



## 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 that documentation is missing. When MassHealth needs more information to make a decision, you'll be asked to submit supporting documentation. You can submit the information by attaching it to the online PA request. When the required information is received, the consultant can continue the review.

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**Health and Human Services** **Mass.gov**

November 26, 2025 HOME MEMBERS PROVIDERS INITIATIVES REGULATIONS Logout

**MassHealth** Welcome r [Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

### **MassHealth Provider Online Service Center (POSC)**

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
- Manage Provider Information
- Administer Account
- Reference Publications
- News & Updates
- Related Links

**The following messages are generated:**  
⚠ User Last Login: Mon Nov 17 2025 04:23:10 PM EST



The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.

## 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 **Prior Authorization Search** panel is displayed.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo and a navigation bar containing "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". A date "December 2, 2025" and a "Logout" link are also present. Below the header, a "Welcome" message is followed by links to "Mass.Gov Home", "State Agencies", and "State Online Services". The main heading is "MassHealth Provider Online Service Center (POSC)". On the left, a navigation menu lists various services, with "Manage Service Authorizations" expanded to show "Prior Authorization" and "Inquire/Maintain PA Request". Red arrows point from these menu items to the corresponding search panel on the right. The "Prior Authorization Search" panel includes instructions and several search criteria: "Tracking #", "PA #", "Member ID", "Status", "Requesting Provider", and "Assignment Code". It also features "From Date" and "To Date" fields for a date range, along with "Clear" and "Search" buttons.

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 following example, the provider searched for all PAs in a DEFERRED status. This yielded multiple results.

## ☰ MassHealth Provider Online Service Center (POSC)

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- ↓ **Manage Service Authorizations**
  - Pre-Admission Screening
  - ↓ **Prior Authorization**
    - Enter PA Request
    - **Inquire/Maintain PA Request**
  - Referrals
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- Related Links

[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 **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
<a href="#">113422977</a>		[redacted]	[redacted]	09/28/2022
<a href="#">113500732</a>		[redacted]	[redacted]	11/18/2022
<a href="#">114134246</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134248</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134263</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134264</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134266</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134267</a>		[redacted]	[redacted]	07/28/2025
<a href="#">114134296</a>		[redacted]	[redacted]	07/29/2025
<a href="#">114134297</a>		[redacted]	[redacted]	07/29/2025

1 2 3 ▾

Selecting the tracking number confirms that the PA status is deferred.

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Inquire/Maintain PA Request

PA Information
Line Items
Attachments

**Base Information**

Tracking # 114134359	Expiration Date 09/05/2025
PA #	Classification Standard
Status Deferred	PA Assignment HOME HEALTH
MassHealth Last Modified 11/04/2025	MassHealth Last Viewed 08/07/2025

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Member ID 1	
Member Name S	
Member Address T	
Member City, State, Zip Code L	
Date of Birth 1	
Height 0 ft. 0 in.	Weight 0 lbs. 0 oz.

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Requesting Provider Name M	
Requesting Provider NPI 10	
Place of Service	
Contact Name L	
Contact Phone (5	

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ICD Version ICD-10	
Primary Diagnosis Code	Secondary Diagnosis Code
Date Received 08/07/2025	Date Update Received

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Clinical Rationale ↕

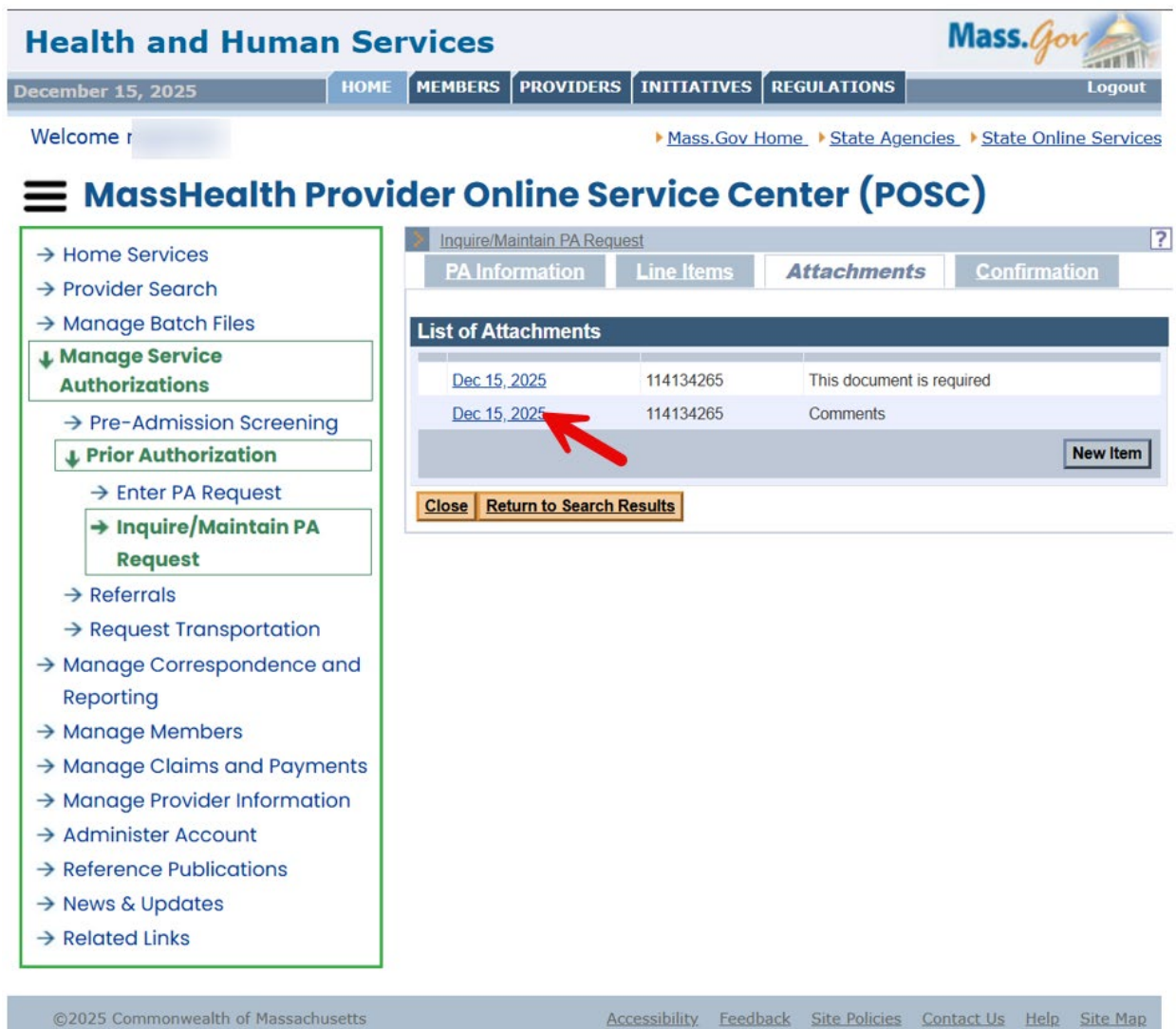
Comment ↕

Close
Return to Search Results

The **Line Items** tab may also be used to confirm that the status is deferred.



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



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.

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

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a navigation bar with the date "December 15, 2025" and tabs for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". The "Mass.gov" logo is visible in the top right corner. Below the navigation bar, a "Welcome" message is partially visible, along with links to "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area is titled "MassHealth Provider Online Service Center (POSC)". On the left side, there is a sidebar menu with various service options, including "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Prior Authorization", "Enter PA Request", "Inquire/Maintain PA Request", "Referrals", "Request Transportation", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", and "Manage Provider Information".

The main content area shows the "Inquire/Maintain PA Request" page. The "Attachments" tab is selected, displaying a "List of Attachments" table. The table has two columns: "Date" and "Description". The first row shows "Dec 15, 2025" and "This document is required". The second row shows "Dec 15, 2025" and "Comments". A "New Item" button is located at the bottom right of the table, highlighted with a red arrow. Below the table, there are "Close" and "Return to Search Results" buttons.

At the bottom of the page, there is an "Accessibility: Investigate" link and a "Focus" icon.

To add a New Item, complete the following required fields with the appropriate information applicable to the PA.

- **Report Type:** Select the appropriate report type from the dropdown list.
- **Transmission Code:** Select and choose “Electronic Only” from the dropdown list.
- **Description:** Provide a written description of the attachment.

Lastly, click on the **Choose File** button to attach a file from the provider’s computer.

**MassHealth Provider Online Service Center (POSC)**

→ Home Services  
→ 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

Inquire/Maintain PA Request

PA Information | Line Items | **Attachments**

List of Attachments

Date	PA #	Comments
Dec 15, 2025	114134265	

[New Item](#)

**Attachment Details**

Report Type: PLAN OF TREATMENT (Reference #)

Transmission Code: ELECTRONICALLY ONLY (Control #)

Description: This document is required

File Name: [Choose File](#) P2520401BD.pdf

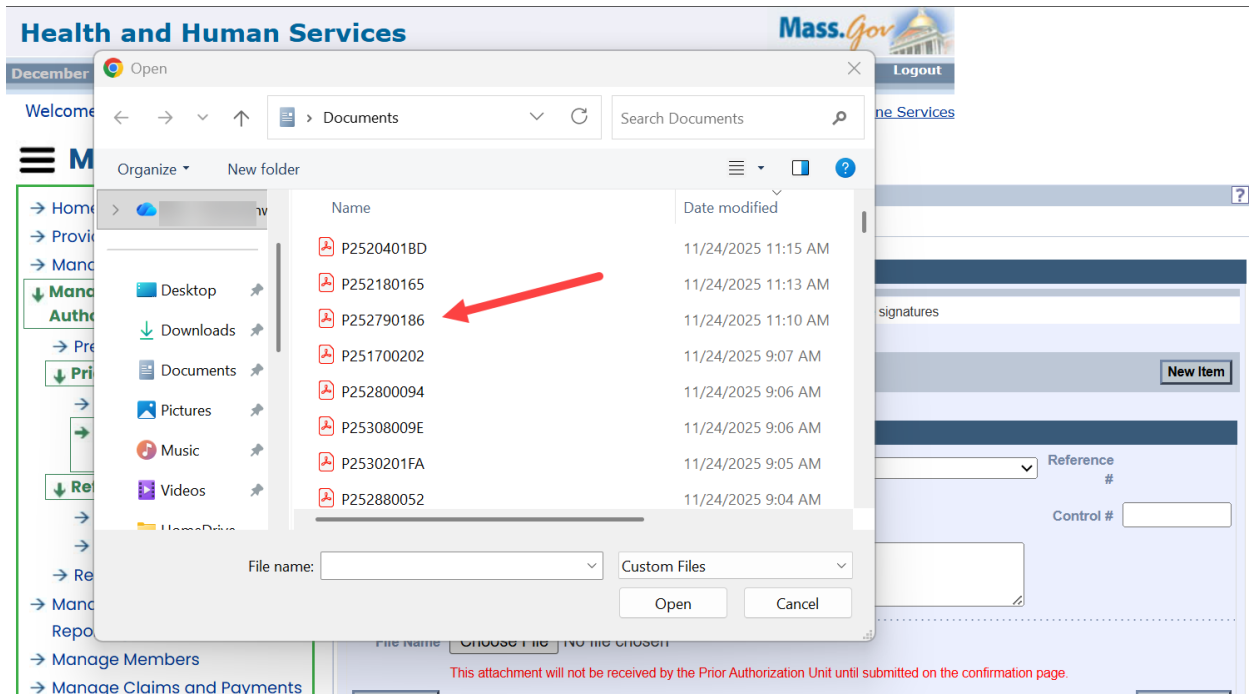
This attachment will not be received by the Prior Authorization Unit until submitted on the confirmation page.

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

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

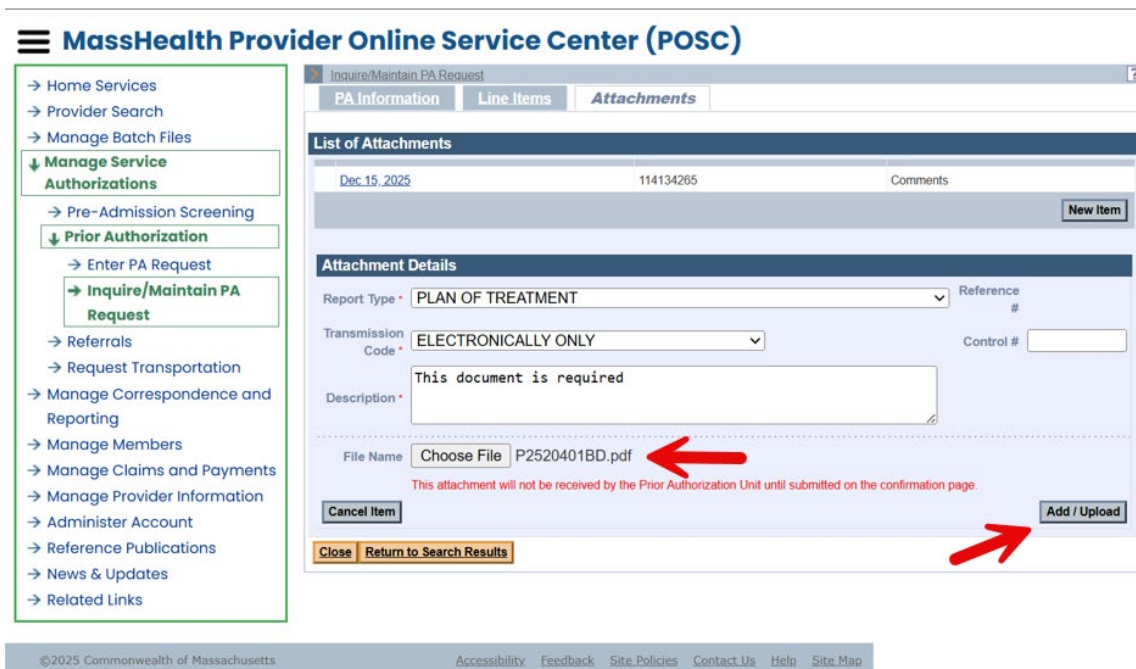
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Select a file and click **Open**. This selects the file to attach.



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 screenshot shows the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo and navigation links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". The date "December 15, 2025" is displayed on the left, and a "Logout" link is on the right. Below the header, there is a "Welcome" message and navigation links for "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area is titled "MassHealth Provider Online Service Center (POSC)". On the left, there is a sidebar menu with various service options, including "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Prior Authorization", "Inquire/Maintain PA Request", "Referrals", "Request Transportation", and "Manage Correspondence and Reporting".

The main panel is titled "Inquire/Maintain PA Request" and has four tabs: "PA Information", "Line Items", "Attachments", and "Confirmation". A red arrow points to the "Confirmation" tab. Below the tabs is a "List of Attachments" table with the following data:

Date	PA Number	Description
<a href="#">Dec 15, 2025</a>	114134265	This document is required
<a href="#">Dec 15, 2025</a>	114134265	Comments

A red arrow points to the "This document is required" entry in the table. Below the table is a "New Item" button. At the bottom of the panel, there are "Close" and "Return to Search Results" buttons.

At the bottom of the page, there is an "Accessibility: Investigate" link on the left and a "Fo" icon on the right.

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

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below this is a navigation bar with tabs for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" link. The date "December 15, 2025" is displayed on the left. A welcome message "Welcome [redacted]" is shown, followed by navigation links for "Mass.Gov Home", "State Agencies", and "State Online Services".

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

- Home Services
- Provider Search
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- ↓ **Manage Service Authorizations**
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  - ↓ **Prior Authorization**
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The main content area is titled "Inquire/Maintain PA Request" and has a sub-header "Confirmation". Below this, there is a message: "You are about to submit a Prior Authorization request for Member: [redacted] for the following procedures. Please verify the data and then click 'Submit to MassHealth'".


The "Confirmation" panel displays the following information:

PA Assignment	HOME HEALTH
Service Provider	Procedure Codes
[redacted]	G0299

Below the table, there is a note: "Submit to MassHealth" will allow you to submit this request for review by MassHealth. At the bottom of the panel, there are two buttons: "Cancel Service" and "Submit to MassHealth".

### 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.

Health and Human Services Mass.gov 

December 15, 2025 HOME MEMBERS PROVIDERS INITIATIVES REGULATIONS Logout

Welcome  ▶ [Mass.Gov Home](#) ▶ [State Agencies](#) ▶ [State Online Services](#)

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Inquire/Maintain PA Request ?

PA Information
Line Items
Attachments
Confirmation

**Confirmation**

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

PA Assignment HOME HEALTH

Service Provider	Procedure Codes
	G0299

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

Cancel Service
→
Submit to MassHealth

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

Welcome r [redacted]

[Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

## MassHealth Provider Online Service Center (POSC)

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- Manage Provider Information
- Administer Account

[Inquire/Maintain PA Request](#) ?

### Prior Authorization Response

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

The following tracking number should be retained in your records.

Tracking # 114134265  
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](#)

Text Predictions: On Accessibility: Investigate

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

Welcome [redacted] [Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

[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** DEFERRED

Requesting Provider  ST

Assignment Code

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

From Date  To Date

[Clear](#) [Search](#)

### Prior Authorization Search Results

No Records Found

[Close](#)

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Use the **Prior Authorization Search** panel to confirm that the PA has been appropriately updated. Use the PA tracking number and the PA status of “Additional Information Received” to confirm that the additional information has been received. The results will include the assigned tracking number.

**Health and Human Services** Mass.gov

December 15, 2025 HOME MEMBERS PROVIDERS INITIATIVES REGULATIONS Logout

Welcome r [redacted] ▶ Mass.Gov Home ▶ State Agencies ▶ State Online Services

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**Inquire/Maintain PA Request** ?

#### Prior Authorization Search

You can enter the tracking number of 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  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="#">114134265</a>				07/28/2025

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

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Inquire/Maintain PA Request ?

**PA Information** | Line Items | Attachments

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**Base Information**

Tracking #	114134265	Expiration Date	08/07/2025
PA #		Classification	Standard
Status	Addl Info Received	PA Assignment	HOME HEALTH
MassHealth Last Modified	12/15/2025	MassHealth Last Viewed	08/21/2025

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Member ID [Redacted]

Member Name [Redacted]

Member Address [Redacted]

Member City, State, Zip Code [Redacted]

Date of Birth [Redacted]      Gender Male

Height 0 ft. 0 in.      Weight 0 lbs. 0 oz.

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Requesting Provider Name [Redacted] AL

Requesting Provider NPI [Redacted]

Place of Service [Redacted]



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

Welcome r [redacted]

[Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

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Inquire/Maintain PA Request ?

PA Information | **Line Items** | Attachments

**List of Line Items**

Line Item	Req Units	Auth Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach
Δ 4	4	4	G0299			ADDITIONAL INFORMATION RECEIVED	Y

[New Item](#)

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

A MassHealth PA reviewer can now continue the review.