# MassHealth logoJob Aid: Inquire about a Prior Authorization Request

This job aid describes how to inquire about a previously submitted prior authorization (PA) request via the Provider Online Service Center (POSC).

1. Click the **Login** button on the POSC landing page.



## Inquire/Maintain 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.



## Search for a PA Request

1. Enter the **Member ID** associated with the request.

2. Select the **Status** from the dropdown list (Optional)

3. Select the **Requesting Provider** from the dropdown list.

4. Select the **Assignment Code** from the dropdown list (Optional)

5. In the **From Date and To Date** fields, enter a date range for the search.

6. Click **Search**.

7. Click the **Tracking Number** of the desired request on the **Search Results** panel.



## Review Request

Review the request information on the **Base Information** panel. When you have finished reviewing the request, you can do one of the following:

1. Click **Close** to go back to the **Prior Authorization Search** panel, where you can start a new search for a request; or
2. Click **Return to Search Results** to go back to the **Search Results** panel, where you can select another request matching the current search criteria.

