

CS R4+ (Scotland Only)

ePrior Approval – How to Manually Update Prior Approval Requests

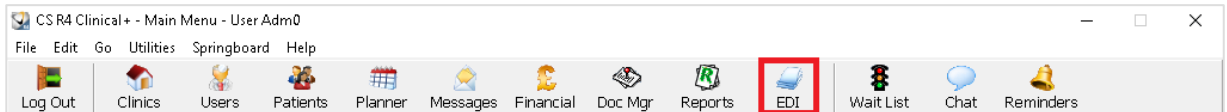
This guide is intended for all clinical team members and covers how to manually update Prior Approval requests.

Manually Updating Prior Approval Requests

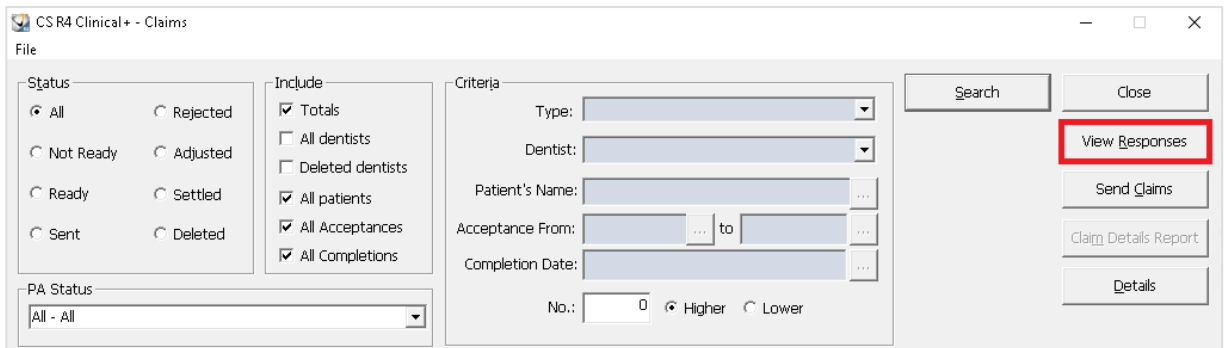
The CS R4+ server will automatically request updates to Prior Approval requests each day between 7AM and 8PM. If the CS R4+ sever is not switched on until after this period, this update request will be carried out as soon as possible.

Occasionally PSD may craft a response for immediate collection or ask that a manual Prior Approval update is carried out

- 1 On the **Main Menu**, click **EDI**. The **Claims** window is displayed.



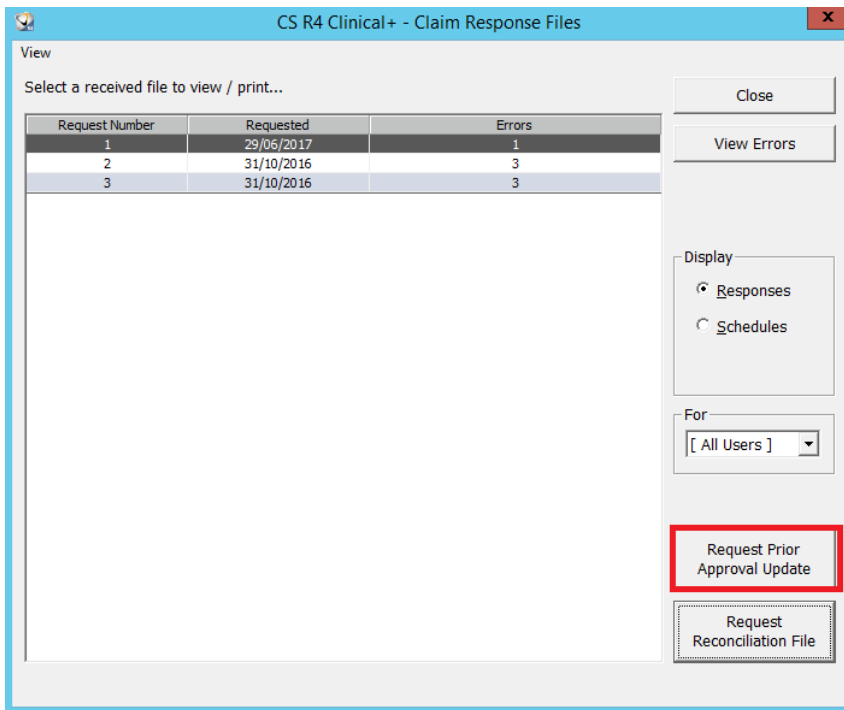
- 2 Click **View Responses**. The **Claim Response Files** window is displayed.



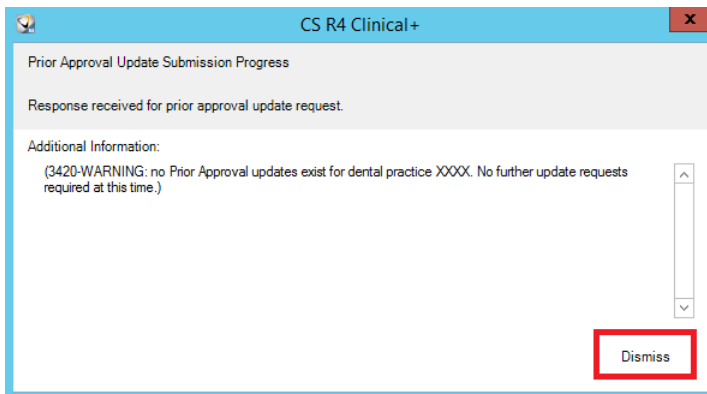
Job Aid



3 Click **Request Prior Approval Update**.



4 Once the prior approval update request response has been received, click **Dismiss**.



Note: Manual requests are disabled between 10PM and 7AM and only 1 manual request can be made per site per day