

## LESSON 16: Rerouting an E-Application During the Review Process

**Background:** It may be necessary for the CC/MSSP/CM to reroute a privilege application during the review process. The application may be routed back to the same Reviewer to allow a second review of the application, or it may be routed to a new Reviewer.

**Objective:** To practice rerouting a privilege application that has been returned to the CC/MSSP/CM.

### Exercise:

*Step 1:* Log on to CCQAS as the CC/MSSP/CM.

*Note:* In order to reroute an e-application, the CC/MSSP/CM must have custody of the application as an active task in the work list.

*Step 2:* Double-click on the “Task = *Application Returned/Action Required*.” The application will open, displaying the “Comments” tab.

*Step 3:* Click <**Routing**> at the bottom of the “Comments” screen. [This action may be accessed from any other tab on the “Provider Application Review” screen.] The “Application Routing” screen is returned. The previously assigned Reviewers will be shown in the **Selected Reviewers** box.

*Step 4:* Change the Level 1 Reviewer by clicking on one name in the **Available Reviewers** box, and clicking [>] to move the individual into the **Selected Reviewers** box. Remove the previously-assigned Level 1 Reviewer by clicking on the name in the **Selected Reviewers** box, and clicking [<] to move the individual into the **Available Reviewers** box.

Record the name of the new Level 1 Reviewer: \_\_\_\_\_.

*Step 5:* Ensure the radio button for Route to Level 1 Reviewer has been selected. Click Submit. The work list will refresh and no open tasks will be displayed.

*Step 6:* Log off of CCQAS by clicking <**Logoff**> in the upper right corner of the screen.

**END OF LESSON**

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