This job aid describes how to resubmit a prior authorization (PA) request that is in a cancelled status.

When you resubmit a previously submitted PA request that is now in a cancelled status, send an e-mail to the

Prior Authorization Unit informing them of your resubmission. Include in the e-mail the tracking number of the

previous PA. This will alert the Prior Authorization Unit that the new request replaces a cancelled request and is

not a duplicate request. In addition, the resubmitted request must contain a comment in the comment field that

explains the changes (for example, new attachment or line item change, such as a change in date of service,

size, or procedure code).

Access a Prior Authorization

On 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 displays.

On the Prior Authorization Search panel:

4. Enter either the Tracking # or the PA #.

5. Click Search. The Prior Authorization Search Results panel displays.

On the Prior Authorization Search Results panel:

6. Click the Tracking number of the request. The List of Line Items panel displays.

Add a New Line

On the List of Line Items panel:

7. Click New Item to add a line item (to replace the line item that was cancelled). Depending on the existing

PA type, either the Durable Medical Equipment Details panel, the Therapy Services Details panel, or

the Basic Medical Details panel display. All of these panels work the same way.

For example, on the Basic Medical Details panel:

8. Enter the Procedure Code.

9. Enter the Requested Effective Date.

10. Enter the Requested End Date.

11. Enter the number of Requested Units.

12. Click Add.

Attach to a Prior Authorization

On the List of Line Items panel:

13. Click the Attachments tab.

On the List of Attachments panel:

14. Click New Item. The Attachment Details panel displays.

Attach to a Prior Authorization - continued

On the Attachment Details panel:

15. Select the Report Type from the drop-down list.

16. Select the Transmission Code from the drop-down list.

17. Enter the Control Number.

18. Enter a brief description or comment in the Description field.

19. Click Browse. The Open window displays.

20. Navigate to the file you want to attach and click Open.

21. Click Add/Upload.

Re-submit a Previously-Submitted Prior Authorization

On the Confirmation panel:

23. Review the request to make sure it is correct.

24. Click Submit.

Submit Request

25. The Prior Authorization Response panel displays, indicating the request was successfully submitted.

Review the request information to ensure that it is correct.

22. Click the Confirmation tab.

NewMMIS Job Aid: Resubmit a Prior Authorization that is in a

Cancelled Status

MassHealth Provider Online Service Center 1 of 2 August 3, 2010

v1.1

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/7