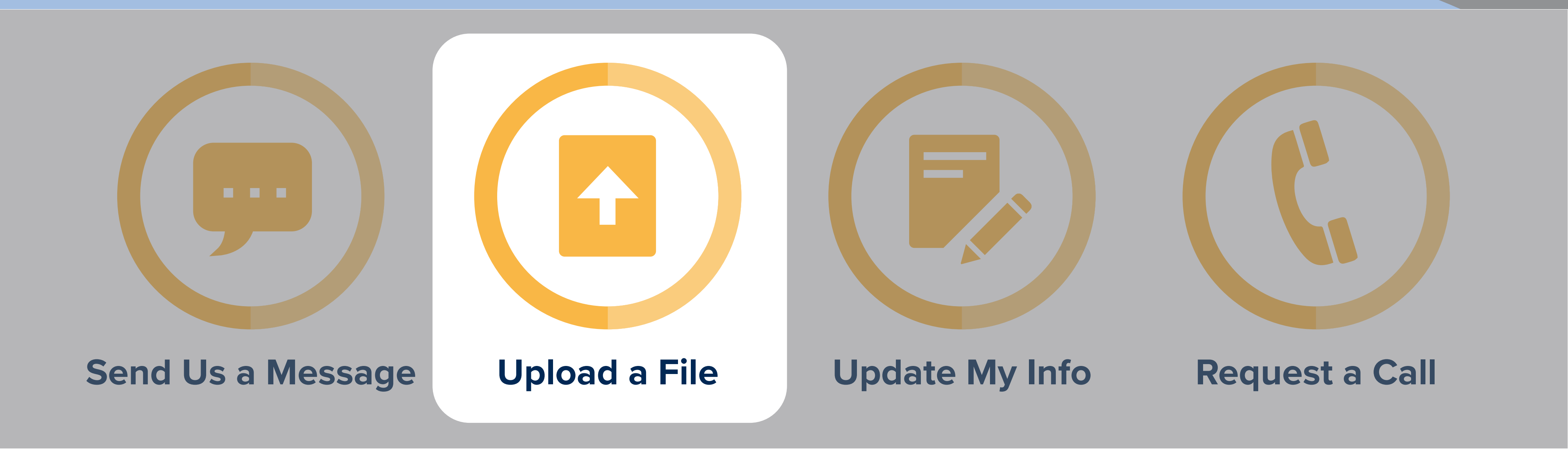
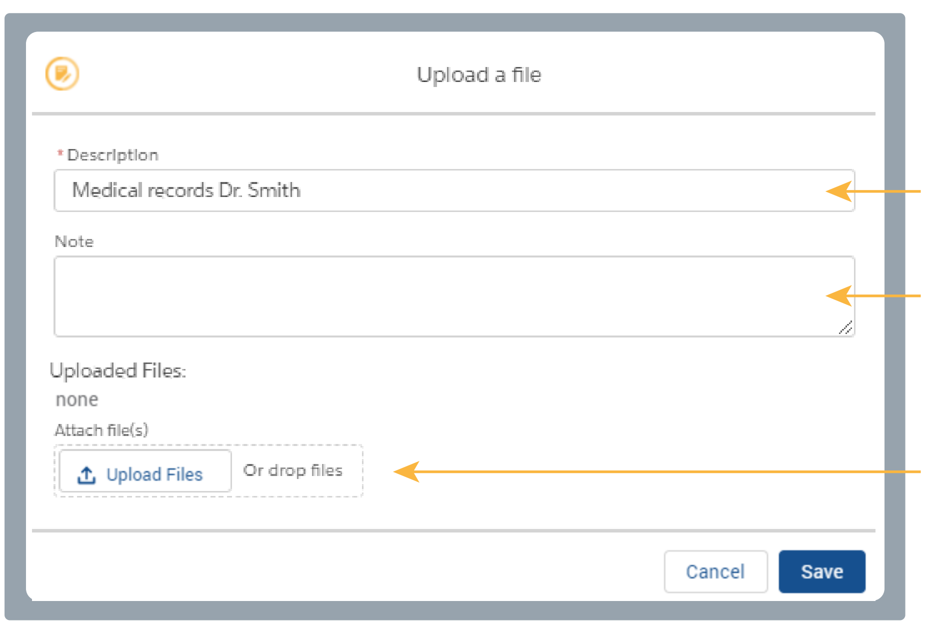
Client Success Center

How to: Upload a File



Easily send us medical records or other claim related documents

From the homepage, click the **Upload a File** button, and a window will pop up.



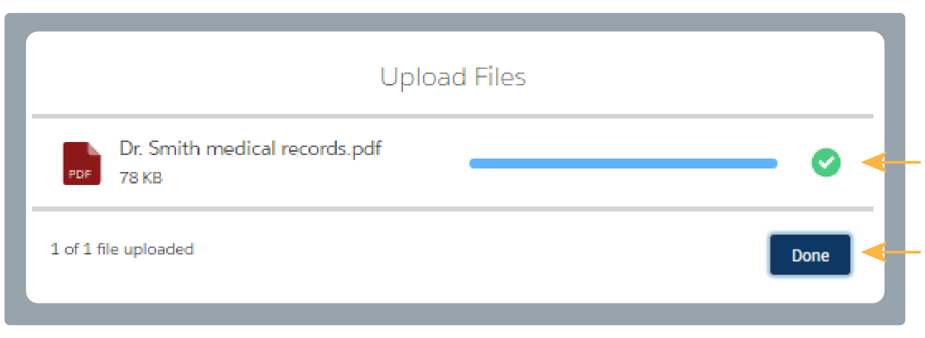
Type a description of the file(s) you are submitting into the **Description** field.

Provide additional details about your file(s) in the **Note** field. This field is optional.

Click **Upload Files**.

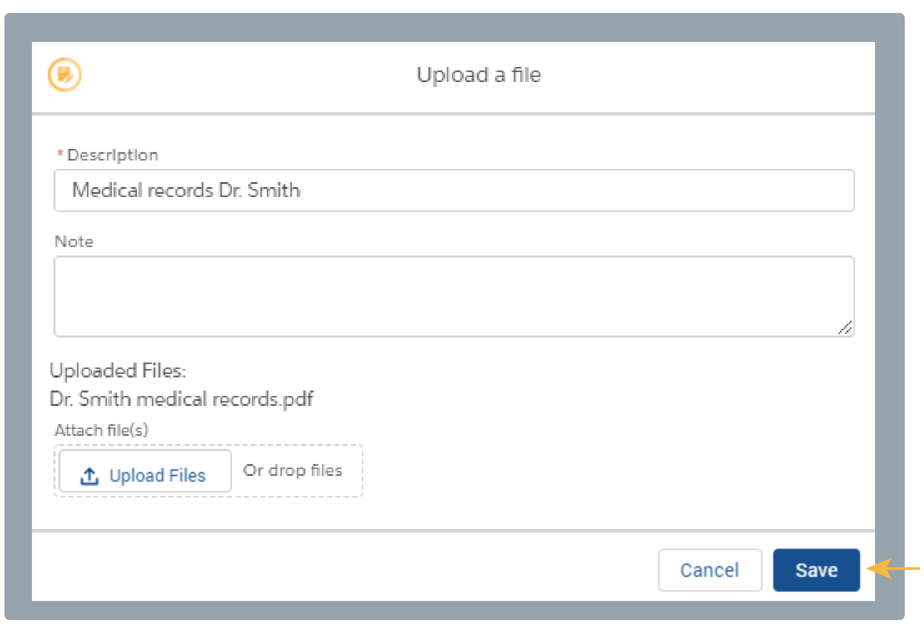
Locate the file(s) on your computer.

You can upload multiple files at one time, if needed.



A green checkmark displays when the file is uploaded.

Click **Done** once you see the green checkmark.

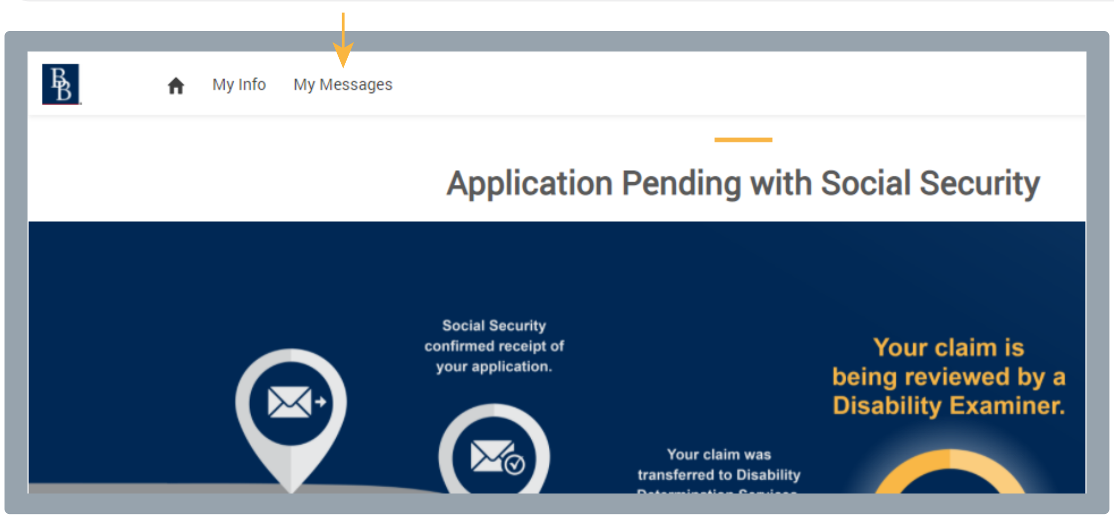


When finished, click **Save**.

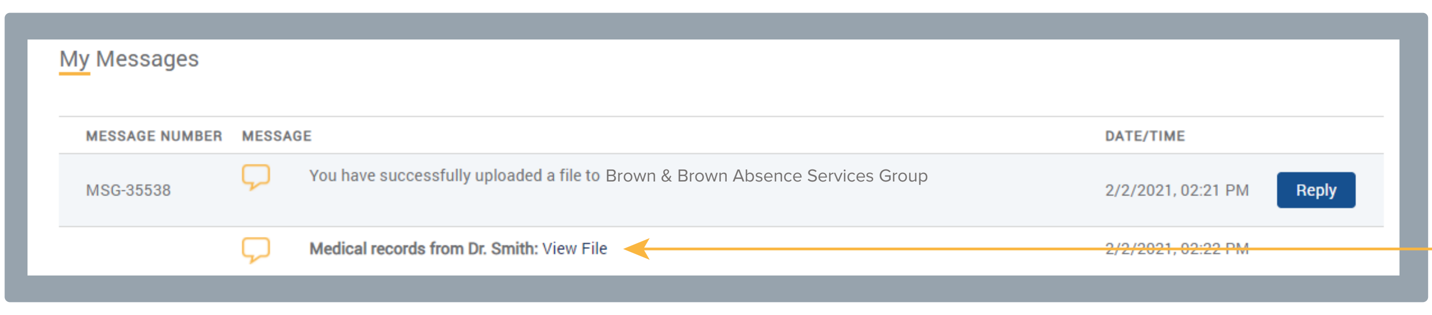
Your advocate will be notified each time you upload a file into the portal and they will review all files you submit.

View all files uploaded by you and your advocate

From the homepage, click **My Messages** in the top left menu.

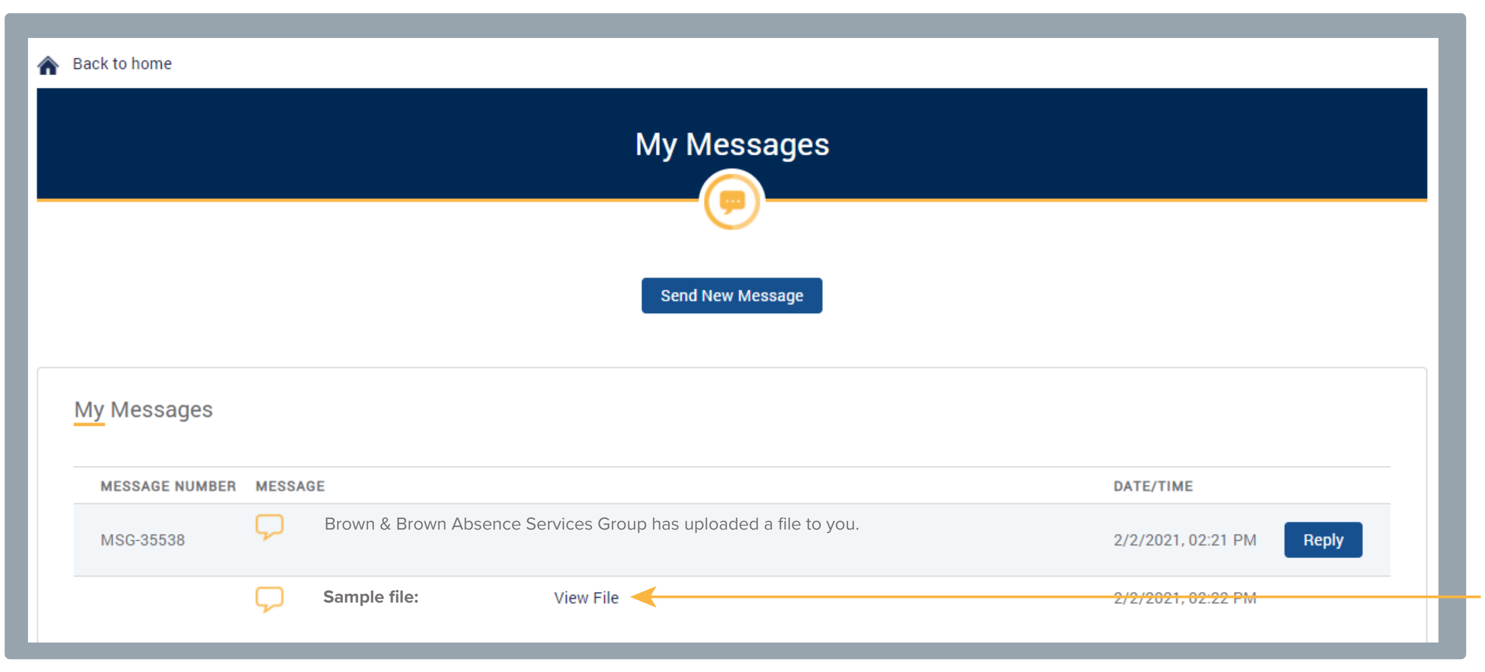


Here you can easily see what files you have submitted to us through the portal and download those files at any time.



Click **View File** to download the file.

Your advocate can send files to you through this page as well. You will be notified by email when your advocate sends you files.



Click **View File** to download the file.

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