



PRESCRIBER/PHYSICIAN
USER GUIDE
2.0

Agadia

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1 Introduction

1.1 What is PromptPA™

PromptPA™ is web-based software that enables users to create Prior Authorization (PA) requests online. It simplifies and automates the tracking and resolution of prior authorization requests for a patient/member. A PromptPA user can not only create PAs but also check the status of existing PAs and complete existing PA requests (if the plan or PBM has selected this option). PromptPA can be used by:

- ✓ **Patient/Member**
- ✓ **Prescriber/Physician**
- ✓ **Provider/Pharmacy**

1.2 Key Features of PromptPA™

- The PromptPA™ system is designed with the flexibility to allow members/patients, prescribers/physicians and providers/pharmacies to create PAs with ease.
- Using PromptPA, users can create PAs for drugs that are available in First Data Bank™ (FDB) or Medi-Span™ drug databases.
- Users can create PAs for one or more the following depending on the plan or the PBM:
 - ✓ **Prescription Drugs (standard)**
 - ✓ **Prescription Drugs (Medical)**
 - ✓ **Radiology**
 - ✓ **Durable Medical Equipment**
 - ✓ **Admission and Other**

1.3 PromptPA™ Components

- **Home:** Enables patients/members, prescribers/physicians and providers/pharmacies to create a new PA, check the status of existing PAs, or complete existing PA requests.
- **New Prior Authorization:** Enables patients/members, prescribers/physicians and providers/pharmacies to create a new PA.
- **Check Status:** Enables patients/members, prescribers/physicians and providers/pharmacies to check the status of existing PAs.
- **Complete Existing Request:** Enables patients/members, prescribers/physicians and providers/pharmacies complete existing PA requests. (The plan or PBM may have opted to turn this feature off).

2 Quick Reference



Figure 1: Home Page

2.1 Using the Home Page

The **“Home”** page is the starting point for using all the features in PromptPA™. The major functionality of this component is to create a new Prior Authorization (PA), the ability to check the status of an existing PA, or if the customer has requested that the flag be turned on, you can complete an existing PA.

From the **“Home”** component, a PA may be created for the Patient/Member using one or all of the options listed below. The plan or PBM selects the options they would like to have available for creating a PA so all of these might not be available.

- **Patient/Member**
- **Prescriber/Physician**
- **Provider/Pharmacy**

Additionally, there are three tabs on the **“Home”** page may also be used to either:

- Create New Prior Authorization Request
- Check the status of an existing PA
- Complete an existing PA (Flag-based)

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2.2 Create a PA

2.2.1 Prescriber/Physician PA Creation Flow

If you are a “**Prescriber/Physician**”, please follow the below steps:

1. Click on the “**Prescriber/Physician**” icon/link to the right side or the “**New Prior Authorization**” tab at the top of the “**Home**” page.

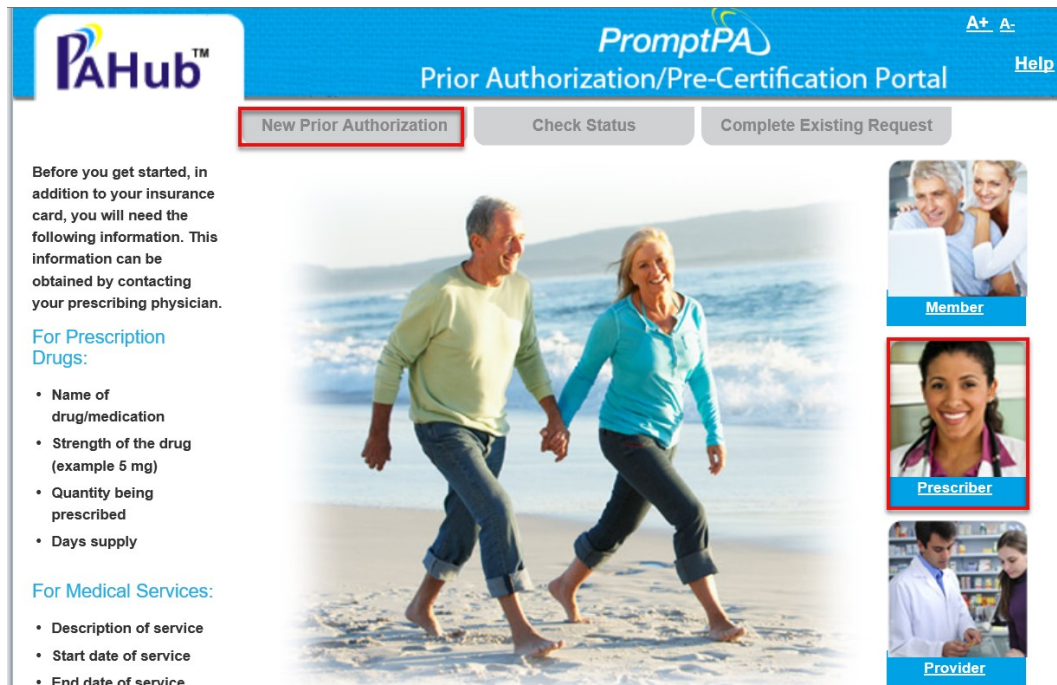


Figure 2: Home Page/Prescriber Process

2. You will be directed to “**Step 1- Start**” in the Prior Authorization creation process.

In this step, you are required to complete the following questions:

In this step, there are three questions which are required to be completed by selecting from the dropdown.

- **Are you the:** The first time you access this dropdown, you will need to select your role from one of the options available. Please select **Prescriber/Physician** from the dropdown.

As you, the Prescriber/Physician, continue to use the PromptPA™ application, selecting the “**Prescriber/Physician**” icon/link, this field will default to the “**Prescriber/Physician**” option.

- **Is this request for:** The first time you access this dropdown you will need to select the type of PA for which you are creating. The options available are **“Prescription Drugs”**, **“Prescription Drugs (Medical)”**, **“Radiology”**, **“Durable Medical Equipment”** and **“Admissions & Others”**. (Prescription Drugs will be available for all. However, the plan or PBM may have decided not to use the others.)

As you continue to use the PromptPA™ application, this field will default to **“Prescription Drugs”**.

- **Where is the drug being obtained:** The first time you access this dropdown you will need to select the type of dispensing location for the drug/service being processed. The options available are **“Retail Pharmacy”**, **“Mail Service Pharmacy”**, and **“Specialty Pharmacy”**.

As you continue to use the PromptPA™ application, this field will default to **“Retail Pharmacy”**.

If you clicked on the **“New Prior Authorization”** tab instead of **“Prescriber/Physician”** icon/link, the process is the same with one exception. The exception is: **Are you the:** field will always be blank and you will be required to select your role.

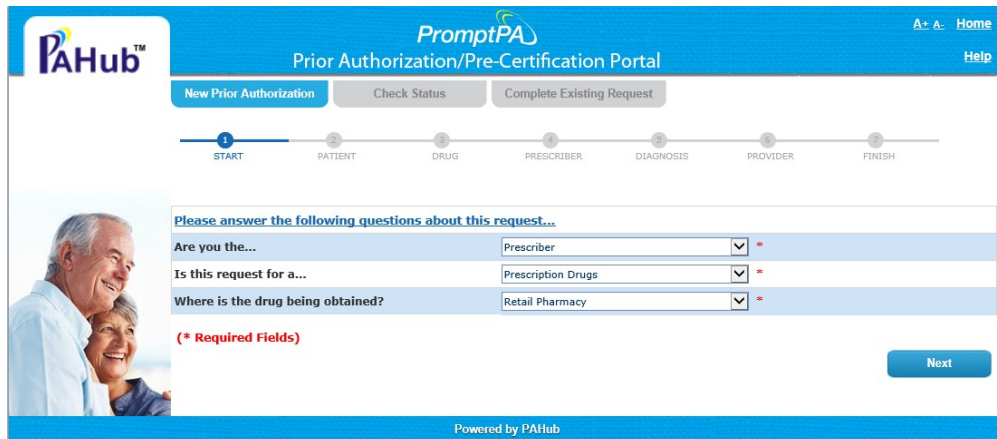


Figure 3: Step 1 - Start

After selecting an option in each dropdown, you must click the **[Next]** button to go to **Step 2**.

3. In **“Step 2 – Patient/Member”**, you must enter the information listed below as shown on the patient’s/member’s insurance card.
 - **Member ID Number:** Enter the patient/member ID displayed on the insurance card.
 - **Date of Birth:** Enter the patient’s/member’s DOB displayed on the insurance card.
 - **First Name:** Enter the patient’s/member’s first name as displayed on the insurance card.
 - **Last Name:** Enter the patient’s/member’s last name as displayed on the insurance card.
 - **Zip Code:** Enter the zip code as displayed on the insurance card.
 - **Enter the numbers on the right:** Enter the numbers displayed to the right side of the screen.

PAHub™ PromptPA Prior Authorization/Pre-Certification Portal Home

New Prior Authorization | Check Status | Complete Existing Request

1 START ✓ | 2 PATIENT | 3 DRUG | 4 PRESCRIBER | 5 DIAGNOSIS | 6 CRITERIA | 7 FINISH

Enter the patient's insurance information exactly as shown on the card.

Member ID Number: * Date of Birth: *

First Name: * Last Name: *

Zip Code: *

Enter the numbers on the right: * 49757

(* Required Fields)

Back Clear Next

Figure 4: Step 2 - Patient

Once you enter the information, click **[Next]**. You will move onto **“Step 3”** in the PA creation process.

- In **“Step 3 – Drug”**, you will search for the drug or service you are requesting for by entering the drug or service name in the **“Drug Name”** field. Once you enter the drug or service name, click on the **[Search]** button.

PAHub™ PromptPA Prior Authorization/Pre-Certification Portal A- A: Home Help

New Prior Authorization | Check Status | Complete Existing Request

1 START ✓ | 2 PATIENT ✓ Steve Chris | 3 DRUG | 4 PRESCRIBER | 5 DIAGNOSIS | 6 FINISH

Search and Select Drug or Service for which you are requesting a Prior Auth...

Enter the Drug or Service name and click "search"...

Drug Name: *

(* Required fields)

Back Next

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Figure 5: Step 3 - Drug or Service

- Upon clicking **[Search]**, the drug/service search results will display a list of drugs/services as shown in **Figure 6**. To select a drug/service, click on the drug/service name hyperlink.

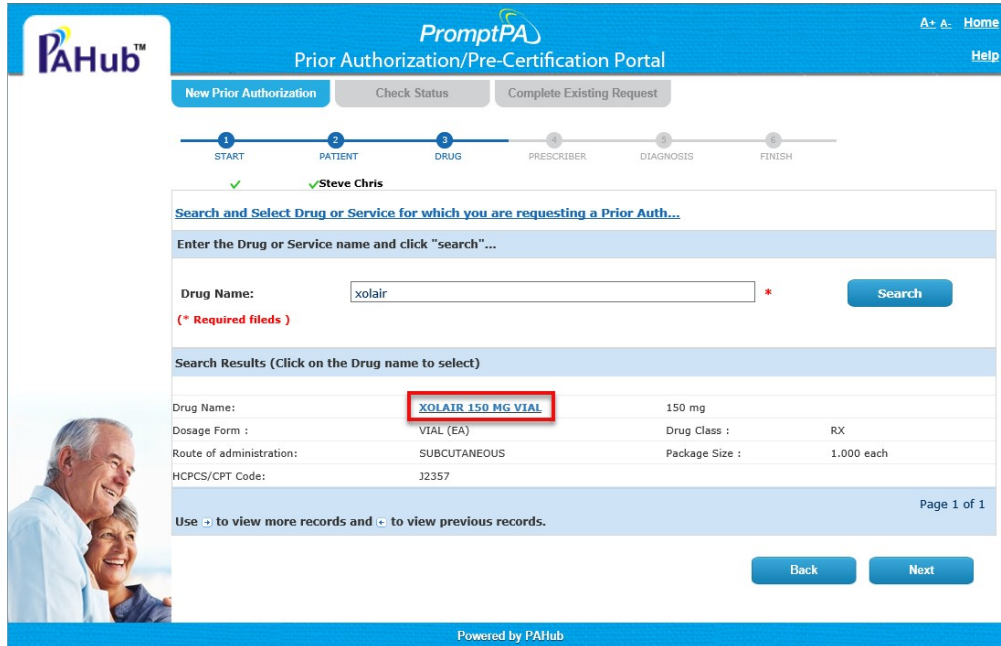


Figure 6: Step 3 - Drug or Service/Search

6. Once the drug/service is selected, you will be directed to the drug/service details page. On this step, enter the below information about the drug selected.

- **Quantity:** Enter the quantity requested of the drug you selected.
- **Day Supply:** Enter the number of days of the drug to be supplied.
- **New/On-going:** The default for this field is "New"*. You do have the option to change this if this is not a New request.
- **Therapy Date:** Enter the date of Therapy, if applicable. Otherwise, the field can be left blank.*
- **Directions:** Enter the directions needed for taking this drug or using this service.

* The selections entered for "New/On-going" and "Therapy Date" will be carried forward into PAHub and will pre-populate to their respective fields.

If you want to change the selected drug or service, you can click on the 'Change Drug/Service' link displayed beside the Days supply field. (See Figure 7.)

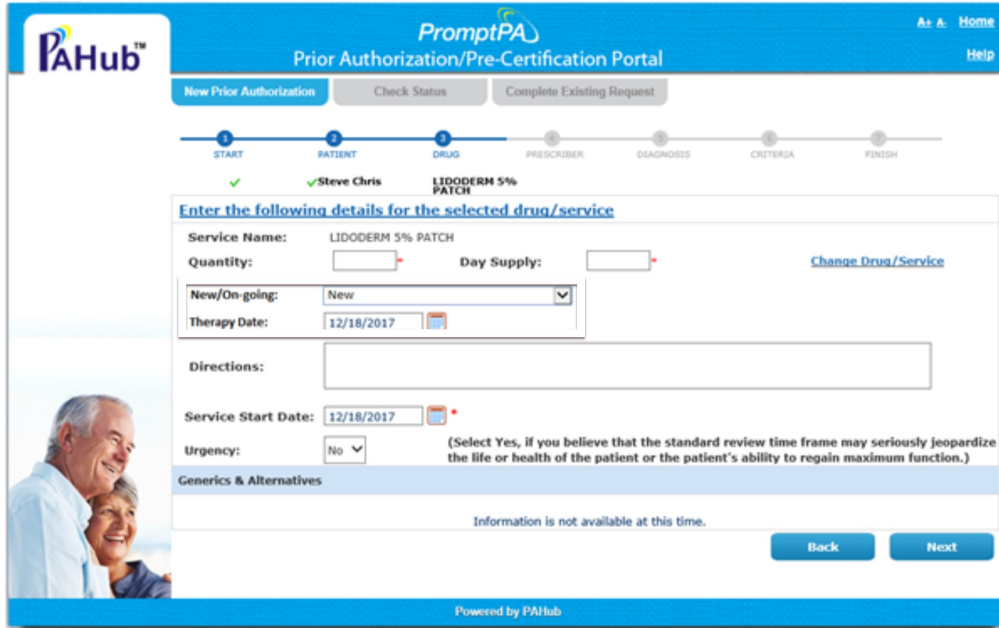


Figure 7: Step 3 - Drug or Service/Details

If there is an urgent need for this medication or service, be sure to change “**Urgency**” from “**No**” to “**Yes**”. Urgent is defined as “the standard review time frame may seriously jeopardize the life or health of the patient/member or the patient’s/member’s ability to regain maximum function.”

Once you enter the information, click the **[Next]** button. The system will move you onto “**Step 4**”.

7. On the “**Step 4 – Prescriber/Physician**”, you will be required to select the prescribing physician’s information for the drug/service that is being requested.

There are two options for searching for the prescribing physician. For the first option, each of the three fields are required. The fields are:

- **First Name:** Enter the first name of the prescriber/physician
- **Last Name:** Enter the last name of the prescriber/physician
- **State:** Enter the state where the prescriber/physician is located.

Or, you may choose to search by:

- **NPI:** Enter the NPI number of the prescriber/physician.

Upon entering values in the search parameters, click on the **[Search]** button.

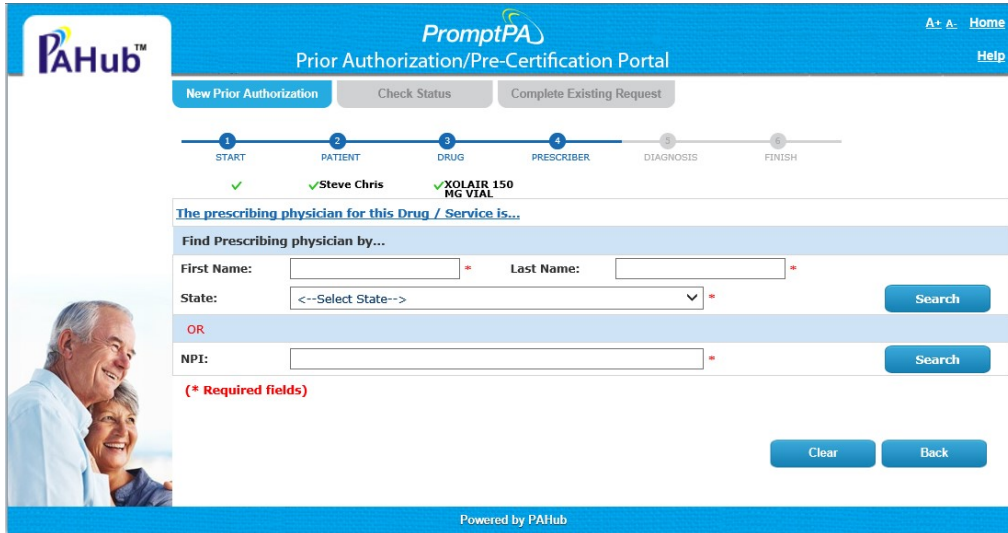


Figure 8: Step 4 - Prescriber

Once you click the **[Search]** button, the results will be displayed in the **“Prescriber/Physician Search Result”** section as shown in **Figure 9**.

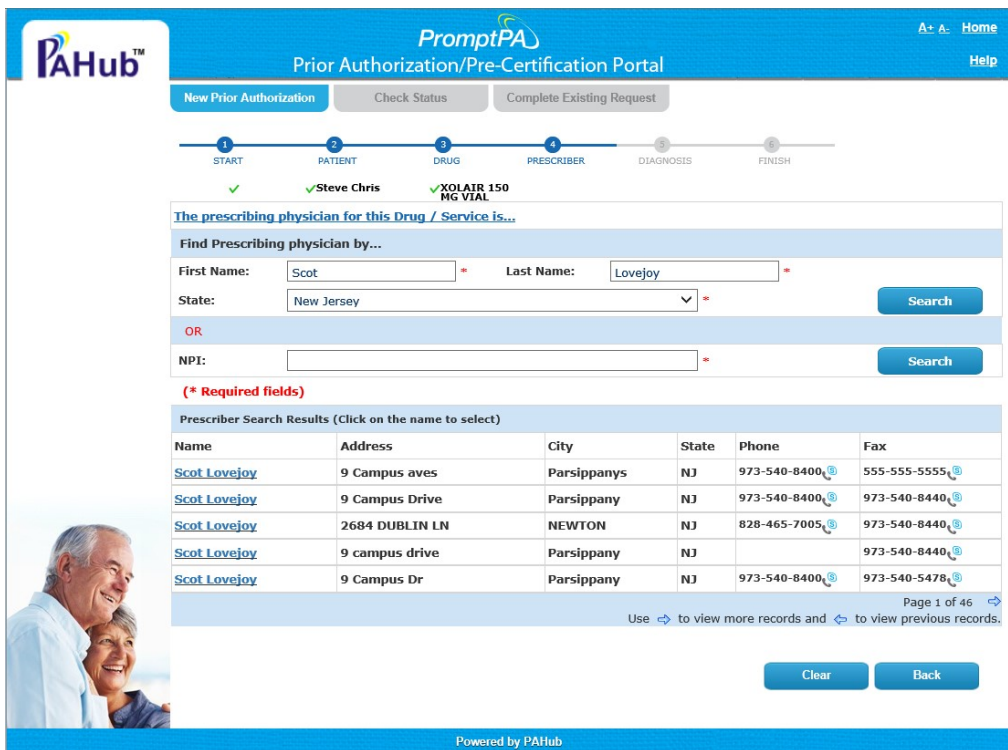


Figure 9: Step 4 - Prescriber/Search Results

Click on the name hyperlink of the prescriber/physician you want to select for the PA in progress. Once you click on the name, the system will display the selected prescriber/physician and their information. (See **Figure 10**.)

In this window, you will have the option to **"Edit"** the prescriber/physician information, or **"Change"** the selected prescriber/physician. You also have the ability to save the selected prescriber/physician for future use by selecting the checkbox: Check here if you would like to save prescriber for future use.

The screenshot shows the 'PromptPA Prior Authorization/Pre-Certification Portal' interface. At the top, there are navigation tabs: 'New Prior Authorization', 'Check Status', and 'Complete Existing Request'. Below these is a progress bar with seven steps: 1. START, 2. PATIENT, 3. DRUG, 4. PRESCRIBER (highlighted), 5. DIAGNOSIS, 6. CRITERIA, and 7. FINISH. The current step, 'PRESCRIBER', shows a green checkmark and the name 'Mr. Scot Lovejoy'. Below the progress bar, a table displays the prescriber's details:

The prescribing physician for this Drug / Service is...			
Name:	Mr. Scot Lovejoy		Edit Change
NPI:	30606626		
Address Line1:	9 Campus Drive	Address Line2:	
City:	Parsippany	State:	NJ
Zip:	07054	Work Phone:	973-540-8400,
Fax #1:	973-540-8440,	Fax #2:	
Fax #1 Secure:	No	Fax #2 Secure:	No
Fax #1 Verified By:	agadia	Fax #2 Verified By:	

Below the table, there is a checkbox: Check here if you would like to save prescriber for future use. A red note indicates: (* Required Fields). At the bottom right, there are 'Back' and 'Next' buttons. The footer of the interface says 'Powered by PAHub'.

Figure 10: Step 4 – Prescriber/Provider - Selected Prescriber/Physician Information

Click the **[Next]** button for you to proceed further to the next step.

8. **"Step 5 – Diagnostic Codes"** allows for you to enter the diagnostic codes to support the request for this PA. This is not a required field; therefore, you may just click **[Next]** to continue. However, if you decide you want to enter the diagnostic does, you may complete the Diagnostic window using the following steps:
 - Click the **[Search]** icon
 - Select the **ICD Code type (ICD 9 or ICD 10)**
 - Enter the **"ICD Code"** or **"Description"** in order to search for the ICD Code
 - Click the **[Search]** button

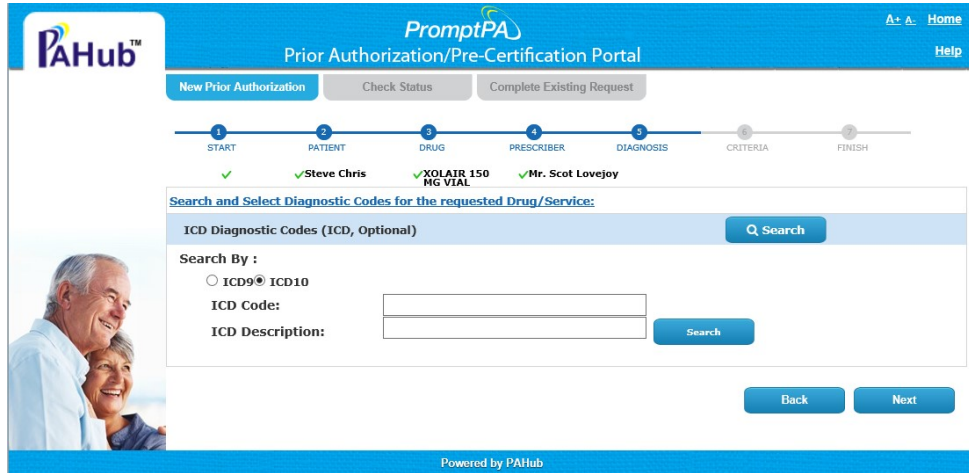


Figure 11: Step 5 – Diagnosis

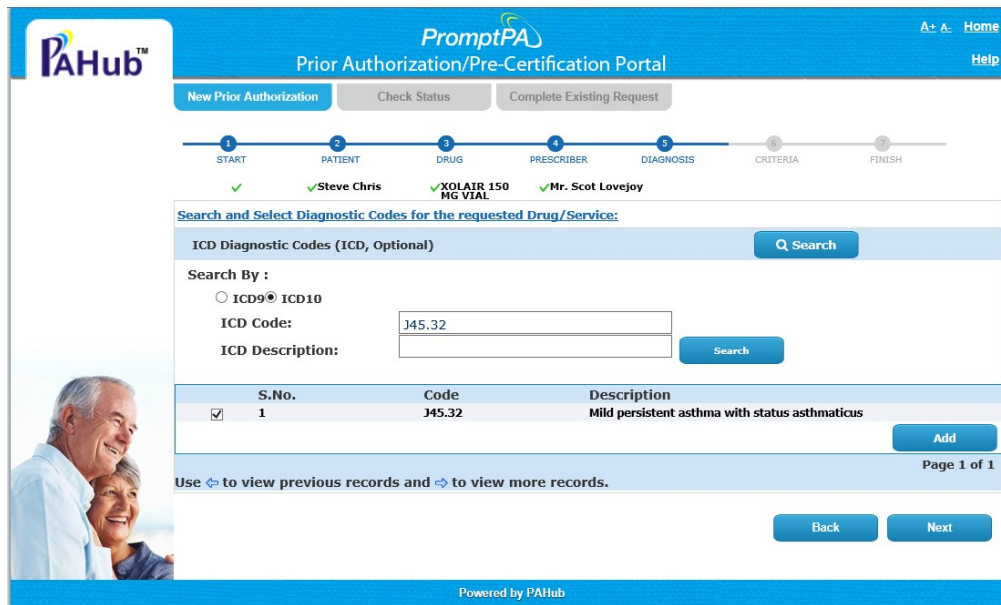


Figure 12: Step 5 - Diagnosis/Search

- The search results will be displayed in the lower portion of the window.
- Select the diagnostic code by clicking on the checkbox next to the correct ICD Code.
- After selecting the ICD Code, click on the **[Add]** button.
- You have the ability to add additional ICD Codes by selecting the ICD Code type and entering another “**ICD Code**” or “**ICD Description**” and selecting the **[Search]** button again. There is a limit of adding only five diagnostic codes.
- Be sure to select the additional ICD Codes (maximum of five) and select the **[Add]** button so all diagnostic codes are added, as desired.

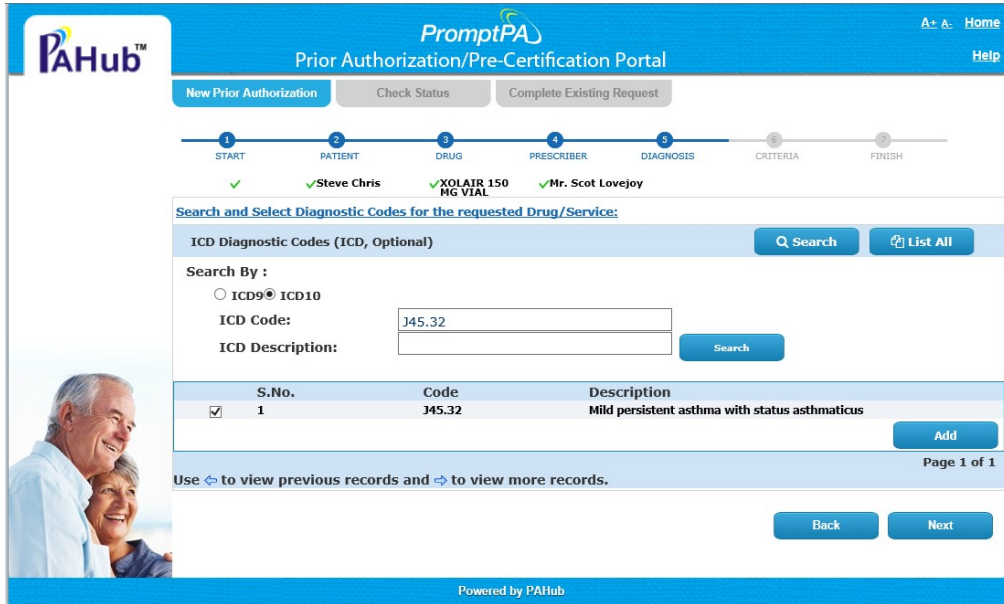


Figure 13: Step 5 - Diagnosis/Search Results

REMINDER

The **“Diagnosis”** step is not required and if you do not have the ICD codes, you can click **[Next]** without entering the ICD Code.

The next option you have is to **“Delete”** or **“Resequence”** the ICD Codes. If you choose to **“Resequence”**, you will need to select **[Save Sequence]**. Then select **[Next]**. (See **Figure 14.**)

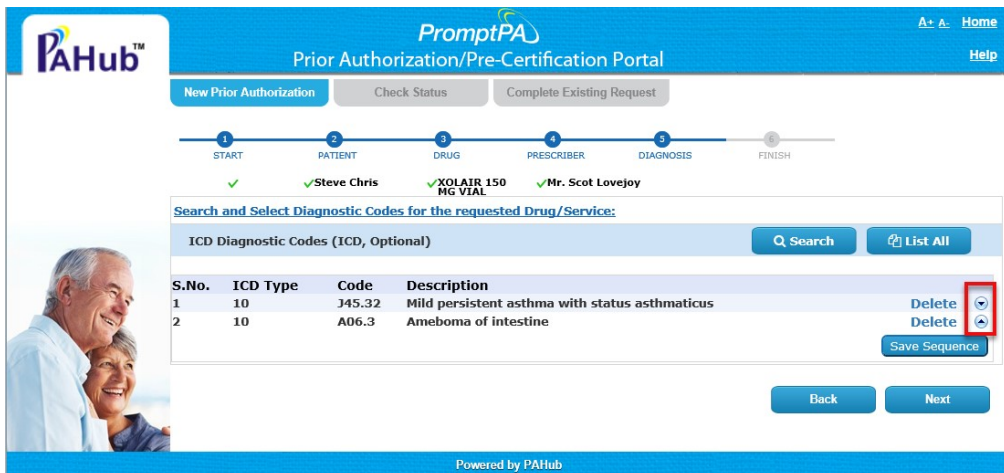


Figure 14: Step 5 - Diagnosis/Delete or Re-sequence

Selecting [Next], will take the user to “Step 6 – Criteria” in the PA creation process.

9. “Step 6 – Criteria” is available for prescribers/physicians. The prescriber/physician will be required to complete all questions marked with “*”.

You have the ability to print this form using the print icon that is available on the top right corner of the form. The following form is just a sample of the criteria and required questions. The plan or PBM will have their own specific questions for you to answer.

PAHub PromptPA Prior Authorization/Pre-Certification Portal

Home Help

New Prior Authorization | Check Status | Complete Existing Request

1 START | 2 PATIENT | 3 DRUG | 4 PRESCRIBER | 5 DIAGNOSIS | 6 CRITERIA | 7 FINISH

✓ Steve Chris | ✓ XOLAIR 150 MG VIAL | ✓ Mr. Scot Lovejoy

Complete all applicable sections of the below Questionnaire (* Mandatory)
Based on the answers you provide, some of the below questions will be automatically disabled.

Q1. What is the prescriber's specialty?
 Pulmonologist Allergist Immunologist Other

Q2. If other, please list prescriber specialty:

Q3. What is the patient's Diagnosis? *
 Mild asthma
 Moderate to severe asthma
 Shortness of breath
 Other

Q4. If other, please enter the diagnosis below.

Q5. What is the patient's FEV1 level?
 >80% <80%

Q6. Has the patient had at least three (3) months of treatment on inhaled steroids?
 Yes No

Q7. Has the patient had at least three (3) months on long-acting beta agonists or leukotriene inhibitors?
 Yes No

Q8. Have these treatments otherwise not been tolerated?
 Yes No

Q9. Have these treatments been ineffective, as evidenced by continued exacerbations, acute attacks, frequent ER visits, hospitalizations, or chronic oral corticosteroid use?
 Yes No

Q10. Is there documentation of at least one (1) perennial aeroallergen by a positive skin prick test or an in-vitro specific IgE test, which correlated with the patient's clinical history?
 Yes No

Q11. Patient weight in kg

Q12. What kind of car do you drive today?
 Chevy Ford

Q13. What kind of pharmacy is being used? *
 Retail Specialty Mail

Q14. What question would you like to ask?
 Yes No

Q15. How many hospital admissions in the last six months? *
 Zero Between 1 and 5 More than 5

Next Step

Figure 15: Step 6 – Questionnaire – SAMPLE

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Upon completing the questionnaire, you click the **[Next Step]** button.

10. **“Step 7 – Supporting Documents”** allows for you to attach a file, enter a comment or add additional information to support the request for PA.

To attach and upload a file as a supporting document, follow these steps:

- Click the **[Browse]** button
- Select the **file** from local machine or network drive
- Click **[Open]**
- Enter the **Description** for the attached document
- Select the **Document Type** from the dropdown
- Click **[Upload]** button

You can attach any number of supporting documents as you determine are necessary. To attach more documents, follow the same process just covered in the steps above.

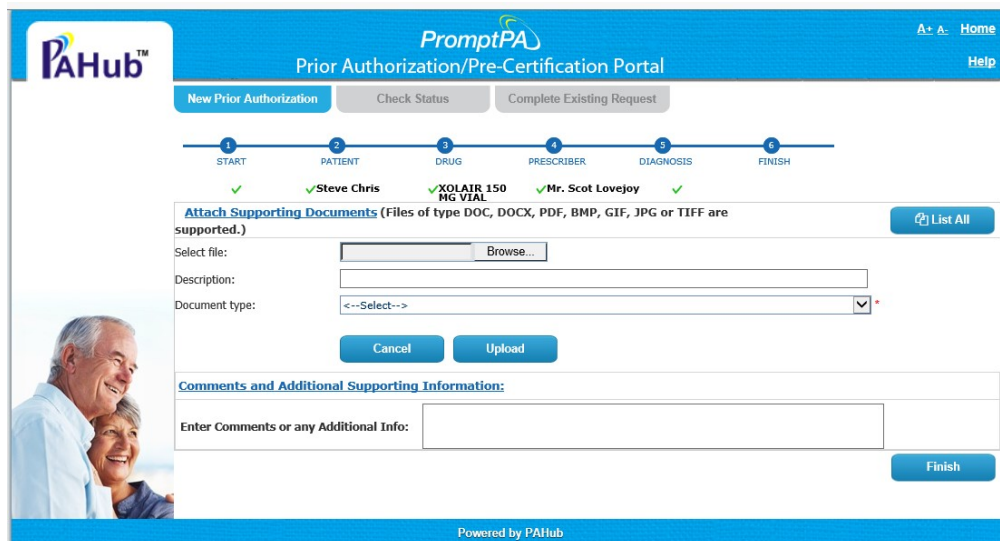


Figure 16: Step 7 - Supporting Documents

If comments or additional information are needed on the PA, they can be entered in the field labeled: **“Enter Comments or any Additional Info”**. This field is optional.

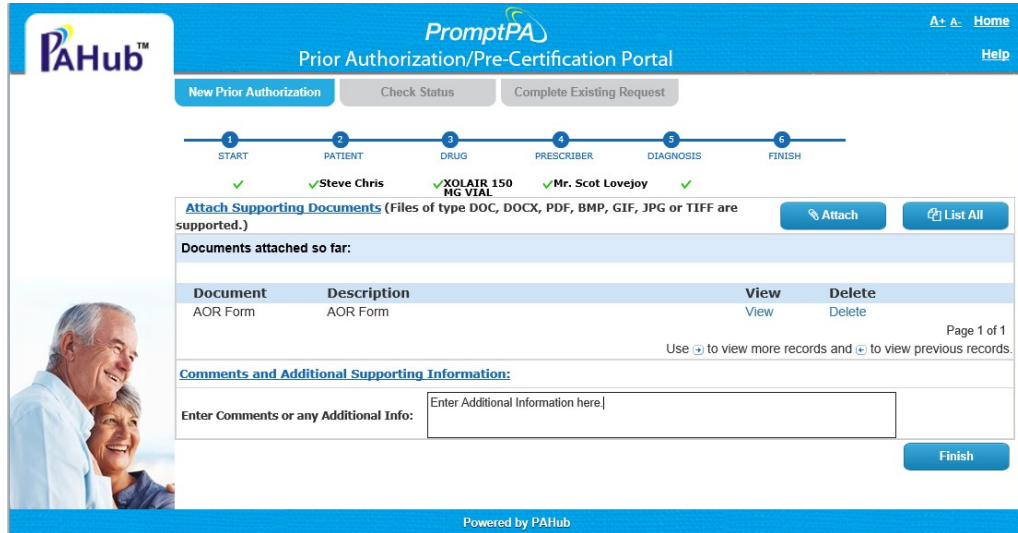


Figure 17: Step 7 - Supporting Documents/Attached Form

After entering the comments, select the **[Finish]** button to submit the PA request.

11. **“Step 8 – Final Page”**. Here you will receive all the information entered for the PA requested including the Prior Auth (EOC) ID. It is recommended that you print this page by selecting the printer icon and file it for safe keeping.

If you choose not to print this page, it is important that you write down the **“Prior Auth (EOC) ID”** so you have this information in order to check on the status of this PA request at a future date.

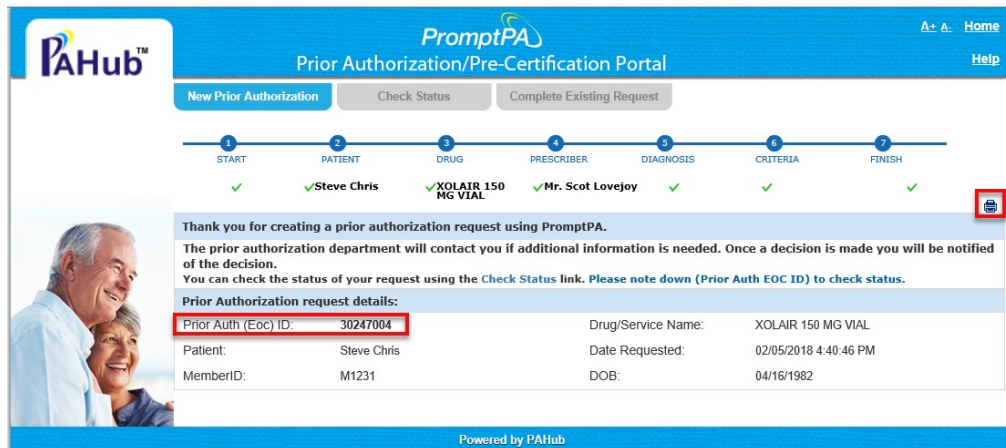


Figure 18: Step 8 - Finish

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2.3 Check Status of a PA

The PromptPA™ application also allows for the ability to check the status of a PA that was already created. The instructions in this section will provide those steps:

1. From the “Home” page, click on the “Check Status” tab.

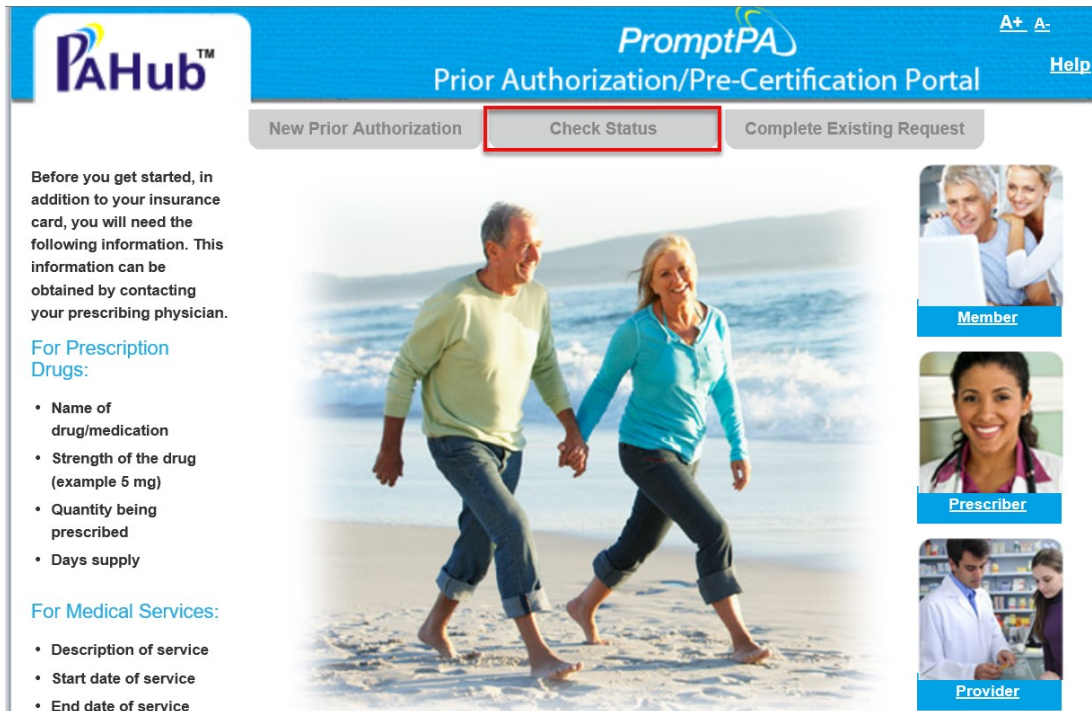


Figure 19: Home Page/Check Status

2. “Step 1 – Patient” opens up the Patient/Member window. On this tab, enter the below PA information:
 - **Member ID Number:** Enter the patient/member ID displayed on the insurance card.
 - **Date of Birth:** Enter the DOB displayed on the insurance card.
 - **First Name:** Enter the Patient’s/Member’s first name as displayed on the insurance card.
 - **Last Name:** Enter the Patient’s/Member’s last name as displayed on the insurance card.
 - **Prior Auth (EOC) ID:** Enter the **Prior Auth (EOC) ID** that was displayed on the finish step while creating the PA.
 - **Enter the numbers on the right:** Enter the numbers that are displayed to the right side of the screen.

PAHub™ PromptPA Prior Authorization/Pre-Certification Portal

New Prior Authorization | **Check Status** | Complete Existing Request

Please enter the patient's insurance information exactly as shown on the card.

Member ID Number: * Date of Birth: *

First Name: Last Name: *

Prior Auth (EOC) ID: *

Enter the numbers on the right: * 30279

(* Required fields)

Clear Search

Figure 20: Step 1 - Patient

Upon entering the information click the **[Search]** button. The search results will be displayed as shown in **Figure 21**.

The status field will display the status of the created PA. In the case below, the PA is in an **“In Progress”** stage.

PAHub™ PromptPA Prior Authorization/Pre-Certification Portal

New Prior Authorization | **Check Status** | Complete Existing Request

Please enter the patient's insurance information exactly as shown on the card.

Member ID Number: * Date of Birth: *

First Name: Last Name: *

Prior Auth (EOC) ID: *

Enter the numbers on the right: * 12245

(* Required fields)

Clear Search

Search Results

Drug/Service Name:	XOLAIR 150 MG VIAL	Physician/Nurse:	Cvs Pharmacy
EOC ID:	30271393	Status:	In Progress
Date Requested:	02/06/2018 13:53:28	Date Closed:	
Dispensing Location:	Retail Pharmacy		
Explanation:	The request has been		

Page 1 of 1
Use to view more records and to view previous records.

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Figure 21: Check Status Results

2.4 Complete Existing PA Request

Complete Existing PA Request is an option which can be opted in to by the plan or PBM. If the option is available and you have an incomplete PA request, you may select this option to complete the PA to include the additional information required for the PA completion process. To do this, follow the directions below:

1. From the “Home” page click on the “**Complete Existing Request**” tab.

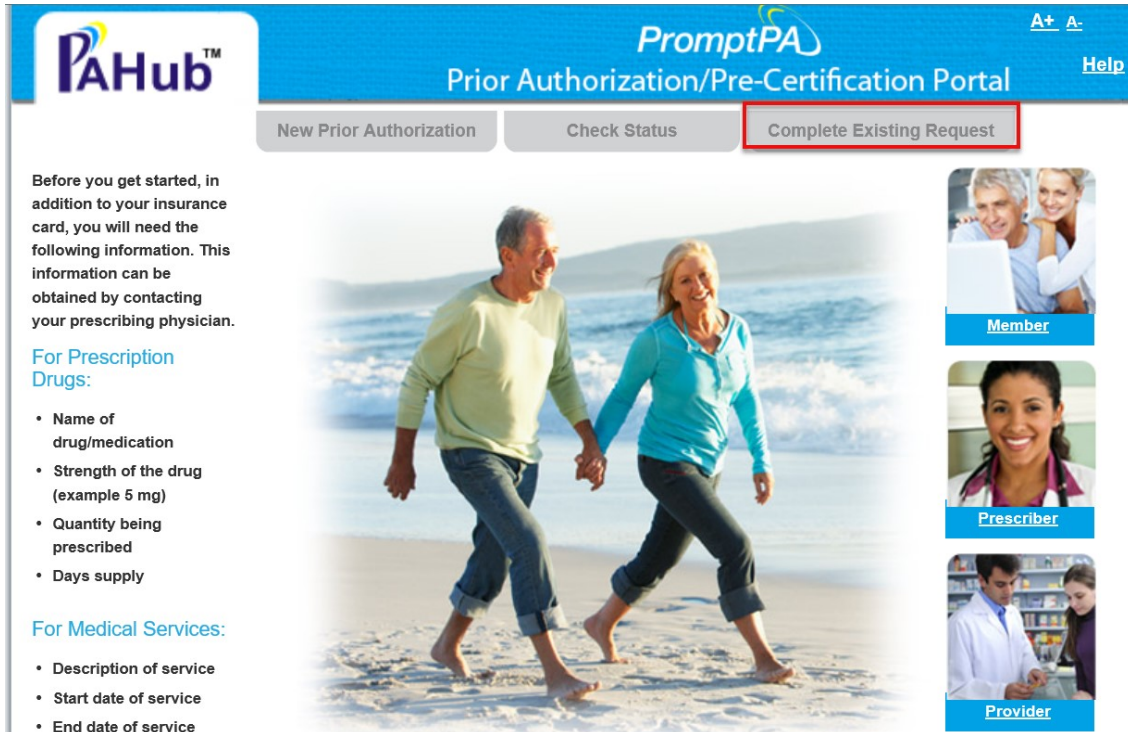


Figure 22: Complete Existing Request

2. “**Step 1 - Patient**” opens up for the entry of “**Patient/Member**” information. On this tab, enter the below PA information:
 - **Member ID Number:** Enter the patient/member ID displayed on the insurance card.
 - **Date of Birth:** Enter the DOB displayed on the insurance card.
 - **First Name:** Enter the patient’s/member’s first name as displayed on the insurance card.
 - **Last Name:** Enter the patient’s/member’s last name as displayed on the insurance card.
 - **Prior Auth (EOC) ID:** Enter the **Prior Auth (EOC) ID** that was displayed on the finish step while creating the PA.

- **Are you the...** Select **Prescriber/Physician** or **Prescriber's Office**, as appropriate for your role, from the dropdown.
- **Enter the numbers on the right:** Enter the numbers that are displayed to the right side of the screen.

Once all the information required is entered, click **[Search]**.

The screenshot shows the 'Complete Existing Request' form in the PromptPA portal. The form contains the following fields and values:

Member ID Number:	M1231	Date of Birth:	04/16/1982
First Name:	Steve	Last Name:	Chris
Prior Auth (EOC) ID:	30271393		
Are you the...	Prescriber		
Enter the numbers on the right:	54345		54345

Buttons: Clear, Search

Figure 23: Step 1 - Patient

If the PA is still in progress, the following dialog box will appear. (Note: The number listed in this sample will not be the same as the number you will see.)

PromptPA

This EOC is in progress. Please contact the Plan Sponsor at 973-540-8400 for assistance with this request.

OK

- Select **"OK"**.
3. If you started but did not complete the information, then the screen where you left off at will appear. you will need to complete them in order to complete the PA process.

For this example, we are providing directions from leaving off at the **"Criteria Questionnaire"**. (Remember **"Criteria Questionnaire"** is not necessarily available for all roles. Whether it is available or not will depend on the plan or PBM. The following figure is just a sample.)

PHub PromptPA Prior Authorization/Pre-Certification Portal

Home Help

New Prior Authorization Check Status Complete Existing Request

START PATIENT DRUG PRESCRIBER DIAGNOSES CRITERIA FINISH

✓ Steve Chris ✓ SOLAIR 150 MG VIAL ✓ Cvs Pharmacy

Complete all applicable sections of the below Questionnaire (* Mandatory)
 Based on the answers you provide, some of the below questions will be automatically disabled.

Q1. What is the prescriber's specialty?
 Pulmonologist Allergist Immunologist Other

Q2. If other, please list prescriber specialty:

Q3. What is the patient's Diagnosis? *
 Mild asthma
 Moderate to severe asthma
 Shortness of breath
 Other

Q4. If other, please enter the diagnosis below.

Q5. What is the patient's PCV1 level?
 >90% <90%

Q6. Has the patient had at least three (3) months of treatment on inhaled steroids?
 Yes No

Q7. Has the patient had at least three (3) months on long-acting beta agonists or leukotriene inhibitors?
 Yes No

Q8. Have these treatments otherwise not been tolerated?
 Yes No

Q9. Have these treatments been ineffective, as evidenced by continued exacerbations, acute attacks, frequent ED visits, hospitalizations, or chronic oral corticosteroid use?
 Yes No

Q10. Is there documentation of at least one (1) perennial aeroallergen by a positive skin prick test or an in-vitro specific IgE test, which correlated with the patient's clinical history?
 Yes No

Q11. Patient weight in kg

Q12. What kind of car do you drive today?
 Diesel Gas

Q13. What kind of pharmacy is being used? *
 Retail Specialty Mail

Q14. What question would you like to ask?
 Yes No

Q15. How many hospital admissions in the last six months? *
 Zero Between 1 and 5 More than 5

Next Step

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Figure 24: Questionnaire – SAMPLE

Upon completing the questionnaire, click the **[Next Step]** button.

- On this page, will have the ability to attach any supporting documents or enter any comments or additional information that may be needed to support this PA request.

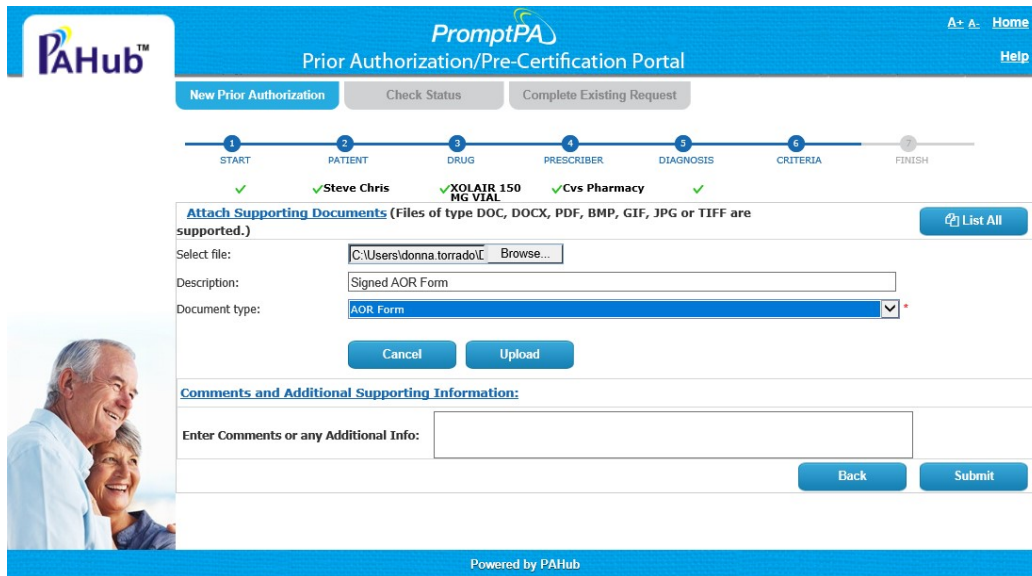


Figure 25: Supporting Documents

To upload a document to support the PA process follow these steps:

- **Select File:** Click on **[Browse]** to locate the file you want to upload
- **Description:** Enter a description of the file
- **Document type:** Select from the dropdown. Choices are:
 - Clinical Criteria
 - Lab Results
 - AOR Form
 - Other
- **Select:** **[Upload]** You can attach any number of supporting documents.

To attach more documents, follow the same process.

Once you finish attaching supporting documents, you can enter the **comments or any additional information** you have in the comments field.

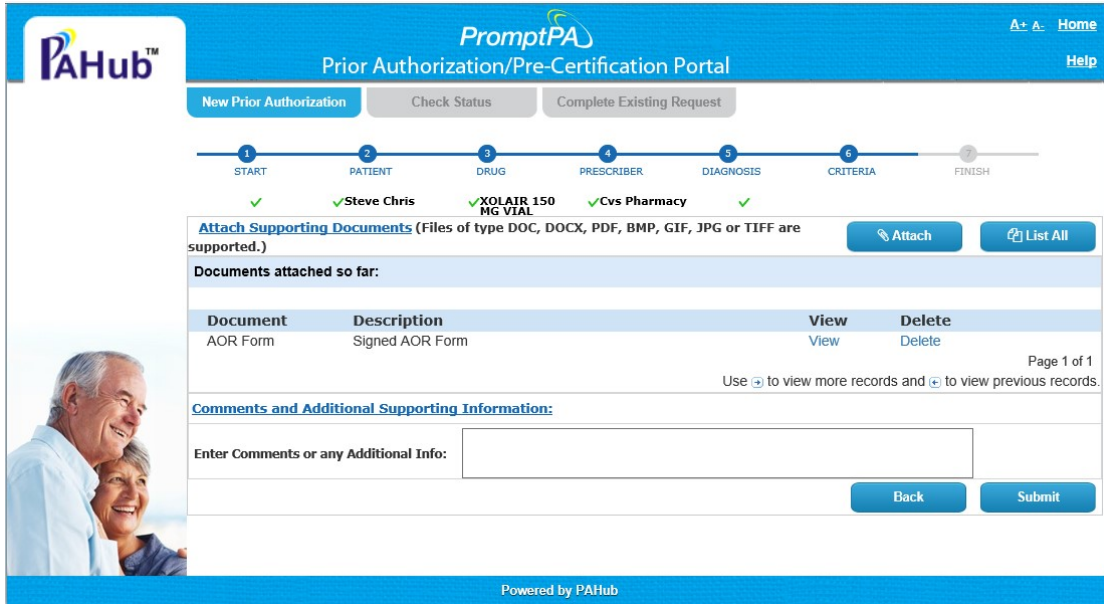


Figure 26: Supporting Documents/Upload

You may now add comments or any additional supporting information.

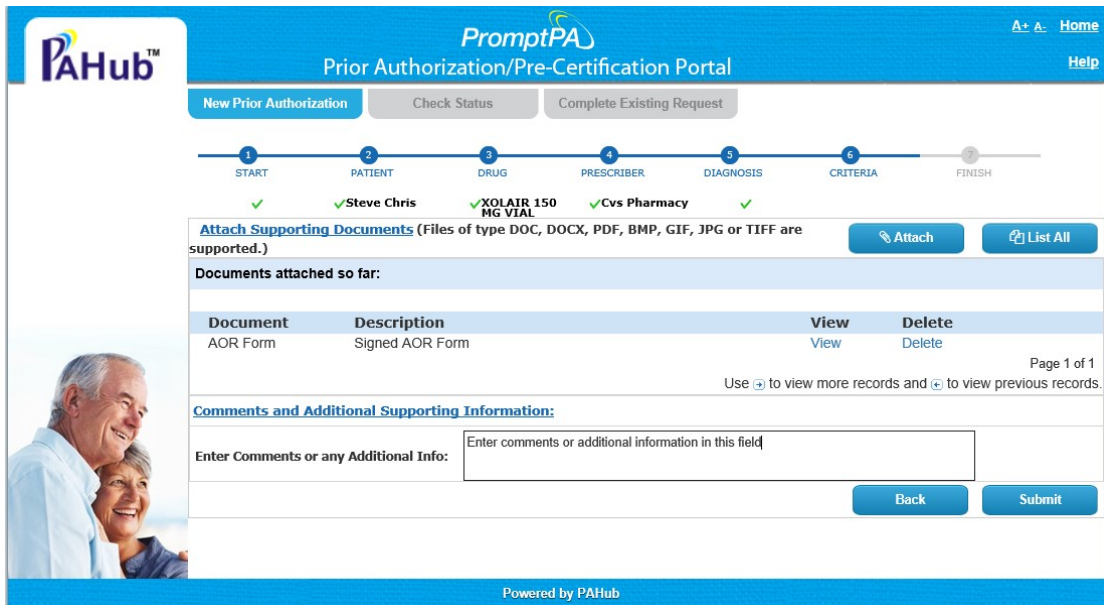


Figure 27: Supporting documents/Comments or Additional Info

After entering the comments, you click the **[Submit]** button to submit the PA request. You will be redirected to the finish page.

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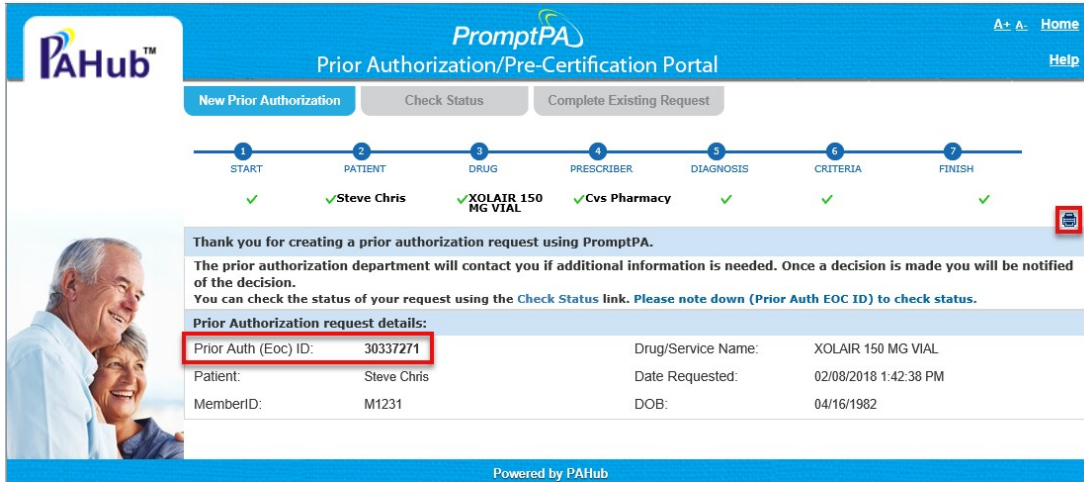



Figure 28: Finish

- On the **"Finish"** page, you will have all the information needed to check on the status of your EOC. It is recommended that you print this page by clicking on the printer icon , and file in a safe place as the **"Prior Auth (EOC) ID"** will be needed to check on the status of your request. If you choose not to print, be sure to write down the **"Prior Auth (EOC) ID"**.

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