

Summary

Attaching additional documentation will need to be made by using the action function. The instructions below describe how to start the process of adding additional information from within the case.

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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.



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

CONSUMER NAME GENDER DATE OF BIRTH MEMBER ID/PLAN CONTRACT **DANITEST** 01/15/1977 (45 Yrs) TEMP001762021021000001 West Virginia CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AUTH SUBMITTED 222350001 Outpatient WV Medical 08/23/2022 UM-OUTPATIENT **CASE SUMMARY** ACTIONS -COPY **EXTEND**

- Selecting Add Additional Clinical Information
 The Actions will expand and show the available actions that can be selected for the case. Select Add Additional Clinical Information.
- 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.

