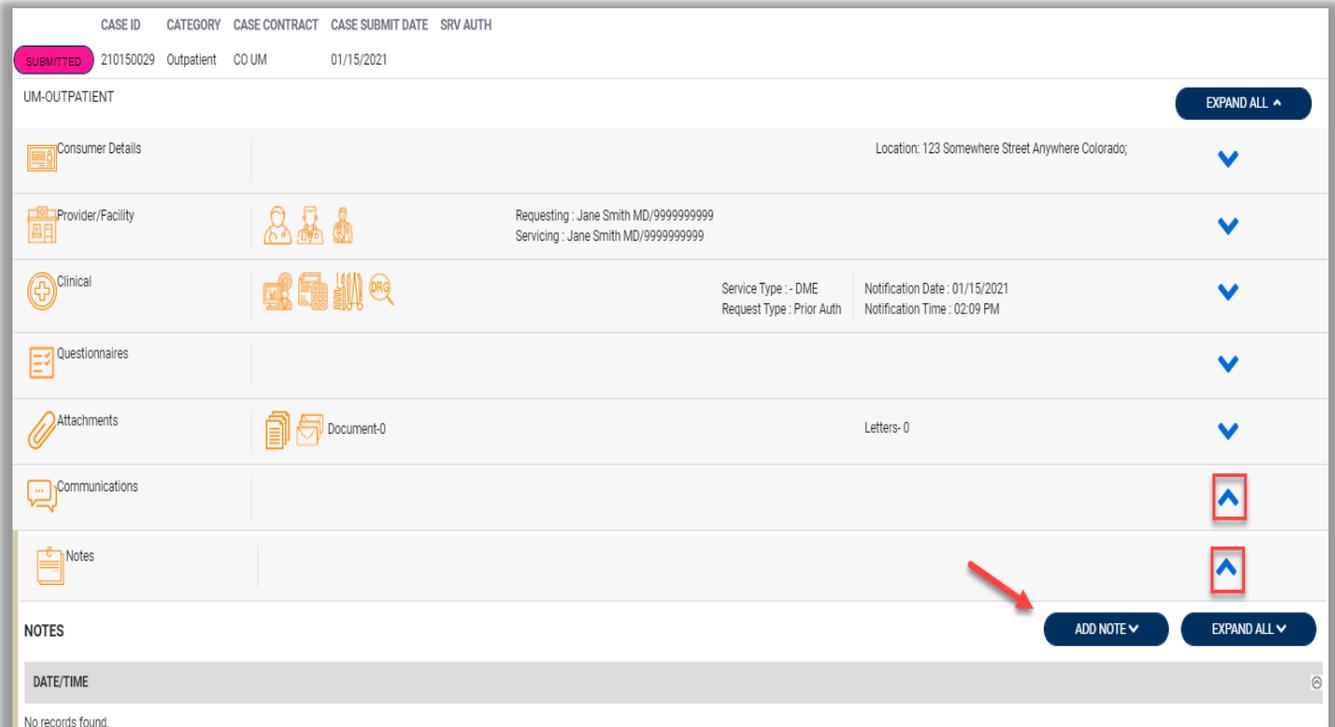


## Summary

Once a request has been submitted, you will not be able to make changes or additions manually. The instructions below describe how to make revisions to a submitted request.

# 1 Open Submitted Request

On the request page, expand Communications, then expand Notes, and click **ADD NOTE**.



The screenshot shows a submitted request for 'UM-OUTPATIENT' with case ID 210150029. The 'Notes' section is expanded, and the 'ADD NOTE' button is highlighted with a red arrow. The 'Communications' section is also expanded, and the 'Notes' section is highlighted with a red box. The 'ADD NOTE' button is also highlighted with a red box.

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
210150029	Outpatient	CO UM	01/15/2021	

UM-OUTPATIENT EXPAND ALL ^

Consumer Details Location: 123 Somewhere Street Anywhere Colorado; ▼

Provider/Facility Requesting : Jane Smith MD/9999999999  
Servicing : Jane Smith MD/9999999999 ▼

Clinical Service Type : - DME  
Request Type : Prior Auth  
Notification Date : 01/15/2021  
Notification Time : 02:09 PM ▼

Questionnaires ▼

Attachments Document-0  
Letters- 0 ▼

Communications ▲

Notes ▲

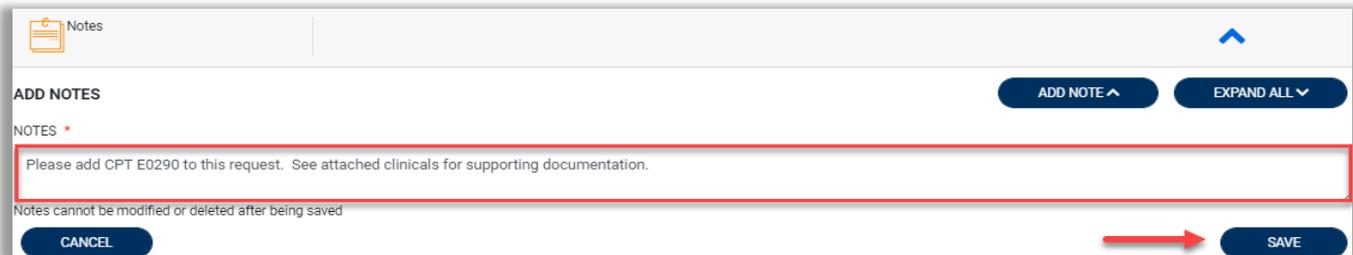
NOTES ADD NOTE ▼ EXPAND ALL ▼

DATE/TIME

No records found.

# 2 Add Communication - Note

Once the note section expands, enter a note with what information is requested, such as what code(s) to add, what needs to be changed). Then click **SAVE**. This will send a note to Kepro to make the revision(s) to the submitted request.



The screenshot shows the 'ADD NOTE' dialog box. The text input field contains the note: 'Please add CPT E0290 to this request. See attached clinicals for supporting documentation.' The 'SAVE' button is highlighted with a red arrow.

Notes ▲

ADD NOTES ADD NOTE ^ EXPAND ALL ▼

NOTES \*

Please add CPT E0290 to this request. See attached clinicals for supporting documentation.

Notes cannot be modified or deleted after being saved

CANCEL SAVE