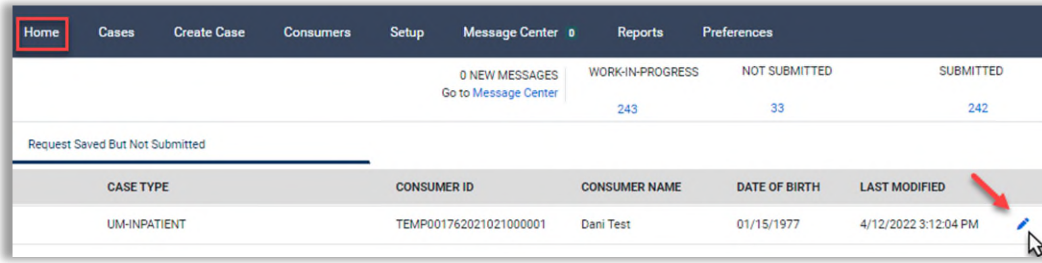
Acentra HEALTH

Provider Portal Quick Reference Guide
How to Complete a Saved Request

If a request was started but not submitted, it will be listed as a Saved but Not Submitted Request on the home page. The instructions below describe how to complete the request.

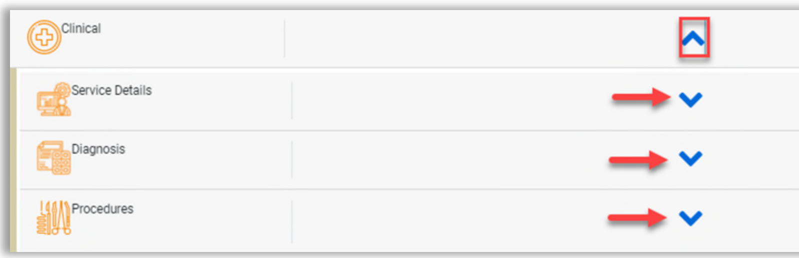
1 Review Requests on Home Page

Review the requests listed as saved but not submitted. To complete, click the edit icon on the row of the desired request.



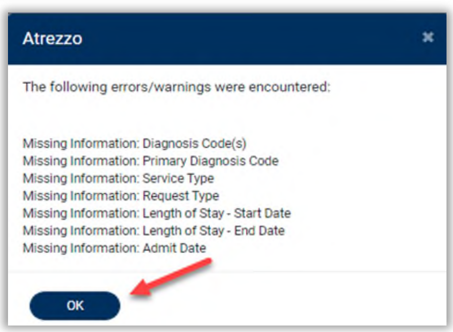
2 Add Required Information

On the case creation page, expand Clinical and review Service Details, Diagnosis, and procedure sections to identify information necessary for submission.



3 Submit Request

Once all required fields are complete, click Submit. If any required fields are incomplete, a warning message will appear. Click **OK** to continue.



4 Review Required Fields

The case creation page will display a red exclamation mark to identify which sections are missing required information. Expand each section with a red exclamation mark displayed. Once required information is added, the red exclamation mark will disappear, and the case can be submitted.