

Provider Portal Quick Reference Guide How to Request a Reconsideration

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.



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

Aconico Home Cases Create Case Consumers Setup HEALTH Change Context	Message Center Reports Preferences Search by # Q 🕐 💄
2 Action Button Once on the request page, click Actions	s located at the top.
CONSUMER NAME GENDER DATE OF BIRTH MEMBER ID/PLAN ANI TEST F 01/15/1977 (45 Yrs) TEMP001762021021000001 CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AU	CONTRACT West Virginia
SUBMITTED 222350001 Outpatient WV Medical 08/23/2022	ASE SUMMARY ACTIONS - COPY EXTEND
B Selecting Reconsideration The Actions will expand and show the available actions that can be selected for the case. Select Reconsideration.	ACTIONS - COPY EXTEND Add Additional Clinical Information ition: 123 Somewhere Street Anywhere West Vir Add Additional Clinical Information ition: 123 Somewhere Street Anywhere West Vir Reconsideration ition: 123 Somewhere Street Anywhere West Vir Request Revision ation Date : 08/23/2022 ation Time: 07:20 AM Request Peer To Peer Review Reconsideration
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.	REQUEST * Select One Cancel NE Cance