1. On the Case Detail page, click the icon labeled “Click to Request for Reconsideration”

2. It will bring you to the “Request for Reconsideration” page, where you will enter a comment (optional) and upload required documentations.

3. Once all required documentation(s) had been uploaded, click the “Next” button at the bottom left corner to proceed to the next step.
4. You will be prompted to select whether this request for reconsideration is an expedited request, select Yes or No and click “Next”

4.0

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Click to Cancel

Requesting for Reconsideration on Request: A17300782

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In this an Expedited Request: [ ] Yes [ ] No

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5. If you select “Yes” for expedited, you will be required to provide a valid contact name and phone number, and agree to the terms of urgent care. Once all information has been provided, click “Next” to complete the request, or click “Previous” to change your options

5.0

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Click to Cancel

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ALL required fields must be completed for an Expedited Reconsideration request.

Reponent's Name: [Text Input]

I certify that:
1. I am a representative with knowledge of the patient's medical condition.
2. I am a person with immediate access to the patient's records.
3. I am a person who can authorize the treatment of the patient.
4. I am a person who can authorize the treatment of the patient's medical condition.
5. I am a person who can authorize the treatment of the patient's medical condition.

I agree [ ]

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6. If you select “No” from illustration 4.0 or click “Next” from illustration 5.0, you will arrive at the confirmation screen to let you know that the request has been submitted. Click “Finish” to return to case detail.

6.0

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Click to Cancel

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Your request for reconsideration has been submitted.

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