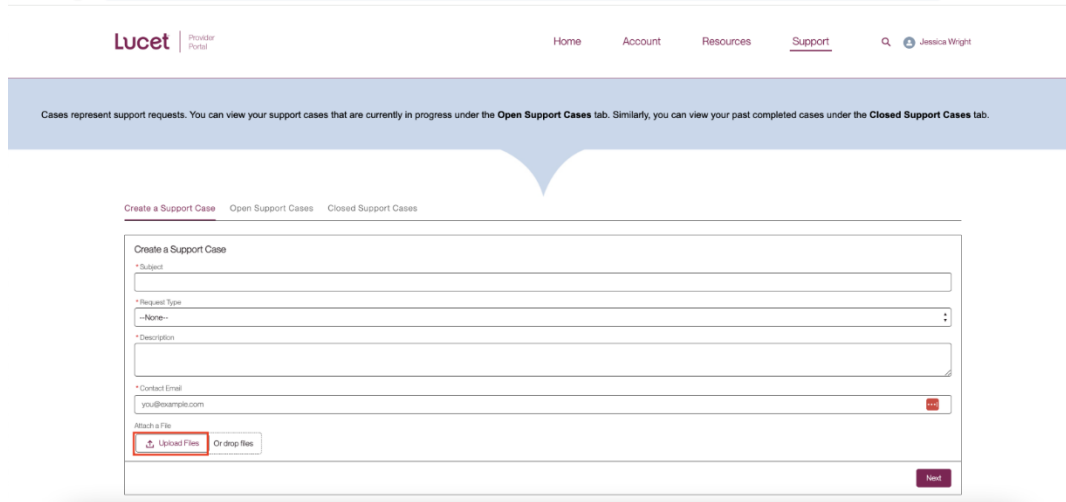


How do I request a rate increase for Florida Network?

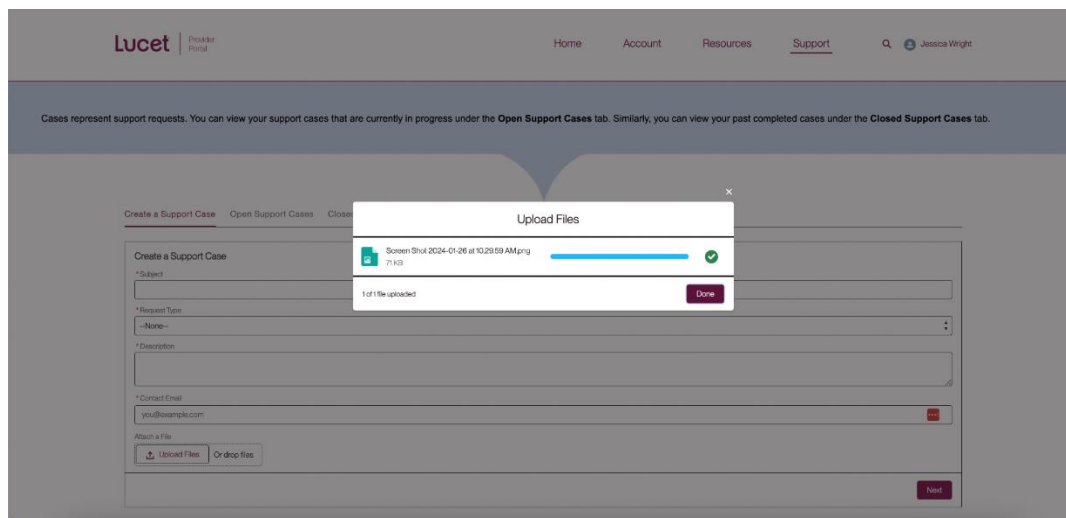
Create a support case.

- To create a support case click support in the header.



The screenshot shows the Lucet Provider Portal interface. At the top, there is a navigation bar with 'Home', 'Account', 'Resources', and 'Support' (highlighted). Below the navigation bar is a blue banner with the text: 'Cases represent support requests. You can view your support cases that are currently in progress under the **Open Support Cases** tab. Similarly, you can view your past completed cases under the **Closed Support Cases** tab.' Below the banner are three tabs: 'Create a Support Case', 'Open Support Cases', and 'Closed Support Cases'. The 'Create a Support Case' form is displayed, featuring fields for 'Subject', 'Request Type' (with a dropdown menu showing '--None--'), 'Description', and 'Contact Email' (with the value 'you@example.com'). There is an 'Attach a File' section with an 'Upload Files' button and a 'Drop files' area. A 'Next' button is located at the bottom right of the form.

- Attach supporting rate increase request to the support agent, simply click upload files.
- After you select your supporting document, you will see an upload processing.



The screenshot shows the same Lucet Provider Portal interface as the previous image, but with an 'Upload Files' modal window open. The modal window displays a progress bar for the upload of a file named 'Screen Shot 2024-01-26 at 10:20:59 AM.png' (71 KB). Below the progress bar, it indicates '1 of 1 file uploaded' and has a 'Done' button. The background form is dimmed.

- When you click done you will now see a success message: Your file(s) have been uploaded under the upload files section.

- After you click next you will be taken to a success screen

The screenshot displays the Lucet Provider Portal interface. At the top left is the Lucet logo with 'Provider Portal' underneath. The navigation menu includes 'Home', 'Account', 'Resources', and 'Support' (which is underlined). A search icon and the user name 'Jessica Wright' are on the right. A blue banner below the navigation contains the text: 'Cases represent support requests. You can view your support cases that are currently in progress under the **Open Support Cases** tab. Similarly, you can view your past completed cases under the **Closed Support Cases** tab.' Below this banner are three tabs: 'Create a Support Case', 'Open Support Cases', and 'Closed Support Cases'. The 'Open Support Cases' tab is active. A white message box with a purple border contains the text: 'Your support case has been submitted! Please refresh your page to see your case in your "Open Support Cases" Tab.' A purple 'Close' button is located in the bottom right corner of the message box.