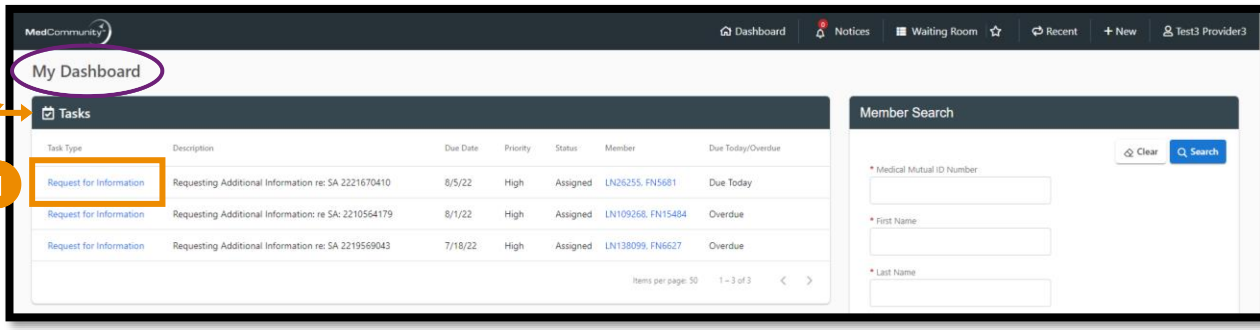
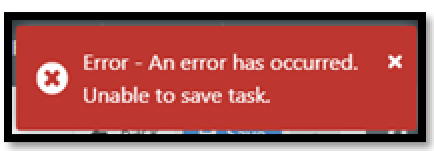
MedCommunity Reference Guide:

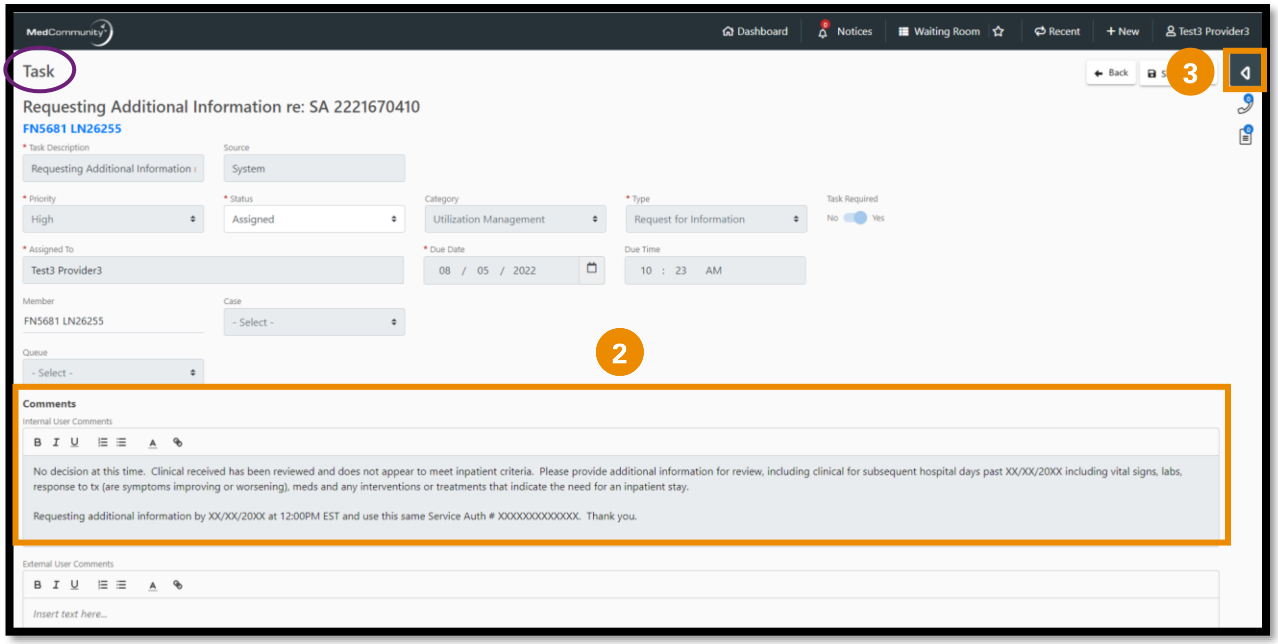
Responding to a Request for Information Task

Step 1 - Begin on My Dashboard to View Request for Information Task



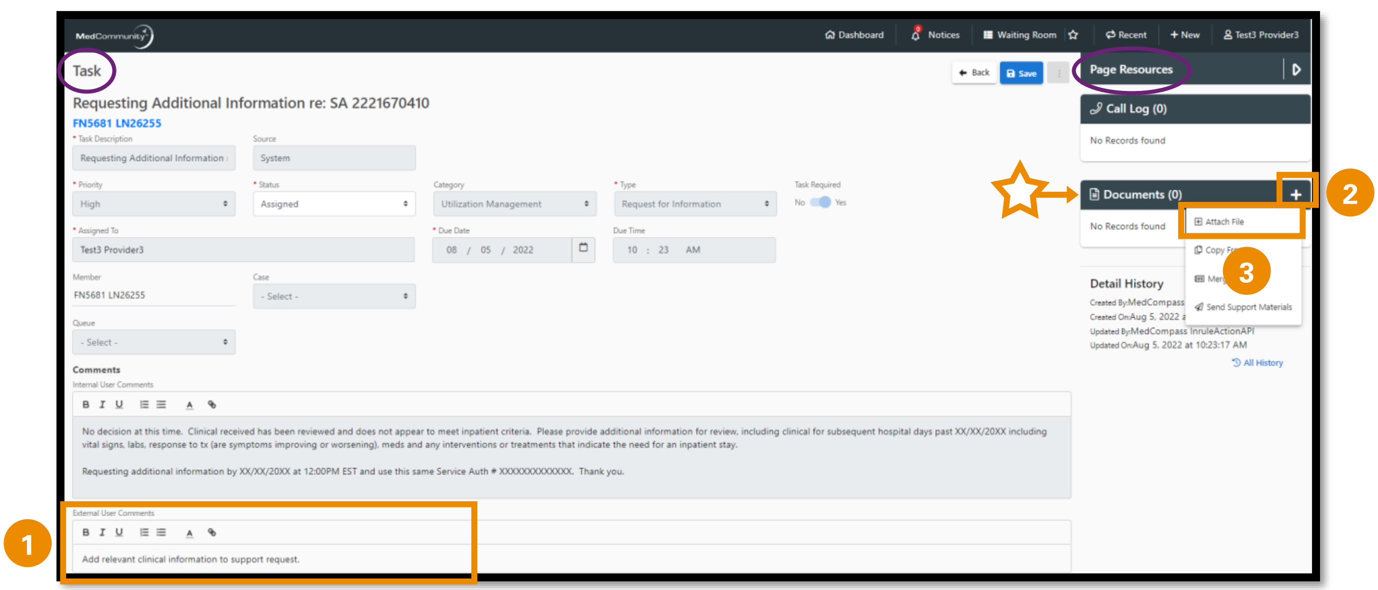
- Under Tasks, click blue hyperlink (**1**) to open the Request for Information High Priority task.
  - **Note:** With the Shared Provider Dashboard feature, all Request for Information tasks will display under the Task pane, regardless of who submitted the service authorization.
    - If two Providers within the same Provider Group are viewing the same Request for Information task, an error "*Unable to save task*" message will display on the Provider's screen who completed the Request for Information task last.





- Review the Request for Information content in the Internal User Comments section. (**2**)
- Click caret (**3**) to open Page Resources.

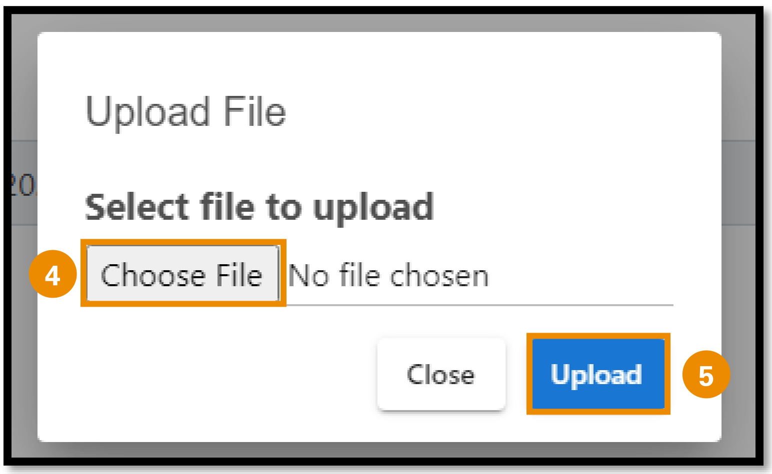
Step 2 – Add Requested Clinical Information



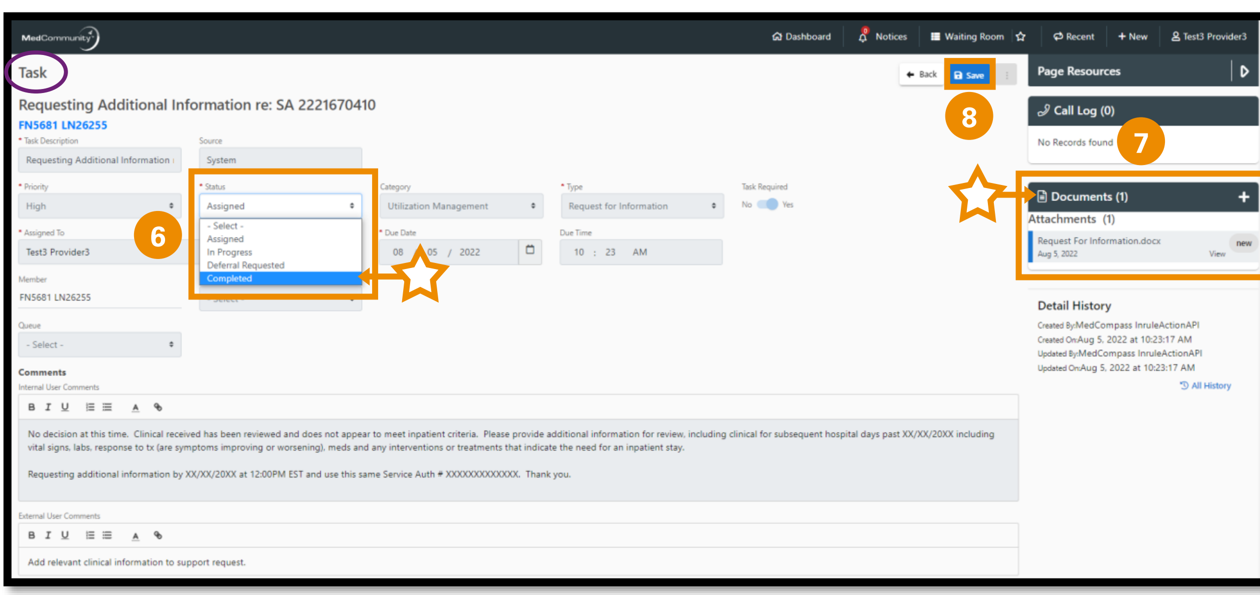
- Type or copy/paste the requested, relevant clinical information in the External User Comments field. (**1**)
  - **Note:** Please only send information that is relevant to your submission. Sending extra information may cause a delay in processing your request.

- **Note:** Clinical information may be added to the Comments section and/or attached on the Documents tab. If the clinical information will be attached only, please type “See Attachments” in the Comments section.
- **Note:** Comment field allows a maximum of 3000 characters.

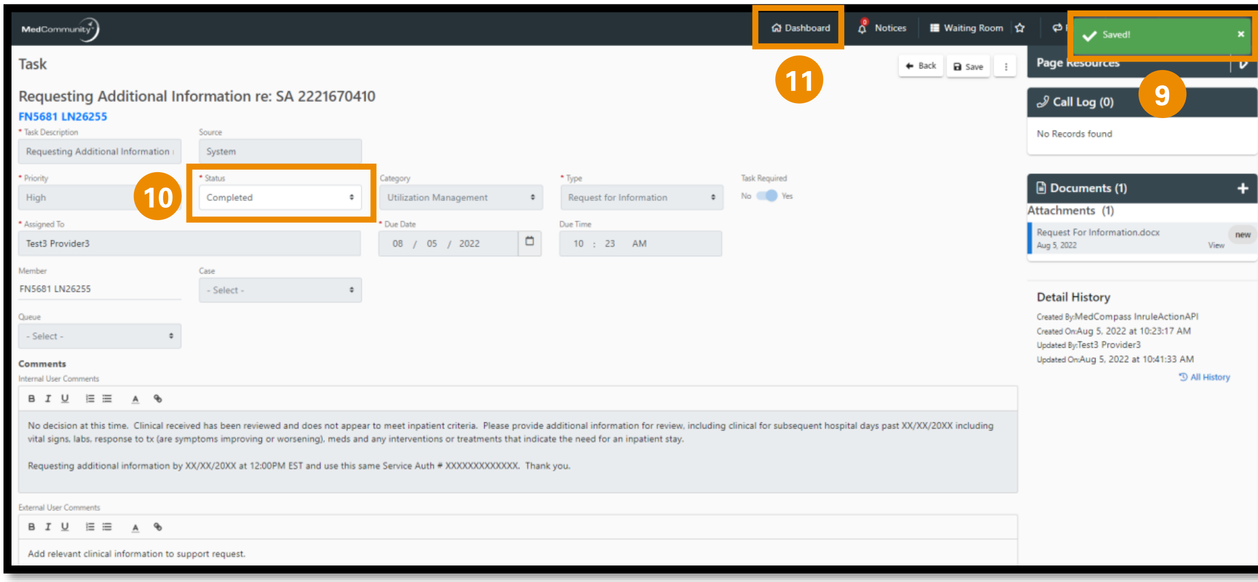
- Under the Documents section in Page Resources, click the + icon (**2**) to upload a document to support the Request for Information.
  - **Note:** Attaching documentation is not required if you added clinical information in the External User Comments field.
- Click “Attach File” (**3**) to open Upload File screen.



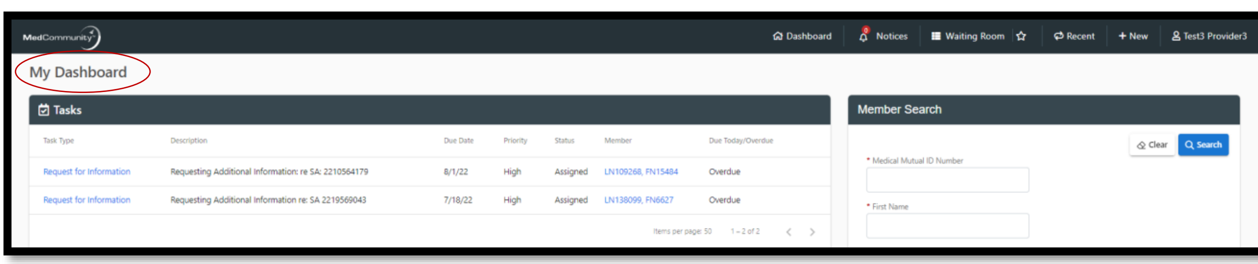
- When the pop-up window appears, click “Choose File”. (**4**)
- Locate the file and click “Upload” (**5**) to add file/document.



- After adding all clinical information requested, use the Status field dropdown to select “Completed”. (**6**)
    - ➢ **Note:** Clinical document has been attached. (**7**)
- Click “Save”. (**8**)



- A pop-up notification (**9**) will appear indicating that the clinical information on the Request for Information task has been saved/submitted.
    - ➢ **Note:** Task is in a “Completed” status. (**10**)
- Click “Dashboard” (**11**) to return to My Dashboard.



- On My Dashboard, you will note that the Request for Information Task that you just completed has fallen off your Task list.