Acentra

Provider Portal Quick Reference Guide How to Copy a Case

Summary

There may be times in which a previously submitted request needs to be copied to create a new request. The copy feature will copy *most* of the information from the case that is being copied. This document will describe the process for copying a request.

Search for Case ID

Enter the **Case ID** into the Search bar. Press enter or click anywhere outside of the box to navigate to the case.

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Complete the Request

You will now be in an unsubmitted request. Click on the ribbons to expand each section to complete it.

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