** button to continue through the **Inpatient Service Request** process.
Step 6	• Enter **Requesting Provider Information**. • Click **Next** to continue.
Step 7	• Enter **Facility information**. • To search for facility information, click the **search button**. • Type in a keyword in the **Facility Name** field and click **Find**. • Select the facility from the **search results**. • Facility information will populate the fields from the search selection.
Step 8	• Select the appropriate **service detail** using the corresponding drop down menus and fields. • Click **Next** to continue.
Step 9 optional	• Add **CPT Code** by clicking the **Add New Code** button searching and selecting from the search results. • **Select the requested date** of the procedure by click the appropriate date on the **dropdown calendar**. • To add a new code, click the **Add New Code** button and select from the search results. • Click **Next** to continue.
Step 10	• At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary. • To add a new code, click the **Add New Code** button and select from the search results. • Click **Next** to continue.
Step 11	• Enter any **clinical notes** in the text field. • Click **Next** to continue.
Step 12	• **Attach** clinical documentation by clicking the **browse** button. • **Browse and find** the file and click Open to attach. • Once attached, click **Submit**.
Step 13	• **Questionnaires (if applicable)**
Step 14	• Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**.
Step 15	• A **Request Overview** is displayed.

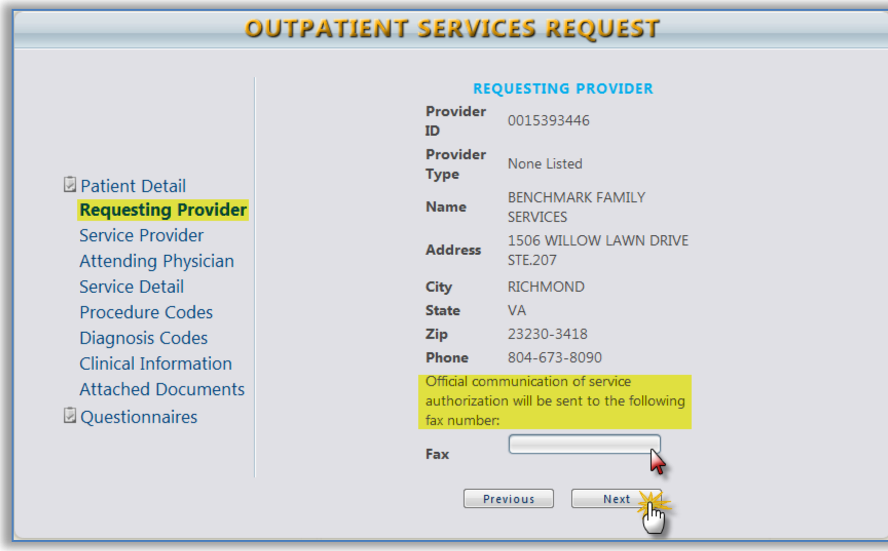
END INPATIENT PROCESS FLOW

Service Authorization Request (Outpatient)

<table>
<tr>
<td>Step 1</td>
<td>Once you have located and brought up a member (see steps 1-4 of Inpatient process), Patient Detail information defaults.

Click Next to continue.</td>
<td>
</td>
</tr>
<tr>
<td>Step 2</td>
<td>Requesting Provider Information data defaults.

Note: Enter in the fax # where official communication about this service authorization should be sent.

Click Next to continue.</td>
<td>
</td>
</tr>
<tr>
<td>Step 3</td>
<td>Service Provider Information defaults. If not known, click the Search button.</td>
<td>
</td>
</tr>
</table>

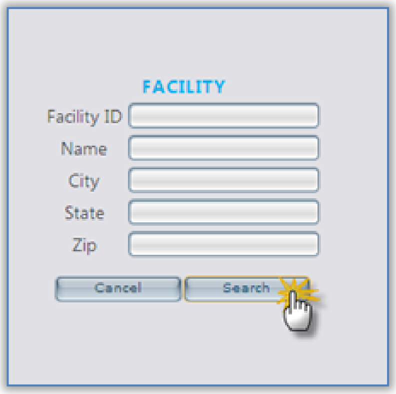
Continued on next page

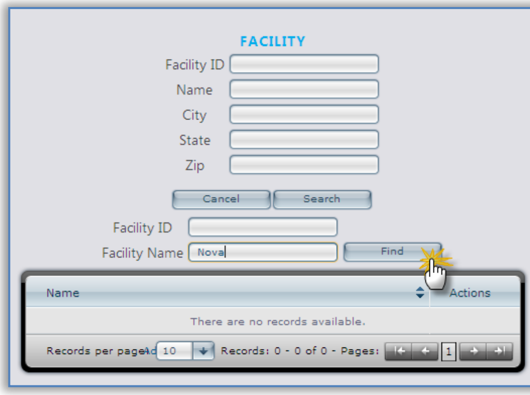
Service Authorization Request (Outpatient), Continued

Step 3.1

To search for facility information, click the **search button**.

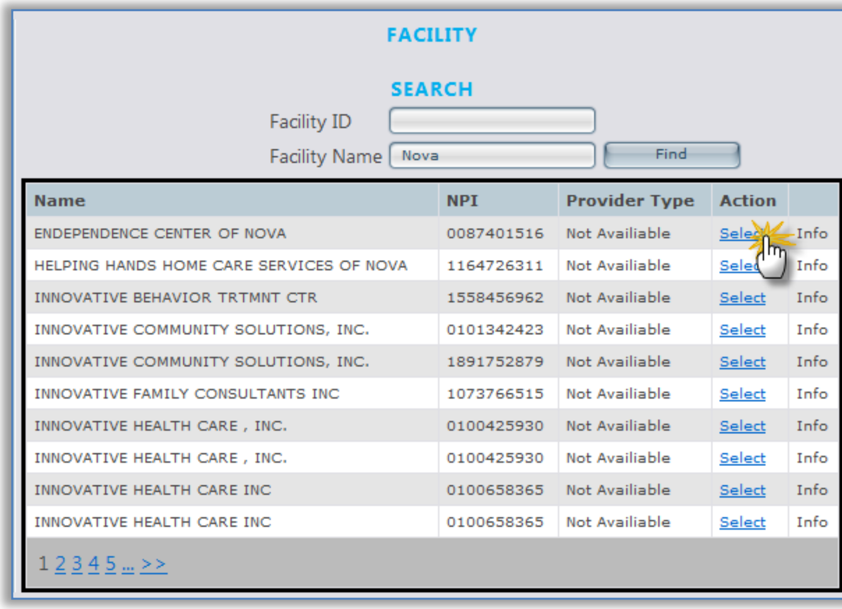
Type in a keyword in the **Facility Name** field and click **Find**.



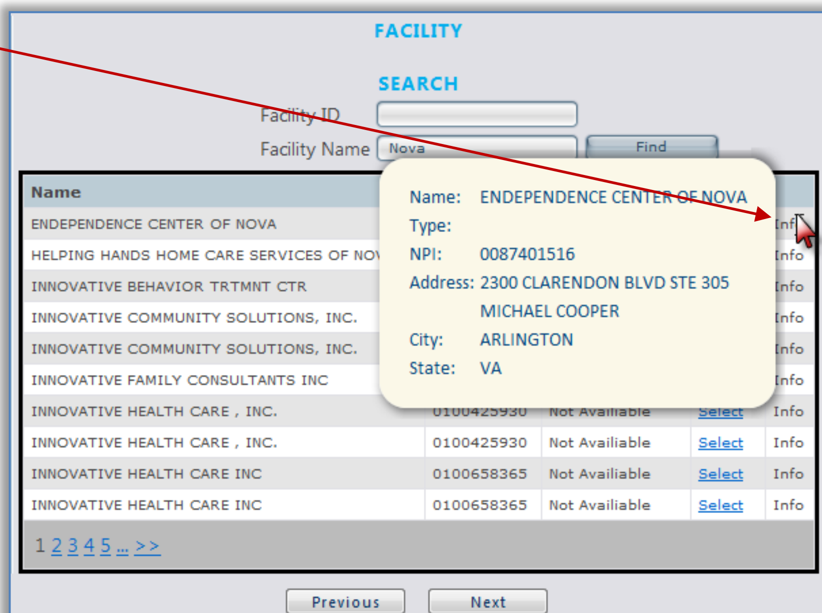


Step 3.2

Select the facility from the **search results**.



Note: Hovering the cursor over the **Info** column will cause a bubble to appear with more **detailed Facility information** that can be reviewed before selecting.



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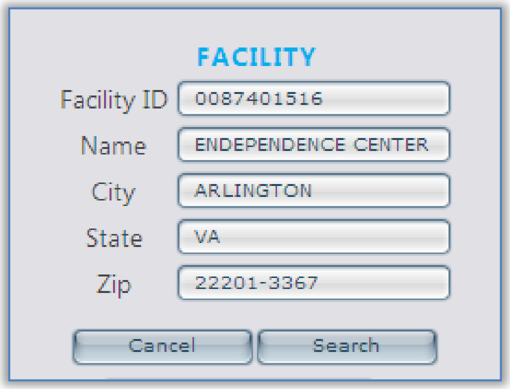
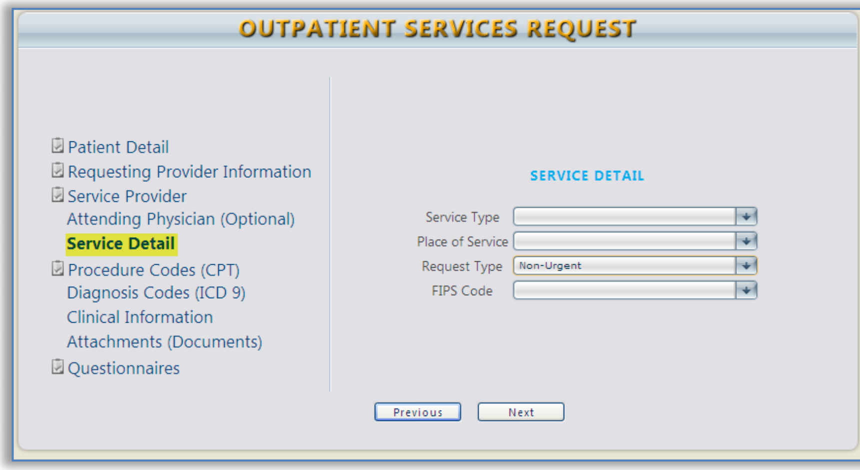
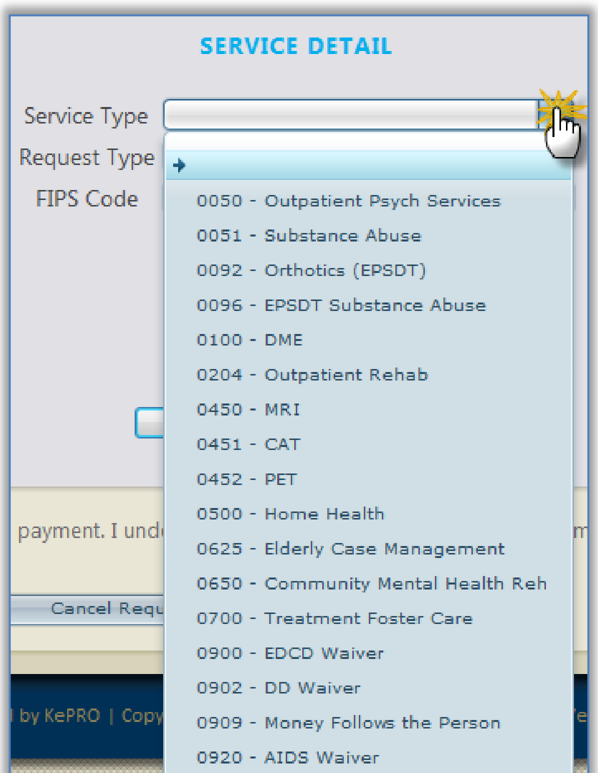
Service Authorization Request (Outpatient), Continued

Step 3.3	Facility information populates the fields from the search selection.	
Step 4	Complete the drop down fields for **Service Detail**. Note: The Attending Physician section is optional.	
Step 4.1	Select **Service Type** from the dropdown.	

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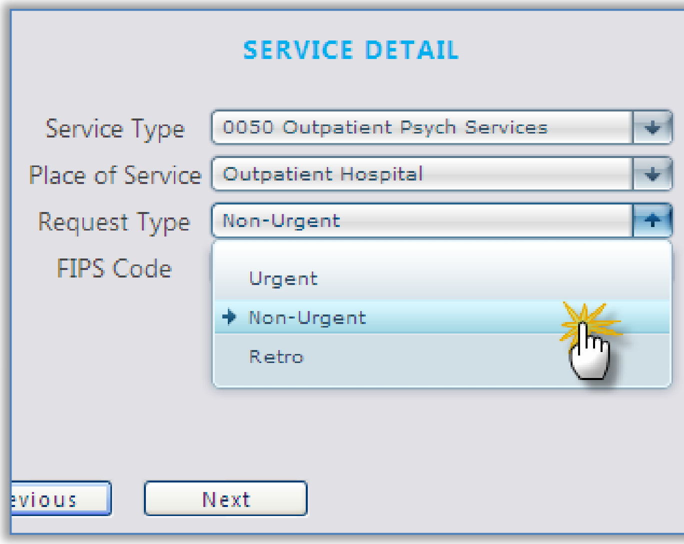
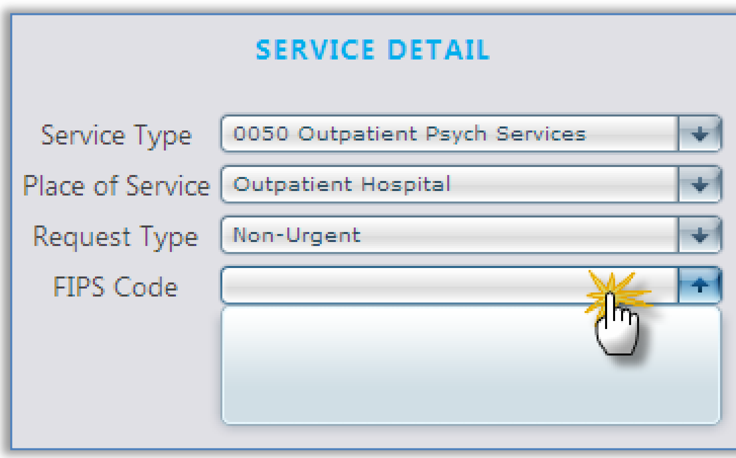
Service Authorization Request (Outpatient), Continued

Step 4.2	Select **Place of Service** from the dropdown.	
Step 4.3	Select the **Request Type** from the drop down.	
Step 4.4	Select or input the **FIPS Code (if required)** in the last field. Click **Next** to continue.	

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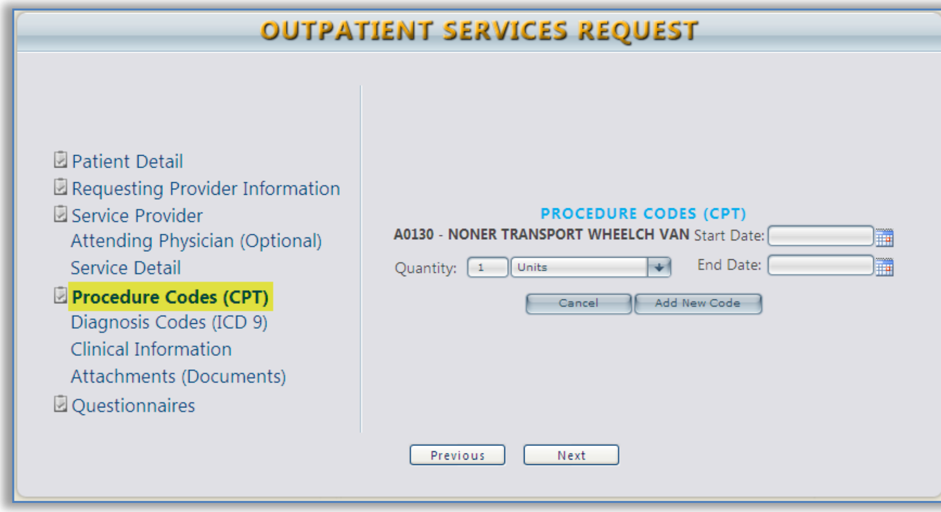
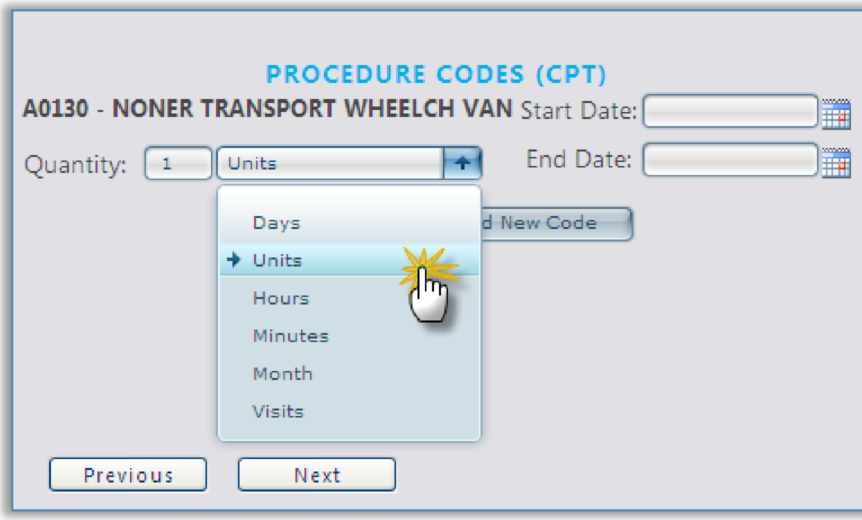
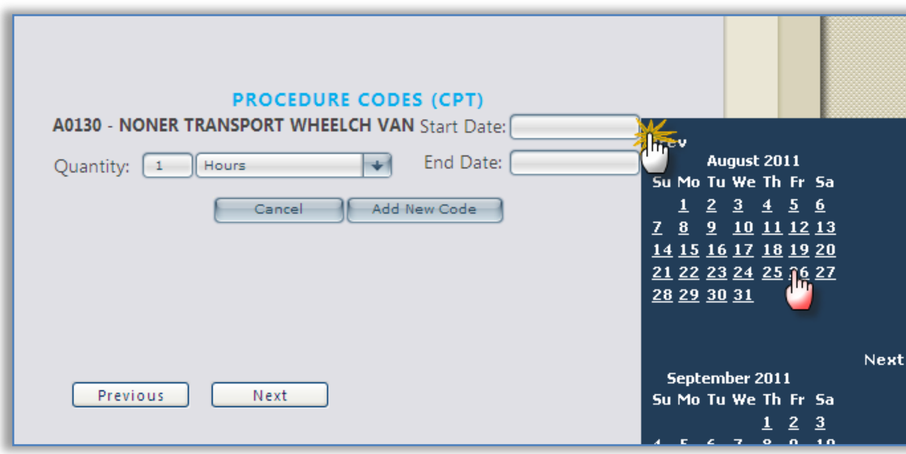
Service Authorization Request (Outpatient), Continued

Step 5	Fill in the required information for **Procedure Codes (CPT)**.	
Step 5.1	Enter the **quantity** and select the number of Units, Hours, etc. from the dropdown.	
Step 5.2	Enter the **Start Date** and **End Date** using the calendar dropdowns.	

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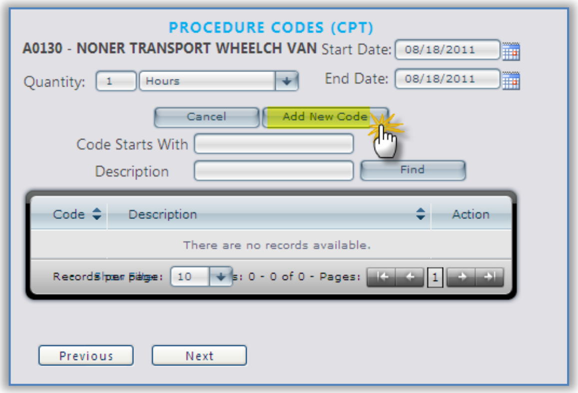
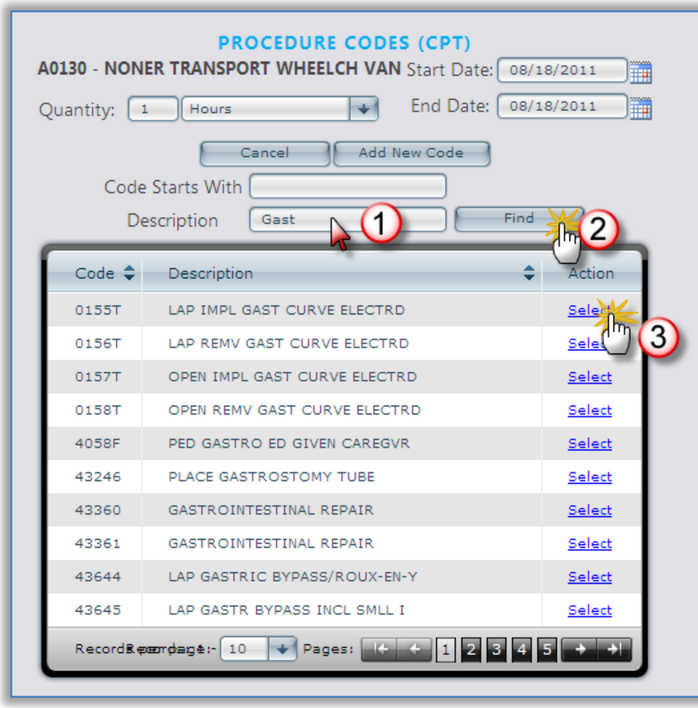
Service Authorization Request (Outpatient), Continued

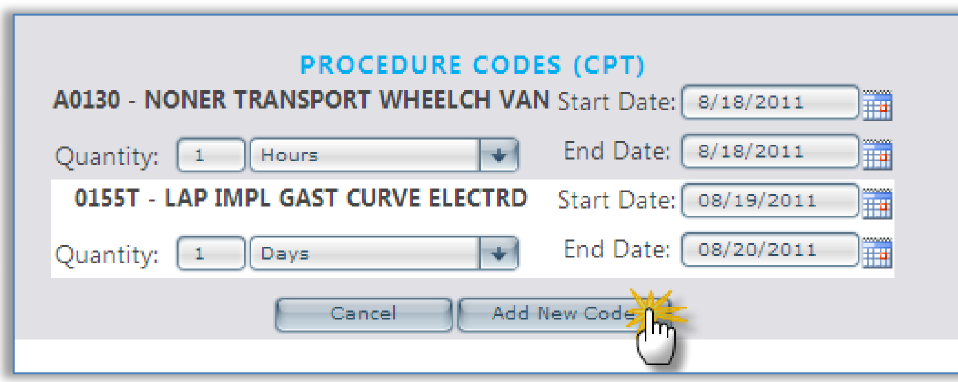
<table>
<tr>
<td>Step 5.3</td>
<td>If a new code needs to be added, click the Add New Code button.</td>
<td>


</td>
</tr>
<tr>
<td>Step 5.4</td>
<td>Search for the code using the Code Starts With or Description (1) fields.

Click Find (2).

Select the appropriate CPT code to be added (3).

The code is added to the member file.</td>
<td>




</td>
</tr>
</table>

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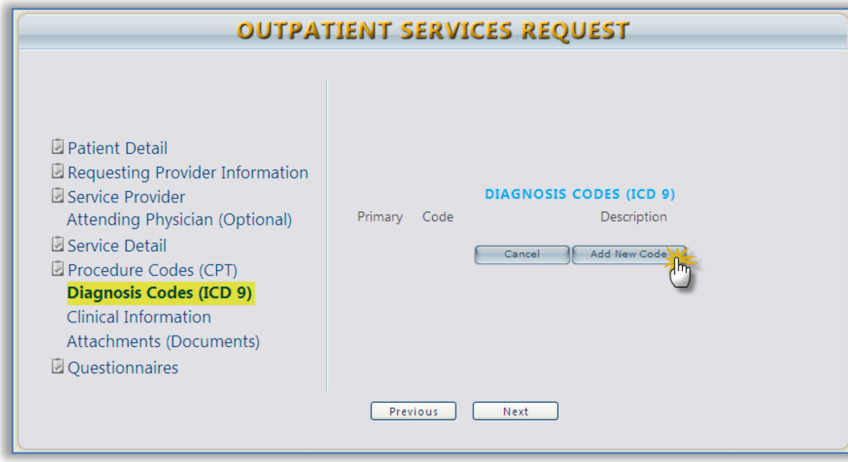
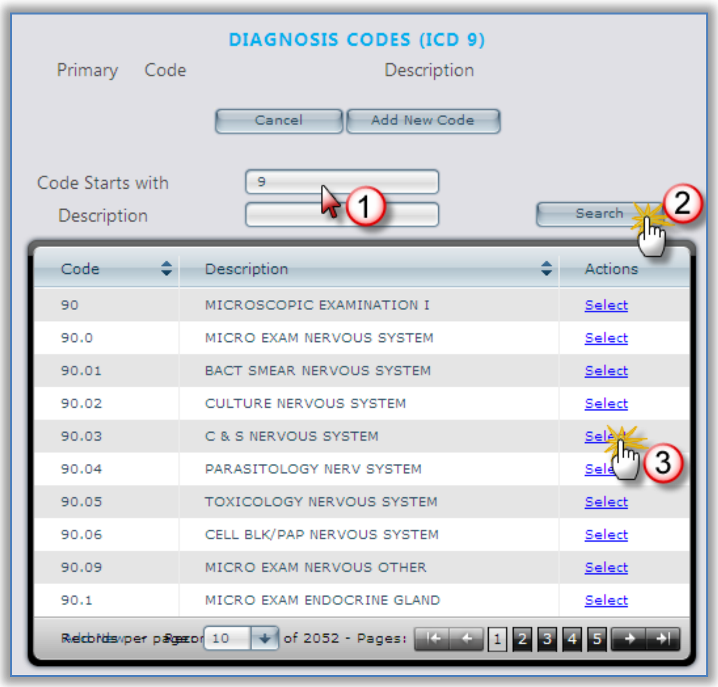
Service Authorization Request (Outpatient), Continued

<table>
<tr>
<td>Step 6</td>
<td>Add Diagnosis Code (ICD 9) by clicking the Add New Code button.</td>
<td>


</td>
</tr>
<tr>
<td>Step 6.1</td>
<td>Like the CPT Codes, search, locate, and attach Diagnosis Codes by using the search function.

(1) – Search by Code Starts With or Description
(2) – Click Search
(3) – Select the appropriate ICD 9 code</td>
<td>

</td>
</tr>
</table>

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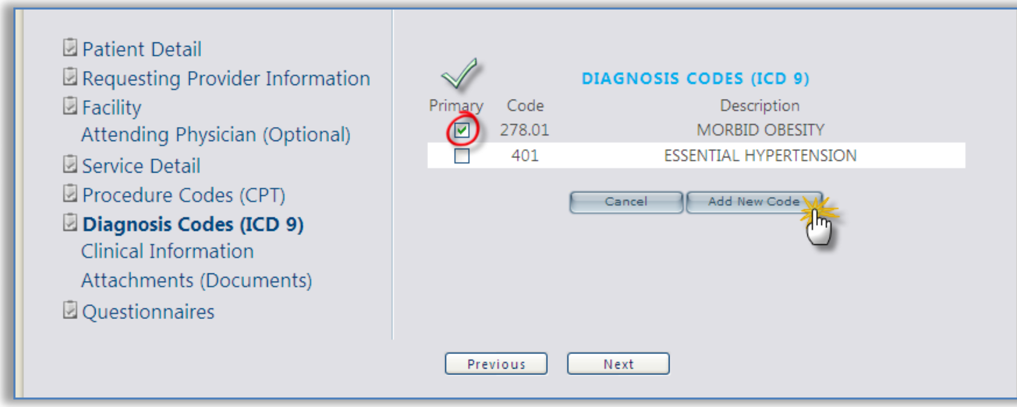
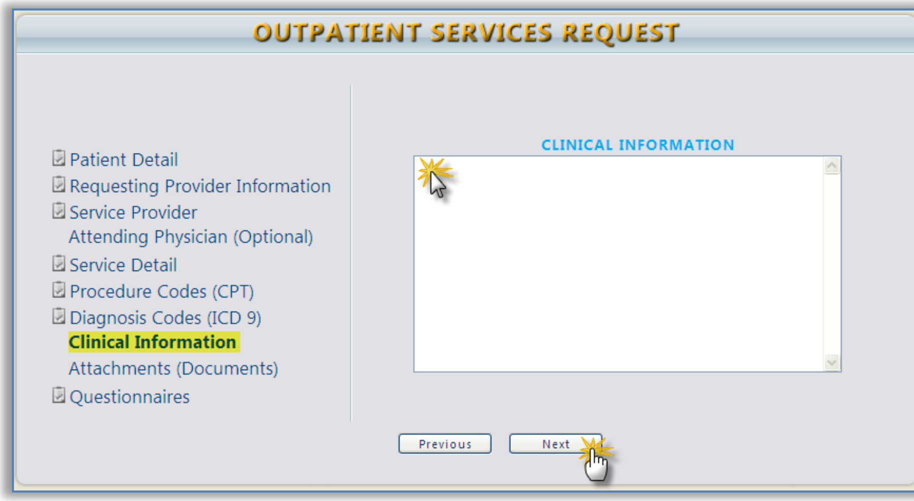
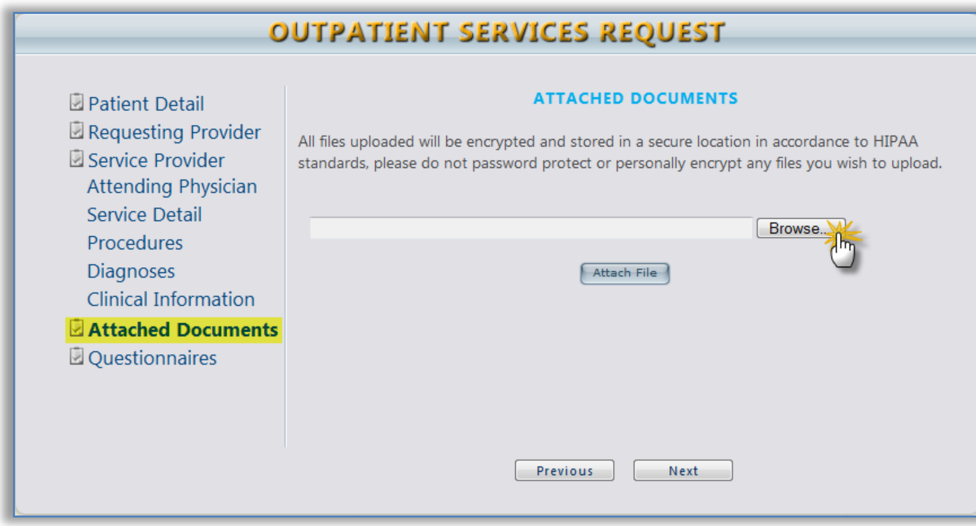
Service Authorization Request (Outpatient), Continued

Step 6.2	At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary. To add a new code, click **the Add New Code** button and select from the search results.	
Step 7	Enter any **clinical notes** in the text field.	
Step 8	**Attach** clinical documentation by clicking the **browse** button.	

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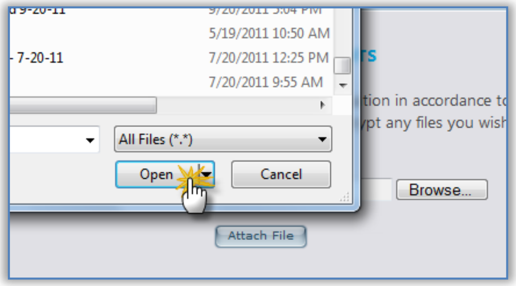
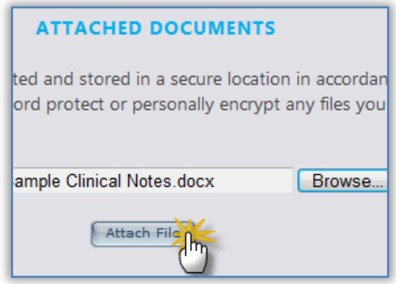
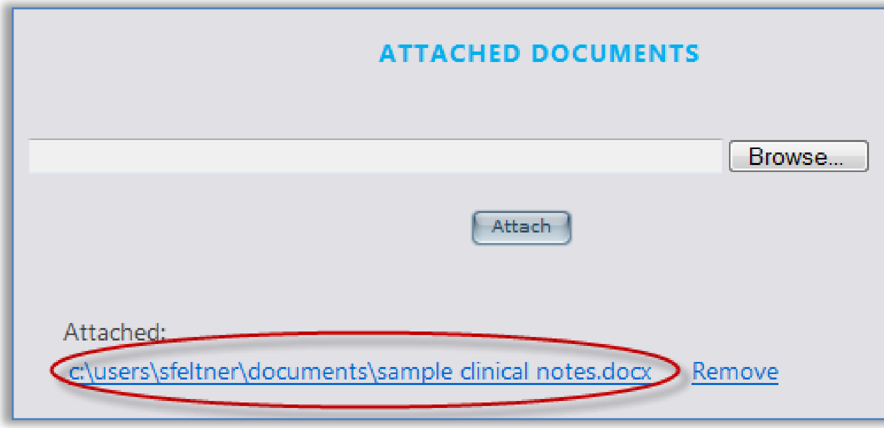
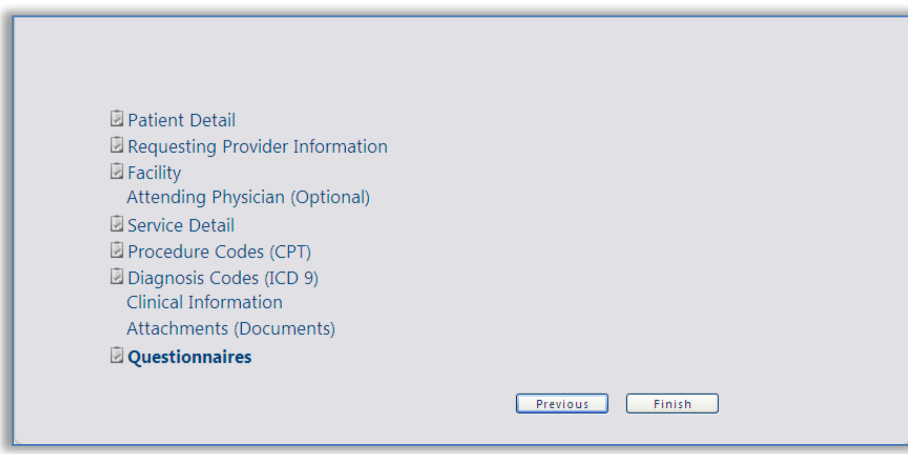
Service Authorization Request (Outpatient), Continued

Step 8.1	**Browse and find** the file and click Open to attach. Once attached, click **Attach File**.	
Step 8.2	File name will appear when it is successfully uploaded.	
Step 9	The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.	
Step 10	**Questionnaires* (Does not apply to all services)** ***See the Questionnaires section in this manual for more detailed information**	

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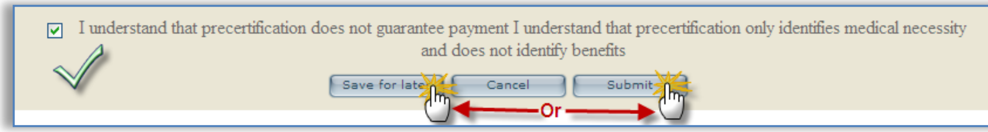
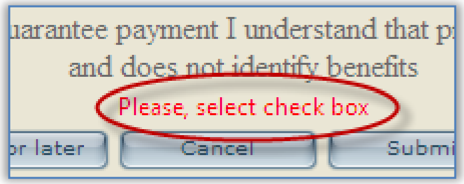
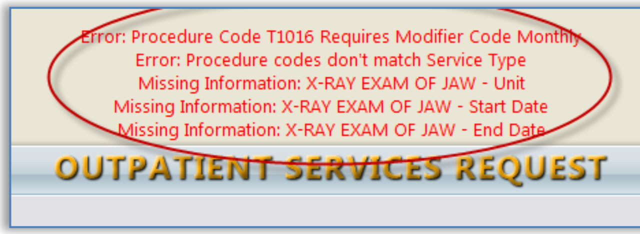
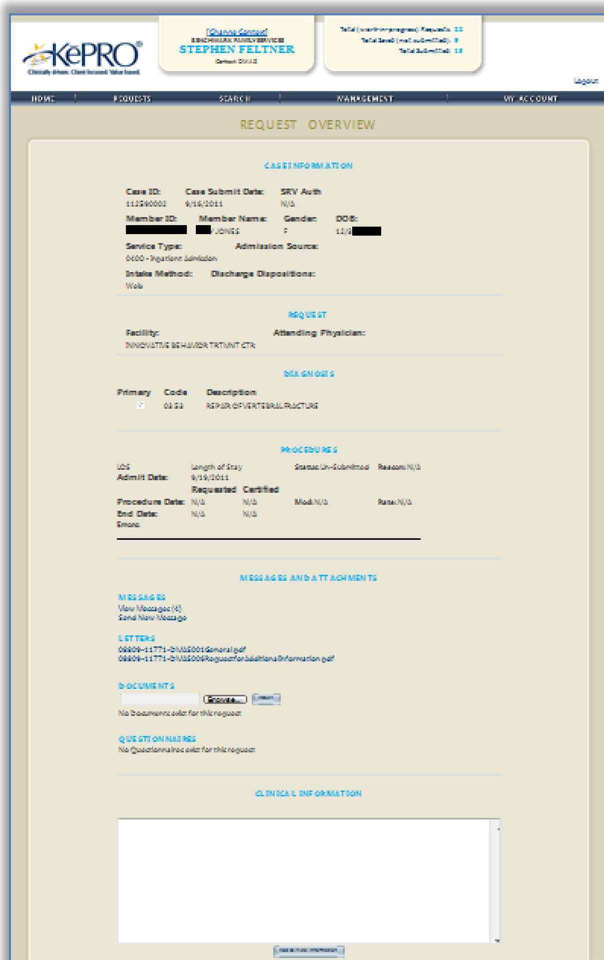
Service Authorization Request (Outpatient), Continued

Step 11	**VERY IMPORTANT!** Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**. You will not be able to proceed if you do not click the checkbox.	 
Step 11.1	If any required portion of the request is missing, these alerts will appear.	
Step 12	Once a request is successfully submitted, a **Request Overview** is displayed.	

Service Authorization Request (Outpatient) Summary

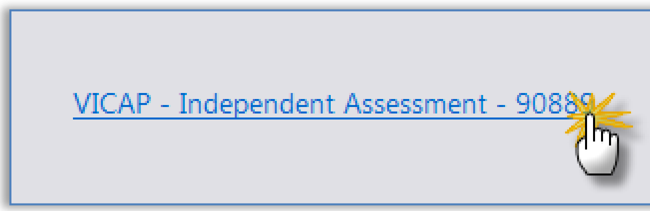
Step 1	• Once you have located and brought up a member (**see steps 1-4 of Inpatient process**), input Patient Detail. • Click **Next** to continue.
Step 2	• Enter **Requesting Provider Information** data. • Click **Next** to continue.
Step 3	• Enter in **Service Provider Information**. If not known, click the **Search** button. • To search for facility information, click the **search button**. • Type in a keyword in the **Facility Name** field and click **Find**. • Select the facility from the **search results**.
Step 4	• Complete the drop down fields for **Service Detail**. • **Note:** The Attending Physician section is optional.
Step 5	• Fill in the required information for **Procedure Codes (CPT)**. • Enter the **quantity** and select the number of Units, Hours, etc. from the dropdown. • Enter the **Start Date** and **End Date** using the calendar dropdowns. • If a new code needs to be added, click the **Add New Code** button. • Search for the code using the **Code Starts With** or **Description** fields. • Click **Find.** • Select the appropriate CPT code to be added.

Step 6	• Add **Diagnosis Code (ICD 9)** by clicking the **Add New Code** button.
	• **Like the CPT Codes**, search, locate, and attach **Diagnosis Codes** by using the search function.
	• Search by **Code Starts With** or **Description.**
	  – Click **Search.**
	  – Select the appropriate **ICD 9 code.**
	• At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary.
	• To add a new code, click **the Add New Code** button and select from the search results.

Step 7	• Enter any **clinical notes** in the text field. • Click **Next** to continue.
Step 8	• **Attach** clinical documentation by clicking the **browse** button. • **Browse and find** the file and click Open to attach. • Once attached, click **Submit**.
Step 9	• The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.
Step 10	• **Questionnaires (if applicable)**
Step 11	• Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**. • You will not be able to proceed if you do not click the checkbox. An error message will appear as shown to the right.
Step 12	• The **Request Overview** is displayed.

END OUTPATIENT PROCESS FLOW

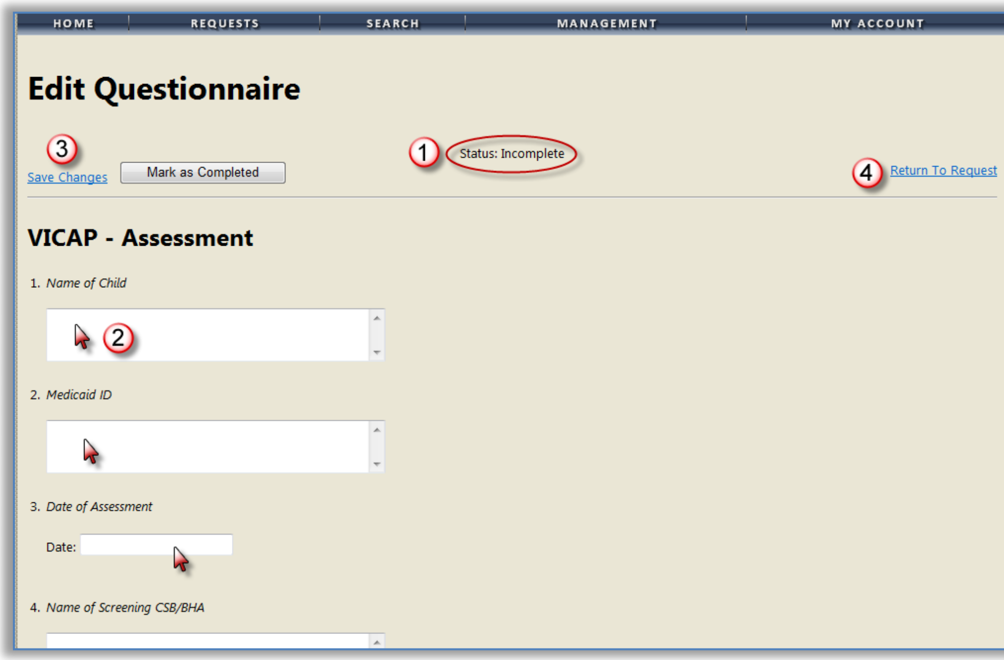
Questionnaires

<table>
<tr><td>Step 1</td><td>If a review requires the completion of a questionnaire, one will appear as link as shown.</td><td>
</td></tr>
<tr><td>Step 2</td><td>Click the questionnaire link to begin completing it.</td><td>
</td></tr>
<tr><td>Step 3</td><td>Complete the questionnaire.

The status (1) is displayed in the center.

Click in the fields or checkboxes to complete the questionnaire (2).

Once complete, click Save Changes or Mark as Completed (3).

Click the Return to Request link to return to the request (4).</td><td>
</td></tr>
</table>

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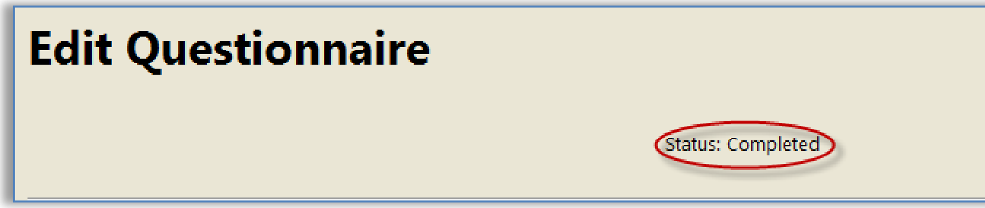
Questionnaires, Continued

Step 4

Once the questionnaire has been completed, the status changes to **Completed** as shown.

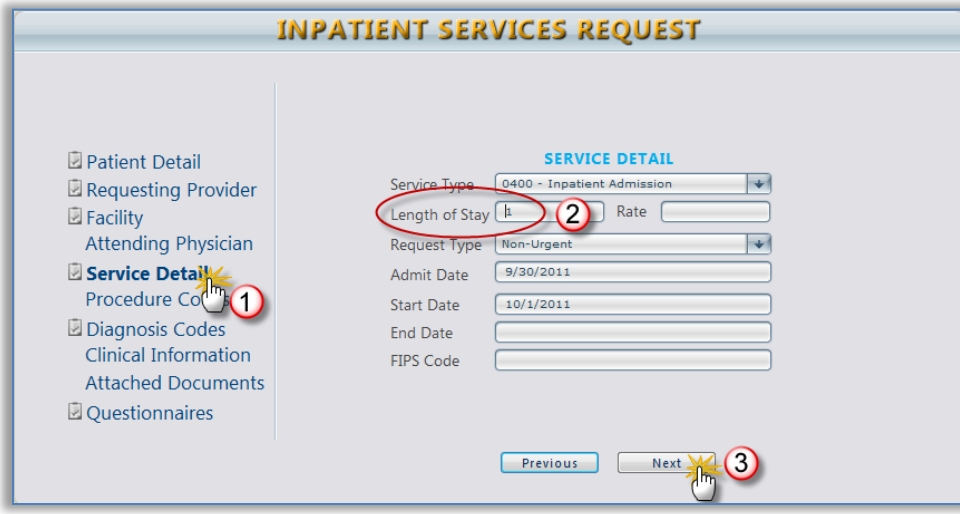
In addition, the Questionnaire section of the workflow is noted with a **checkmark** denoting that this step has been completed.

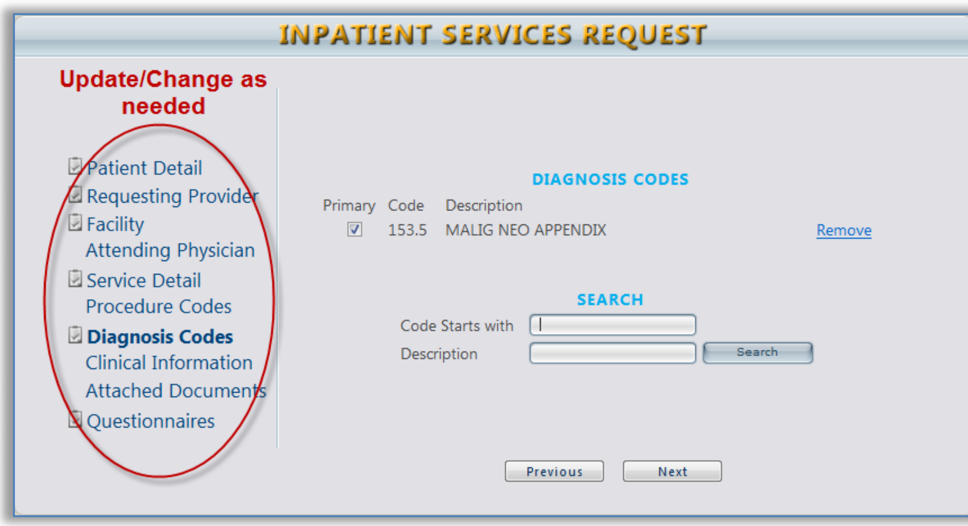


Extending a Request (Concurrent Review)

<table>
<tr>
<td>Step 1</td>
<td>Locate the request that requires an extension. (Request/case or Member search)

Click the Extend link on the case line.</td>
<td>
</td>
</tr>
<tr>
<td>Step 2</td>
<td>As an example, to add a day to a request, click Service Detail (1), and type in “1” in the Length of Stay field (2).

Click Next (3).</td>
<td>
</td>
</tr>
<tr>
<td>Step 3</td>
<td>Update, add, delete, or change the remaining steps of the service request as needed.

(Ex., add a diagnosis code, add additional clinical information, or attach additional documents)</td>
<td>
</td>
</tr>
</table>

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Extending a Request (Concurrent Review), Continued

Step 4	Click the disclaimer checkbox and click **Submit**.