

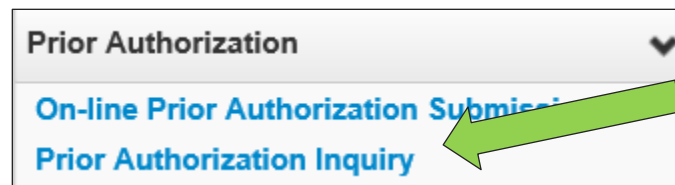


Prior Authorization

Check the status of an authorization
using the ProviderOne portal

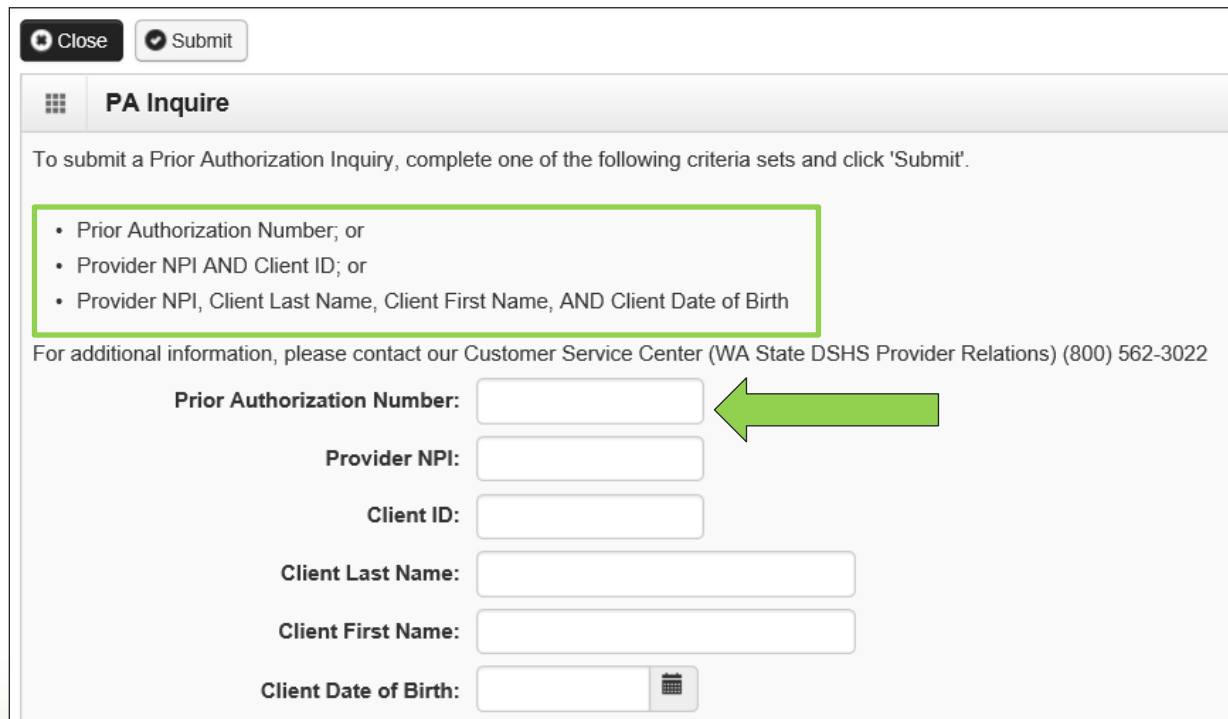
Checking the status of your PA request

- To check the status of your authorization request, click the **Prior Authorization Inquiry** hyperlink on the provider portal.



Checking the status of your PA request

- Enter the authorization number in the **Prior Authorization Number** field, or use one of the criteria noted on the PA Inquire screen.



The screenshot shows a web form titled "PA Inquire". At the top left are "Close" and "Submit" buttons. Below the title is a grid icon and the text "PA Inquire". A paragraph of instructions follows: "To submit a Prior Authorization Inquiry, complete one of the following criteria sets and click 'Submit'." A green-bordered box highlights three bullet points: "• Prior Authorization Number; or", "• Provider NPI AND Client ID; or", and "• Provider NPI, Client Last Name, Client First Name, AND Client Date of Birth". Below this is contact information: "For additional information, please contact our Customer Service Center (WA State DSHS Provider Relations) (800) 562-3022". The form contains several input fields: "Prior Authorization Number:" (with a green arrow pointing to it), "Provider NPI:", "Client ID:", "Client Last Name:", "Client First Name:", and "Client Date of Birth:" (with a calendar icon).

Checking the status of your PA request

- If you just entered your PA request, the status will show as “Error” by default. No action is needed by the provider.
- Please see the next slide for definitions of all other status options.

Close
Add Attachment

PA Utilization

| | |
|---|---|
| Authorization #: 100617986 Client ID: 999999998WA Service: Dentures Request Date: 2017-10-25 Service Start Date: 2017-10-25 Requestor ID: 1801231717 | Authorization Status: Error Client Name: Client, Pseudo Organization: PA - DENTAL Last Updated Date: 2017-10-25 Service End Date: 2018-01-25 Requestor Name: Test FAOI |
|---|---|

Service List

| Line # | Modified Date | Servicing Provider ID | Code | Claim Type | Modifier1 | ToothNum | ToothSurf | Quad | From Date | To Date | Request Amount | Request Units | Auth Amount | Auth Units | Used Amount | Used Units | Status |
|--------|---------------|-----------------------|-------|------------|-----------|----------|-----------|------|------------|------------|----------------|---------------|-------------|------------|-------------|------------|--------|
| 1 | 10/25/2017 | 1801231717 | D5120 | | | | | | 10/25/2017 | 01/25/2018 | 0 | 1 | 0 | 0 | 0 | 0 | Error |

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

Authorization status

- Below is a list of the different statuses you may see on your PA request:

| Error | Definition |
|-----------------|---|
| Error | There is an error in ProviderOne that will be cleared once the request is worked. No action needed by the provider. |
| Requested | The authorization has been requested and received. |
| In review | The authorization request is currently being reviewed. |
| Cancelled | The authorization request has been cancelled. |
| Pended | Additional information has been requested from the provider. |
| Referred | The authorization request has been forwarded to a second level reviewer. |
| Approved/hold | The request is approved but additional information is necessary before the authorization can be released for billing. |
| Approved/denied | The authorization request is partially approved with some services denied. |
| Rejected | The authorization request was returned as incomplete. |
| Approved | The authorization has been approved. |
| Denied | The authorization has been denied. |

What do I do if I need help?

Helpful information and resources located on the Prior Authorization [webpage](#).

Toll-Free 1-800-562-3022:

Medical equipment (ME): ext. 15466

Hours: Tuesday through Thursday 8:00a.m. - 12:00p.m.

Medical: ext. 15471

Hours: Tuesday through Thursday 8:00a.m. - 12:00p.m..

Comagine: ext. 52018

Hours: Tuesday through Thursday 8:00a.m. - 12:00p.m.

Dental: ext. 15468

Hours: Tuesday through Thursday 8:00a.m. - 12:00p.m.