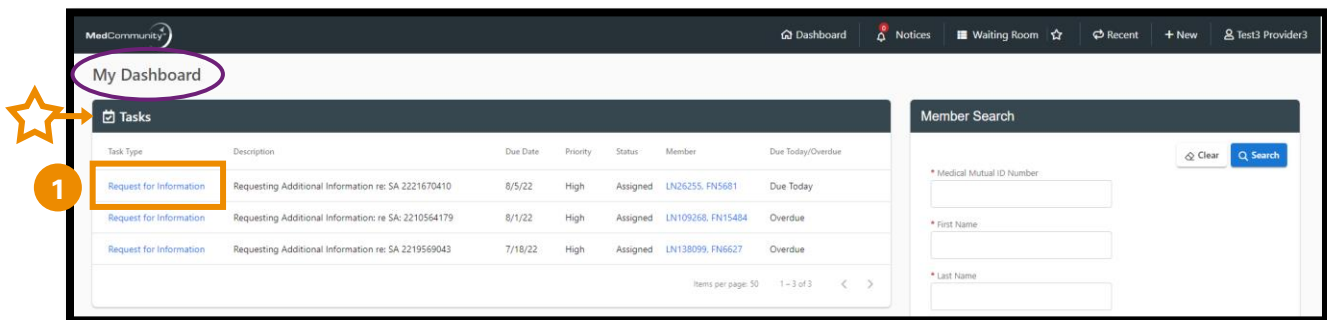


MedCommunity Reference Guide:

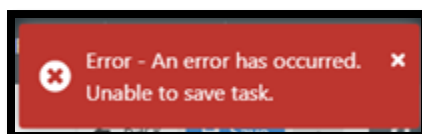
Responding to a Request for Information Task

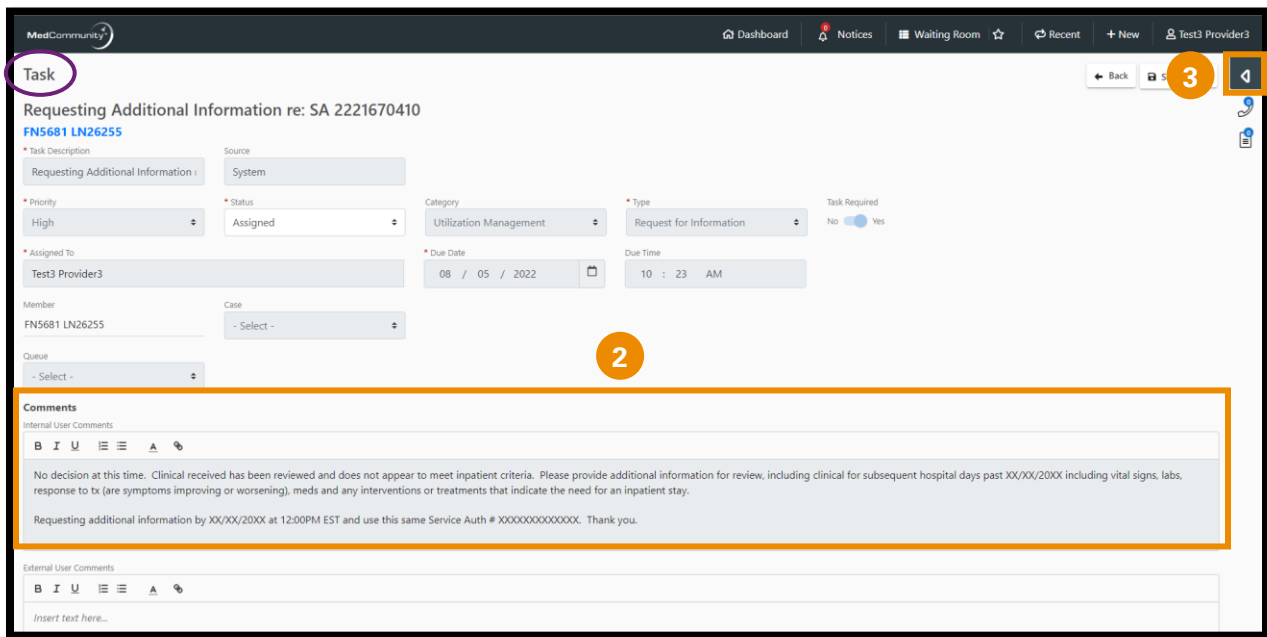
Step 1 - Begin on My Dashboard to View Request for Information Task



The screenshot shows the MedCommunity dashboard. The 'My Dashboard' section is highlighted with a purple circle. Below it, the 'Tasks' section is visible, containing a table of tasks. The first row of the table is highlighted with an orange box and a circled '1', indicating the 'Request for Information' task. The table has columns for Task Type, Description, Due Date, Priority, Status, Member, and Due Today/Overdue. The 'Request for Information' task is listed with a description of 'Requesting Additional Information re: SA 2221670410', a due date of 8/5/22, high priority, and assigned status to member LN26255, FN5681. The 'Member Search' section is also visible on the right side of the dashboard.

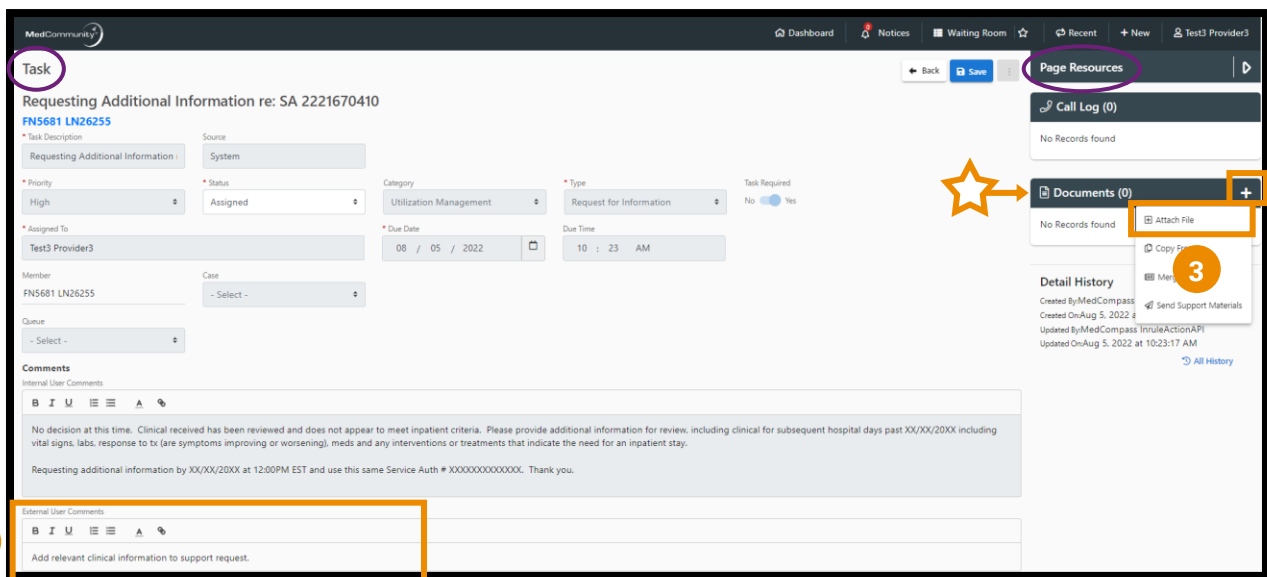
- Under Tasks, click [blue](#) hyperlink (1) to open the Request for Information High Priority task.
 - **Note:** With the Shared Provider Dashboard feature, all Request for Information tasks will display under the Task pane, regardless of who submitted the service authorization.
 - If two Providers 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.





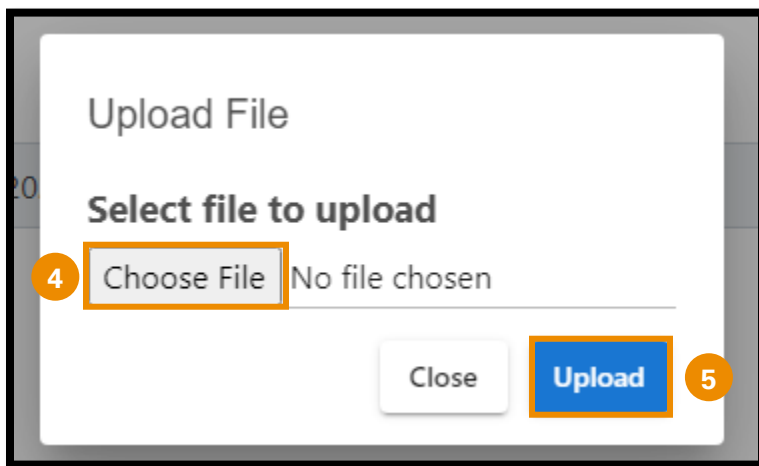
- Review the Request for Information content in the Internal User Comments section. (2)
- Click caret (3) to open Page Resources.

Step 2 – Add Requested Clinical Information

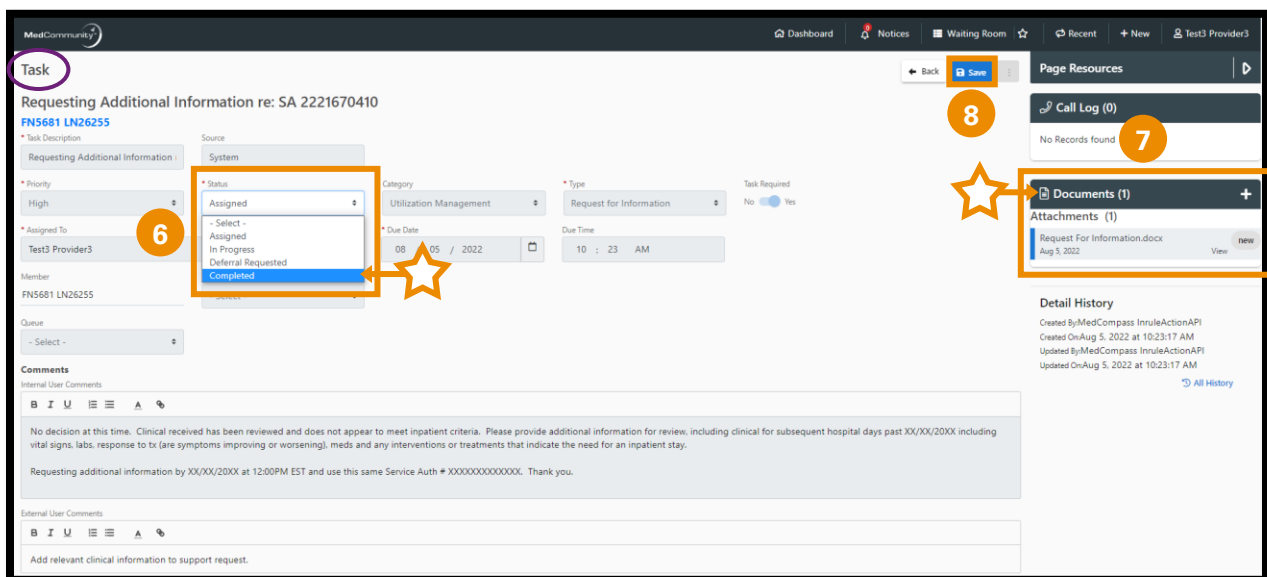


- Type or copy/paste the requested, relevant clinical information in the External User Comments field. (1)
 - **Note:** Please only send information that is relevant to your submission. Sending extra information may cause a delay in processing your request.

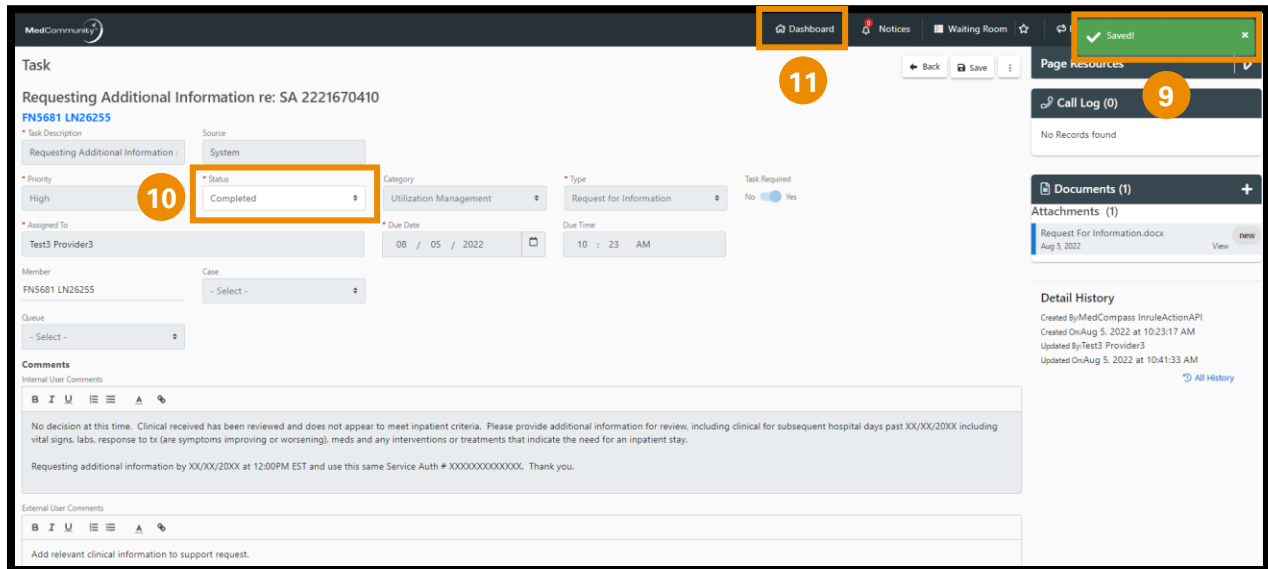
- **Note:** Clinical information may be added to the Comments section and/or attached on the Documents tab. If the clinical information will be attached only, please type “See Attachments” in the Comments section.
- **Note:** Comment field allows a maximum of 3000 characters.
- Under the Documents section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



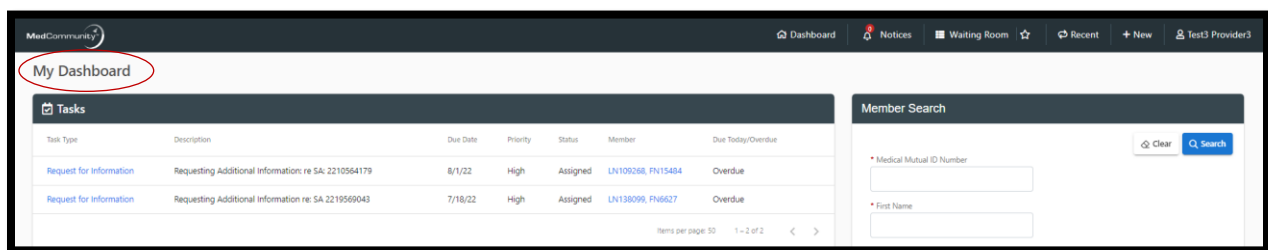
- When the pop-up window appears, click “Choose File”. (4)
- Locate the file and click “Upload” (5) to add file/document.



- 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.