



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

November 26, 2025

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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.

MassHealth Provider Online Service Center 1 of 5 JA-MMIS-Inquire PA Request_2026_01

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 displays the MassHealth Provider Online Service Center (POSC) interface. At the top, the header includes "Health and Human Services" and the "Mass.gov" logo. Below this is a navigation bar with links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" button. A welcome message "Welcome [Name]" is visible, 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 sidebar menu lists various services, with "Manage Service Authorizations" highlighted in green. Under this menu, "Prior Authorization" is also highlighted in green, and "Inquire/Maintain PA Request" is selected, indicated by a red arrow. Other menu items include "Home Services", "Provider Search", "Manage Batch Files", "Pre-Admission Screening", "Enter PA Request", "Referrals", "Request Transportation", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", "Manage Provider Information", "Administer Account", "Reference Publications", "News & Updates", and "Related Links".

The main content area shows the "Inquire/Maintain PA Request" panel, titled "Prior Authorization Search". It contains the following fields and options:

- A message: "You can enter the tracking number or the PA number to inquire about a specific Prior Authorization."
- Input fields for "Tracking #" and "PA #", separated by "OR".
- A section for "Enter the Member ID and Requesting Provider to search for the Prior Authorization." containing:
 - "Member ID" input field
 - "Status" dropdown menu
 - "Requesting Provider" dropdown menu
 - "Assignment Code" dropdown menu
- A section for "Enter a date range which encompasses the submission date of the Prior Authorization." with "From Date" and "To Date" input fields, each with a calendar icon.
- "Clear" and "Search" buttons at the bottom.

The footer contains copyright information "©2025 Commonwealth of Massachusetts" and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

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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- ↓ **Manage Service Authorizations**
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- ↓ **Prior Authorization**
- Enter PA Request
- **Inquire/Maintain PA Request**
- Referrals
- Request Transportation
- Manage Correspondence and Reporting
- Manage Members
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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

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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

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	106	RL	12/02/2025

Close

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.

December 2, 2025

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Inquire/Maintain PA Request

PA Information

Line Items

Attachments

Base Information

Tracking # 1128

Expiration Date

PA #

Classification Standard

Status In-review

PA Assignment PHYSICIAN ADULT

MassHealth Last Modified 12/02/2025

MassHealth Last Viewed

Member ID 10

Member Name B.

Member Address 1

Member City, State, Zip Code

Date of Birth 06

Gender Female

Height 0 ft. 0 in.

Weight 0 lbs. 0 oz.

Requesting Provider Name

Requesting Provider NPI

Place of Service C

Contact Name P.

Contact Phone ()

ICD Version ICD-10

Primary Diagnosis Code

Secondary Diagnosis Code

Date Received 12/02/2025

Date Update Received 12/02/2025

Clinical Rationale

Comment

Close

Return to Search Results

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