



# Job Aid: Extend a Pre-admission Screening Request

This job aid describes how to extend a pre-admission screening (PAS) request using the MassHealth Provider Online Service Center (POSC). The extension of a PAS authorization (or Continued Stay Request) applies only to chronic disease and rehabilitation hospital (CDRH) stays.

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

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▶ Provider Services

▶ MassHealth Provider Online Service Center

**MassHealth Provider Online Service Center**

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

You will need a Username and password to access many of the services listed on the left. If you are currently a MassHealth provider but do not know your Username and password, please contact the Customer Service Center at 1-800-841-2900.

Registered User? **Login**      Would like to enroll as a provider? **Enroll Now**      Need more information? **FAQs**

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2. In the **Provider Login** panel, enter your username and password. Click **Submit**.

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**Provider Services**

- > Home
- > [Manage Service Authorizations](#)
- > [Pharmacy Prior Authorization](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
- > [Manage Claims and Payments](#)
- > [Manage Provider Information](#)
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- > [Set-up Security Access](#)
- > [EHR Incentive Program](#)

**Provider Login Portlet**

**Provider Login**

Enter your Username and password, and click "Submit" to access services.

Username \*

Password \*

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**Related Links**

- [EOHHS Pricing Regulations](#)
- [Virtual Gateway](#)
- [MassHealth](#)
- [Center for Health Information and Analysis](#)

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3. Click on **Manage Service Authorizations** on the left section of the page.

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- > [Home](#)
- > [Manage Service Authorizations](#) ←
- > [Pharmacy Prior Authorization](#)
- > [Manage Correspondence and Reporting](#)
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### MassHealth Provider Online Service Center



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[Need more information?](#)

[FAQs](#)

**News & Updates**

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4. Click on **Inquire/Maintain PAS Request**.

The screenshot shows the MassHealth Provider Online Service Center website. At the top, there is a navigation bar with the date "May 24, 2016" and menu items: HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. The "Mass.Gov" logo is in the top right corner. Below the navigation bar, there are breadcrumb links: "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area is titled "MassHealth Provider Online Service Center". On the left, there is a navigation menu with the following items:

- > Home
- > Manage Service Authorizations
  - > Pre-Admission Screening
    - > **Inquire/Maintain PAS Request** (circled in red)
    - > Prior Authorization
    - > Referrals
    - > Request Transportation
    - > Batch Process Service Authorizations
  - > Pharmacy Prior Authorization
  - > Manage Correspondence and Reporting
  - > Manage Members
  - > Manage Claims and Payments
  - > Manage Provider Information
  - > Administer Account
  - > Reference Publications
  - > EHR Incentive Program
  - > News & Updates
  - > Related Links

The main content area features a photograph of two healthcare professionals in blue scrubs sitting at a desk. To the right of the photo, there is text describing the service center: "The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions." Below this, there are two paragraphs of text describing the services available, such as entering data directly, managing transactions, and viewing notifications.

At the bottom of the main content area, there are three buttons: "Login" (for Registered User?), "Enroll Now" (for Would like to enroll as a provider?), and "FAQs" (for Need more information?).

The footer of the page contains the copyright notice "©2005 Commonwealth of Massachusetts" and several links: Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

5. Enter the PAS number in the PAS field of the **PAS Search** panel.

Health and Human Services Mass.gov

May 25, 2016 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome spauldingrehab Mass.Gov Home State Agencies State Online Services

Provider Services MassHealth Provider Online Service Center

### PAS Search

You can enter the PAS number to inquire about a specific 278 request.

PAS #

OR

When you are the facility, select the Facility and either Member ID or Status

Facility

Member ID

Status

Requesting Provider

Admission Date

Primary Diagnosis

6. Scroll to the bottom of the screen and click the **Search** button on the right.

Facility

Admission Date

Effective Date From

Primary Diagnosis

Effective Date To

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7. Click the desired PAS number in the left column of the **PAS Search Results** panel.

PAS Search Results						
Click on the PAS# link to view the PAS Details.						
PAS #	Facility	Member ID	Member Name	Admission Date	Effective Date From	
<a href="#">S161</a>	HOSPITAL - BOSTON			12/23/2015	02/12/2016	
<a href="#">S160</a>	HOSPITAL - BOSTON			12/23/2015	01/07/2016	
<a href="#">S160</a>	HOSPITAL - BOSTON			12/23/2015	02/23/2016	
<a href="#">S160</a>	HOSPITAL - BOSTON			12/23/2015	03/16/2016	
<a href="#">S160</a>	HOSPITAL - BOSTON			12/23/2015	01/07/2016	
<a href="#">S160</a>	HOSPITAL - BOSTON			12/23/2015	02/23/2016	

[Close](#)

8. When the **Base Information** panel appears, click on the **Line Items** tab.

The screenshot displays the 'Health and Human Services' website interface. At the top, there is a navigation bar with the date 'May 25, 2016' and menu items: HOME, CONSUMERS, PROVIDERS, RESEARCHERS, GOVERNMENT, and Logout. Below this is a breadcrumb trail: Welcome > Mass.Gov Home > State Agencies > State Online Services. The main content area is titled 'Inquire/Maintain PAS Request' and contains four tabs: PAS Information, Line Items (circled in red), Extensions, and Attachments. On the left side, there is a sidebar menu under 'Provider Services' with various links like Home, Manage Service Authorizations, etc. The 'Base Information' panel is expanded, showing the following details:

PAS #	S161	PAS Assignment	CHRONIC DISEASE/REHAB
Requesting NPI			
Requesting Name		HOSPITAL - BOSTON	
Contact Name			
Contact Phone		Contact Fax	
Facility		HOSPITAL - BOSTON	
Facility NPI			
Facility Contact Name			
Facility Contact Phone		Facility Contact Fax	
Attending Physician			
Attending NPI			
Attention			
Phone Number			
Member ID		Patient Account #	
Member Name			
Date of Birth		Gender	Male
Accident Indicator	No	Accident Type	
Admission Date	12/23/2015	Accident Date	
Discharge Date	04/25/2016	Length of Stay	124
Conversion Date		Rejected Claim ICN	
Late Submission Reason			

9. Click on the correct line item that you wish to extend.

**Note:** The “active” line item should be the line item with a current authorization end date. In the example below, the F line has the most current end date.

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« Collapse Services Welcome » Mass.Gov Home » State Agencies » State Online Services

» Provider Services » Inquire/Maintain PAS Request ?

PAS Information Line Items Extensions Attachments

**List of Line Items**

Line Item	Requested Care Level	Authorized Care Level	Req. Eff Date / Req. End Date	Auth. Eff Date / Auth. End Date	Status
A	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		01/07/2016 - 02/12/2016	-	DENIED
B	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	01/07/2016 - 02/12/2016	01/07/2016 - 02/12/2016	APPROVED
C	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	02/12/2016 - 02/22/2016	02/12/2016 - 02/22/2016	APPROVED
D	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		02/23/2016 - 03/01/2016	-	DENIED
E	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	02/23/2016 - 03/04/2016	02/23/2016 - 03/14/2016	APPROVED
<b>F</b>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	03/16/2016 - 03/28/2016	03/16/2016 - 04/25/2016	APPROVED

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10. Once you have selected the specific line item, an arrow will appear to the left of the line item. This indicates where the line-item extension will be added.

Inquire/Maintain PAS Request						
PAS Information		Line Items	Extensions	Attachments		
List of Line Items						
Line Item	Requested Care Level	Authorized Care Level	Req. Eff Date / Req. End Date	Auth. Eff Date / Auth. End Date	Status	
<a href="#">A</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		01/07/2016 - 02/12/2016	-	DENIED	
<a href="#">B</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	01/07/2016 - 02/12/2016	01/07/2016 - 02/12/2016	APPROVED	
<a href="#">C</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	02/12/2016 - 02/22/2016	02/12/2016 - 02/22/2016	APPROVED	
<a href="#">D</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		02/23/2016 - 03/01/2016	-	DENIED	
<a href="#">E</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	02/23/2016 - 03/04/2016	02/23/2016 - 03/14/2016	APPROVED	
<a href="#">→ F</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	03/16/2016 - 03/28/2016	03/16/2016 - 04/25/2016	APPROVED	

**New Item**

11. Once the correct line item has been selected, click the **Extensions** tab at the top of the page.

Inquire/Maintain PAS Request ?

PAS Information   
 Line Items   
 Extensions   
 Attachments

**List of Line Items**

<u>Line Item</u>	Requested Care Level	Authorized Care Level	<u>Reg. Eff Date / Reg. End Date</u>	Auth. Eff Date / Auth. End Date	Status
<a href="#">A</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		01/07/2016 - 02/12/2016	-	DENIED
<a href="#">B</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	01/07/2016 - 02/12/2016	01/07/2016 - 02/12/2016	APPROVED
<a href="#">C</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE	02/12/2016 - 02/22/2016	02/12/2016 - 02/22/2016	APPROVED
<a href="#">D</a>	CHRONIC/REHAB - HOSPITAL LEVEL OF CARE		02/23/2016 - 03/01/2016	-	DENIED
<a href="#">E</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	02/23/2016 - 03/04/2016	02/23/2016 - 03/14/2016	APPROVED
<a href="#">→ E</a>	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE	03/16/2016 - 03/28/2016	03/16/2016 - 04/25/2016	APPROVED

**New Item**

12. A panel will open at the bottom of the page with a complete list of extensions for the selected line item. Click the **New Item** button in the bottom right corner.

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May 25, 2016 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

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**Provider Services** › Inquire/Maintain PAS Request ?

PAS Information Line Items Extensions Attachments

**List of Line Items**

Line Item	Status
A	DENIED
B	APPROVED
C	APPROVED
D	DENIED
E	APPROVED
→ E	APPROVED

**List of Extensions**

Ext #	Date Received	Req. Eff Date / Req. End Date	Req. Days	Status
00	03/16/2016	03/16/2016 - 03/28/2016	12	APPROVED
01	03/28/2016	03/28/2016 - 04/04/2016	7	APPROVED
02	04/04/2016	04/04/2016 - 04/11/2016	7	APPROVED
03	04/14/2016	04/15/2016 - 04/25/2016	10	APPROVED

**New Item**

Close Return to Search Results

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- When you click the **New Item** button, a new **Extension Detail** panel will open. Click the dropdown menu for **Requested Admission Type**. Choose either Medical or Rehab. The Requested Effective Date is auto populated with the end date of the previous approval date. (If the submission is late, you must notify MassHealth at (800) 554-5127.) Enter the number of additional days being requested for authorization in the **Requested Days** field.

**Note:** There are several yes/no fields that have been added to the Extension Detail panel that must be answered: **Ventilator Dependent**, **TPN**, **Behavioral Health**, **Tracheotomy**, **SUD**, **TBI/ABI**, and **NIPPV**. Not all are included in this screenshot but will be clearly visible when the provider fills out the required fields in the Extension Detail panel.

**List of Extensions**

Ext #	Date Received	Reg. Eff Date / Reg. End Date	Req. Days	Status
<a href="#">00</a>	03/16/2016	03/16/2016 - 03/28/2016	12	APPROVED
<a href="#">01</a>	03/28/2016	03/28/2016 - 04/04/2016	7	APPROVED
<a href="#">02</a>	04/04/2016	04/04/2016 - 04/11/2016	7	APPROVED
<a href="#">03</a>	04/14/2016	04/15/2016 - 04/25/2016	10	APPROVED

**Extension Detail**

Ext # 04  
Status IN PROCESS

Requested Admission Type \*

Requested Effective Date 04/25/2016

Requested End Date

Requested Days \*

Ventilator Dependent

Tracheotomy

Traumatic Brain Injury

- Click the **Add** button in the bottom right corner of the panel. The new line-item extension will appear in the **List of Extensions** panel (see next step).

15. Click the **Attachments** tab in the top right. This is where you will attach the clinical data needed to support the requested authorization extension.

The screenshot displays the 'Health and Human Services' portal. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The user is logged in as 'ay 25, 2016'. The main content area is titled 'Inquire/Maintain PAS Request' and features four tabs: 'PAS Information Confirmation', 'Line Items', 'Extensions', and 'Attachments' (which is circled in red). Below the tabs, there are two tables:

**List of Line Items**

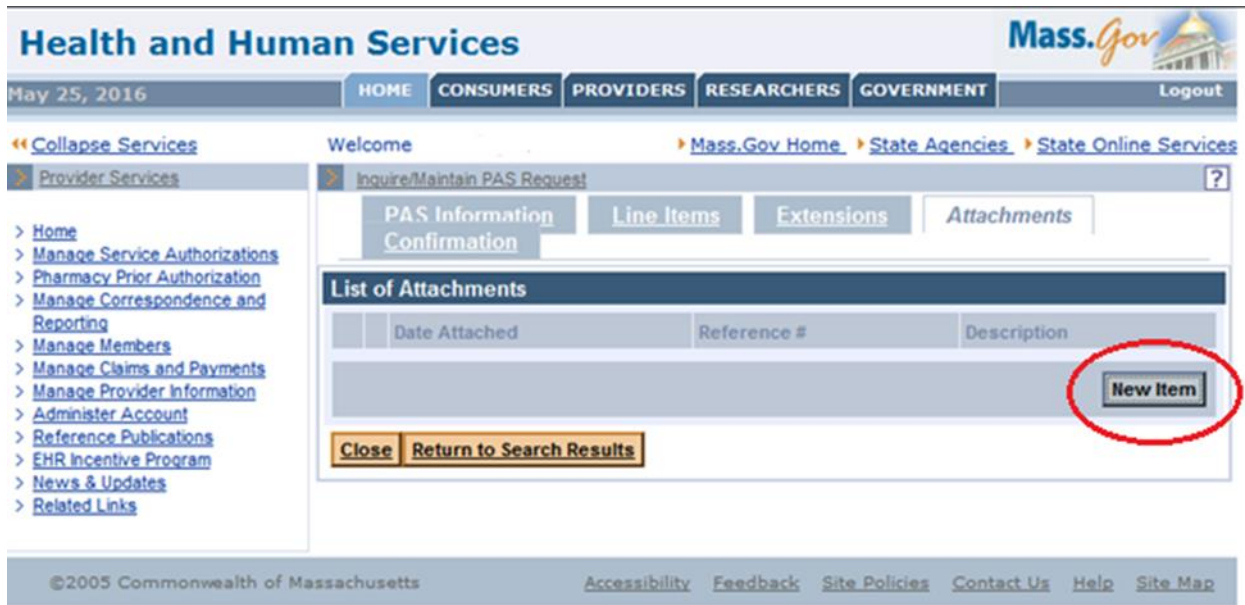
Line Item	Status
A	DENIED
B	APPROVED
C	APPROVED
D	DENIED
E	APPROVED
E	APPROVED

**List of Extensions**

Ext #	Date Received	Req. Start Date - Req. End Date	Req. Days	Status
04		04/25/2016 - 04/26/2016	1	IN PROCESS
00	03/16/2016	03/16/2016 - 03/28/2016	12	APPROVED
01	03/28/2016	03/28/2016 - 04/04/2016	7	APPROVED
02	04/04/2016	04/04/2016 - 04/11/2016	7	APPROVED
03	04/14/2016	04/15/2016 - 04/25/2016	10	APPROVED

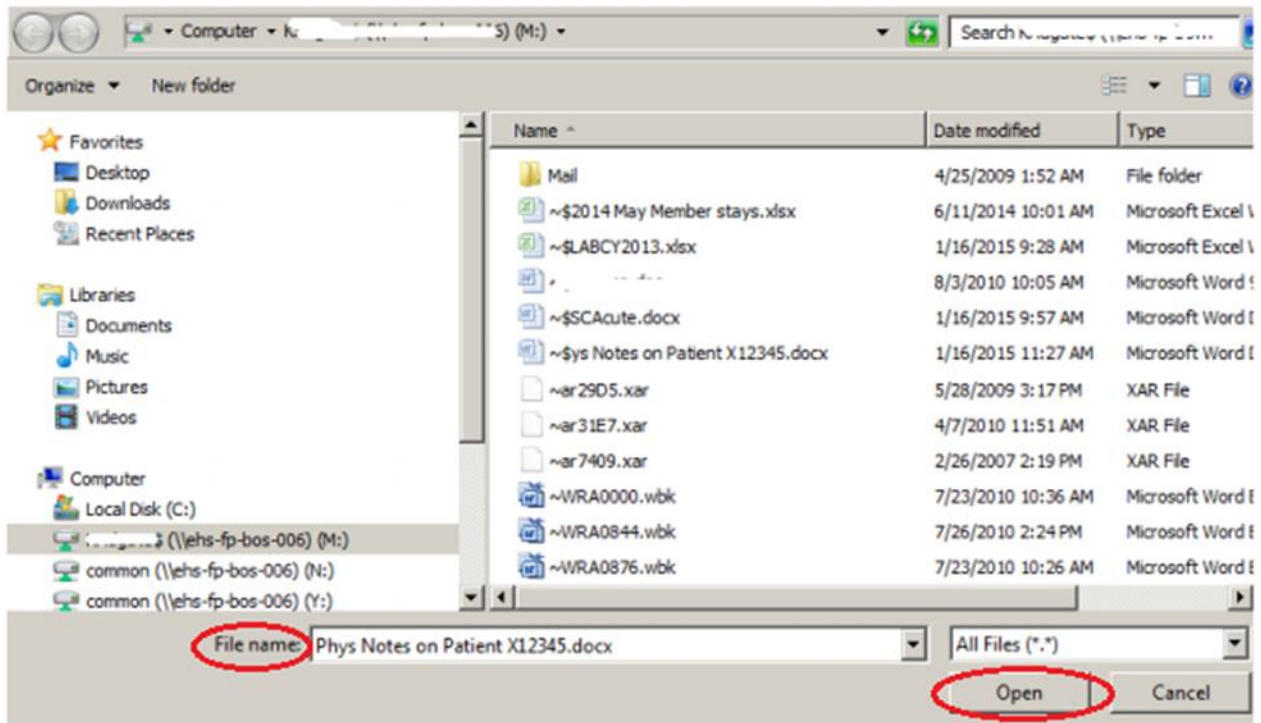
At the bottom of the extension table is a 'New Item' button. Below the tables are 'Close' and 'Return to Search Results' buttons.

16. When the **List of Attachments** panel opens, click the **New Item** button in the bottom right corner of the panel. This will open the **Attachment Detail** panel. Fill in the **Report Type**, **Transmission Code** (electronic only), and **Description** fields.



17. Click the **Browse** button to view your computer files. Select the file you want to attach to support the request for continued stay. Then click the **Open** button to upload the file to the POSC.

**Note:** When saving files to your PC, do not use special characters (\*, @, /, #, %) in the file name. Simply include the type of file and/or patient's name with an underscore (\_), followed by the date in the following format: MM.DD.YY.



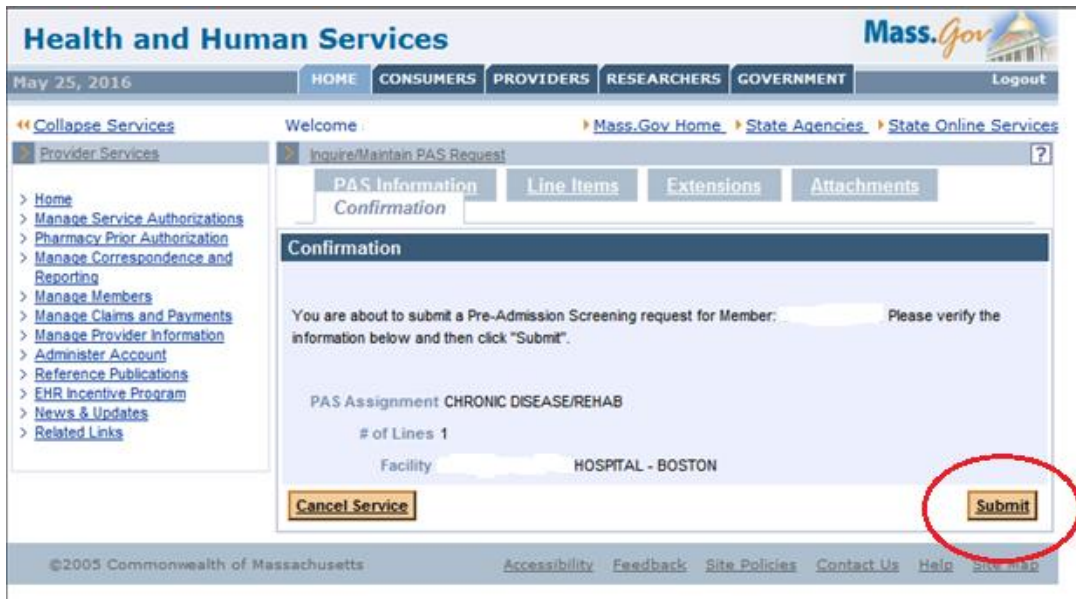
18. Once the **File Name** field populates with the selected file, click the **Add/Upload** button in the bottom right of the panel.

The screenshot shows the 'Health and Human Services' web application. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The main content area is titled 'Inquire/Maintain PAS Request' and has tabs for 'PAS Information', 'Line Items', 'Extensions', 'Attachments', and 'Confirmation'. The 'Attachments' tab is active, displaying a 'List of Attachments' table with columns for 'Date Attached', 'Reference #', and 'Description'. Below the table is an 'Attachments Detail' form with fields for 'Report Type' (set to 'CONTINUED TREATMENT'), 'Transmission Code' (set to 'ELECTRONICALLY ONLY'), and 'Description' (containing 'rehab notes. MD progress notes. Medications'). A 'File Name' field shows 'C:\Users\...Documents\Step By Step To Find Forms Used For... Reviews.docx'. A red circle highlights the 'Add / Upload' button in the bottom right corner of the form area.

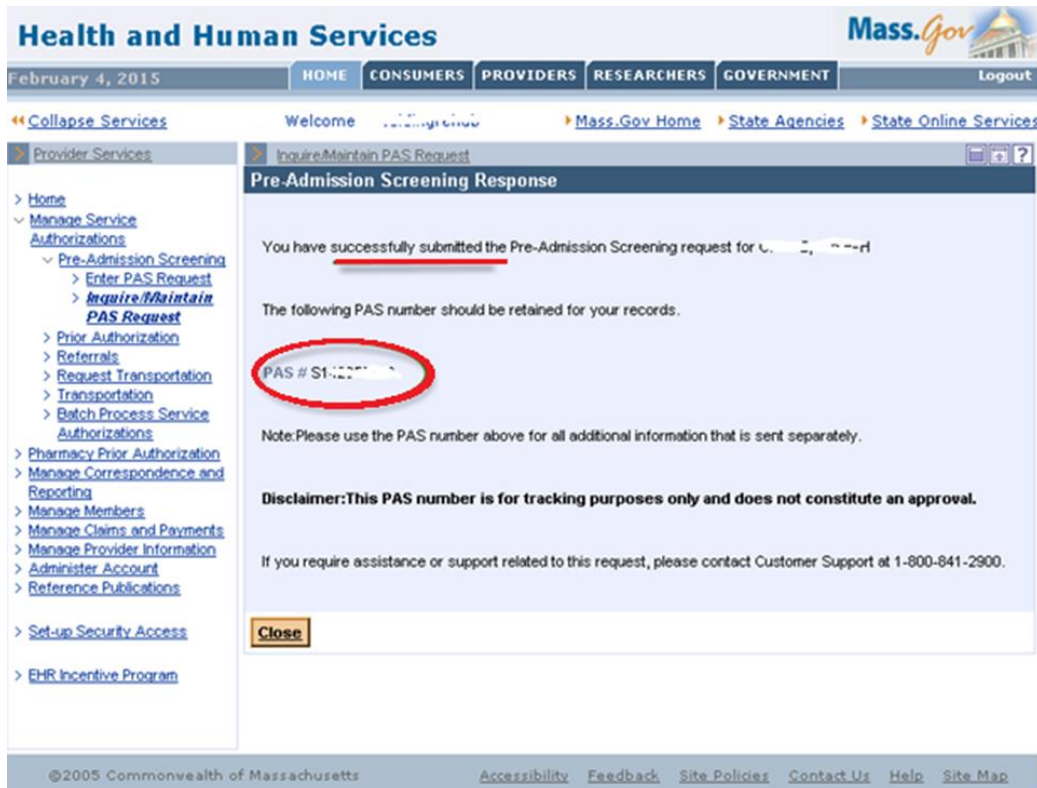
19. Click the **Confirmation** tab at the top of the screen.

The screenshot shows the 'Health and Human Services' web application with the 'Confirmation' tab selected. The 'Confirmation' tab is circled in red. The 'List of Attachments' table now contains one entry: '05/25/2016', '107302890', and 'rehab notes, MD progress notes, Medications'. The 'Add / Upload' button is no longer visible. The bottom of the page includes a footer with copyright information and links for 'Accessibility', 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

20. Click the **Submit** button in the bottom right of the **Confirmation** panel.



21. When you click **Submit**, the POSC edits and validates the data submitted. You may receive yellow edit boxes that need to be acknowledged to complete the submission. If you receive red edits, these indicate errors that need to be addressed. Once addressed, the **Pre-Admission Screening Response Page** will appear and confirm that your request has been successfully submitted.



22. Call the CDRH dedicated line at (800) 554-5127. Leave a message with the following information: **member name**, **PAS #**, **your name**, and **contact number**.