## Acentra

## Provider Portal Quick Reference Guide How to Request a Reconsideration

CANCEL

## Summary

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

## 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 Action	<b>s</b> located at the top.
SUMER NAME GENDER DATE OF BIRTH MEMBER ID/PLAN II TEST F 01/15/1977 (45 Yrs) TEMP001762021021000001	CONTRACT West Virginia
ANITTED 222350001 Outpatient WV Medical 08/23/2022	
OUTPATIENT	ASE SUMMARY ACTIONS - COPY EXTEN
Selecting Reconsideration The Actions will expand and show the available actions that can be selected for the case. Select Reconsideration	Add Additional       ition: 123 Somewhere Street Anywhere West Vis         Clinical       Information         Reconsideration       ation Date : 08/23/2022         Authorization       ation Date : 08/23/2022         Revision       ation Time : 07:20 AM         Request Peer To       Reconsideration         Peer Review       REQUEST *
A new box will appear. Select the request number from the dropdown	Reconsideration Can 22255901 Res Inst (7) W/ Medical Repetit 0.0000000000000000000000000000000000