

MMIS Job Aid: Inquire/Modify/Void a Prior Authorization Request

This job aid describes how to inquire on prior authorization (PA) request, via the Provider Online Service Center (POSC). If you wish to review PA notices, go to the POSC home page and click **Manage Correspondence and Reporting**, then select **View Notifications**.

This job aid describes how to:

- inquire on a prior authorization to view the decision status; and
- modify or void a prior authorization request.

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, voided, modified, or deferred. In addition, you will:

- View the reason code.
- View external text.

Access Inquire/Maintain PA Request

From the POSC home page:

1. Click **Manage Service Authorizations**.
2. Click **Prior Authorization**.
3. Click **Inquire/Maintain PA Request**. The **Prior Authorization Search** page displays.

Search for the PA Request by Tracking Number

On the **Prior Authorization Search** page:

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

*Note: If you do not have the **Tracking Number**, you can search for the PA by entering the **Member ID** associated with the request or other search criteria.

Select Tracking Number

On the **Search Results** page:

6. Click on the **Tracking Number of the desired request**. The **PA Information** tab, **Line Items** tab, and **Attachments** tabs display.

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View General Details

On the **PA Information** tab:

7. Review the general details of the PA request such as **Status** field. Note: This will only give you overall status of the request.
8. Select **Line Items** tab.

Select Line Items

On the **Line Items** tab:

9. Click **Line Items**. The Line Item tab displays.

View Decision Status

On the **Line Items** tab:

10. View the status in the **Decision Status** column. The decision status indicates whether the PA request has been approved, is in review, deferred, modified, or denied. This is the recommended way to check the status of a PA request.

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

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

View Reason Code

On the **Reason Code** page:

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

Click **Close** or **Return to Search Results**, when you are finished reviewing the data.

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Modify or Void a PA

On the **PA Information** tab:

14. View the **Status** field. PA **Status** must be **Submitted** to allow you to modify or void the PA.
15. To update the PA, click **Modify** button.
16. To void the PA, click **Void** button.

Note: If the **Modify** and **Void** buttons are not viewable, the PA is not in **Submitted** status (in other words it has been assigned to PA Unit staff). Please contact the PA Unit to void or modify these requests.

The **PA Confirmation** tab displays:

Confirm and Submit Modify or Void PA

On the **PA Confirmation** tab:

17. Verify the information is correct.
18. Click **Submit**. The Confirmation submit message display.
19. Review any messages and select checkbox to by-pass warning messages, if applicable.
20. Click **Submit**. **Prior Authorization Response** tab displays indicating you have successfully submitted modification or voided the request.

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Glossary of Terms

Adjudicate – There are header level PA statuses to tell where the PA request is in the process. Adjudicated means MassHealth has made a decision on the PA and that all lines have been finalized. Finalized is when all line statuses are cancelled, approved, modified, or denied. When the PA is adjudicated, a letter is sent to the member (with right to appeal for denied or modified lines), and provider.

Status – Indicates where the request is in the process of being reviewed and adjudicated. Status options:

Additional Information Received – Indicates information has been received that was missing from the original request.

Adjudicated – Indicates PA review has been completed

Approved – Request is approved by MassHealth. A PA letter is generated and sent to the member and provider.

Cancelled by Provider – Status used for all lines when Provider Voids the PA Request.

Note: provider can only void a PA while the PA is in Ready for Review status.

Deferred – Request has been deferred due to an incomplete submission or lack of documentation to support medical necessity. A PA letter is generated and sent to the member and provider to afford an opportunity to submit the incomplete or missing documentation.

Denied – Request has been denied by MassHealth. A PA letter is generated and sent to the member (with right to appeal), and to the provider.

In Process – Request has only been saved, and has not been submitted to MassHealth for review.

In Review – Request has been submitted by provider and assigned to a MassHealth reviewer.

Modified – Request has been altered by MassHealth reviewer either in adjudicating or as an adjustment requested by the provider. A PA letter is generated and sent to the member (with right to appeal), and to the provider.

Submitted – Request has been submitted, and **Ready for Review**, but has not been assigned to MassHealth reviewer.

Void – Request has been voided by MassHealth. A PA letter is not generated.

Tracking Number – Number assigned to PA request prior to MassHealth review.

Transmission Code – Method by which provider transmits attachment to MassHealth. There are six code options:

Available on Request at Provider Site

By Fax

By Mail

Electronically Only

Email

Voice