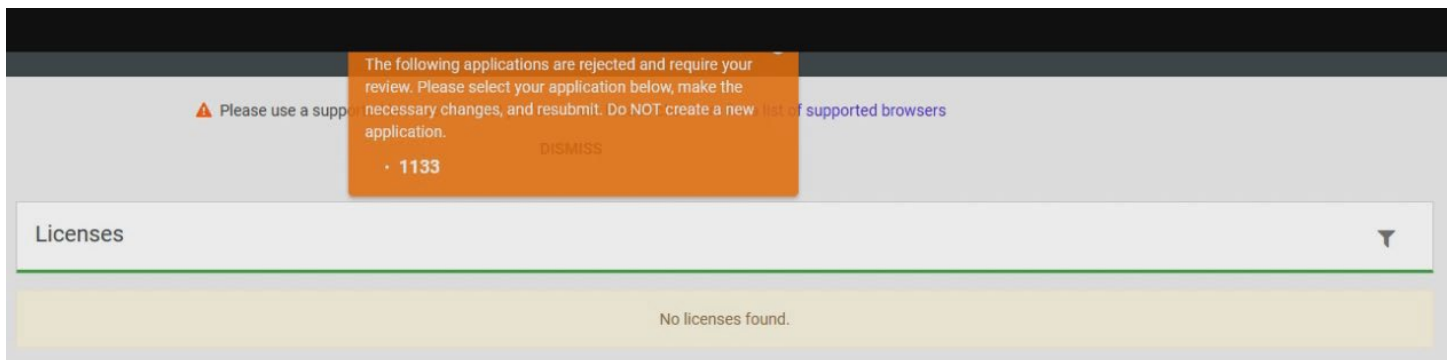


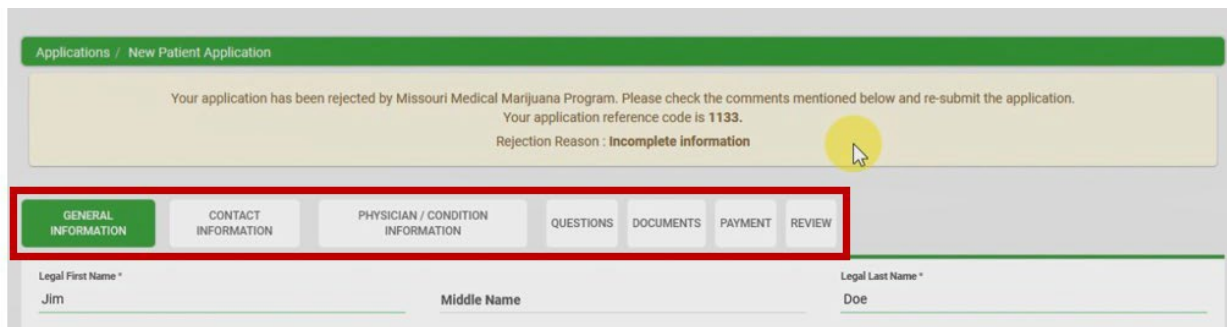
Locating & Correcting a Rejected Application

Note: It is recommended that you use Google Chrome as your internet browser because other browsers may not work properly with the Patient Registry website.

1. Login to your **Patient Registry website** at mo-public.mycomplia.com.
2. An orange box will appear indicating that your application was rejected. To access the application, click on the **Application ID Number**.



3. When the application opens, the reason(s) for rejection are shown at the top of the screen
4. To make corrections, revisit each tab and fill in the missing or incomplete information.



5. Click **'Save & Next'** on each tab before continuing on to the next.
6. After making the corrections, navigate to the **Review** tab and scroll down to make sure there are no **red X's** to indicate missing information. If you still have **red X's**, revisit the appropriate tab to make the corrections.

Residence Address

✓ Street: 123 Main Street Unit No. / Apt No.: ✓ City: Anywhere
✗ County: ✓ State: Missouri ✓ Zip Code: 12345
✗ Address Verified?: No

Mailing Address

✓ Street: 123 Main Street Unit No. / Apt No.: ✓ City: Anywhere
✓ State: Missouri ✓ Zip Code: 12345
✗ Address Verified?: No

Physician / Condition Information

Condition Information

✓ Date of Patient Examination: 09/13/2019 ✗ Recommended Amount (30 Day Period):
✓ Qualifying Medical Condition: Cancer

Physician Information

✗ Physician First Name: ✓ Physician Last Name: doe ✓ Physician License Number: 24680

7. When you have all green checkmarks, click **'Submit'** to update your application and resubmit.

