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).

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

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.

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☰ MassHealth Provider Online Service Center (POSC)

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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 [IN REVIEW ⌄]

Requesting Provider [1   T ⌄]

Assignment Code [PHYSICIAN ADULT   ⌄]

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

From Date [   ] 📅   **To Date** [   ] 📅

[Clear]   [Search]

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		1 6	R L	12/02/2025

[Close]

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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.