

NewMMIS Job Aid: Resubmit a Prior Authorization that is in a Cancelled Status

This job aid describes how to resubmit a prior authorization (PA) request that is in a cancelled status.

When you resubmit a previously submitted PA request that is now in a cancelled status, send an e-mail to the Prior Authorization Unit informing them of your resubmission. Include in the e-mail the tracking number of the previous PA. This will alert the Prior Authorization Unit that the new request replaces a cancelled request and is not a duplicate request. In addition, the resubmitted request must contain a comment in the comment field that explains the changes (for example, new attachment or line item change, such as a change in date of service, size, or procedure code).

Access a Prior Authorization

On the Provider Online Service Center home page:

1. Click **Manage Service Authorizations**.
2. Click **Prior Authorizations**.
3. Click **Inquire/Maintain PA Request**. The **Prior Authorization Search** panel displays.

On the **Prior Authorization Search** panel:

4. Enter either the **Tracking #** or the **PA #**.
5. Click **Search**. The **Prior Authorization Search Results** panel displays.

On the **Prior Authorization Search Results** panel:

6. Click the Tracking number of the request. The **List of Line Items** panel displays.

Add a New Line

On the **List of Line Items** panel:

7. Click **New Item** to add a line item (to replace the line item that was cancelled). Depending on the existing PA type, either the **Durable Medical Equipment Details** panel, the **Therapy Services Details** panel, or the **Basic Medical Details** panel display. All of these panels work the same way.

For example, on the **Basic Medical Details** panel:

8. Enter the Procedure Code.
9. Enter the Requested Effective Date.
10. Enter the **Requested End Date**.
11. Enter the number of **Requested Units**.
12. Click **Add**.

Attach to a Prior Authorization

On the **List of Line Items** panel:

13. Click the **Attachments** tab.

On the **List of Attachments** panel:

14. Click **New Item**. The **Attachment Details** panel displays.

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Attach to a Prior Authorization - continued

On the **Attachment Details** panel:

15. Select the **Report Type** from the drop-down list.
16. Select the **Transmission Code** from the drop-down list.
17. Enter the **Control Number**.
18. Enter a brief description or comment in the **Description** field.
19. Click **Browse**. The **Open** window displays.
20. Navigate to the file you want to attach and click **Open**.
21. Click **Add/Upload**.
22. Click the **Confirmation** tab.

Re-submit a Previously-Submitted Prior Authorization

On the **Confirmation** panel:

23. Review the request to make sure it is correct.
24. Click **Submit**.

Submit Request

25. The **Prior Authorization Response** panel displays, indicating the request was successfully submitted. Review the request information to ensure that it is correct.