



## Job Aid: Inquire about a Prior Authorization Request

This job aid describes how to inquire about a previously submitted prior authorization (PA) request via the Provider Online Service Center (POSC).

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

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HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT

◀ Collapse Services

▶ Mass.Gov Home ▶ State Agencies ▶ State Online Services

▶ 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.

If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.

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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## Inquire/Maintain PA Request

From 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 is displayed.

**Health and Human Services** Mass.gov

October 14, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

« Collapse Services Welcome | ▶ Mass.Gov Home ▶ State Agencies ▶ State Online Services

▶ Provider Services ▶ Inquire/Maintain PA Request ?

▶ Home  
▶ Provider Search  
▶ Manage Batch Files  
▼ Manage Service Authorizations  
▶ Pre-Admission Screening  
▼ Prior Authorization  
▶ Enter PA Request  
▶ **Inquire/Maintain PA Request**  
▶ Referrals  
▶ Request Transportation  
▶ Manage Correspondence and Reporting  
▶ Manage Members  
▶ Manage Claims and Payments  
▶ Manage Provider Information  
▶ Administer Account  
▶ Reference Publications  
▶ News & Updates  
▶ Related Links

**Prior Authorization Search**

You can enter the tracking number or the PA number to inquire about a specific Prior Authorization.

Tracking #  OR PA #

-----OR-----

Enter the Member ID and Requesting Provider to search for the Prior Authorization.

Member ID

Status

Requesting Provider

Assignment Code

Enter a date range which encompasses the submission date of the Prior Authorization.

From Date  To Date

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## Search for a PA Request

1. Enter the **Member ID** associated with the request.
2. Select the **Status** from the dropdown list (Optional)
3. Select the **Requesting Provider** from the dropdown list.
4. Select the **Assignment Code** from the dropdown list (Optional)
5. In the **From Date and To Date** fields, enter a date range for the search.
6. Click **Search**.
7. Click the **Tracking Number** of the desired request on the **Search Results** panel.

October 14, 2022    HOME    CONSUMERS    PROVIDERS    RESEARCHERS    GOVERNMENT    Logout

Mass.Gov Home    State Agencies    State Online Services

Provider Services

- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
  - > Pre-Admission Screening
  - > Prior Authorization
    - > Enter PA Request
    - > **Inquire/Maintain PA Request**
  - > Referrals
  - > Request Transportation
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > News & Updates
- > Related Links

Welcome [User Name]    Inquire/Maintain PA Request

### Prior Authorization Search

You can enter the tracking number or the PA number to inquire about a specific Prior Authorization.

Tracking #  OR PA #

OR

Enter the Member ID and Requesting Provider to search for the Prior Authorization.

Member ID

Status **IN REVIEW** ▼

Requesting Provider  IT ▼

Assignment Code

Enter a date range which encompasses the submission date of the Prior Authorization.

From Date  To Date

### Prior Authorization Search Results

Click on the Tracking Number link to view the PA Details.

Tracking #	PA #	Member ID	Member Name	Date Received
<a href="#">11( 24)</a>		10...	M...L	07/10/2018

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## Review Request

Review the request information on the **Base Information** panel. When you have finished reviewing the request, you can do one of the following:

1. Click **Close** to go back to the **Prior Authorization Search** panel, where you can start a new search for a request; or
2. Click **Return to Search Results** to go back to the **Search Results** panel, where you can select another request matching the current search criteria.

October 14, 2022   HOME   CONSUMERS   PROVIDERS   RESEARCHERS   GOVERNMENT   Logout

◀ Collapse Services   Welcome n...al   ▶ Mass.Gov Home   ▶ State Agencies   ▶ State Online Services

> Provider Services   > Inquire/Maintain PA Request [?]

**PA Information**   **Line Items**   **Attachments**

### Base Information

Tracking #	11...4	Expiration Date	
PA #			
Status	In-review	PA Assignment	M...
MassHealth Last Modified	07/12/2018	MassHealth Last Viewed	11/16/2018
Member ID	10...39		
Member Name	E...L		
Member Address	2...IT,		
Member City, State, Zip Code	Al...1		
Date of Birth	1...)	Gender	F...e
Height	5...n.	Weight	1...oz.
Requesting Provider Name	Mass General Hospital		
Requesting Provider NPI	1...6		
Place of Service	O...TAL		
Contact Name	L...po		
Contact Phone	(6...55		
ICD Version	ICD-10		
Primary Diagnosis Code	C...	Secondary Diagnosis Code	
Date Received	07/10/2018	Date Update Received	07/12/2018
Clinical Rationale	T...ed		
Comment	T...C...		

**Close**   **Return to Search Results**

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