



Job Aid: Respond to a Deferred Prior Authorization Request

This job aid describes how to:

- Respond to a Deferred Status decision on your prior authorization (PA) request; and
- Submit the request.

If MassHealth defers a PA request, the provider and the member will receive a **Deferred Decision Status** notification explaining why. The most common reason for a deferral is missing documentation. When MassHealth needs more information to make a decision, you will be asked to submit supporting documentation. You can submit the needed information by attaching it to the online PA request. When the required information is received, the consultant can continue the review.

1. Click the **Login** button on the Provider Online Service Center (POSC) landing page.

June 3, 2022

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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**

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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 **Inquire/Maintain PA Request**. The **Search for Prior Authorization** panel is displayed.

You can view the status of the request on the **Prior Authorization Search Panel** by:

- entering the **Tracking Number** or **PA number**; or
- entering the **Requesting Provider's PIDSL** and a **Member ID**, or **Status**.

Additional information can be added to narrow the search. In the example below, the provider searched for all PAs in a DEFERRED status. This yielded one result.

May 24, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

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MassHealth Provider Online Service Center

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 **DEFERRED**

Requesting Provider

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
1	1	14	S...L	05/23/2022

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A view of the **Line Items** tab confirms that the status is **DEFERRED**.

The screenshot shows the 'Health and Human Services' website interface. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The main content area is titled 'Inquire/Maintain PA Request' and has three tabs: 'PA Information', 'Line Items', and 'Attachments'. The 'Line Items' tab is active, displaying a 'List of Line Items' table. The table has columns for 'Line Item', 'Req Units', 'Auth Units', 'Procedure Code', 'Thru Procedure', 'Modifier', 'Status', and 'Attach'. A single row is visible with 'Line Item' 1, 'Req Units' 1, 'Auth Units' 1, and 'Procedure Code' 81420. The 'Status' column for this row is 'DEFERRED', which is highlighted with a red rectangular box. Below the table are buttons for 'Close' and 'Return to Search Results'. A 'New Item' button is also present.

When a PA is deferred, the clinical reviewer requests additional information. This request is viewable on the **Attachments** tab.

The screenshot shows the 'Health and Human Services' website interface. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The main content area is titled 'MassHealth Provider Online Service Center' and has three tabs: 'PA Information', 'Line Items', and 'Attachments'. The 'Attachments' tab is active, displaying a 'List of Attachments' table. A red arrow points to the 'Attachments' tab. The table has columns for 'Date', 'Line Item', and 'Description'. A single row is visible with 'Date' 'May 24, 2022', 'Line Item' 1, and 'Description' '5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.' Below the table are buttons for 'Close' and 'Return to Search Results'. A 'New Item' button is also present.

The provider can view the details of the request for additional information by clicking on the hyperlinked date in the **List of Attachments**. This opens up the details of the request.

Health and Human Services Mass.gov

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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
- > EHR Incentive Program
- > News & Updates
- > Related Links

MassHealth Provider Online Service Center

PA Information | **Line Items** | Attachments

List of Attachments

May 25, 2022	1	5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.	New Item
------------------------------	---	--	--------------------------

Attachment Details

Date Attached 05/25/2022

Report Type LABORATORY RESULTS Reference # 1

Transmission Code ELECTRONICALLY ONLY Control #

Description 5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.

File Name

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

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The provider can respond to the request for additional information by clicking on the **New Item** button on the **Attachments** tab.

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MassHealth Provider Online Service Center

PA Information | **Line Items** | Attachments

List of Attachments

May 25, 2022	113119431	5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.	New Item
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Attachment Details

Date Attached 05/25/2022

Report Type LABORATORY RESULTS Reference # 113119431

Transmission Code ELECTRONICALLY ONLY Control #

Description 5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.

File Name

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

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The following fields are required information:

- Select **Report Type** from the dropdown list.
- Select **Transmission Code** (Electronic Only) from the dropdown list.
- Provide a **Description** of the attachment.
- Click on the **Choose File** button to attach a file from the provider's computer.

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MassHealth Provider Online Service Center

PA Information | Line Items | Attachments

List of Attachments

Date	Line Item	Description
May 25, 2022	1	5/24/2022 MassHealth has deferred the request. The reason for medical necessity is missing. Please attach lab order.

[New Item](#)

Attachment Details

Report Type:

Transmission Code:

Description:

File Name: [Choose File](#) No file chosen

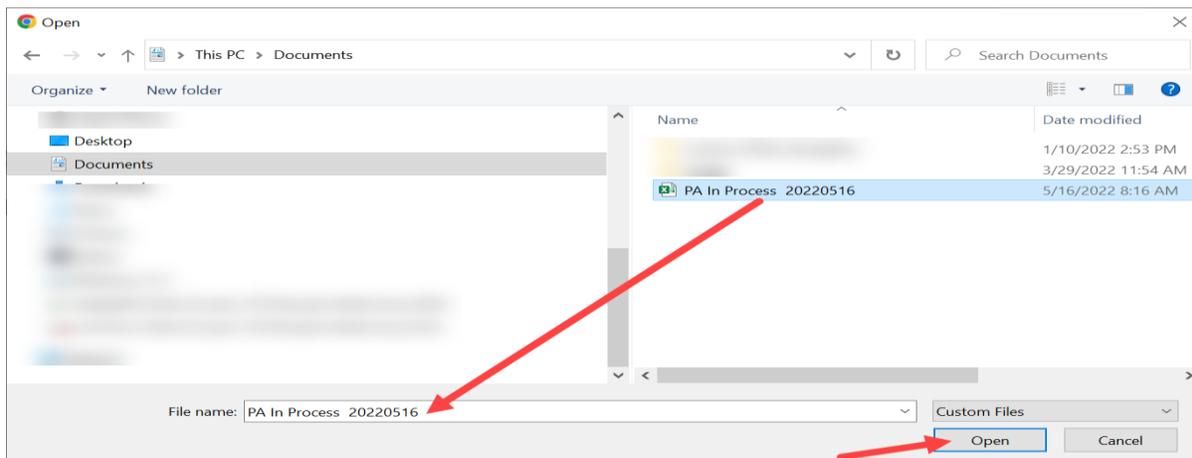
This attachment will not be received by the Prior Authorization Unit until submitted on the confirmation page.

[Cancel Item](#) [Add / Upload](#)

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

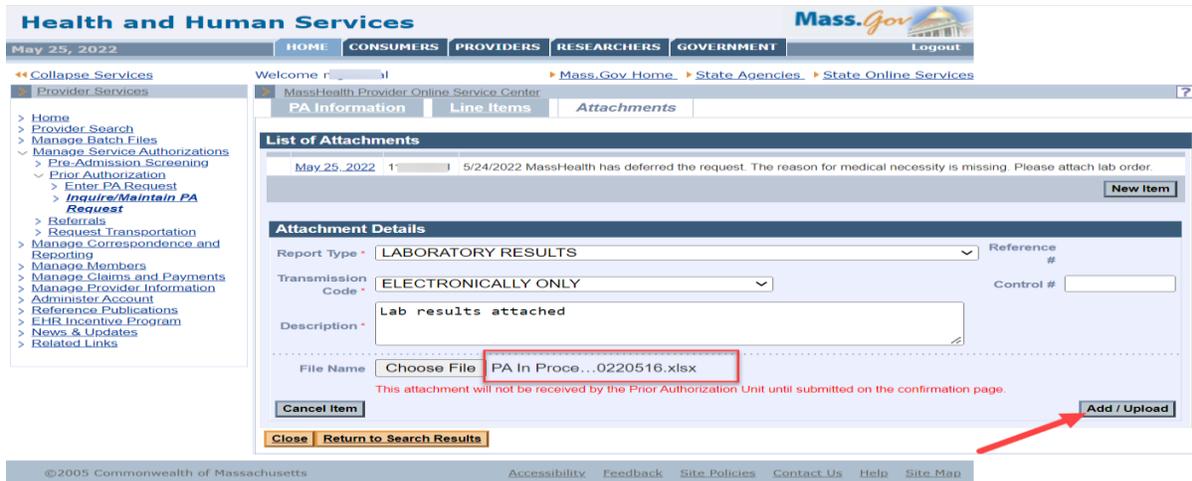
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Select a file and click **Open**. This selects the file to attach.



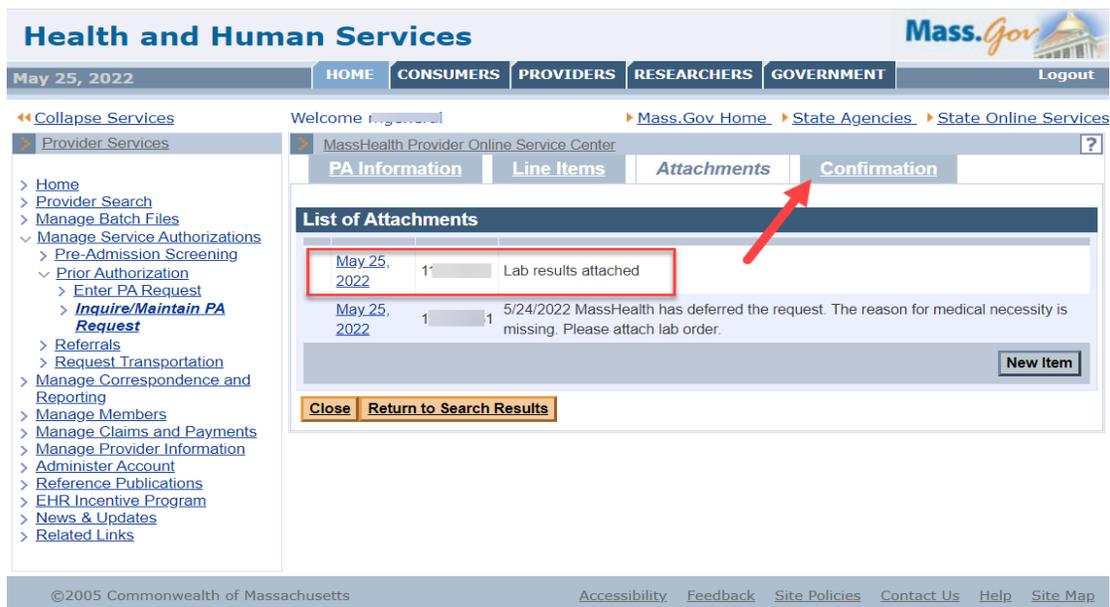
When a file is selected, the window closes. The **Attachment Details** panel appears, and the file name is displayed for confirmation.

- Click the **Add/Upload** button. This attaches the file to the PA request.



When the **List of Attachments** panel is redisplayed, the attachment is now viewable in the list.

Select the **Confirmation** tab so that the attachment can be sent to the reviewer.



The provider can review the details of the PA in the **Confirmation** panel.

The screenshot shows the 'Confirmation' panel in the MassHealth Provider Online Service Center. The page header includes 'Health and Human Services' and the 'Mass.gov' logo. A navigation bar contains links for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. A secondary navigation bar includes links for Mass.Gov Home, State Agencies, and State Online Services. The main content area is titled 'Confirmation' and contains the following text: 'You are about to submit a Prior Authorization request for Member: 10[redacted]4 for the following procedures. Please verify the data and then click "Submit to MassHealth".' Below this text is a table with two columns: 'Service Provider' and 'Procedure Codes'. The 'Service Provider' column contains 'N[redacted]' and the 'Procedure Codes' column contains '81420'. Below the table is a note: '"Submit to MassHealth" will allow you to submit this request for review by MassHealth'. At the bottom of the panel are two buttons: 'Cancel Service' and 'Submit to MassHealth'. A left-hand navigation menu lists various service categories, with 'Inquire/Maintain PA Request' highlighted. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Health and Human Services Mass.gov

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PA Information | **Line Items** | **Attachments** | **Confirmation**

Confirmation

You are about to submit a Prior Authorization request for Member: 10[redacted]4 for the following procedures. Please verify the data and then click "Submit to MassHealth".

PA Assignment: PHYSICIAN ADULT

Service Provider	Procedure Codes
N[redacted]	81420

"Submit to MassHealth" will allow you to submit this request for review by MassHealth

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

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Submit to MassHealth

Click **Submit to MassHealth** on the **Confirmation** panel. This allows the system to verify the data before sending the attachment to MassHealth.

The screenshot shows the 'Health and Human Services' website. The navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The user is logged in as 'n...al'. The main content area is titled 'MassHealth Provider Online Service Center' and has tabs for 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Confirmation' tab is active, displaying a confirmation message: 'You are about to submit a Prior Authorization request for Member: 1[redacted]4 for the following procedures. Please verify the data and then click "Submit to MassHealth".' Below this, it shows 'PA Assignment: PHYSICIAN ADULT' and a table with 'Service Provider' (N[redacted]) and 'Procedure Codes' (81420). At the bottom, there are two buttons: 'Cancel Service' and 'Submit to MassHealth'. A red arrow points to the 'Submit to MassHealth' button. The footer contains copyright information for 2005 Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Confirm that you have reviewed any warning messages and fixed any errors.

This screenshot shows the same 'Confirmation' page as above, but with additional warning messages. A section titled 'The following messages are generated:' contains two warnings: 'Warning! Member is in MCO on Submission Date!' and 'Warning! Provider is not allowed to request the service(s)'. Below these warnings, there is a text prompt: 'Review above Warning messages and correct the data. If the data is correct, check this box to bypass the warning(s)'. A checkbox is checked, and a red arrow points to it. Another red arrow points to the 'Submit to MassHealth' button. The rest of the page, including the navigation bar and footer, is identical to the previous screenshot.

The **Prior Authorization Response** page confirms successful submission once all errors and warnings are cleared.

The screenshot shows the 'Health and Human Services' website interface. At the top right is the 'Mass.gov' logo. Below it is a navigation bar with tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT', along with a 'Logout' link. The date 'May 25, 2022' is displayed on the left. A breadcrumb trail reads: 'Mass.Gov Home > State Agencies > State Online Services'. The main content area is titled 'Prior Authorization Response' and contains the following text: 'You have successfully submitted the Prior Authorization request for C [redacted]'. Below this, it states: 'The following tracking number should be retained in your records.' A 'Tracking #' field shows '1 [redacted]'. A note follows: 'PA # PA # will be assigned once a decision has been made.' A disclaimer is provided: 'Disclaimer: MassHealth reviews request for prior authorization on the basis of medical necessity only. If MassHealth approves the request, payment is still subject to all general conditions of MassHealth, including current member eligibility, other insurance, and program restrictions. MassHealth will notify the provider and member of its decision.' At the bottom of the main content area, it says: 'If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.' A 'Return to Search Results' button is located at the bottom right of the content area. The footer contains the copyright notice '©2005 Commonwealth of Massachusetts' and links for 'Accessibility', 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

Return to the **Prior Authorization Search** page and search for the PA in deferred status. Note that the PA is no longer there.

The screenshot shows the 'Prior Authorization Search' page. The status dropdown is set to 'DEFERRED'. The search results section displays a message: 'No Records Found'.

The PA status will update to show that the additional information has been received. The results will include the assigned tracking number.

The screenshot shows the 'Prior Authorization Search' page with the status dropdown set to 'ADDITIONAL INFORMATION RECEIVED'. The search results section displays a table with one record:

Tracking #	PA #	Member ID	Member Name	Date Received
1	1	1	S	05/23/2022

Return to the **Base Information** panel. You can see that the status has changed on the **Information** tab.

The screenshot shows the 'Base Information' panel for a PA request. The status is 'Addl Info Received', which is highlighted with a red box. Other details include: Tracking # 1, PA #, Expiration Date, PA Assignment: PHYSICIAN ADULT, MassHealth Last Modified: 05/25/2022, Member ID, Member Name, Member Address, Member City, State, Zip Code, Date of Birth, Gender: Female, Height: 0 ft. 0 in., Weight: 0 lbs. 0 oz., Requesting Provider Name, Requesting Provider NPI, Place of Service: INDEPENDENT LABORATORY, Contact Name, Contact Phone, ICD Version: ICD-10, Primary Diagnosis Code: Z3490, Secondary Diagnosis Code, Date Received: 05/23/2022, and Date Update Received: 05/25/2022.

The status has also changed on the **Line Items** tab.

The screenshot shows the 'Line Items' tab for the same PA request. The status is 'ADDITIONAL INFORMATION RECEIVED', which is highlighted with a red box. The table below shows the details of the line item:

Line Item	Req Units	Auth Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach
1			81420			ADDITIONAL INFORMATION RECEIVED	Y

Buttons for 'Close' and 'Return to Search Results' are visible below the table. A 'New Item' button is also present in the bottom right corner of the table area.

A reviewer can now select the PA request from the MassHealth Worklist to continue the review.