# MassHealth logoJob Aid: Create a Prior Authorization Request

This job aid describes how to:

* Create a prior authorization (PA) request using the MassHealth Provider Online Service Center (POSC); and
* Submit the request.

1. You must have the Provider ID (PID) and Service Location (SL) for both the servicing and requesting provider to create a PA request. Click on the Provider tab and enter the national provider identifier (NPI) to obtain the PID and SL.

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Click the **Login** button on the POSC landing page.



## Search for a Deferred PA Request

From the Provider Online Service Center home page:

1. Click **Manage Service Authorizations**.
2. Click **Prior Authorizations**.
3. Click **Enter a PA Request**. The **Prior Authorization Templates** panel is displayed.

## Select Assignment Type

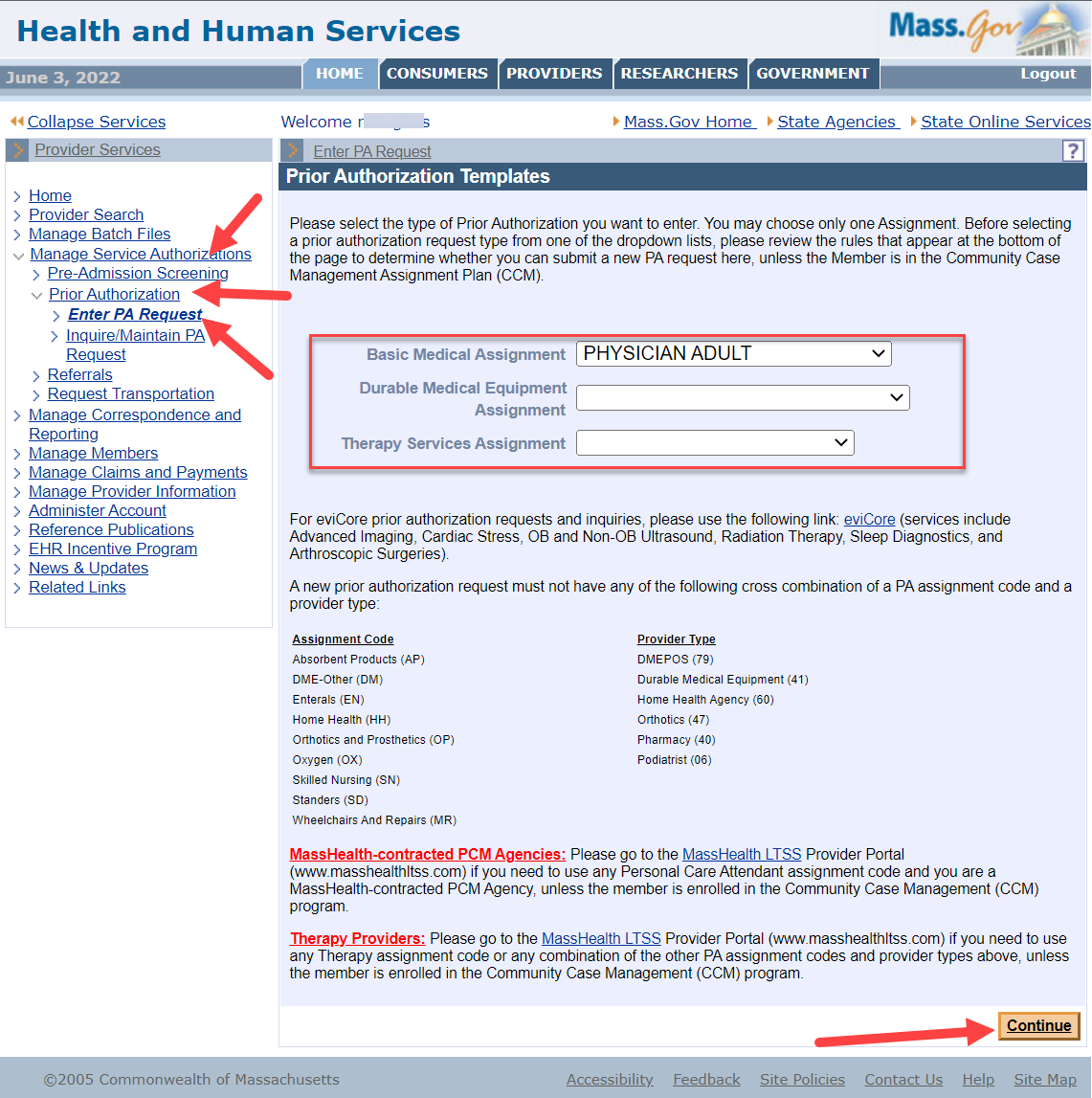
The assignment types are grouped into three categories: Basic Medical, Durable Medical Equipment, and Therapy Services.

On the **Prior Authorization Templates** panel:

1. Select the designed assignment type under **Basic Medical Assignment Category**.

* For Hearing, select Hearing Services.
* For Vision, select Vision Services.
* For Surgical/Medical Procedures, select Physician Adult or Physician Pediatric.

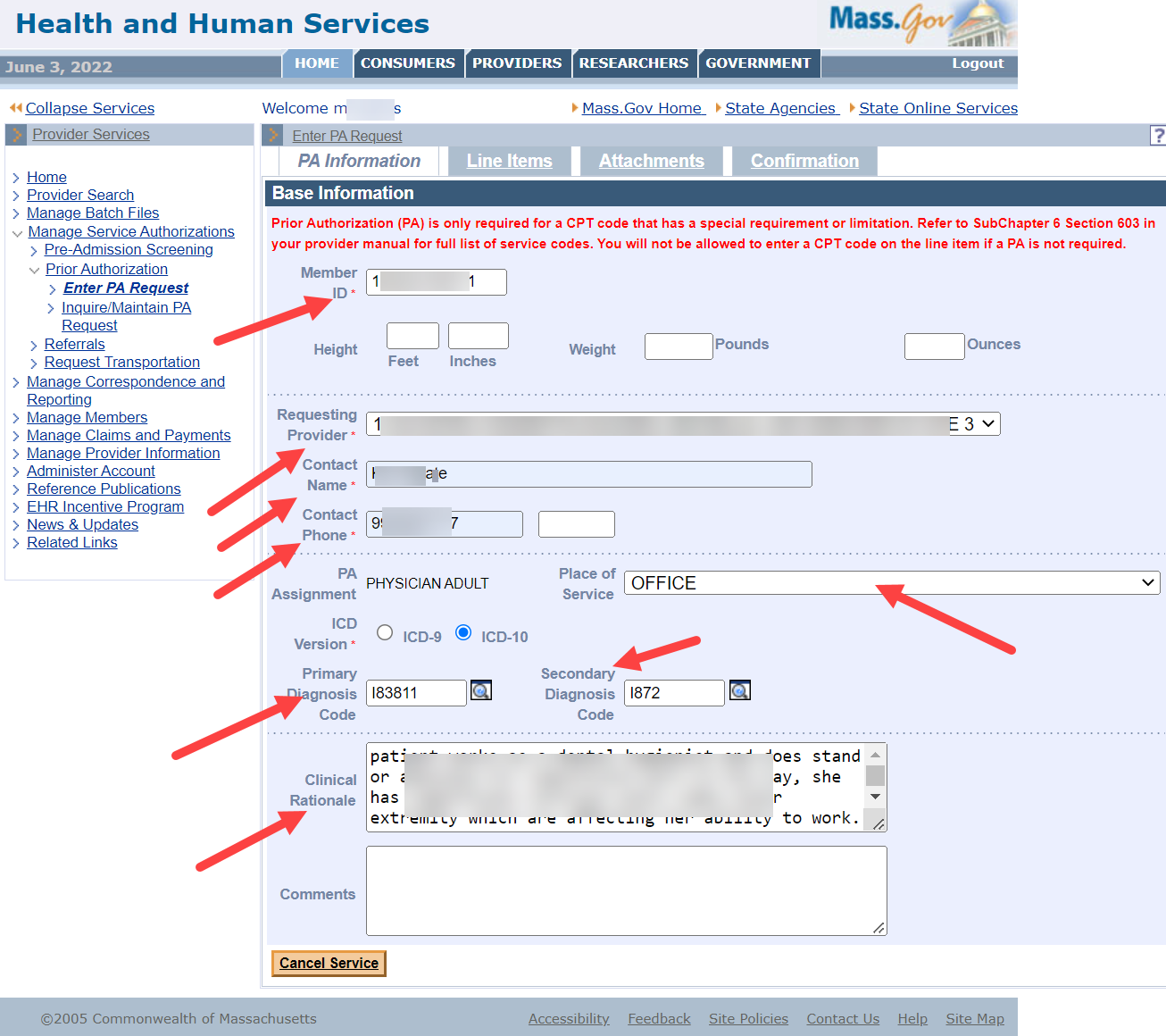
1. Click **Continue**.



## Search for and Select Requesting Provider

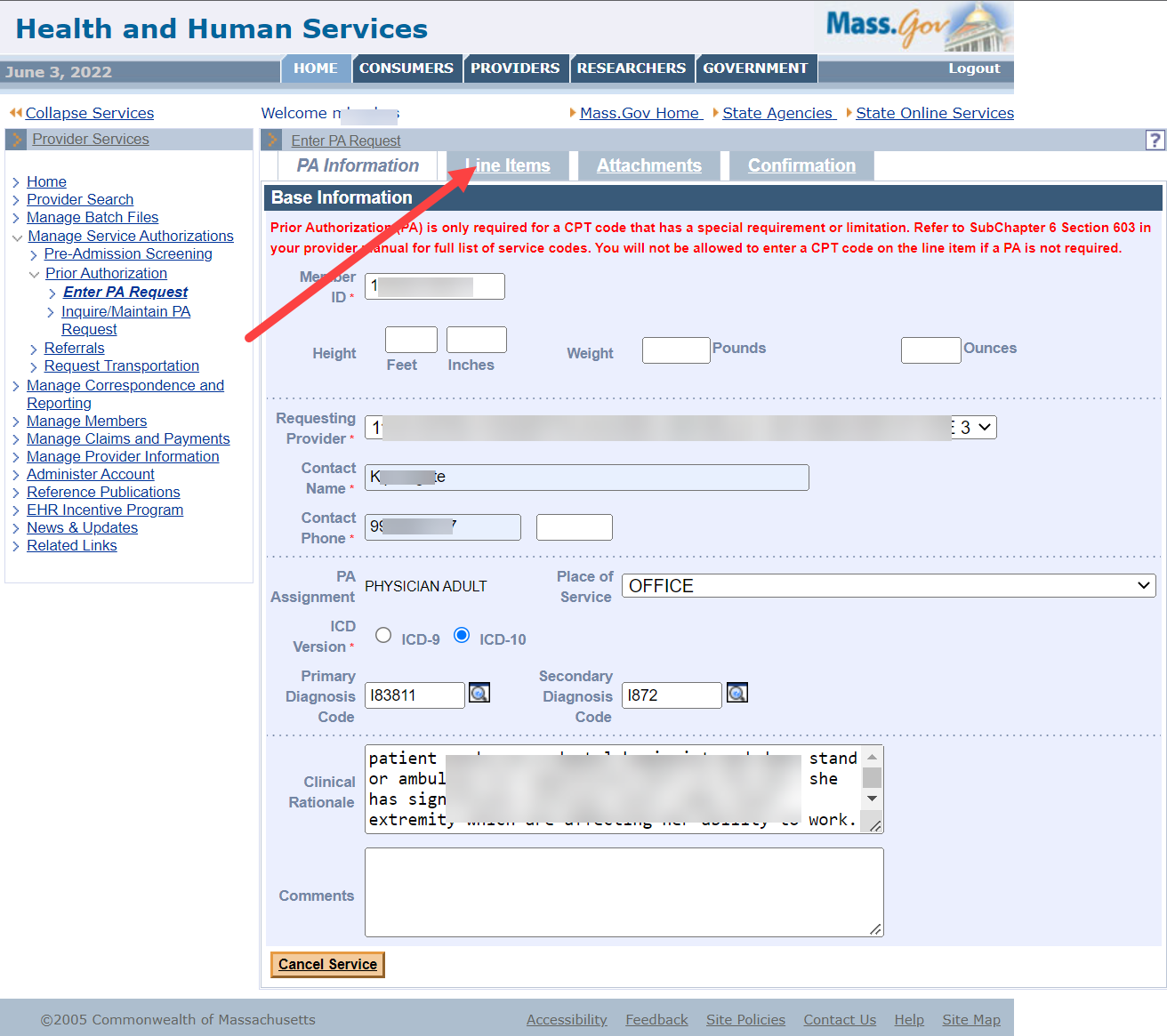
On the **Base Information** panel:

1. Enter the **Member ID**.
2. Select the **Requesting Provider** from the dropdown list.
3. Enter the **Contact Name**.
4. Enter the **Contact Phone Number**.
5. Enter the **Primary Diagnosis Code.**
6. Do not include the dot.
7. Enter any optional information, such as **Clinical Rationale** or **Provider Comments**.
8. If desired, you can click the **Field Search** button to perform a search for the correct diagnosis code.

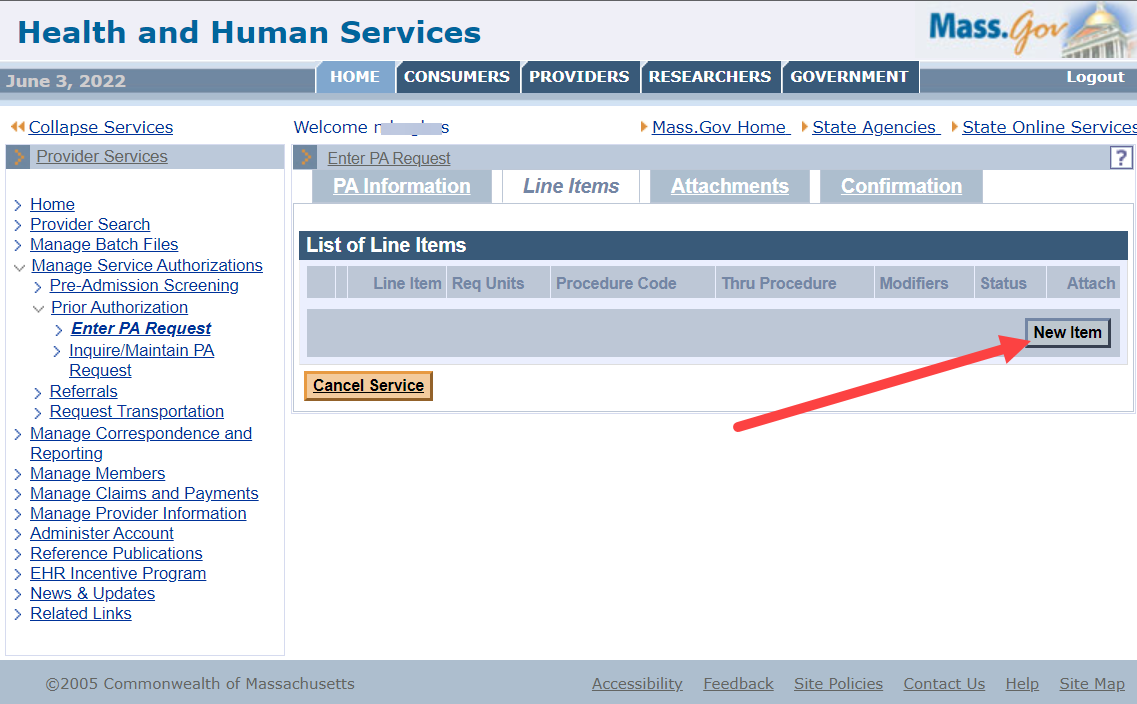


## Add a Line Item

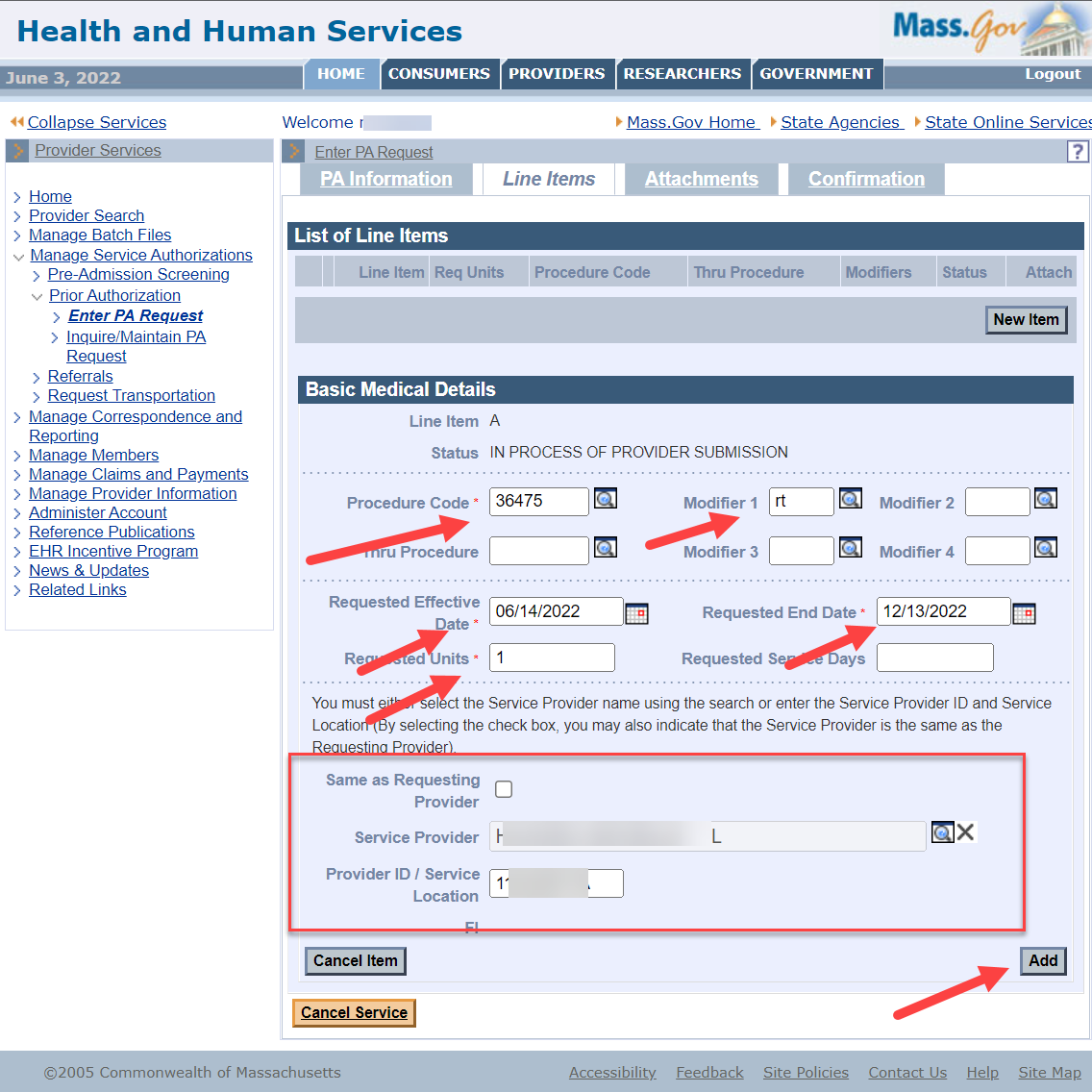
1. Click the **Line Items** tab.



1. Click **New Item**. The **Basic Medical Details** panel is displayed.

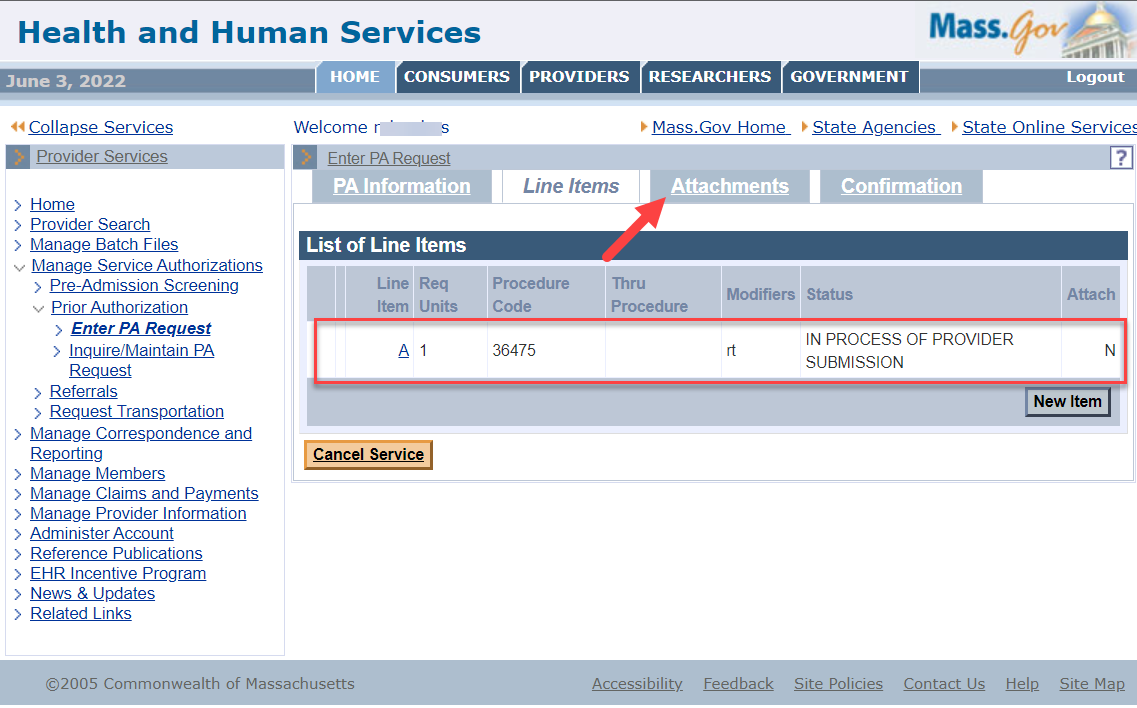


1. Enter the **Procedure Code**. Each CPT Code must be entered on a separate line item.
2. All procedures are reviewed individually. The **Thru Procedure** field is invalid.
3. Enter the **Requested Effective Date**.
4. Enter the **Requested End Date**.
5. Enter the number of **Requested Units**.
6. If the Service Provider is the same as the Requesting Provider, select the **Same as Requesting Provider** checkbox. If the Service Provider is different from the Requesting Provider, select **Serve Provider** from the dropdown list.
7. Click Add.
8. In the List of Line Items panel, click the New Item button to add additional Line Items. Repeat until all are added.

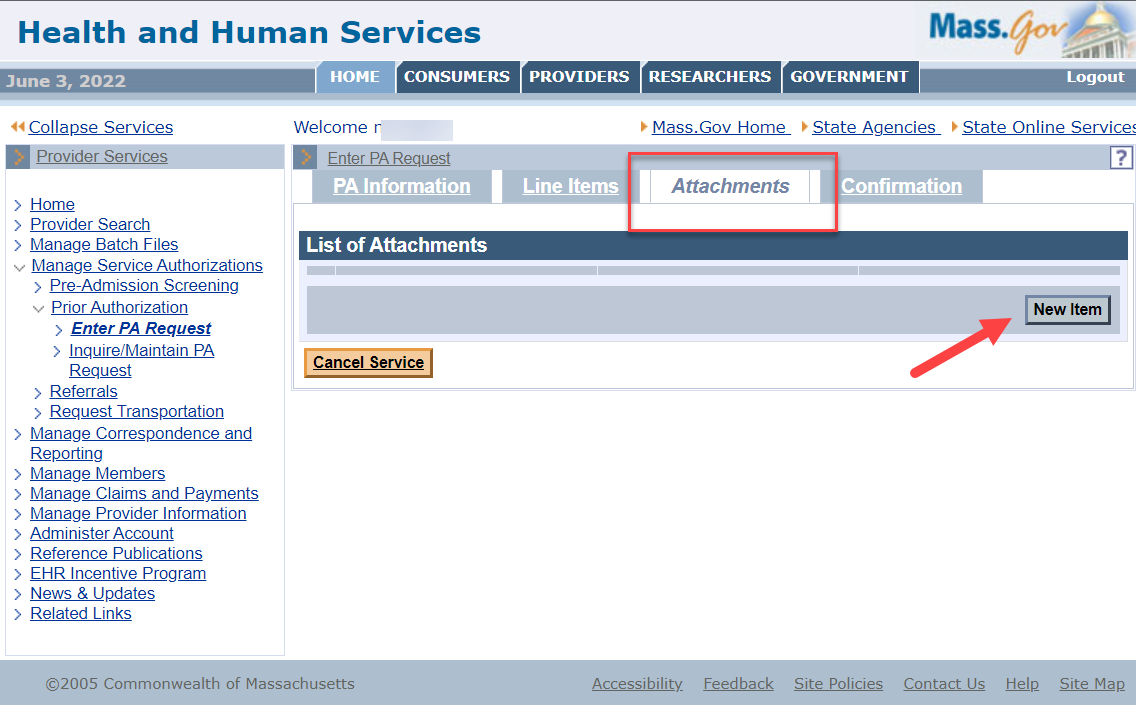


## Add an Attachment

1. Click the **Attachments** tab.

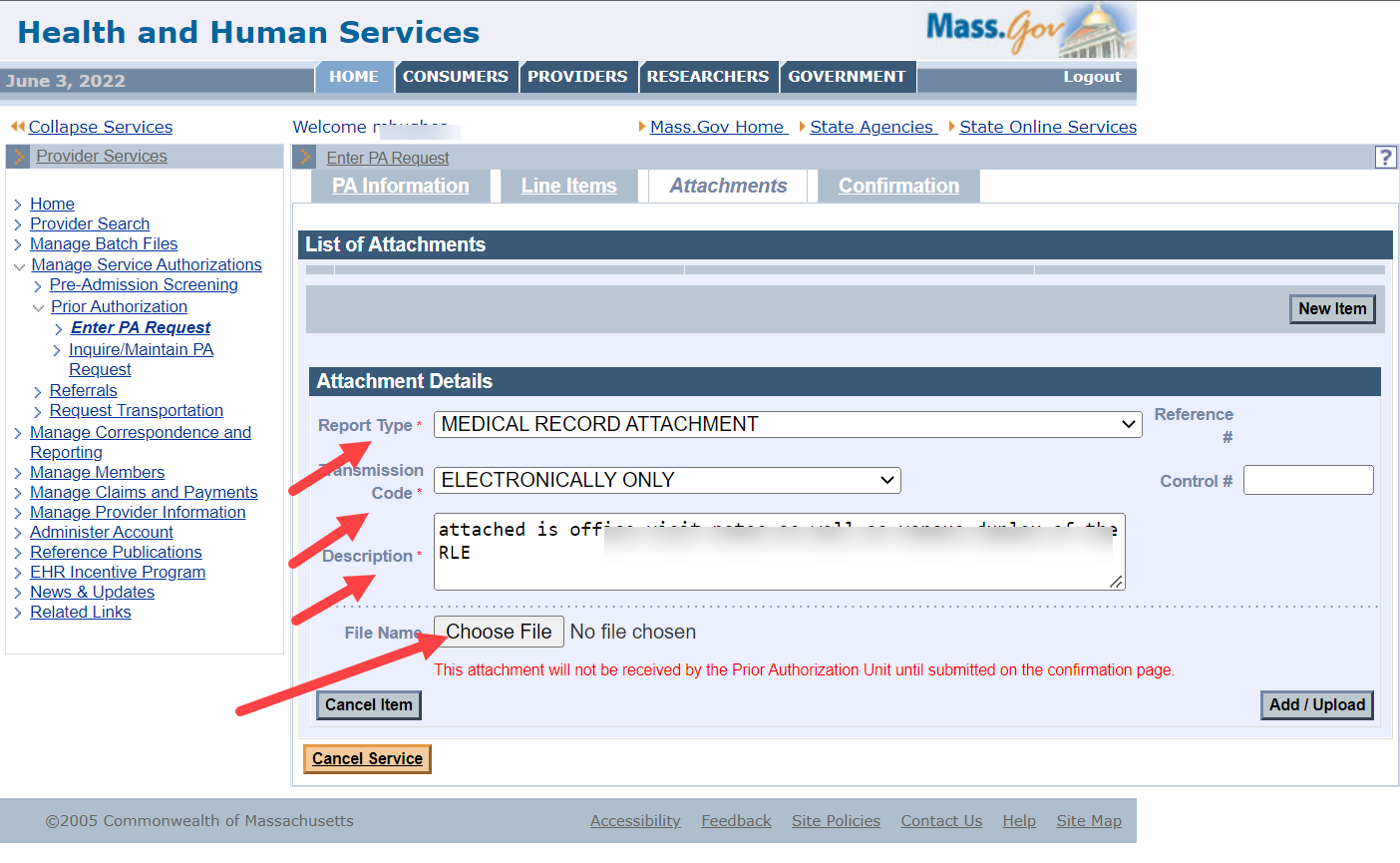


1. Click **New Item** in the **List of Attachments** panel.

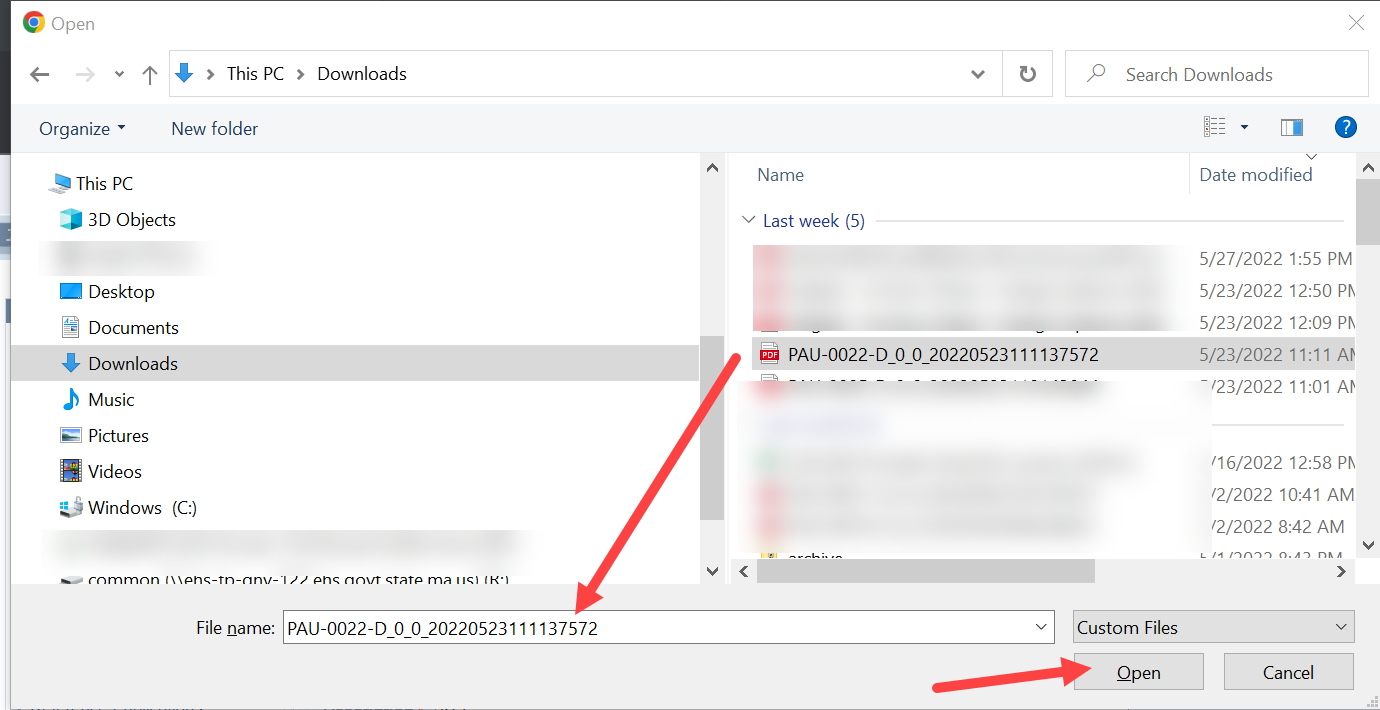


On the **Attachment Details** panel:

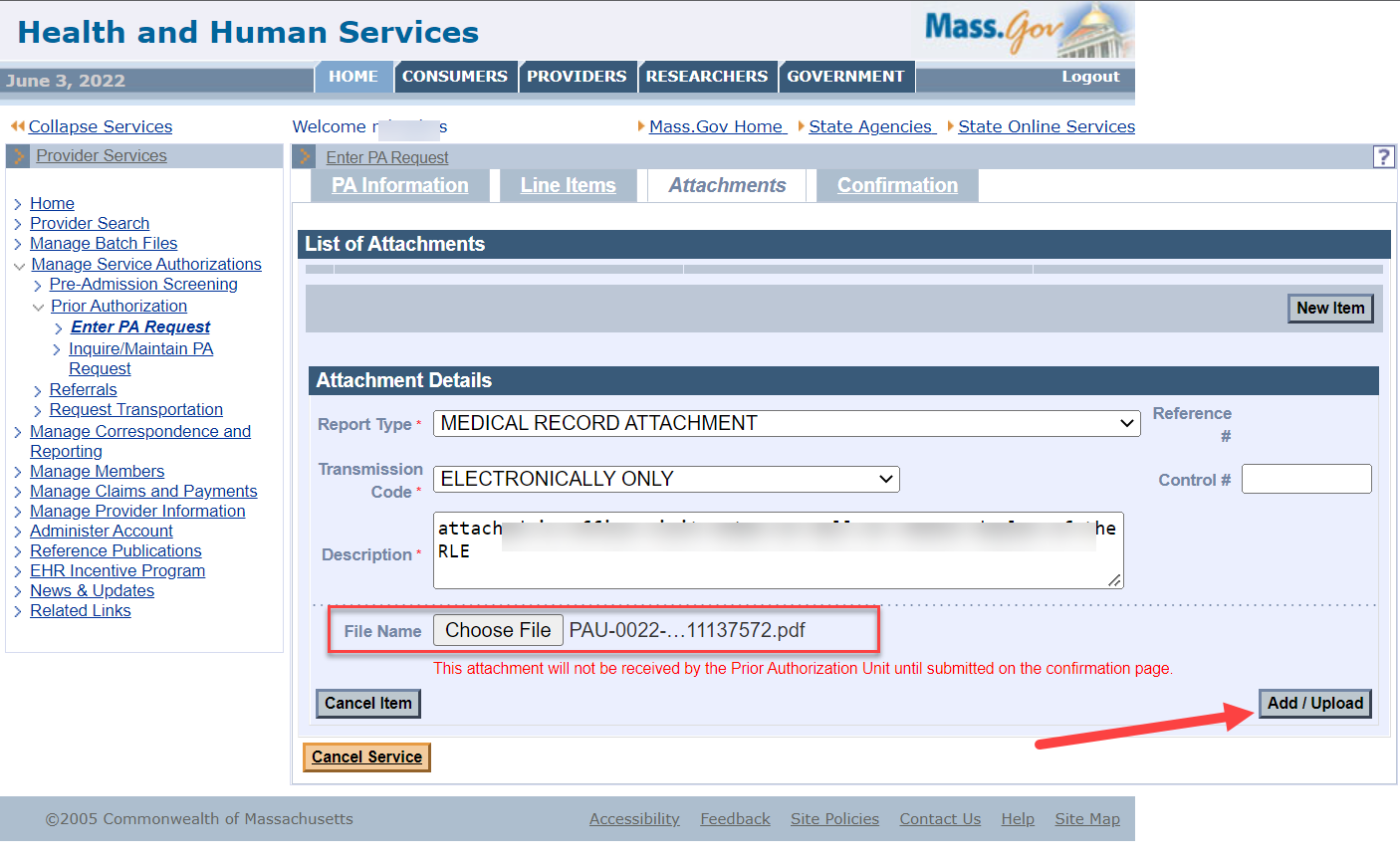
1. Select the **Report Type** from the dropdown list.
2. Select the **Transmission Code** (ELECTRONICALLY ONLY) from the dropdown list.
3. Leave the **Control Number** field blank.
4. Enter a brief description or comment in the **Description** field.
5. Click **Choose File**.



1. Navigate to the file you want to attach. Click the file to populate the **File name** field, then click **Open**. This will close the file selection window.

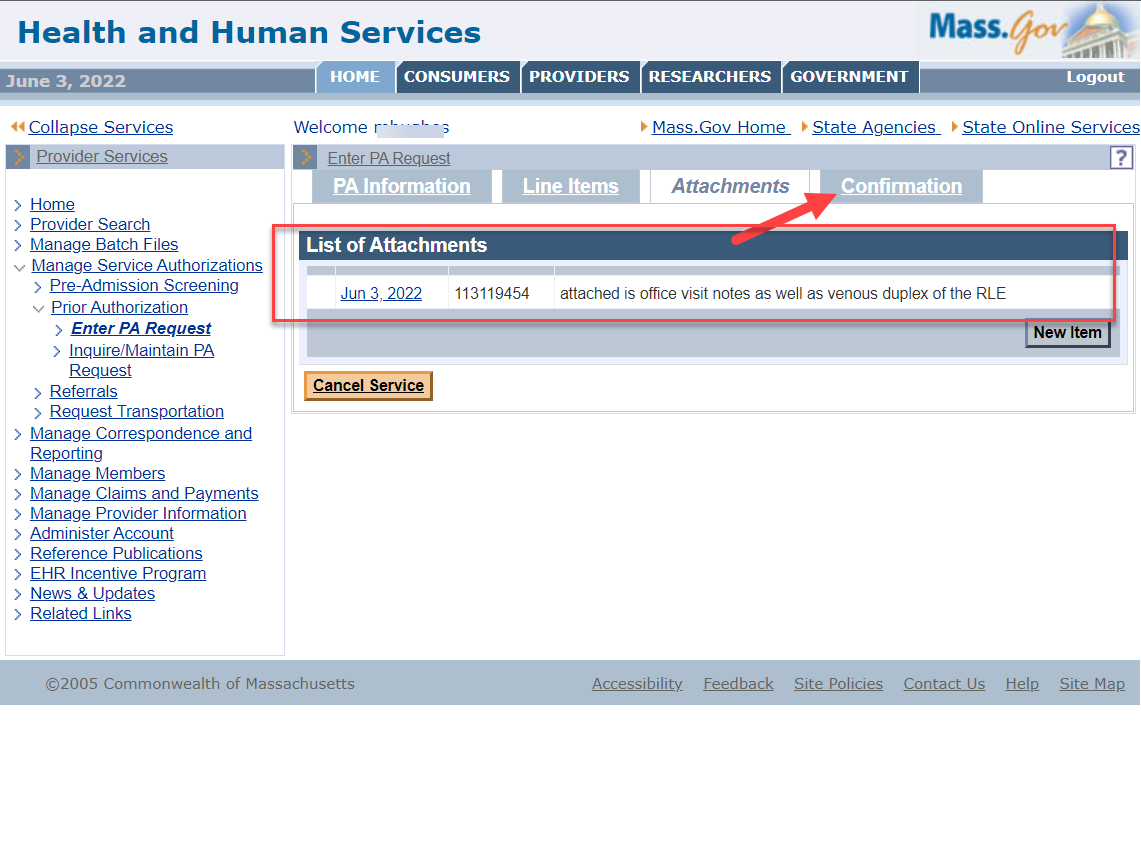


1. When the Attachments Panel reappears, verify that the file selected is in the **File Name** field. Click **Add/Upload** to attach the file.
2. View the **List of Attachments**. If more attachments are to be added, click **New Item,** and repeat the previous steps.



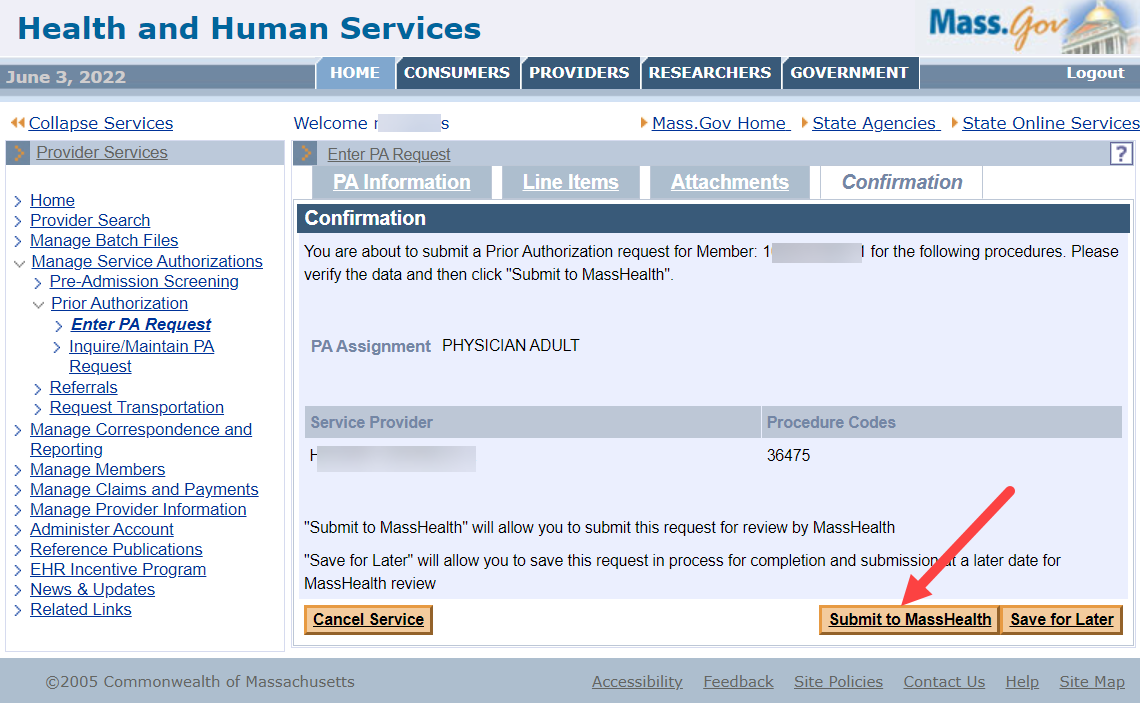
## Confirm Submission

1. Click the **Confirmation** tab.

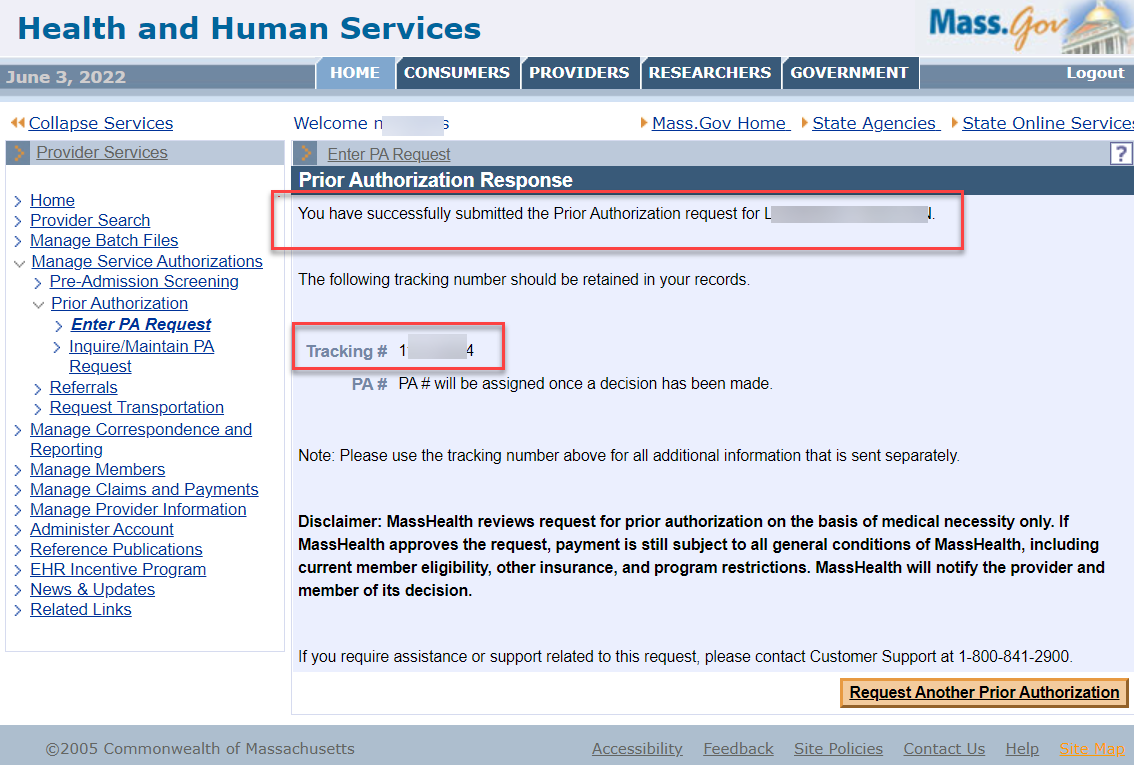


## Submit Your PA Request to MassHealth

1. Review the request information on the **Confirmation** tab to ensure that it is correct.
2. Click **Submit to MassHealth**.



1. Acknowledge any warning messages and correct any errors. If necessary, complete any missing required information.
2. Click **Submit to MassHealth** again. The **Prior Authorization Response** panel will display, indicating that the request was successfully submitted. The tracking number will be provided.



## Glossary of Terms

**Adjudicate** – There are header-level PA statuses that tell where the PA request is in the process. *Adjudicated* means MassHealth has made a decision on the PA and that all lines have been finalized. *Finalized* is when all line statuses are cancelled, approved, or denied. When the PA is adjudicated, a letter is sent to the member (with right to appeal).

**Control Number** – Leave Control Number Field BLANK.

**Status** – Indicates where the request is in the process of being reviewed and adjudicated. Status options include:

**Deferred** –Request is pending until requested information is received.

**Additional Information Received** – Information has been received that was missing from the original request.

**Approved** – Request is approved by MassHealth. A PA letter is generated and sent to the member.

**Cancelled** – Request is cancelled by MassHealth due to duplication, eligibility, or PA not required. A PA letter is generated and sent to the member, with the reason for the cancellation.

**Cancelled by Provider** – Status used for all lines when provider voids the PA request.

1. The provider can void a PA only while the PA is in Ready for Review status.

**Denied** – Request has been denied by MassHealth. A PA letter is generated and sent to the member (with the right to appeal).

**In Process** – Request has only been saved and has not been submitted to MassHealth for review.

**In Review** – Request has been submitted by provider and assigned to a MassHealth reviewer.

**Modified** – Request has been altered by MassHealth reviewer in adjudicating. A PA letter is generated and sent to the member (with the right to appeal).

**Ready for Review** – Request has been submitted but has not been assigned to MassHealth reviewer.

**Testing** – Request has been submitted to test functionality of the system.

**Void** – Request has been voided by MassHealth. A PA letter is not generated.

**Tracking Number** – Number assigned to PA request before MassHealth review.

**Transmission Code** – Method by which an attachment is transmitted to MassHealth.