



## Job Aid: Re-Review a Pre-Admission Screening Request

The purpose of the Pre-Admission Screening (PAS) request is to authorize elective/non-emergency acute or chronic hospital stays. PAS requests may be updated if they have been saved but not submitted.

A PAS request may be submitted for a second opinion if it meets the following criteria.

- The PAS is in a Denied status.
- A re-review has not already been requested.
- The re-review request falls within seven days of the denial notice date.

This job aid describes how to

- set a PAS for re-review; and
- submit the re-review for processing.

From the **POSC** home page:

1. Click **Manage Service Authorizations**.

**Health and Human Services** Mass.gov

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**Provider Services** MassHealth Provider Online Service Center

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### 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](#)

2. Click **Pre-Admission Screening**.



3. Click **Inquire/Maintain PAS Request**. The **Search for PAS** panel will display.



## Search for PAS

On the **Search for PAS** panel:

4. If known, enter the **PAS Number**. If you do not know the number, do the following.
  - Select the **Facility** from the dropdown list.
  - Enter the **Member ID**.
  - Select the **Status** from the dropdown list.

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### 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

Effective Date From

Primary Diagnosis

Effective Date To

----- OR -----

When you are the requesting provider, select the Requesting Provider and either Member ID or Status

Requesting Provider

Member ID

Status

Facility

Admission Date

Effective Date From

Primary Diagnosis

Effective Date To

5. Click **Search**. The **PAS Search Results** panel will display.

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**Provider Services**

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- > Manage Service Authorizations
  - > Pre-Admission Screening
    - > Enter PAS Request
    - > **Inquire/Maintain PAS Request**
  - > Prior Authorization
  - > Referrals
  - > Request Transportation
- > Manage Correspondence and Reporting
- > Manage Members
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- > Manage Provider Information
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**Inquire/Maintain PAS Request** [?]

### 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  [X]

Admission Date  [calendar]

Effective Date From  [calendar]

Primary Diagnosis  [magnifying glass]

Effective Date To  [calendar]

----- OR -----

When you are the requesting provider, select the Requesting Provider and either Member ID or Status

Requesting Provider

Member ID

Status

Facility  [X]


Admission Date  [calendar]

Effective Date From  [calendar]

Primary Diagnosis  [magnifying glass]

Effective Date To  [calendar]



- Select the **PAS Number**. If more than one record appears, use the admission date as a guide.

Selecting the PAS number will open the **Base Information** panel. It includes all the demographic information.

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### PAS Search

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OR

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

Facility

Member ID

Status

Requesting Provider

Admission Date

Effective Date From

Primary Diagnosis

Effective Date To

OR

When you are the requesting provider, select the Requesting Provider and either Member ID or Status

Requesting Provider

Member ID

Status

Facility

Admission Date

Effective Date From

Primary Diagnosis

Effective Date To

### 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="#">[Redacted]</a>	[Redacted]	[Redacted]	[Redacted]	11/22/2022	02/07/2023
<a href="#">[Redacted]</a>	[Redacted]	[Redacted]	[Redacted]	11/22/2022	11/22/2022

## Initiate the Re-Review Process

Select the **Line Item** tab.

7. Select the line item associated with the denied request.

The screenshot shows the MassHealth Provider Online Service Center interface. At the top, there is a navigation bar with the date 'January 23, 2025' and tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. A 'Logout' link is on the right. Below the navigation bar, there is a 'Welcome' message and links to 'Mass.Gov Home', 'State Agencies', and 'State Online Services'. The main content area is titled 'Inquire/Maintain PAS Request' and has a search icon. There are four tabs: 'PAS Information', 'Line Items', 'Extensions', and 'Attachments'. The 'Line Items' tab is selected, displaying a 'List of Line Items' table. The table has columns for 'Line Item', 'Requested Care Level', 'Authorized Care Level', 'Req. Eff Date / Req. End Date', 'Auth. Eff Date / Auth. End Date', and 'Status'. Two line items are listed: 'A' and 'B'. Both are for 'CHRONIC/REHAB - HOSPITAL LEVEL OF CARE' and 'CHRONIC/REHAB - ADMIN DAY LEVEL OF CARE' respectively, both with a status of 'APPROVED'. There are buttons for 'Close', 'Return to Search Results', and 'New Item' at the bottom of the table. A footer contains copyright information for the Commonwealth of Massachusetts and links for 'Accessibility', 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

8. The **Line Item Detail** panel will display.

The screenshot shows the 'Line Item Detail' panel for Line Item A. The panel is titled 'Line Item Detail' and has a sub-header 'Line Item A'. It displays various details for the line item, including 'Re-review Indicator', 'Status', 'Date Received', 'Decision Date', 'Requested Care Level', 'Authorized Care Level', 'Req. Admission Type', 'Requested Effective Date', 'Requested End Date', 'Requested Days', 'Remaining Days', 'Proc. Code', 'Primary Proc. Date', 'Secondary Proc. Date', 'Proc. Code 4', 'Supporting Documentation', 'Ventilator Dependent', 'Tracheotomy', 'Substance Abuse', 'Total Parenteral Nutrition', and 'Behavioral Health'. The status is 'APPROVED' and the decision date is '11/22/2022'. The requested care level is 'CHRONIC/REHAB - HOSPITAL LEVEL OF CARE' and the authorized care level is 'CHRONIC/REHAB - HOSPITAL LEVEL OF CARE'. The requested admission type is 'Rehab' and the authorized admission type is 'Rehab'. The requested effective date is '11/22/2022' and the authorized effective date is '11/22/2022'. The requested end date is '12/06/2022' and the authorized end date is '02/07/2023'. The requested days are '14' and the authorized days are '77'. The remaining days are '77'. The proc. code is '5'. The primary proc. date is '11/22/2022' and the secondary proc. date is '11/22/2022'. The proc. code 4 is '5'. The supporting documentation is 'No'. The ventilator dependent is 'No'. The tracheotomy is 'No'. The substance abuse is 'No'. The total parenteral nutrition is 'No'. The behavioral health is 'No'. There is a 'Reason Code/Description' field at the bottom. There are buttons for 'Close' and 'Return to Search Results' at the bottom of the panel.

9. Click the **Extensions** tab. The list of extensions will display.

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[Inquire/Maintain PAS Request](#) ?

**PAS Information** | **Line Items** | **Extensions** | **Attachments**

### List of Line Items

Line Item	Status
<a href="#">A</a>	APPROVED
<a href="#">B</a>	APPROVED

### List of Extensions

Ext #	Date Received	Req. Eff Date / Req. End Date	Req. Days	Status
<a href="#">00</a>	11/22/2022	11/22/2022 - 12/08/2022	14	APPROVED
<a href="#">01</a>	12/08/2022	12/08/2022 - 12/20/2022	14	APPROVED
<a href="#">02</a>	12/20/2022	12/20/2022 - 01/04/2023	15	APPROVED
<a href="#">03</a>	01/04/2023	01/04/2023 - 01/14/2023	10	APPROVED
<a href="#">04</a>	01/18/2023	01/18/2023 - 01/24/2023	6	APPROVED
<a href="#">05</a>	01/24/2023	01/24/2023 - 02/07/2023	14	APPROVED
<a href="#">06</a>	02/07/2023	02/07/2023 - 02/22/2023	15	DENIED

[New Item](#)

[Close](#) [Return to Search Results](#)

- Select the extension number corresponding to the DENIED status. The **Extension Detail Panel** will be displayed.

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Inquire/Maintain PAS Request ?

**PAS Information** | **Line Items** | **Extensions** | **Attachments**

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**List of Line Items**

Line Item	Status
<a href="#">A</a>	APPROVED
<a href="#">B</a>	APPROVED

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**List of Extensions**

Ext #	Date Received	Req. Eff Date / Req. End Date	Req. Days	Status
<a href="#">00</a>	11/22/2022	11/22/2022 - 12/06/2022	14	APPROVED
<a href="#">01</a>	12/06/2022	12/06/2022 - 12/20/2022	14	APPROVED
<a href="#">02</a>	12/20/2022	12/20/2022 - 01/04/2023	15	APPROVED
<a href="#">03</a>	01/04/2023	01/04/2023 - 01/14/2023	10	APPROVED
<a href="#">04</a>	01/18/2023	01/18/2023 - 01/24/2023	6	APPROVED
<a href="#">05</a>	01/24/2023	01/24/2023 - 02/07/2023	14	APPROVED
<a href="#">06</a>	02/07/2023	02/07/2023 - 02/22/2023	15	DENIED

[New Item](#)

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**Extension Detail**

Ext # 06

Re-review Indicator Re-Review Date

Status DENIED

Decision Date 02/08/2023

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Requested Admission Type Rehab	Authorized Admission Type
Requested Effective Date 02/07/2023	Authorized Effective Date
Requested End Date 02/22/2023	Authorized End Date
Requested Days 15	Authorized Days 0

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Ventilator Dependent No	NIPPV No
Tracheotomy No	TBI/ABI No
Substance Abuse No	Behavioral Health No
Total Parenteral Nutrition No	

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Reason Code/Description 003 / THE INPATIENT ADMISSION IS NOT MEDICALLY NECESSARY. SEE 130 CMR 450.204

[Re-review](#)

[Close](#) [Return to Search Results](#)



11. Scroll to the bottom of the panel. Click the **Re-review** button in the bottom right corner. The **Extension Detail** panel will be displayed.  
**Note:** Only the finalized, most recent extension will display the Re-review button.
12. Set the **Re-review Indicator** to **YES**.
13. Click the **Update** button in the bottom right corner.

Inquire/Maintain PAS Request
?

PAS Information Confirmation
Line Items
Extensions
Attachments

### List of Line Items

Line Item	Status
➔ A	APPROVED
B	APPROVED

### List of Extensions

Ext #	Date Received	Req. Eff Date / Req. End Date	Req. Days	Status
00	11/22/2022	11/22/2022 - 12/06/2022	14	APPROVED
01	12/06/2022	12/06/2022 - 12/20/2022	14	APPROVED
02	12/20/2022	12/20/2022 - 01/04/2023	15	APPROVED
03	01/04/2023	01/04/2023 - 01/14/2023	10	APPROVED
04	01/18/2023	01/18/2023 - 01/24/2023	6	APPROVED
05	01/24/2023	01/24/2023 - 02/07/2023	14	APPROVED
➔ 06	02/07/2023	02/07/2023 - 02/22/2023	15	DENIED

### Extension Detail

Ext # 06

Re-review Indicator  Re-Review Date

Status DENIED

Decision Date 02/08/2023

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Requested Admission Type Rehab Authorized Admission Type

Requested Effective Date 02/07/2023 Authorized Effective Date

Requested End Date 02/22/2023 Authorized End Date

Requested Days 15 Authorized Days 0

---

Ventilator Dependent No NIPPV No

Tracheotomy No TBI/ABI No

Substance Abuse No Behavioral Health No

Total Parenteral Nutrition No

---

Reason Code/Description 003 / THE INPATIENT ADMISSION IS NOT MEDICALLY NECESSARY. SEE 130 CMR 450.204

## Submit the Re-review Request

14. Click the **Confirmation** tab. The **Confirmation** panel will be displayed.
15. Click the **Submit** button in the bottom right corner. The **Pre-Admission Screening Response** notice will display, indicating the status of the request.

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Inquire/Maintain PAS Request [?]

PAS Information | **Confirmation** | Line Items | Extensions | Attachments

### Confirmation

You are about to submit a Pre-Admission Screening request for Member: [redacted] Please verify the information below and then click "Submit".

PAS Assignment CHRONIC DISEASE/REHAB  
# of Lines 2  
Facility: [redacted]

[Cancel Service](#) [Submit](#)

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Inquire/Maintain PAS Request [?]

### Pre-Admission Screening Response

You have successfully submitted the Pre-Admission Screening request for [redacted]

The following PAS number should be retained for your records.

PAS # [redacted]

Note: Please use the PAS number above for all additional information that is sent separately.

Disclaimer: This PAS number is for tracking purposes only and does not constitute an approval.

If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.

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