

NewMMIS Job Aid: Inquire on a Prior Authorization Request

Prior Authorization is a mechanism for the Executive Office of Health and Human Services (EOHHS) to review, assess, and approve, modify, or deny requests for certain elective non-emergency medical services prior to payment. Prior Authorization serves as a cost containment and utilization review mechanism for the Commonwealth, enabling payment for only those treatments and services that are medically necessary, appropriate, and cost effective.

This job aid describes how to:

- Inquire on a prior authorization to view the decision status
- Inquire on a prior authorization to view paid claims

Inquire on a Prior Authorization to View the Decision Status

In this section, you will inquire on a prior authorization request to see whether it has been approved, denied, modified, or deferred. In addition, you will:

- View the reason code
- View external text

Access Prior Authorization

On the MassHealth Member and Provider Services home page:

1. Click **Prior Authorization**.
2. Click **Information**. The Prior Authorization Search panel is displayed.

Search for the PA by Tracking Number

On the **Prior Authorization Search** panel:

3. Enter the **Tracking Number**.
4. Click **Search**.

Select Tracking Number

On the **Search Results** panel:

5. Click on the **Tracking #**. The Prior Authorization Information panel is displayed.

View General Details

On the **Prior Authorization Information** panel:

6. Review the general details for the prior authorization request.
7. Scroll down to the Prior Authorization Maintenance panel.

Select Line Item

On the **Prior Authorization Maintenance** panel:

8. Click **Line Item**. The Line Item panel is displayed.

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View Decision Status

On the **Line Item** panel:

9. View the status in the **Decision Status** column. The decision status indicates whether the PA request has been approved, deferred, modified, or denied.

Note: Reason codes are added for requests that have been denied, deferred, or modified.

10. Click on the **Line Item** to view the reason code.

View Reason Code

On the **Reason Code** panel:

11. View the **Reason Code** and well as the **Reason Description**.
12. To view the longer description, click on the **Reason Code**.

Note: If the request was denied, modified, or approved, you are able to view the external text that was included on the notice sent to the member and provider.

13. Scroll up to the Prior Authorization Maintenance panel.

Select External Text

On the **Prior Authorization Maintenance** panel:

14. Click **External Text**.

Select Line Item

On the **External Text** panel:

15. Click on the **Line Item**.

View Description

On the **External Text Maintenance** panel:

16. View the reason in the **Description** field.
17. Scroll up to the Prior Authorization Maintenance panel.
18. Click **Cancel All** to proceed.

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Inquire on a Prior Authorization to View Paid Claims

In this section, you will learn how to inquire on a prior authorization to see what amounts have paid on the claim.

Access Prior Authorization

On the MassHealth Member and Provider Services home page:

1. Click **Prior Authorization**.
2. Click **Information**. The Prior Authorization Search panel is displayed.

Search for the PA by Tracking Number

On the **Prior Authorization Search** panel:

3. Enter the **Tracking Number**.
4. Click **Search**.

Select Tracking Number

On the **Search Results** panel:

5. Click on the **Tracking Number**.

View PA Request

On the **Prior Authorization Information** panel:

6. Review general details for the prior authorization request.
7. Scroll down to Prior Authorization Maintenance.

Select Claims List

On the **Prior Authorization Maintenance** panel:

8. Click **Claims List**.

View Claim List

On the **Claim List** panel:

9. View the claims that have paid against the prior authorization as well as the dollars paid by ICN.

Note: To view a claim, search by ICN within the Claims functional area.

10. Click **Cancel All** to proceed.