



Job 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).

Health and Human Services

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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.

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.

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. On the left, a sidebar menu is displayed with a green border around the 'Prior Authorization' section. The menu items are:

- Home Services
- Provider Search
- Manage Batch Files
- ↓ **Manage Service Authorizations** (highlighted with a red arrow)
- Pre-Admission Screening
- ↓ **Prior Authorization** (highlighted with a red arrow)
- Enter PA Request
- **Inquire/Maintain PA Request** (highlighted with a red arrow)
- Referrals
- Request Transportation
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
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The main content area is titled 'Prior Authorization Search'. It contains the following fields:

- Tracking # OR PA #
- Member ID
- Status
- Requesting Provider
- Assignment Code
- From Date To Date
- Search

At the bottom of the page, there is a footer with links: Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map. The footer also includes the text: ©2025 Commonwealth of Massachusetts.

Search for a PA Request

To search for a PA request, use one of the following methods.

1. Enter the PA tracking number or PA number.
2. Click Search.

Or:

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.

The screenshot shows the MassHealth Provider Online Service Center (POSC) homepage. The left sidebar contains a navigation menu with links to Home Services, Provider Search, Manage Batch Files, Manage Service Authorizations, Pre-Admission Screening, Prior Authorization (which is expanded to show Enter PA Request and Inquire/Maintain PA Request), Referrals, Request Transportation, Manage Correspondence and Reporting, Manage Members, and Manage Claims and Payments. The main content area is titled 'Inquire/Maintain PA Request' and 'Prior Authorization Search'. It includes fields for Tracking #, PA #, Member ID, Status, Requesting Provider, Assignment Code, and date range (From Date and To Date). A 'Search' button is at the bottom right. Red arrows highlight several fields: the Tracking # input field, the PA # input field, the Member ID input field, the Status dropdown, the Requesting Provider dropdown, the Assignment Code dropdown, the From Date input field, and the To Date input field. The 'Search' button is also indicated by a red arrow.

Welcome r

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

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- Home Services
- Provider Search
- Manage Batch Files
- ↓ Manage Service Authorizations
 - Pre-Admission Screening
 - ↓ Prior Authorization
 - Enter PA Request
 - Inquire/Maintain PA Request
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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
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	3	10	6	12/02/2025

Review Request

Review the request information on the **Base Information** panel. When you've 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.

- Home Services
- Provider Search
- Manage Batch Files
- ↓ Manage Service Authorizations**
- Pre-Admission Screening
- ↓ Prior Authorization**
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Inquire/Maintain PA Request

PA Information
Line Items
Attachments

Base Information

Tracking #	11	Expiration Date	12/02/2025
PA #		Classification	Standard
Status	In-review	PA Assignment	PHYSICIAN ADULT
MassHealth Last Modified	12/02/2025	MassHealth Last Viewed	

Member ID	10	Gender	Female
Member Name	B. [REDACTED]	Weight	0 lbs. 0 oz.
Member Address	1 [REDACTED]		
Member City, State, Zip Code	S. [REDACTED]		
Date of Birth	00/00/00		
Height	0 ft. 0 in.		

Requesting Provider Name	N. [REDACTED]
Requesting Provider NPI	1 [REDACTED]
Place of Service	C. [REDACTED]
Contact Name	H. [REDACTED]
Contact Phone	([REDACTED]

ICD Version	ICD-10	Secondary Diagnosis Code	
Primary Diagnosis Code		Date Update Received	12/02/2025
Date Received	12/02/2025		

Clinical Rationale

Comment

Close
Return to Search Results