



Continued Stay Review

A CSR should be submitted when a continuation of the previous case is needed. This ONLY applies to requests for Extraordinary Care, Acute Behavioral Health, & Residential Treatment (PRTF).

User Steps to request a CSR

- Log into Qualitrac
- Go to the UM panel in the member hub.
- Click on the blue ellipsis within the case to open the action menu.
- Once there, select continued stay review for the menu.
- The system will validate that you want to request an extension.
- Click the green button for request extension.
- If this was done in error, click cancel.
- The system user will be directed to update and complete the extension request.
- The timing section of the Authorization request panel will indicate you are completing a continues stay review extension
- The user needs to review all the panels and update appropriately.
- Provide supporting documentation in the Documentation Panel
- Click Continue
- The user will need to repeat the MCG process.
- Lastly enter your username in the attestation section and click submit.

Common CSR Mistakes

- Creating a new case instead of requesting a CSR
- Correct documentation is not uploaded resulting in a Request for Information (RFI)