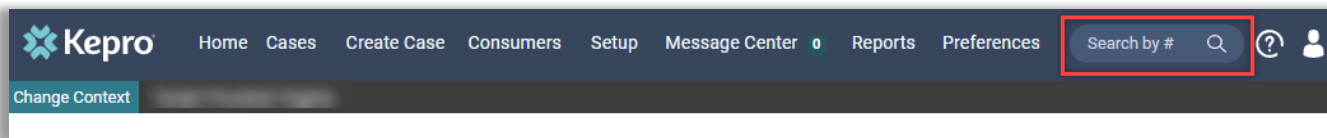


## Summary

Requesting an Authorization Revision will need to be made by using the action function. The instructions below describe how to start the process of Requesting an Authorization Revision from within the case.

### 1 Search for Case ID

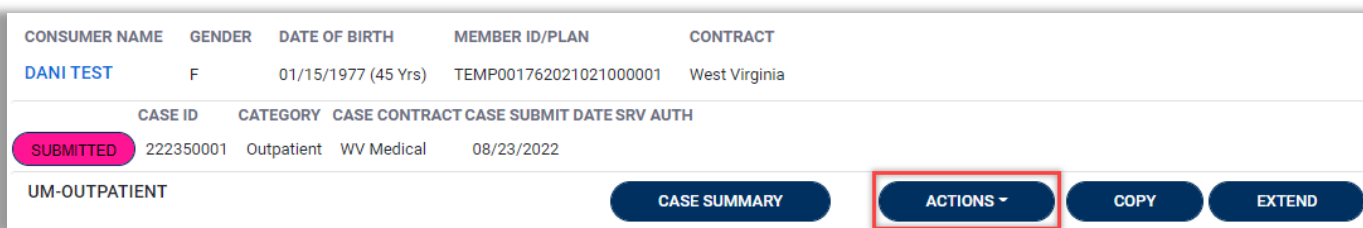
Enter the **Case ID** into the Search Bar. Press enter or click anywhere outside of the box to be navigated to the case.



The screenshot shows the Kepro navigation bar with the following items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, Preferences, and a search bar labeled "Search by #". The search bar is highlighted with a red box. Below the navigation bar is a "Change Context" dropdown menu.

### 2 Open Submitted Request

Once on the request page, click **Actions** located at the top.



The screenshot shows the case details page for "DANI TEST". The page includes a table with columns: CONSUMER NAME, GENDER, DATE OF BIRTH, MEMBER ID/PLAN, and CONTRACT. Below the table is a row with columns: CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The "SUBMITTED" button is highlighted in pink. At the bottom of the page, there are four buttons: CASE SUMMARY, ACTIONS (highlighted with a red box), COPY, and EXTEND.

### 3 Selecting Authorization Revision

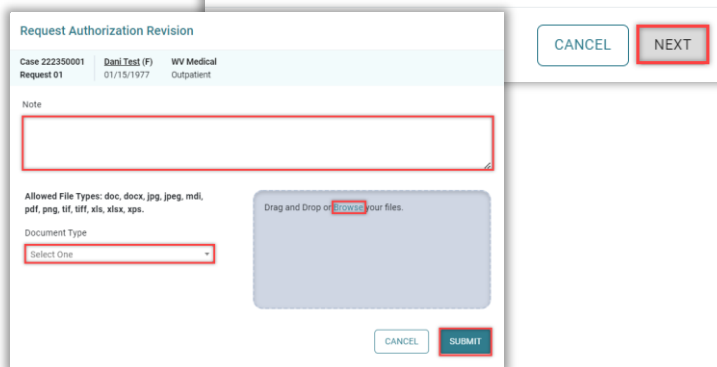
The Actions will expand and show the available actions that can be selected for the case. Select **Request Authorization Revision**.



The screenshot shows the expanded "ACTIONS" menu. The options are: Add Additional Clinical Information, Reconsideration, Request Authorization Revision (highlighted with a red box), and Request Peer To Peer Review. The "COPY" and "EXTEND" buttons are also visible.

### 4 Complete Information

A new box will appear. Select the **request number** from the dropdown and click **next**. A note or document must be attached to submit the action. Choose the document type and click **Submit**.



The screenshot shows the "Request Authorization Revision" form. It includes a "REQUEST" dropdown menu with "Select One" selected (highlighted with a red box). Below the dropdown is a "Note" text area. At the bottom, there is a "Document Type" dropdown menu with "Select One" selected (highlighted with a red box). To the right of the document type dropdown is a "Drag and Drop or Browse your files" area. At the bottom right, there are "CANCEL" and "NEXT" buttons, with the "NEXT" button highlighted with a red box.