



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.

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

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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 ST

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' portal. The left sidebar lists navigation options under 'Provider Services', including 'Inquire/Maintain PA Request'. The main content area has tabs for 'PA Information', 'Line Items', and 'Attachments'. The 'Line Items' tab is active, displaying a 'List of Line Items' table. The table has columns: Line Item, Req Units, Auth Units, Procedure Code, Thru Procedure, Modified, Status, and Attach. A single row is shown with Line Item 1, 1 unit, 81420 procedure code, and a status of 'DEFERRED'. A red box highlights the 'DEFERRED' status. Below the table are buttons for 'Close' and 'Return to Search Results'.

Line Item	Req Units	Auth Units	Procedure Code	Thru Procedure	Modified	Status	Attach
1	1		81420			DEFERRED	Y

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

The screenshot shows the same portal with the 'Attachments' tab selected. A red arrow points from the 'Attachments' tab to the 'List of Attachments' table. The table has columns: Date, Line Item, and Description. A single row is shown with the date 'May 24, 2022', line item 1, and a description stating that the request is deferred due to missing medical necessity information. A 'New Item' button is at the bottom right of the table. Below the table are buttons for 'Close' and 'Return to Search Results'.

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

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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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.
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[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.
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[New Item](#)

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.

Health and Human Services

May 25, 2022

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome r...l

Mass.Gov Home State Agencies State Online Services

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

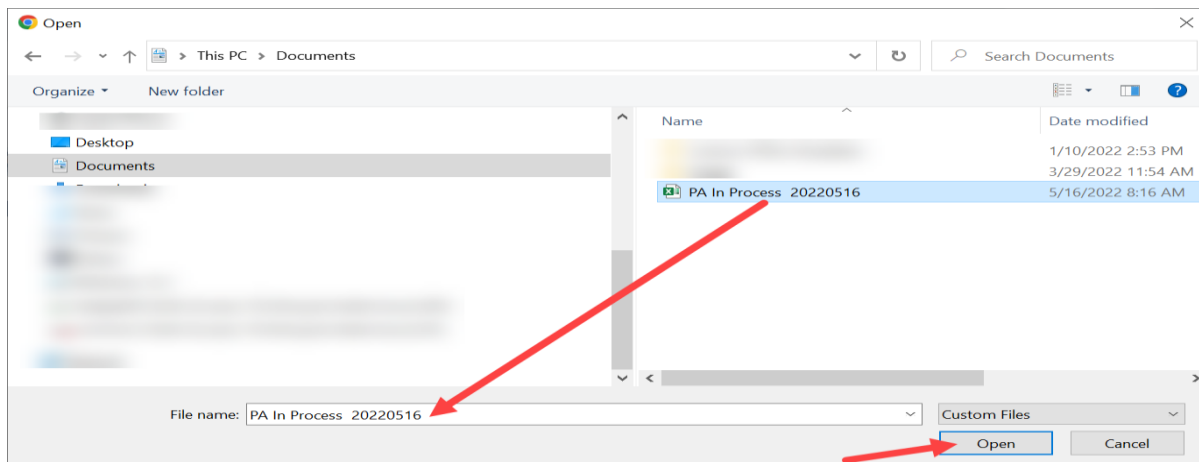
Add / Upload

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.

Health and Human Services

May 25, 2022

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome [User Name]

Mass.Gov Home State Agencies State Online Services

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

Report Type * LABORATORY RESULTS Reference #

Transmission Code * ELECTRONICALLY ONLY Control #

Description * Lab results attached

File Name Choose File PA In Proce...0220516.xlsx

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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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.

Health and Human Services

May 25, 2022

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome [User Name]

Mass.Gov Home State Agencies State Online Services

MassHealth Provider Online Service Center

PA Information Line Items Attachments Confirmation

List of Attachments

May 25, 2022 1 Lab results attached

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

Close Return to Search Results

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

Health and Human Services

May 25, 2022

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▶ State Agencies

▶ State Online Services

MassHealth Provider Online Service Center

PA Information

Line Items

Attachments

Confirmation

?

Confirmation

You are about to submit a Prior Authorization request for Member: 104 for the following procedures. Please verify the data and then click "Submit to MassHealth".

PA Assignment: PHYSICIAN ADULT

Service Provider	Procedure Codes
N	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 with the 'Mass.gov' logo. The navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The left sidebar lists various services under 'Provider Services', with 'Inquire/Maintain PA Request' selected. 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: 10[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 includes 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 'MassHealth Provider Online Service Center' interface, but with additional warning messages. Under the 'Confirmation' tab, there is a section titled 'The following messages are generated:' with two warnings: 'Warning! Member is in MCO on Submission Date!' and 'Warning! Provider is not allowed to request the service(s)'. Below these warnings, a message states: 'Review above Warning messages and correct the data. If the data is correct, check this box to bypass the warning(s)'. A red arrow points to a checkbox that is checked. Another red arrow points to the 'Submit to MassHealth' button. The rest of the interface, including the navigation bar, sidebar, 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 header with the 'Mass.gov' logo. The navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The date 'May 25, 2022' is displayed on the left, and a 'Logout' link is on the right. A left sidebar menu lists various services, with 'Inquire/Maintain PA Request' highlighted. The main content area, titled 'Prior Authorization Response', confirms the successful submission of a request for 'C [redacted]'. It provides a tracking number '1 [redacted]' and states that a PA # will be assigned once a decision is made. A disclaimer notes that MassHealth reviews requests based on medical necessity and that payment is subject to general conditions. A 'Return to Search Results' button is located at the bottom right of the main content area. 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**

May 25, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

◀ Collapse Services

▶ Provider Services

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- > 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

Welcome r [redacted]

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

▶ Inquire/Maintain PA Request ?

Prior Authorization Response

You have successfully submitted the Prior Authorization request for C [redacted].

The following tracking number should be retained in your records.

Tracking # 1 [redacted]

PA # PA # will be assigned once a decision has been made.

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

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.

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

[Return to Search Results](#)

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

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Welcome [User Name] Mass.Gov Home State Agencies State Online Services

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 ST

Assignment Code

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

From Date To Date

Prior Authorization Search Results

No Records Found

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

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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 **ADDITIONAL INFORMATION RECEIVED**

Requesting Provider T

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	S	05/23/2022

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

May 25, 2022

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PA Information Line Items Attachments

Base Information

Tracking # 1 1 Expiration Date

PA #

Status Addl Info Received PA Assignment PHYSICIAN ADULT

MassHealth Last Modified 05/25/2022 MassHealth Last Viewed

Member ID

Member Name

Member Address

Member City, State, Zip Code

Date of Birth

Height 0 ft. 0 in. Gender Female

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 Date Update Received 05/25/2022

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

Health and Human Services

Mass.Gov

May 25, 2022

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PA Information Line Items Attachments

List of Line Items

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

Close Return to Search Results New Item

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