



Job Aid: Create a Prior Authorization Request

This job aid describes how to:

- Create a prior authorization (PA) request using the MassHealth Provider Online Service Center (POSC); and
- Submit the request.

Note: You must have the Provider ID (PID) and Service Location (SL) for both the servicing and requesting provider to create a PA request. Click on the Provider tab and enter the national provider identifier (NPI) to obtain the PID and SL.

1. Click the **Login** button on the 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 **Enter a PA Request**. The **Prior Authorization Templates** panel is displayed.

Select Assignment Type

The assignment types are grouped into three categories: Basic Medical, Durable Medical Equipment, and Therapy Services.

On the **Prior Authorization Templates** panel:

4. Select the designed assignment type under **Basic Medical Assignment Category**.
 - For Hearing, select Hearing Services.
 - For Vision, select Vision Services.
 - For Surgical/Medical Procedures, select Physician Adult or Physician Pediatric.
5. Click **Continue**.

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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

Enter PA Request

Prior Authorization Templates

Please select the type of Prior Authorization you want to enter. You may choose only one Assignment. Before selecting a prior authorization request type from one of the dropdown lists, please review the rules that appear at the bottom of the page to determine whether you can submit a new PA request here, unless the Member is in the Community Case Management Assignment Plan (CCM).

Basic Medical Assignment **PHYSICIAN ADULT**

Durable Medical Equipment Assignment

Therapy Services Assignment

For eviCore prior authorization requests and inquiries, please use the following link: [eviCore](#) (services include Advanced Imaging, Cardiac Stress, OB and Non-OB Ultrasound, Radiation Therapy, Sleep Diagnostics, and Arthroscopic Surgeries).

A new prior authorization request must not have any of the following cross combination of a PA assignment code and a provider type:

Assignment Code	Provider Type
Absorbent Products (AP)	DMEPOS (79)
DME-Other (DM)	Durable Medical Equipment (41)
Enterals (EN)	Home Health Agency (60)
Home Health (HH)	Orthotics (47)
Orthotics and Prosthetics (OP)	Pharmacy (40)
Oxygen (OX)	Podiatrist (06)
Skilled Nursing (SN)	
Standards (SD)	
Wheelchairs And Repairs (MR)	

MassHealth-contracted PCM Agencies: Please go to the [MassHealth LTSS Provider Portal](#) ([www.masshealthltss.com](#)) if you need to use any Personal Care Attendant assignment code and you are a MassHealth-contracted PCM Agency, unless the member is enrolled in the Community Case Management (CCM) program.

Therapy Providers: Please go to the [MassHealth LTSS Provider Portal](#) ([www.masshealthltss.com](#)) if you need to use any Therapy assignment code or any combination of the other PA assignment codes and provider types above, unless the member is enrolled in the Community Case Management (CCM) program.

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Search for and Select Requesting Provider

On the **Base Information** panel:

6. Enter the **Member ID**.
7. Select the **Requesting Provider** from the dropdown list.
8. Enter the **Contact Name**.
9. Enter the **Contact Phone Number**.
10. Enter the **Primary Diagnosis Code**.

Note: Do not include the dot.

11. Enter any optional information, such as **Clinical Rationale** or **Provider Comments**.

Note: If desired, you can click the **Field Search** button to perform a search for the correct diagnosis code.

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[Collapse Services](#) [Enter PA Request](#) [Line Items](#) [Attachments](#) [Confirmation](#)

Base Information

Prior Authorization (PA) is only required for a CPT code that has a special requirement or limitation. Refer to SubChapter 6 Section 603 in your provider manual for full list of service codes. You will not be allowed to enter a CPT code on the line item if a PA is not required.

Member ID: 1

Height: Feet Inches Weight: Pounds Ounces

Requesting Provider: 1 E 3

Contact Name: ale

Contact Phone: 7

PA Assignment: PHYSICIAN ADULT Place of Service: OFFICE

ICD Version: ICD-9 ICD-10

Primary Diagnosis Code: I83811 Secondary Diagnosis Code: I872

Clinical Rationale: patient's dental husband does stand on a day, she has extremity which are affecting her ability to work.

Comments:

[Cancel Service](#)

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Add a Line Item

12. Click the **Line Items** tab.

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Enter PA Request ?

PA Information **Line Items** Attachments Confirmation

Base Information

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Member ID

Height Feet Inches Weight Pounds Ounces

Requesting Provider

Contact Name

Contact Phone

PA Assignment Place of Service

ICD Version ☐ ICD-9 ☒ ICD-10

Primary Diagnosis Code

Secondary Diagnosis Code

Clinical Rationale

Comments

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13. Click **New Item**. The **Basic Medical Details** panel is displayed.

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Enter PA Request ?

PA Information **Line Items** Attachments Confirmation

List of Line Items

Line Item	Req Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach
<input type="button" value="New Item"/>						

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14. Enter the **Procedure Code**. Each CPT Code must be entered on a separate line item.

Note: All procedures are reviewed individually. The **Thru Procedure** field is invalid.

15. Enter the **Requested Effective Date**.

16. Enter the **Requested End Date**.

17. Enter the number of **Requested Units**.

18. If the Service Provider is the same as the Requesting Provider, select the **Same as Requesting Provider** checkbox. If the Service Provider is different from the Requesting Provider, select **Serve Provider** from the dropdown list.

19. Click Add.

20. In the List of Line Items panel, click the New Item button to add additional Line Items. Repeat until all are added.

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Enter PA Request

PA Information Line Items Attachments Confirmation

List of Line Items

Line Item	Req Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach

New Item

Basic Medical Details

Line Item A

Status IN PROCESS OF PROVIDER SUBMISSION

Procedure Code 36475

Thru Procedure

Modifier 1 rt

Modifier 2

Modifier 3

Modifier 4

Requested Effective Date 06/14/2022

Requested End Date 12/13/2022

Requested Units 1

Requested Service Days

You must either select the Service Provider name using the search or enter the Service Provider ID and Service Location (by selecting the check box, you may also indicate that the Service Provider is the same as the Requesting Provider)

Same as Requesting Provider ☐

Service Provider

Provider ID / Service Location

Cancel Item

Add

Cancel Service

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Add an Attachment

21. Click the **Attachments** tab.

The screenshot shows the 'Health and Human Services' portal. The 'Enter PA Request' section has four tabs: 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Attachments' tab is highlighted with a red box and a red arrow. Below the tabs is a 'List of Line Items' table with columns: Line Item, Req Units, Procedure Code, Thru Procedure, Modifiers, Status, and Attach. A red box highlights the first row of the table, which contains the following data:

Line Item	Req Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach
1		36475		rt	IN PROCESS OF PROVIDER SUBMISSION	N

Below the table is a 'New Item' button. A 'Cancel Service' button is also visible. The left sidebar contains a list of links under 'Provider Services', including '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', and 'Related Links'.

22. Click **New Item** in the **List of Attachments** panel.

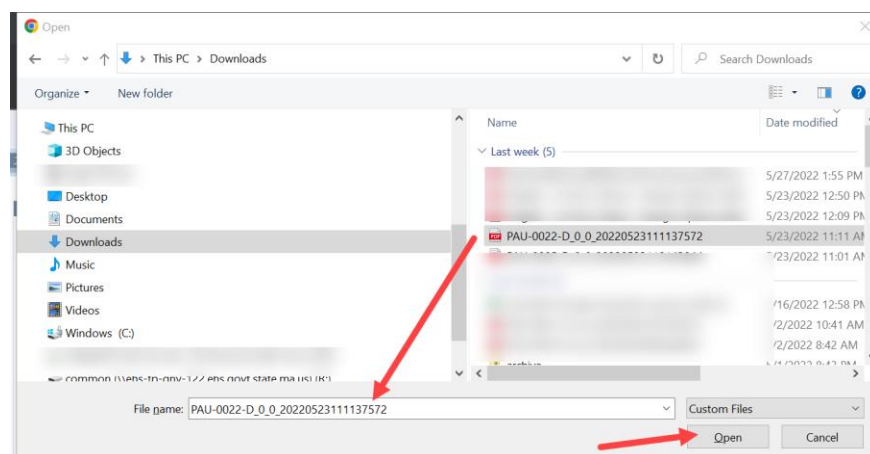
The screenshot shows the 'Health and Human Services' portal. The 'Enter PA Request' section has four tabs: 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Attachments' tab is highlighted with a red box. Below the tabs is a 'List of Attachments' panel. A red arrow points to the 'New Item' button in the bottom right corner of the 'List of Attachments' panel. A 'Cancel Service' button is also visible. The left sidebar contains a list of links under 'Provider Services', including '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', and 'Related Links'.

On the **Attachment Details** panel:

23. Select the **Report Type** from the dropdown list.
24. Select the **Transmission Code** (ELECTRONICALLY ONLY) from the dropdown list.
25. Leave the **Control Number** field blank.
26. Enter a brief description or comment in the **Description** field.
27. Click **Choose File**.

The screenshot shows the Mass.gov Health and Human Services portal. The left sidebar contains a navigation menu with options like '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', 'EHR Incentive Program', 'News & Updates', and 'Related Links'. The main content area is titled 'Enter PA Request' and has tabs for 'PA Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Attachments' tab is active, showing a 'List of Attachments' section with a 'New Item' button. Below this is the 'Attachment Details' panel. It contains a 'Report Type' dropdown set to 'MEDICAL RECORD ATTACHMENT', a 'Transmission Code' dropdown set to 'ELECTRONICALLY ONLY', a 'Control #' field, and a 'Description' text area containing the text 'attached is office visit notes as well as summary of the RLE'. Below the description is a 'File Name' field with a 'Choose File' button and the text 'No file chosen'. A red arrow points to the 'Choose File' button. Below the file name field is a red warning message: 'This attachment will not be received by the Prior Authorization Unit until submitted on the confirmation page.' At the bottom of the panel are 'Cancel Item' and 'Add / Upload' buttons. The footer of the page includes copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

28. Navigate to the file you want to attach. Click the file to populate the **File name** field, then click **Open**. This will close the file selection window.



29. When the Attachments Panel reappears, verify that the file selected is in the **File Name** field. Click **Add/Upload** to attach the file.
30. View the **List of Attachments**. If more attachments are to be added, click **New Item**, and repeat the previous steps.

The screenshot shows the 'Health and Human Services' portal with the 'Enter PA Request' tab selected. The 'Attachments' sub-tab is active, displaying the 'Attachment Details' form. The 'Report Type' is 'MEDICAL RECORD ATTACHMENT' and the 'Transmission Code' is 'ELECTRONICALLY ONLY'. The 'File Name' field is highlighted with a red box and contains the text 'PAU-0022-...11137572.pdf'. A red arrow points from the 'Add / Upload' button to the 'File Name' field. Below the file name, a message states: 'This attachment will not be received by the Prior Authorization Unit until submitted on the confirmation page.' The 'Add / Upload' button is located at the bottom right of the form.

Confirm Submission

31. Click the **Confirmation** tab.

The screenshot shows the 'Health and Human Services' portal with the 'Enter PA Request' tab selected. The 'Confirmation' sub-tab is active, displaying the 'List of Attachments' table. The table has three columns: 'Date', 'ID', and 'Description'. A single row is visible with the date 'Jun 3, 2022', the ID '113119454', and the description 'attached is office visit notes as well as venous duplex of the RLE'. A red arrow points to the 'Confirmation' sub-tab. The 'New Item' button is located at the bottom right of the table.

Submit Your PA Request to MassHealth

32. Review the request information on the **Confirmation** tab to ensure that it is correct.
33. Click **Submit 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 'Enter PA Request' highlighted. The main content area is titled 'Confirmation' and contains the following text: 'You are about to submit a Prior Authorization request for Member: 1 [redacted] for the following procedures. Please verify the data and then click "Submit to MassHealth".' Below this, it says 'PA Assignment: PHYSICIAN ADULT'. A table shows 'Service Provider' as 'F [redacted]' and 'Procedure Codes' as '36475'. At the bottom, there are three buttons: 'Cancel Service', 'Submit to MassHealth' (highlighted with a red arrow), and 'Save for Later'.

34. Acknowledge any warning messages and correct any errors. If necessary, complete any missing required information.
35. Click **Submit to MassHealth** again. The **Prior Authorization Response** panel will display, indicating that the request was successfully submitted. The tracking number will be provided.

The screenshot shows the 'Health and Human Services' website with the 'Mass.gov' logo. The navigation bar is the same as the previous screenshot. The left sidebar is the same, with 'Enter PA Request' highlighted. The main content area is titled 'Prior Authorization Response' and contains the following text: 'You have successfully submitted the Prior Authorization request for L [redacted]'. Below this, it says 'The following tracking number should be retained in your records.' A table shows 'Tracking #' as '1 [redacted] 4'. Below this, it says 'PA # PA # will be assigned once a decision has been made.' A note states: 'Note: Please use the tracking number above for all additional information that is sent separately.' A disclaimer follows: '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, there is a button labeled 'Request Another Prior Authorization'.

Glossary of Terms

Adjudicate – There are header-level PA statuses that tell where the PA request is in the process. *Adjudicated* means MassHealth has made a decision on the PA and that all lines have been finalized. *Finalized* is when all line statuses are cancelled, approved, or denied. When the PA is adjudicated, a letter is sent to the member (with right to appeal).

Control Number – Leave Control Number Field BLANK.

Status – Indicates where the request is in the process of being reviewed and adjudicated. Status options include:

Deferred – Request is pending until requested information is received.

Additional Information Received – Information has been received that was missing from the original request.

Approved – Request is approved by MassHealth. A PA letter is generated and sent to the member.

Cancelled – Request is cancelled by MassHealth due to duplication, eligibility, or PA not required. A PA letter is generated and sent to the member, with the reason for the cancellation.

Cancelled by Provider – Status used for all lines when provider voids the PA request.

Note: *The provider can void a PA only while the PA is in Ready for Review status.*

Denied – Request has been denied by MassHealth. A PA letter is generated and sent to the member (with the right to appeal).

In Process – Request has only been saved and has not been submitted to MassHealth for review.

In Review – Request has been submitted by provider and assigned to a MassHealth reviewer.

Modified – Request has been altered by MassHealth reviewer in adjudicating. A PA letter is generated and sent to the member (with the right to appeal).

Ready for Review – Request has been submitted but has not been assigned to MassHealth reviewer.

Testing – Request has been submitted to test functionality of the system.

Void – Request has been voided by MassHealth. A PA letter is not generated.

Tracking Number – Number assigned to PA request before MassHealth review.

Transmission Code – Method by which an attachment is transmitted to MassHealth.