



# AHCCS Solutions Center – Provider Guidance

General User Guide for Providers  
February 2025

# Quick Start

## How to Access Provider Services?

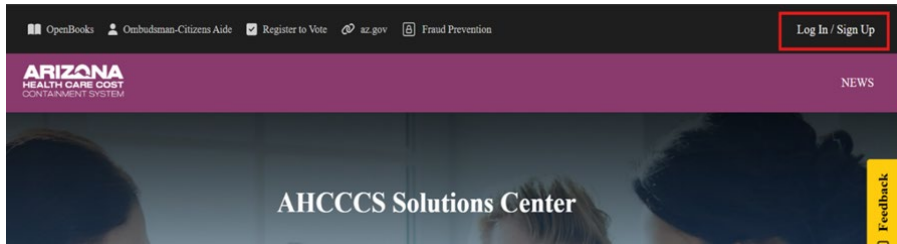
Once you have created an account and are logged into the AHCCCS Solutions Center, you'll need to complete the "Provider Services" form under the "My Access" tab in the navbar. By verifying your identity as a provider or provider representative, you will be able to access Provider Services from the "Services" button in the main menu.



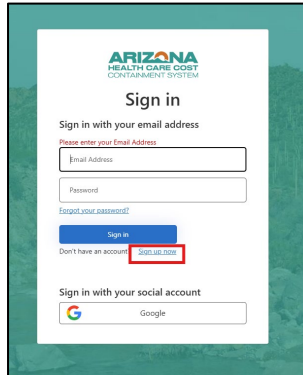
# Quick Start

1 Go to the AHCCCS Solutions Center:  
<https://servicenow.azahcccs.gov/gsp>

2

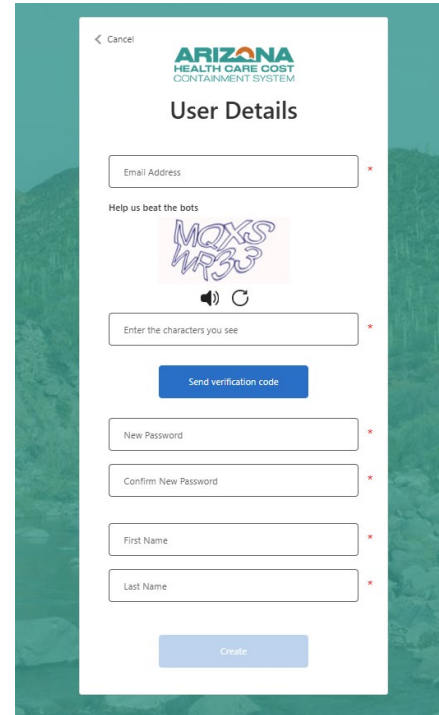


3 Follow the prompts to create your account.

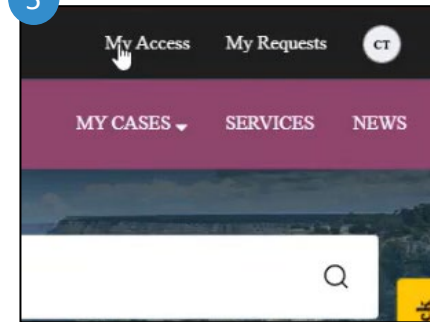


4

Check your email for a verification code and use it to create your account.

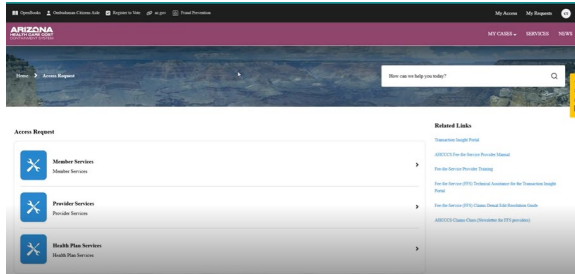


5

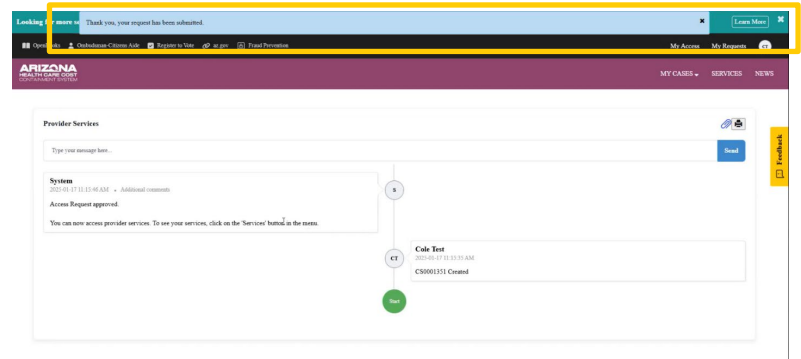


# Quick Start

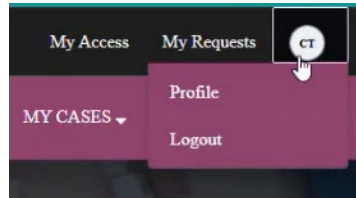
- 6 Select “Provider Services” to request access to services for providers



- 7 When your request has been submitted and processed, you will see a pop-up message and a confirmation page with the details for the AHCCCS Solutions Center case for that request.



- 8 Now you will need to sign out and sign back into your account to complete this process.



# FAQs

- **How do I log in?**

- To access the AHCCCS Solutions Center, navigate to <https://servicenow.azahcccs.gov/gsp>. On the top right corner of the screen, select “Create an Account”, then select “Provider”. You can create an account as a Provider Representative (biller, coder, etc.) or as the rendering/servicing provider. By using your employer’s AHCCCS Provider ID and Tax ID to create the account, you will be able to access services specific to registered providers.
- Once you have created the account, you will receive a confirmation email with account credentials. Use those credentials to login. You will be asked to change your password and set up multi-factor authentication (MFA).

- **Is this login different from AHCCCS Online and APEP?**

- Yes, this will allow you to submit various service requests to AHCCCS.

- **What can I do on the AHCCCS Solutions Center?**

- Currently, you can submit FFS Provider Claim Disputes and Provider Service Appeals to the Office of General Counsel (OGC). You can also report an IT issue.

- **What email should I use to set up my account?**

- Use an individual email (ideally a personal email account) that you have the ability to check easily. It does not have to be the same email that you use for your AHCCCS Online or APEP accounts.

- **How do I get help from tech support?**

- In the footer of the AHCCCS Solutions Center home page, click “IT Issue?”

# Learning Objectives

This comprehensive user guide will help you:



- Navigate the AHCCCS Solutions Center homepage



- Request access for Provider Services



- View the menu of services available to you



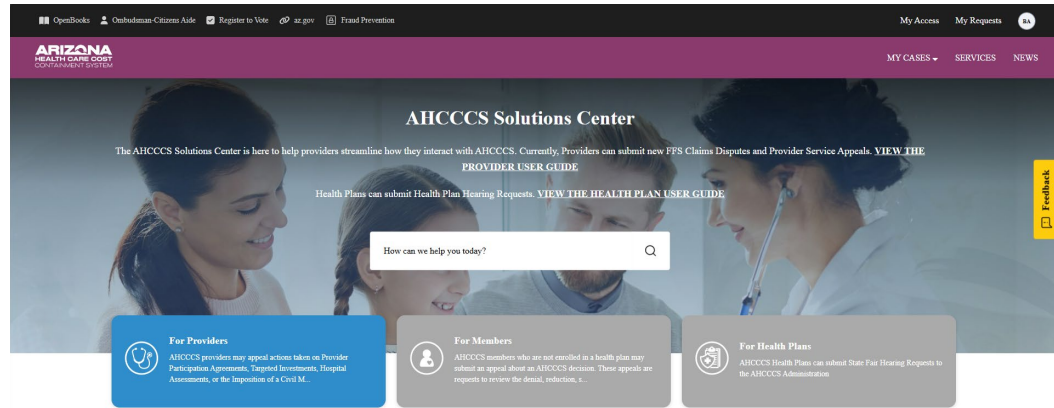
- View your requests

# Contents

<b>Section</b>	<b>Slide Numbers</b>
<a href="#"><u>What is AHCCCS Solution Center?</u></a>	8
<a href="#"><u>Homepage Navigation</u></a>	9 - 16
<a href="#"><u>Request Access for Provider Services</u></a>	17 - 25
<a href="#"><u>View your Menu of Services</u></a>	26 - 39
<a href="#"><u>View your requests</u></a>	40 - 44

# What is the AHCCCS Solutions Center

- The AHCCCS Solution Center is the website where AHCCCS's customers (Providers, Health Plans, and Members) can submit requests.
- Content is accessible depending on the user's permissions within the AHCCCS Solutions Center.



The AHCCCS Solution Center is being used as a new method to access AHCCCS services such as Grievance & Hearing (G&H), Pre-Admission Screening and Resident Review (PASRR), Electronic Data Interchange (EDI), and IT issue requests, for MCOs and Providers. If you are using services not listed here, you will continue to use AHCCCS Service Desk to report any issues. On the portal:

- Everyone sees general news and helpful articles.
- Everyone can report an IT Issue.
- Providers see provider options.
- Members see member options.
- Health Plans see health plan options.



# Navigation

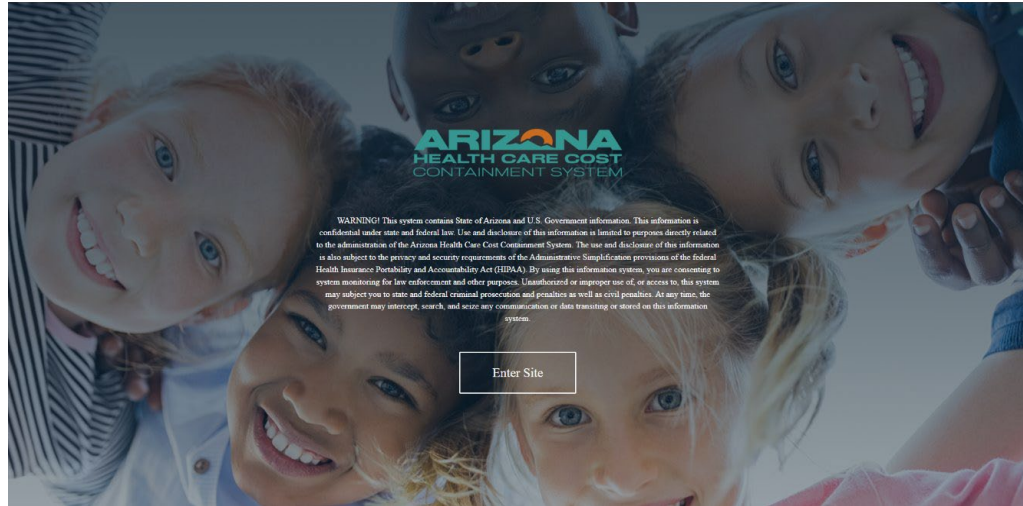


# Website Address

Link to the AHCCCS Solutions Center:  
<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Health Plans, Members, the general public) can access the website. Services are only accessible to individuals logged in as a specific audience.

This disclosure message will appear when you first access the site.



# Creating Accounts – Email

Regardless of the type of account you set up, you will be asked to provide an email address to associate with the account. This email address serves as a unique identifier linking you to the account and to your requests. Use an email address that:

- Is individual to you personally. **Do not use a group email.**
- Ideally, is a personal email vs a work email, so that you can transition your account easily if you switch jobs.
- Is an email you where can receive and check for automated messages regarding your account and requests. For example, you will receive an email at this address with instructions regarding account set up and Multi-Factor Authentication (MFA).

**NOTE:** You do **not** have to use the same email as your AHCCCS Online or APEP accounts.



*What email should I use?*

# Homepage Orientation - 1

AZ quick links

Get IT help

Check request status

The screenshot shows the AHCCCS Solutions Center homepage. At the top, a dark navigation bar contains several links: OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. These links are highlighted with a yellow box. To the right of this bar are 'My Access', 'My Requests', and a user profile icon, also highlighted with a yellow box. Below the navigation bar is a purple header with the AHCCCS logo and navigation links for MY CASES, SERVICES, and NEWS. The main content area features a large image of a doctor and patients. The title 'AHCCCS Solutions Center' is centered. Below the title, there are two links: 'VIEW THE PROVIDER USER GUIDE' and 'VIEW THE HEALTH PLAN USER GUIDE'. A search bar is positioned in the center with the text 'How can we help you today?'. At the bottom, there are three columns: 'For Providers' (blue background), 'For Members' (grey background), and 'For Health Plans' (grey background). A vertical 'Feedback' button is on the right side.

# Homepage Orientation - 2

Account information: Login, logout, update profile

The screenshot shows the AHCCCS Solutions Center homepage. At the top left, there is a purple navigation bar with the text "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" and a yellow box around it. To the right of this bar is a white box with the text "Return to the portal home page". In the top right corner, there is a user profile icon with a yellow box around it and a text label "Account information: Login, logout, update profile". Below the navigation bar, the main content area features a large image of a doctor and a patient. The text "AHCCCS Solutions Center" is centered above the image. Below this, there are two links: "VIEW THE PROVIDER USER GUIDE" and "VIEW THE HEALTH PLAN USER GUIDE". A search bar with the text "How can we help you today?" is positioned below the links. At the bottom, there are three colored boxes: a blue box for "For Providers", a grey box for "For Members", and a grey box for "For Health Plans". A yellow box around the "MY CASES" link in the top right navigation bar is associated with the text "Check your request status". A yellow box around the "Feedback" icon in the bottom right corner is also present.

Check your request status

# Homepage Orientation - 3

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. On the right side of the navigation bar, there are links for My Access, My Requests, and a user profile icon labeled BA. Below the navigation bar is a purple header with the ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM logo on the left and MY CASES, SERVICES, and NEWS on the right. The main content area features a large image of a doctor and a patient. Overlaid on this image is a white search bar with the text "How can we help you today?" and a magnifying glass icon. Below the search bar are three columns of information: "For Providers" (blue background), "For Members" (grey background), and "For Health Plans" (grey background). Each column contains an icon and a brief description of services. A white text box on the left side of the page contains the text: "Search for your requests and services when you are logged in; the search bar will not appear if you are logged out." A yellow box highlights the search bar, and another yellow box highlights a Feedback icon in the bottom right corner. The NEWS link in the top navigation bar is also highlighted with a yellow box.

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention My Access My Requests BA

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM MY CASES SERVICES NEWS

Search for your requests and services when you are logged in; the search bar will not appear if you are logged out.

### AHCCCS Solutions Center

providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and Provider Service Appeals. [VIEW THE PROVIDER USER GUIDE](#)

Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)

How can we help you today?

**For Providers**  
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

**For Members**  
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

**For Health Plans**  
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Feedback

Read the latest news

Share feedback with AHCCCS

# Homepage Orientation - 4

Access services specific to your needs, based on your account type and whether you are logged in or not; boxes will appear blue when you have access.

Access services specific to your needs, based on your account type and whether you are logged in or not

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for 'My Access', 'My Requests', and a user profile icon. Below this is a secondary navigation bar with 'MY CASES', 'SERVICES', and 'NEWS'. The 'SERVICES' link is highlighted with a yellow box. The main content area features the title 'AHCCCS Solutions Center' and a search bar with the placeholder text 'How can we help you today?'. Below the search bar, there are three service cards: 'For Providers' (highlighted with a blue background and a yellow border), 'For Members', and 'For Health Plans'. A yellow box highlights the entire service card area. A 'Feedback' button is visible on the right side of the page.

# Homepage Orientation - 5

Scroll down to...

## News

[Browse all News](#)



### Arizona Health Care Cost Containment System (AHCCCS) Administration

The Arizona Health Care Cost Containment System (AHCCCS) Administration is currently transitioning to the ServiceNow system, the AHCCCS Solutions Center – Managed Care Organization and Healthcare Provider Hearing Request(s) and Fee-For-Service Claims Disputes Application.

[Read more](#)



Read the  
latest news



## Quick Links



[AHCCCS News](#)



[AHCCCS Online Portal](#)



[AHCCCS Provider Enrollment Portal](#)



[AHCCCS.gov](#)



[Am I Eligible for Medicaid](#)



[Apply for Medicaid \(HEAPlus\)](#)



[EDI Portal](#)



[Quality of Care Reporting](#)

Follow  
links to  
key  
websites



# Homepage Orientation - 6

Keep scrolling to...

Follow  
AHCCCS on  
social media

Policies

About

Help

[AHCCCS Privacy Policy](#)

[Contact Us](#)

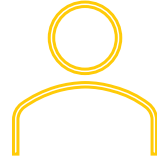
[IT Issue?](#)

[Accessibility Policy](#)



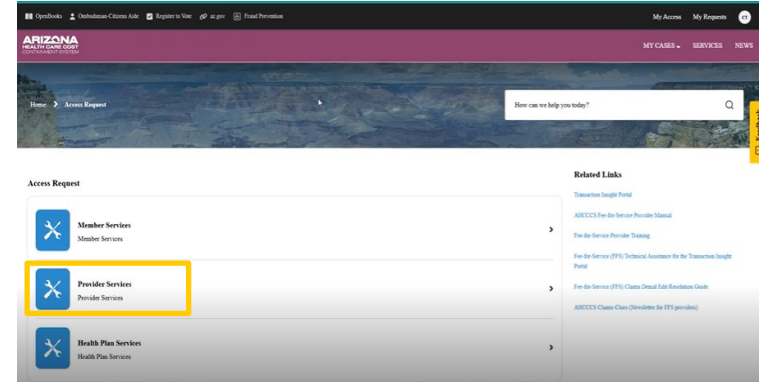
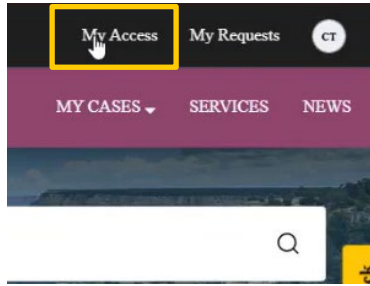
[Submit an It  
Issue request](#)

# Request Access for Provider Services



# Request Access for Provider Services

Once you have logged in to the AHCCCS Solutions Center, select “My Access” on the top right corner of the home page:



Select “Provider Services” to request access to services for providers. NOTE: You can request access for additional services, as applicable

**Provider Services**  
Provider Services

\* Indicates required

\* Are you the Rendering/Service Provider?

-- None --

-- None --

I am the Rendering/Service Provider

I represent the Provider

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

[Add attachments](#)

Required information

# Request Access for Provider Services

If you are the rendering/servicing provider, confirm if you are a sole proprietor.

### Provider Services


Provider Services

\* Indicates required

\* Are you the Rendering/Servicing Provider?

I am the Rendering/Servicing Provider \*

Please confirm the Captcha below to proceed

I'm not a robot 

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

[Add attachments](#)

\* Are you a sole proprietor?

-- None --

-- None --

Yes

No

Submit

Required information

[Are you a sole proprietor?](#)

# Request Access for Provider Services

Enter the relevant Provider AHCCCS ID and last 4 digits of either TIN or SSN, as applicable based on your answers to the previous questions.

Rendering/Serviceing Providers that are NOT sole proprietors will be asked to provide the following:


### Provider Services

Provider Services

\* Indicates required

* Are you the Rendering/Serviceing Provider? <input type="text" value="I am the Rendering/Serviceing Provider"/>	* Are you a sole proprietor? <input type="text" value="No"/>
* Your Organization's AHCCCS Provider ID <input type="text"/>	* Your Organization's Tax ID [Last 4] <input type="text"/>
* Your AHCCCS Provider ID <input type="text"/>	* Your SSN [Last 4] <input type="text"/>

Please confirm the Captcha below to proceed

I'm not a robot 

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

[Add attachments](#)

Required information

- 
- 
-

# Request Access for Provider Services

Rendering/Serviceing Providers that ARE sole proprietors will be asked to provide the following:

**Provider Services**  
Provider Services

\* Indicates required


\* Are you the Rendering/Serviceing Provider?

\* Are you a sole proprietor?

\* Your AHCCCS Provider ID

\* Your SSN [Last 4]

Please confirm the Captcha below to proceed

I'm not a robot 

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

[Add attachments](#)

Required information  
[Your AHCCCS Provider ID](#) [Your SSN \[Last 4\]](#)



# Request Access for Provider Services

Individuals representing the provider will be asked to provide the following:

**Provider Services**

Provider Services

\* Indicates required

\* Are you the Rendering/Serviceing Provider?

I represent the Provider

\* Your Organization's AHCCCS Provider ID

\* Your Organization's Tax ID [Last 4]

\* Street


\* City

\* State

\* Zip

\* Date of Birth

Please confirm the Captcha below to proceed

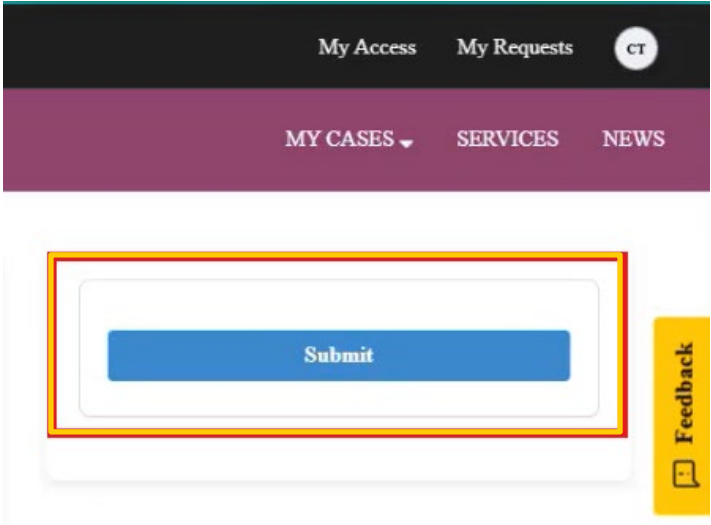
I'm not a robot 

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.



# Request Access for Provider Services

Once you have entered the requested information, click the blue “Submit” button on the right side of the screen to process your request. You will receive an error message if the information does not match our records or the personal Provider AHCCCS ID you entered is already on an existing Provider’s AHCCCS Solutions Center account.





# Request Access for Provider Services

- When your request has been submitted and processed, you will see a pop-up message and a confirmation page with the details for the AHCCCS Solutions Center case for that request.

The screenshot displays the AHCCCS Solutions Center interface. At the top, a blue notification bar states "Thank you, your request has been submitted." Below this is a navigation bar with links for "OpenBooks", "Ombudsman-Citizens Aide", "Register to Vote", "az.gov", and "Fraud Prevention". The main header features the "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" logo and navigation options for "MY CASES", "SERVICES", and "NEWS".

The main content area is titled "Provider Services" and includes a text input field with the placeholder "Type your message here..." and a "Send" button. Below the input field is a case history timeline:

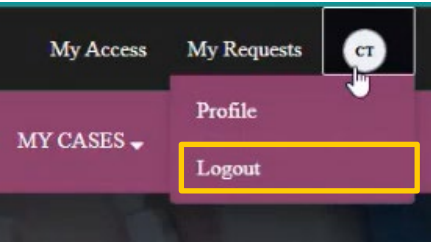
- System**: 2025-01-17 11:15:46 AM - Additional comments  
Access Request approved.  
You can now access provider services. To see your services, click on the 'Services' button in the menu.
- Cole Test**: 2025-01-17 11:15:35 AM  
CS0001351 Created

A "Start" button is located at the bottom of the timeline. A yellow "Feedback" button is visible on the right side of the page.

# Request Access for Provider Services

Now you will need to sign out and sign back into your account to complete this process.

Navigate to the “Services” page on the menu to see the services offered for providers.



# View your menu of Services



# Two Avenues to Services on the Home Page

After submitting the Provider Services form and getting approval. Once you log out and back into your account, access to new services will be granted to your account

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. On the right side of the navigation bar, there are links for My Access, My Requests, and a user profile icon labeled BA. Below the navigation bar is a purple header with the ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM logo on the left and MY CASES, SERVICES, and NEWS on the right. The SERVICES link is highlighted with a yellow box. The main content area features a large image of a doctor and a patient. In the center, the text reads "AHCCCS Solutions Center" followed by a paragraph explaining the center's purpose. Below this, there are two links: "PROVIDER USER GUIDE" and "VIEW THE HEALTH PLAN USER GUIDE". A search bar is positioned in the center of the page with the text "How can we help you today?". On the left and right sides of the main content area, there are white boxes with blue text that say "Follow the blue boxes to access services specific to your needs" and "Click 'Services' to access services specific to your needs" respectively. At the bottom of the page, there are three colored boxes: a blue box for "For Providers", a grey box for "For Members", and a grey box for "For Health Plans". Each box contains an icon and a brief description of the services available.

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention

My Access My Requests BA

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

MY CASES SERVICES NEWS

## AHCCCS Solutions Center

Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and Provider Service Appeals. [VIEW THE PROVIDER USER GUIDE](#)

Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)

How can we help you today?

**For Providers**  
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

**For Members**  
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

**For Health Plans**  
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

# Provider Services

All Provider type accounts\* can currently access the following services:

## Preadmission Screening Resident Review Level 1



**Pre-Admission Screening and Resident Review Level 1**



## Hearings and Appeals



**FFS Provider Claims Dispute**

This form must be used to submit an AHCCCS Fee-For-Service claims dispute.



*\*Registered Providers & Provider Representatives as well as Unregistered Providers & Provider Representatives should all have access to these services.*

# Provider Services – Pre-admission screening and Resident Review Level 1

User guides for PASRR can be found at:  
[Pre-Admission Screening and Resident Review \(PASRR\)](#)

The screenshot shows the AHCCCS website navigation menu and a content area. The navigation menu includes: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS SERVICES. The content area features a 'We Are Live' banner with a notice about the new AHCCCS Solutions Center web portal for the PASRR Program, effective November 14th. Below the banner is a section titled 'Pre-Admission Screening and Resident Review (PASRR)' with a dropdown menu for 'What is PASRR?'. Underneath is a 'PASRR Frequently Asked Questions' section and a 'PASRR Resources' section containing a list of links to various guides and training sessions, such as 'Frequently Asked Questions (FAQ)', 'AMP Policy 680-C', 'CFR Subpart C—Preadmission Screening and Annual Review', and 'PASRR Portal Training, Live Demo Nursing Facilities & Hospitals Session 2024'.



Hi! I'm AVA, the  
Click me for as

# Provider Services – FFS Provider Claims Dispute

This section walks through how to submit a FFS Provider Claims Dispute via the AHCCCS Solutions Center.



## FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute.



# Provider Services – FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute. The first section of contact information will auto populate based on your account information.

## FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute.

A claim dispute means a dispute involving a payment or denial of a claim. A claim dispute shall specify in detail the factual and legal basis for the claim dispute and the relief requested. AHCCCS shall deny a claim dispute if the factual and legal basis is not detailed.

\* Indicates required

### Provider Information

First name

Email 

Last name

Phone number

Street

City

State

Zip Code



# Provider Services – FFS Provider Claims Dispute

Identify the type of dispute, Claims or Prior Authorization. The information required to submit the form will change based on your response.

\*Type of Dispute

-- None --

-- None --

Claim

Prior Authorization

# Provider Services – FFS Provider Claims Dispute

If you select “Claims” dispute, you will be asked to enter claims information:

\*Type of Dispute


Claim Information

\*Claim Number

\*Date of Service Start:

\*Date of Service End:

If you select “Prior Authorization” dispute, you will be asked to enter Prior Authorization information:

\*Type of Dispute

\*Authorization Number

\*Authorization Start

\*Authorization End

# Provider Services – FFS Provider Claims Dispute

Be sure to select “OK” in order to submit a date. If your screen/window is small, you may have to scroll down to see the “OK” option.

\* Authorization End

YYYY-MM-DD

< September 2024 >

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Cancel OK

# Provider Services – FFS Provider Claims Dispute

Click the “?” icon to reveal the help text for each question.

\* Claim Dispute Factual Basis ?

\* Claim Dispute Legal Basis ?

\* Billed Amount ?

\* Relief Requested Category ?

\* Relief Requested Details ?



\* Claim Dispute Factual Basis ?

What has been paid or denied incorrectly ✕

\* Claim Dispute Legal Basis ?

Why was the payment or denial incorrect ✕

\* Billed Amount ?

Billed amount of claim ✕

\* Relief Requested Category ?

Relief Requested Categories

Capped Fee

"Capped fee-for-service" means the payment mech with an upper or capped limit established by the Di

# Provider Services – FFS Provider Claims Dispute

Click the check box if the provider is represented by an attorney. Then provide the contact information for the attorney.

Is the provider represented by an attorney?

Is the provider represented by an attorney?

**Provider Company/Law Firm :**

Company/Law Firm

**Provider Representative :**

\*First Name

\*Email 

Use a unique email address

\*Phone Number

\*Last Name

\*Street

\*State

\*City

\*Zip Code

# Provider Services – FFS Provider Claims Dispute

Provide the member information associated with the dispute. Click the paper clip icon on the bottom right to upload any attachments associated with the request. Complete the Captcha and click “Submit” to submit the request.

## Member Information


\*First Name

\*Last Name


Email

\*AHCCCS Member ID

Please confirm the Captcha below to proceed

 I'm not a robot   
reCAPTCHA  
Privacy - Terms


Submit

 Add attachments


# Provider Services – FFS Provider Claims Dispute

Click the paper clip icon on the bottom right to upload any attachments associated with the request. Complete the Captcha and click “Submit” to submit the request.

Please confirm the Captcha below to proceed

 I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

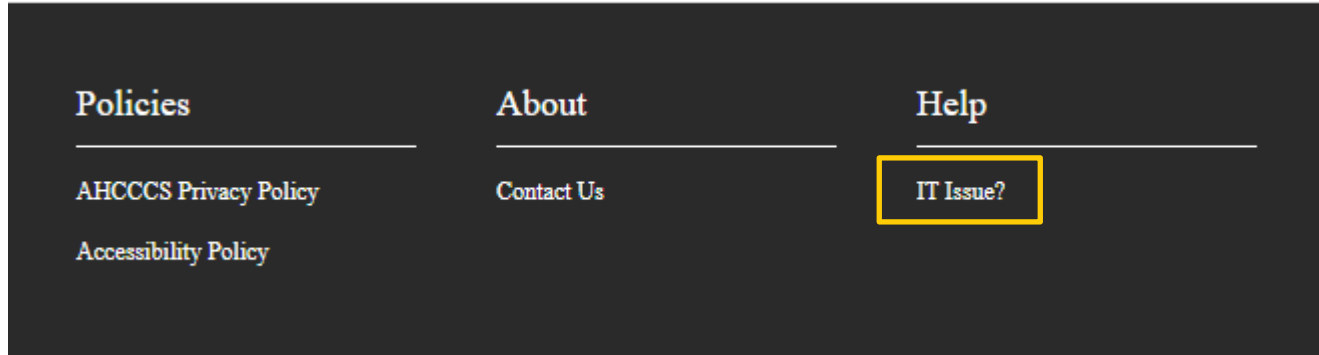
Submit

 Add attachments

# Report an IT Issue

All Provider types can report an IT Issue by clicking on “IT Issue?” in the footer.

You have this ability whether you are logged in or logged out of the AHCCCS Solutions Center, regardless of if you have created an account or not.





# Report an IT Issue

To report any AHCCCS IT related issue, complete the information requested and press submit.

As with all requests, you can go to “My Requests” on the homepage to track the status of the case.



**Report an IT Issue**  
Please use this form to report any AHCCCS IT related issues you are experiencing

Use this form to report any AHCCCS IT related issues you are experiencing

\* Indicates required

Urgency ⓘ  
-- None --


\* Category  
-- None --

\* Contact Email

\* External Callback Number ⓘ  
Please enter a 10-digit phone number containing only numbers. ✕

\* Please describe your issue below ⓘ

Please confirm the Captcha below to proceed

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Submit**

# View your requests



# Real Time Status for Customers

From the AHCCCS Solutions Center, customers will be able to see the status of their business requests by clicking on “**My Cases**”. They will be able to see the status of their IT issue requests by clicking “**My Requests**”.



# Real Time Status for Customers

Customers can view all of the requests (cases) they have submitted, see relevant details, and check the status via the “State” column.

They can also click into the active cases and see more details about the case.

Filter By

Select Business ▾

Select Provider ▾

Select State ▾

Select Priority ▾

Government Service Cases (3)

Number	Description	Business	Provider	State	Priority	Opened	Updated
PRV0001559	Provider Appeal			Draft	4 - Low	2024-09-23 02:16:50 PM	2024-09-23 02:16:51 PM
PRV0001558	Provider Appeal			New	4 - Low	2024-09-23 02:01:44 PM	2024-09-23 02:07:45 PM
PRV0001560	Provider Appeal			Draft	4 - Low	2024-09-23 02:31:24 PM	2024-09-23 02:31:26 PM

Showing 1-3 of 3

# Real Time Status for Customers

Below are the various status options that displayed the “State” column and the stages they occur during the workflow process.



## Beginning

- Draft
- Open
- New



## Middle

- Work in Progress
- Awaiting Info
- Inspection in progress
- Work Assignment in Progress
- Ready for Decision



## End

- Cancelled
- Closed
- Resolved

# Real Time Status for Customers

Customers can select the down arrows in the “Filter By” section to select the specific type of requests to display.

For example, a Provider Representative may filter by “Provider” to view the requests submitted on behalf of a specific provider that are resolved.

Filter By

Select Business ▼

Select Provider ▼

Select State ▲

- All
- Work in Progress
- Closed
- Draft
- Resolved
- New
- Open

Thank you