ProviderOne Provider System User Manual

Submitting and Managing Prior Authorizations

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Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between DSHS and Medical Assistance providers. The Core Provider Agreement's terms and conditions incorporate federal laws, rules and regulations, state law, DSHS rules and regulations, and DSHS program policies, numbered memoranda, and billing instructions, including this Guide.

Providers must submit a claim in accordance with the DSHS rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls."

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Submitting and Managing Prior Authorizations

Using ProviderOne to Submit Prior Authorization Request

The following ProviderOne tasks are covered in this section:

- Submitting a Prior Authorization Request

- Tracking and Viewing Existing Prior Authorizations

- Adjusting a Prior Authorization

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Submitting a Prior Authorization Request

The high-level steps for submitting an on-line Prior Authorization request using ProviderOne are as follows:

- Launch the PA Request List
- Initiate a new Prior Authorization request.
- Select the Organization.
- Enter Requestor and Client information.
- Enter Diagnosis information.
- Enter Service Review information.
- Enter Service Provider information.
- Enter Procedures information.
- Complete the Request Navigator form.
- Submit the request.

If you decide to cancel the request before submitting it for review:

- To cancel the request and return to the PA Request List page, click the Cancel button at any time in the process. All data previously entered for this authorization will be discarded.

If you need to exit and return later without losing the data already entered:

- Clicking the Finish button prior to Enter Procedures Information will save all information entered and create an Authorization Request with a status of Entering.
- Authorizations with a status of Entering can be edited.

Submitting the request for review by DSHS:

- Clicking the Finish button anytime after completing the Enter Procedures Information page will change the status of the Prior Authorization Request to Requested.
- Authorizations with a status of Requested are considered complete and ready for review; they can be viewed but not edited.

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Launch the PA Request List

From the Provider Portal click the On-line Prior Authorization Submission link.
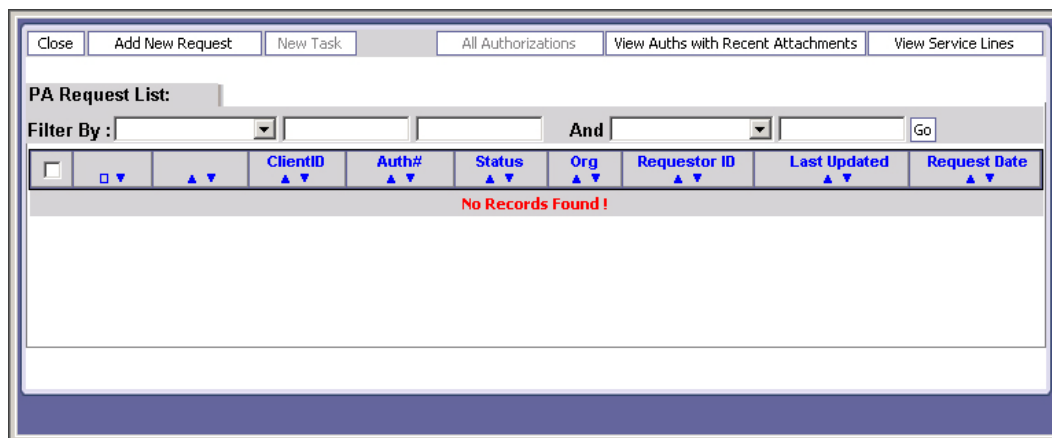

ProviderOne launches the PA Request List.
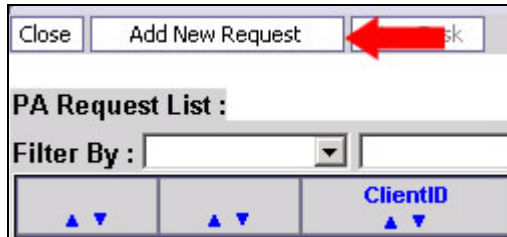

Figure 1 – PA Request List

About the PA Request List

- The PA Request List displays all authorizations submitted under your Provider ID.

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Initiate a New Prior Authorization Request

From the PA Request List, click the Add New Request button.

ProviderOne launches the Organization Selection form.

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Selecting the Organization Unit
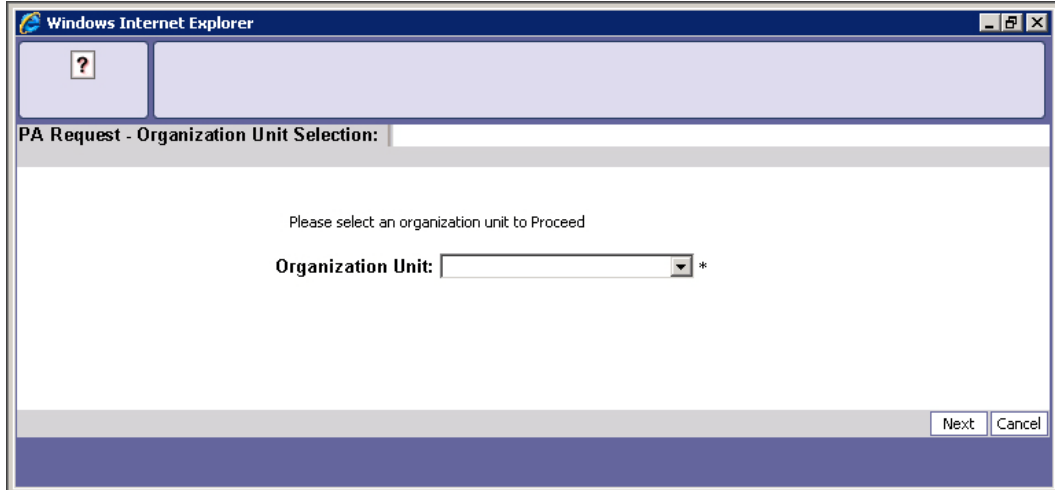
Figure 2 – PA Request – Organization Unit Selection

About the PA Request – Organization Unit Selection Form

■ ProviderOne will pre-populate the Organization drop-down selection list.
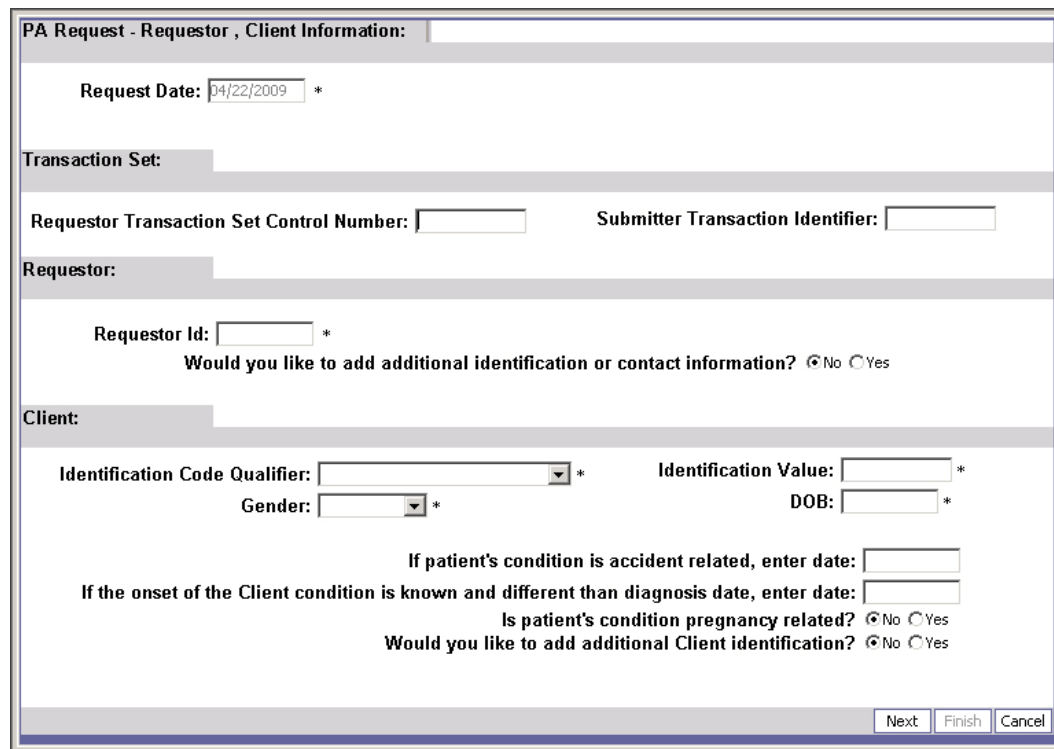
Select the Organization from the drop-down list and Click the Next button.

ProviderOne displays the PA Request – Requestor, Client Information form.

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Entering Requestor and Client information

Figure 3 - PA Request - Requestor, Client Information

About the PA Request – Requestor, Client Information Form

- Additional pop-up forms will appear depending on how questions are answered on this form.

- ProviderOne automatically fills in the Request Date with today's date. This date cannot be changed by the requestor.

- Transaction set information is optional and is for requestor use. ProviderOne will capture and store this information as part of the Prior Authorization request.

- ProviderOne automatically generates the Requestor Id from your login information.

- If the onset of the client's condition is known and is different from the current date, enter the onset date. This date must be a date earlier than the current date.

After completing the PA Request – Requestor, Client Information form, click the Next button.
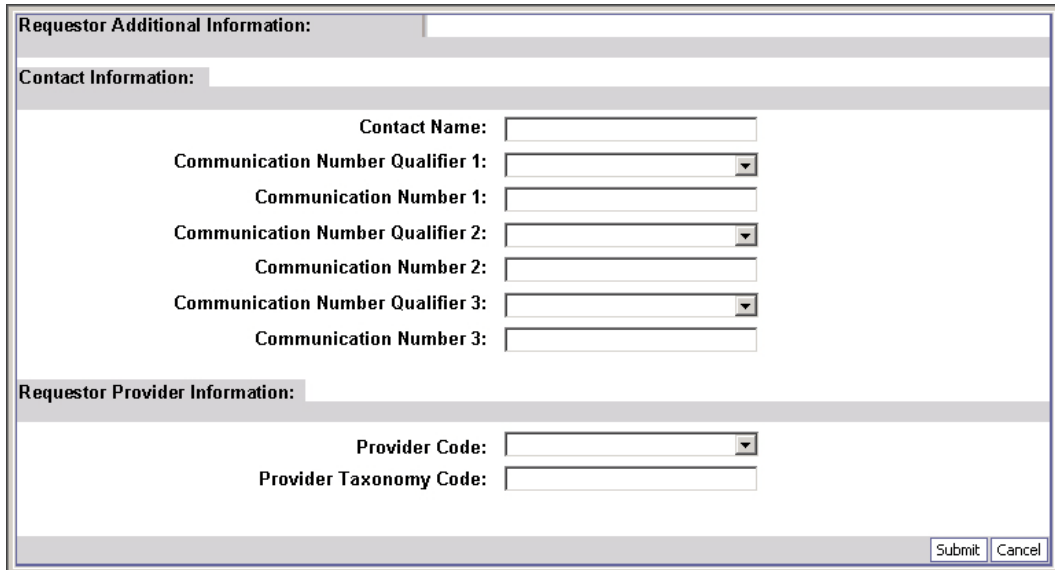
ProviderOne validates the information entered, assigns an Authorization Number (Auth#) to the request, sets the status of the Authorization Request to Entering and launches the Diagnosis Information List.

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Would you like to add additional requestor identification or contact information?

Answering Yes to this question displays the Requestor Additional Information form.

Requestor Additional Information:	
Contact Information:	
Contact Name:	
Communication Number Qualifier 1:	
Communication Number 1:	
Communication Number Qualifier 2:	
Communication Number 2:	
Communication Number Qualifier 3:	
Communication Number 3:	
Requestor Provider Information:	
Provider Code:	
Provider Taxonomy Code:	
	Submit Cancel

Figure 4 - Requestor Additional Information
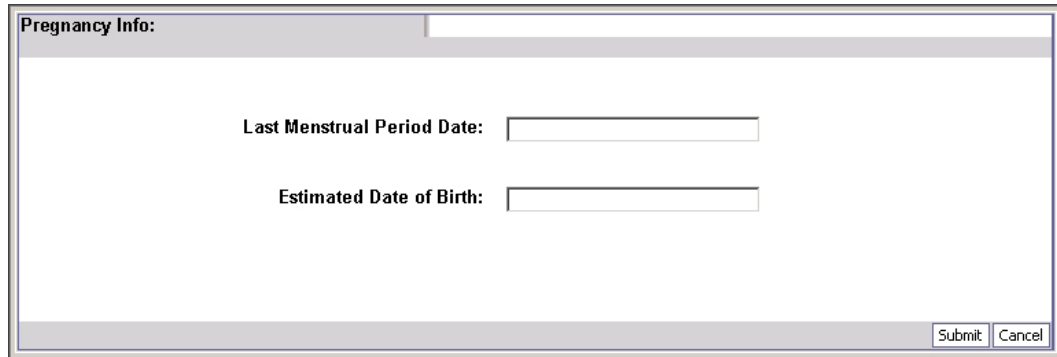
After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Is the patient's condition pregnancy related?

Answering Yes to this question displays the Pregnancy Info form.

Pregnancy Info:	
Last Menstrual Period Date:	
Estimated Date of Birth:	
	Submit Cancel

Figure 5 - Pregnancy Info

About the Pregnancy Info Form

- The Last Menstrual Period Date must be earlier than today's date.
- The Estimated date of birth must be later than today's date.
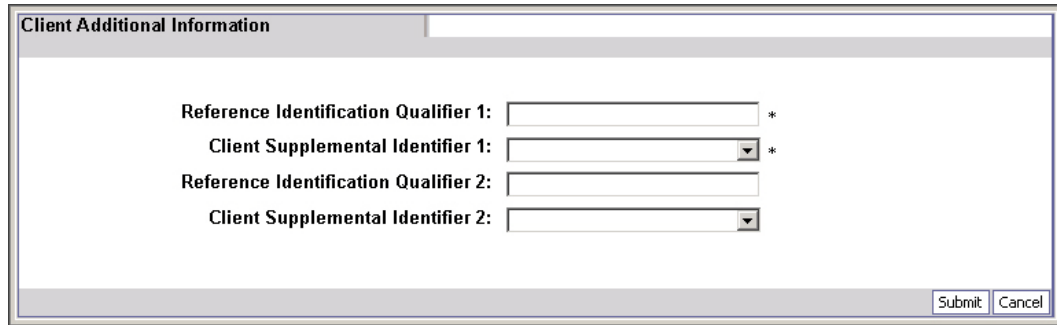
After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Would you like to add additional Client identification?

Answering Yes to this question displays the Client Additional Information form.

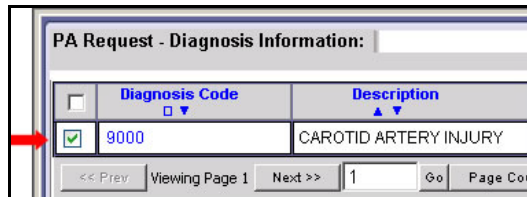| Client Additional Information	
Reference Identification Qualifier 1:	[＿＿＿＿＿＿＿＿] *
Client Supplemental Identifier 1:	[＿＿＿＿＿＿▼] *
Reference Identification Qualifier 2:	[＿＿＿＿＿＿＿＿]
Client Supplemental Identifier 2:	[＿＿＿＿＿＿▼]
	Submit Cancel
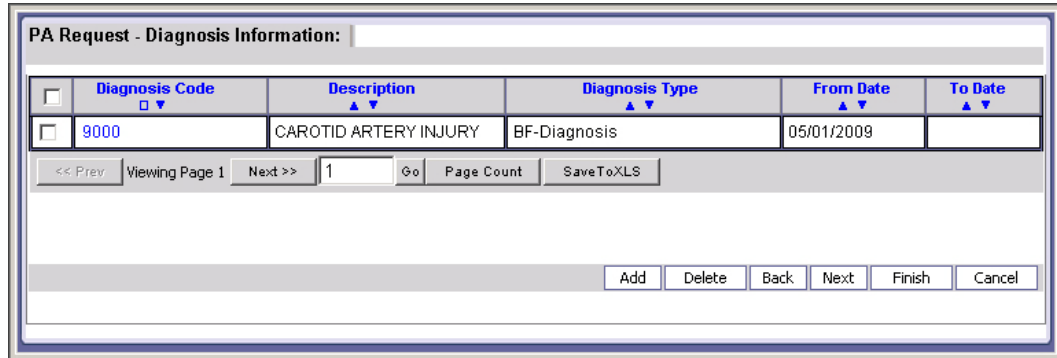
Figure 6 – Client Additional Information

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Entering Diagnosis Information

	Diagnosis Code ▲ ▼	Description ▲ ▼	Diagnosis Type ▲ ▼	From Date ▲ ▼	To Date ▲ ▼
☐	9000	CAROTID ARTERY INJURY	BF-Diagnosis	05/01/2009	

PA Request - Diagnosis Information:

<< Prev | Viewing Page 1 | Next >> | 1 | Go | Page Count | SaveToXLS

Add | Delete | Back | Next | Finish | Cancel

Figure 7 – PA Request – Diagnosis Information

About the PA Request – Diagnosis Information List

- When entering this page for the first time, the Diagnosis Codes list will be empty.
- You must enter one, and only one, Diagnosis Code to proceed.

Once you have finished adding a diagnosis code, click the Next button.

ProviderOne displays the PA Request – Service Review Information form.

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Adding a Diagnosis Code

From the PA Request – Diagnosis Information List, click the Add button.

ProviderOne displays the Diagnosis Codes form.
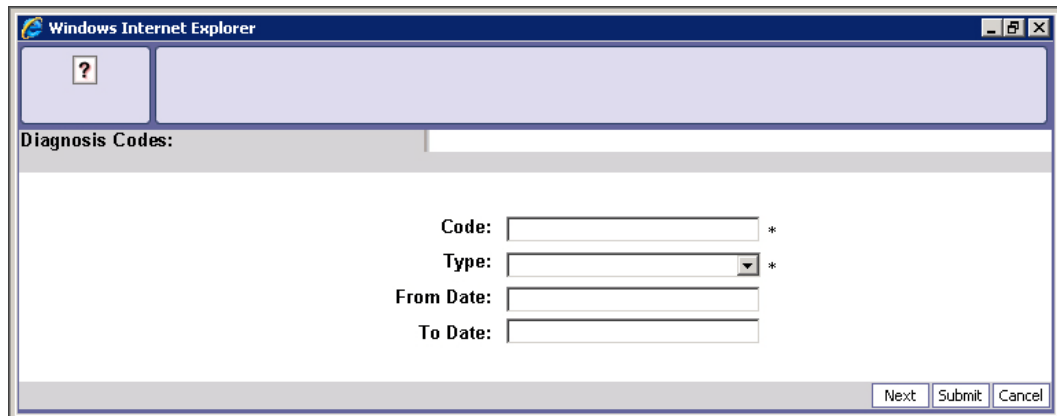
Figure 8 – Diagnosis Codes

About the Diagnosis Codes Form

- Enter the From Date and To Date only if the diagnosis date is known, otherwise leave the fields blank.

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Deleting a Diagnosis Code

From the PA Request – Diagnosis Information List, check the Diagnosis Code to be deleted and click the Delete button.

Modifying a Diagnosis Code

From the PA Request – Diagnosis Information List, click the hyperlink located in the Diagnosis Code column.

ProviderOne displays the Diagnosis Codes form.
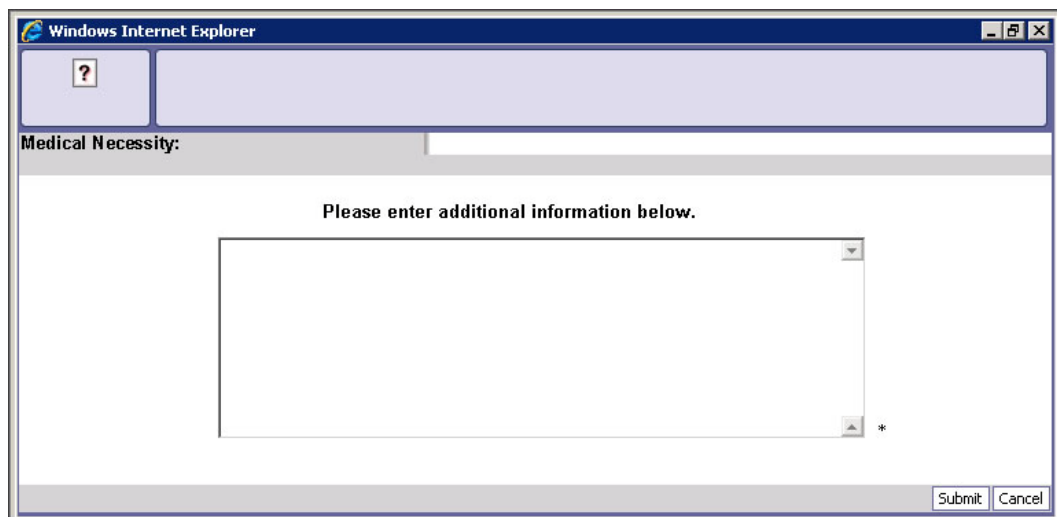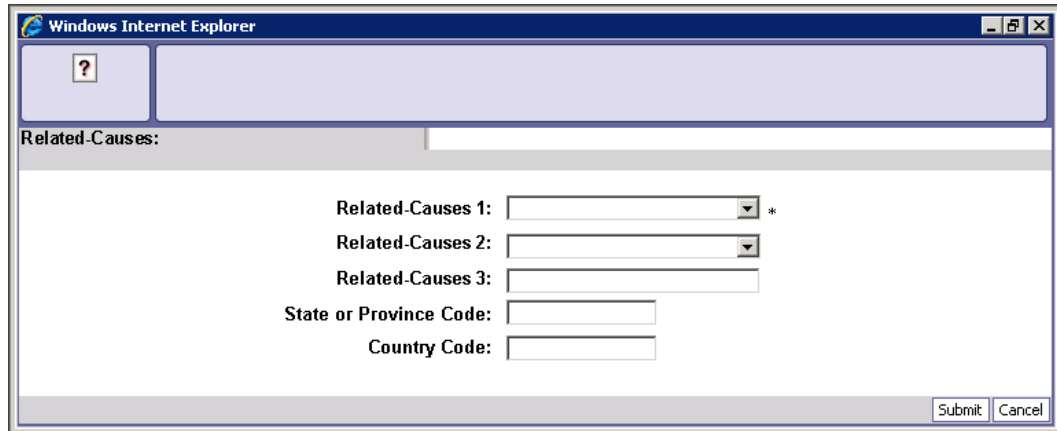
After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Entering Service Review Information

Figure 9 - PA Request – Service Review Information

About the PA Request – Service Review Information Form

- A Prior Authorization may include one service type.

- Based on your answers to the questions shown on this page, ProviderOne may open additional forms.

- The Previous Certification Identifier field is required if this PA Request is associated with a prior request. Enter the associated Prior Authorization # here.

- Select a Level of Service when the service being requested would not be authorized unless the client's condition is Urgent or due to an Emergency.

- If you do not know the procedure codes use the Remarks field to provider details of the service information.

Once you have finished filling out this form, click the Next button.

ProviderOne checks the information entered and displays error messages if there are any problems. If no errors exist, ProviderOne displays the PA Request – Service Provider List.

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Would you like to add more service information?

Answering Yes to this question displays the Service Additional Identification form.
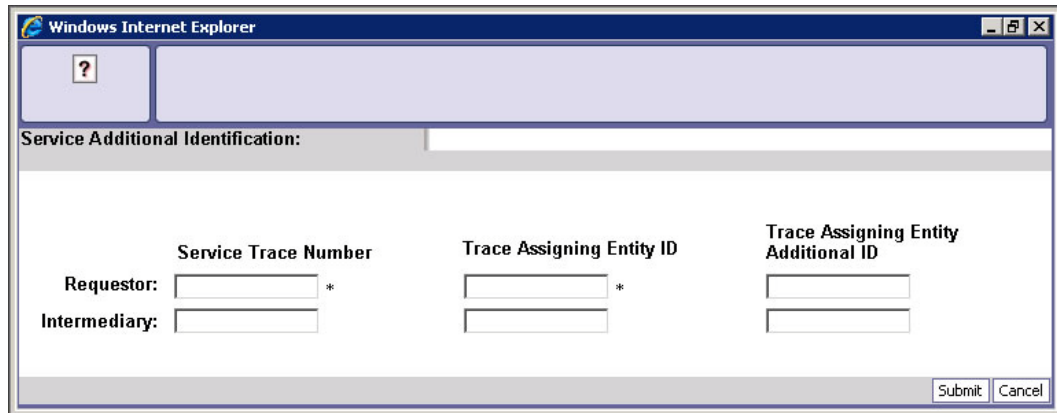
Figure 10 - Service Additional Identification

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

Has medical necessity information been sent?

Answering No to this question displays the Medical Necessity form.

Figure 11 - Medical Necessity

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Is patient's condition accident, employment, or third-party related?

Answering Yes to this question displays the Related-Causes form.

Figure 12 - Related-Causes

About the Related-Causes Form

■ State or Province Code and Country Code are used to designate the location of an auto accident that occurred outside the state or country.

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Entering Service Provider Information
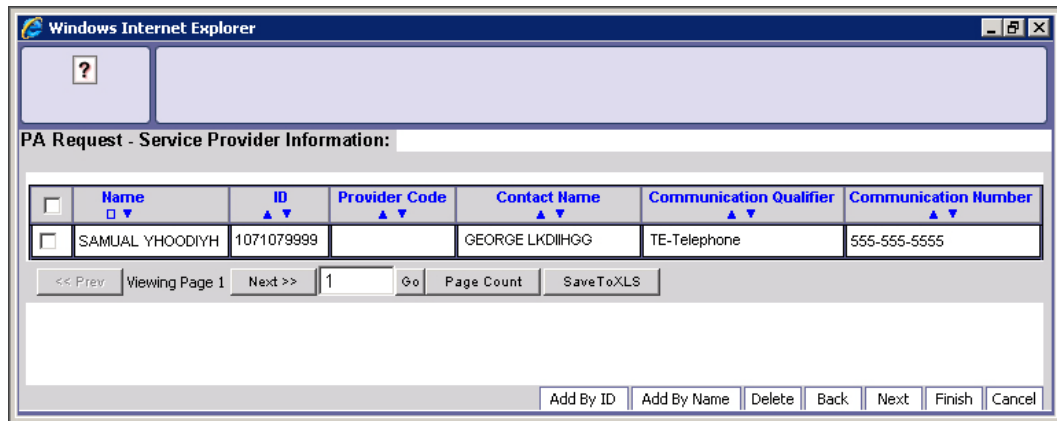
Figure 13 - PA Request – Service Provider Information

About the PA Request – Service Provider Information List

■ The first time this page displays the list of providers will be empty.

■ At least one Provider must be added - up to three can be added.

■ Servicing Providers must be enrolled for the Prior Authorization to be issued.

When you have finished adding Service Providers to the list, click the Next button to proceed.

ProviderOne checks the information entered and displays error messages if there are any problems. If no errors exist, ProviderOne displays the PA Request – Procedures Information List.

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Adding a Service Provider by ID
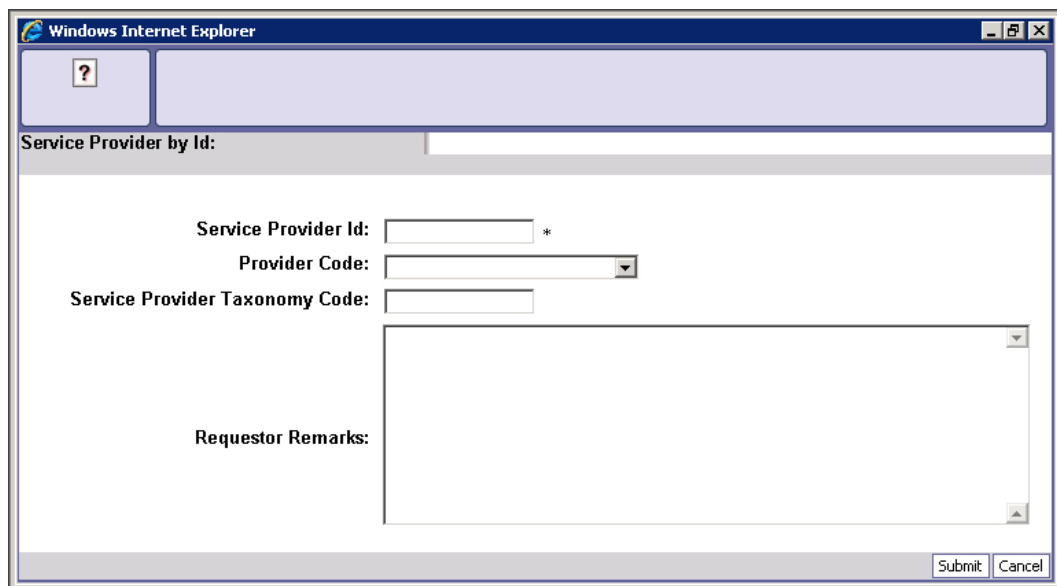
Use this option when the Servicing Provider ID is known.

Click the Add by ID button.

| Add By ID | Add By Name | Delete | Back | Next | Finish | Cancel |

ProviderOne displays the Service Provider by ID form.

Figure 14 – Service Provider by Id

About the Service Provider by Id Form

■ Providers added using this method must be enrolled. If the Provider is not enrolled, ProviderOne will display an error message.

■ If the Provider is enrolled, ProviderOne will retrieve details about the Provider.

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Adding a Service Provider by Name

Use this option when the Servicing Provider ID is not known.
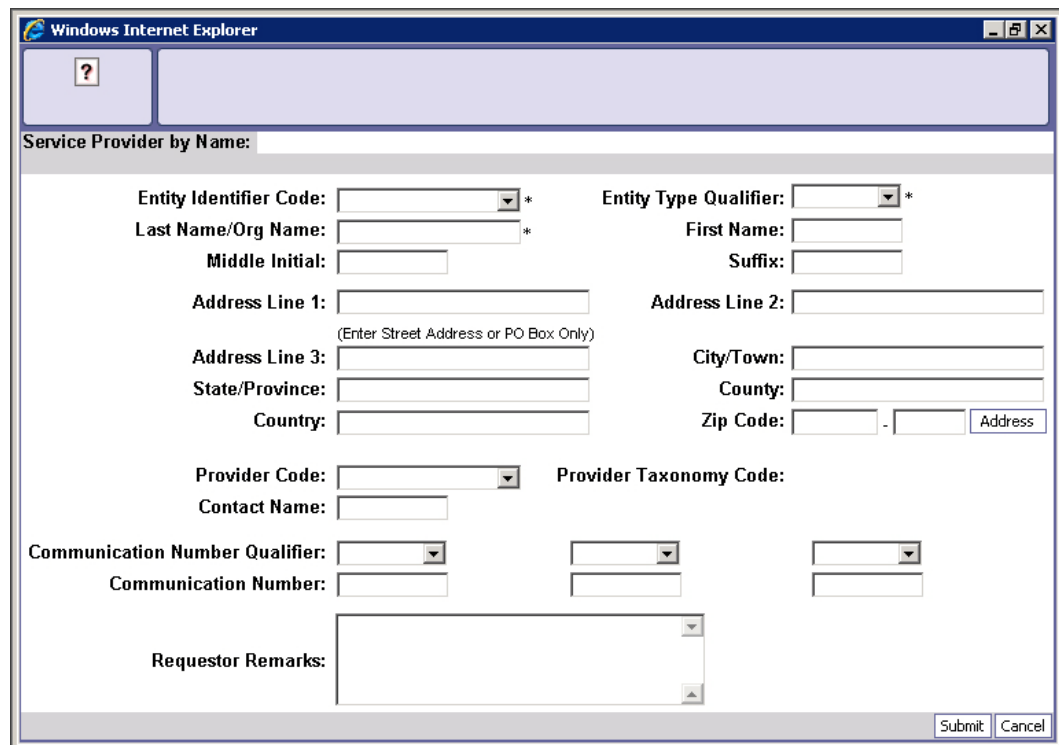
Click the Add by Name button.

| Add By ID | Add By Name | Delete | Back | Next | Finish | Cancel |

ProviderOne displays the Service Provider by Name form.

Figure 15 – Service Provider by Name

About the Service Provider by Name Form

- The Servicing Provider's ID will be added by the DSHS Decision Maker during the decision making phase.

- ProviderOne will not attempt to validate the information entered on this form.
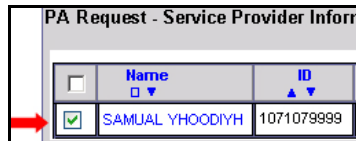
After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Deleting a Servicing Provider Entry

From the PA Request – Service Provider Information List, check the Service Provider to be deleted and click the Delete button.
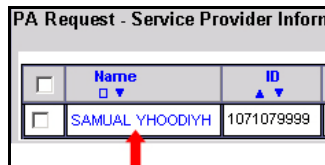
Modifying a Service Provider Entry

From the PA Request – Service Provider Information List, click the hyperlink in the Name column.
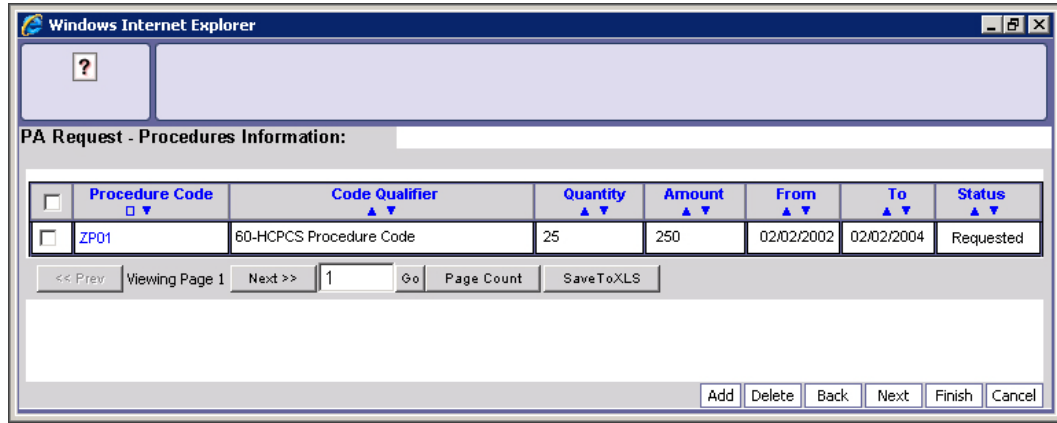
ProviderOne displays either the Provider by Name or Provider by ID form.

After completing the form, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Entering Procedures Information

Figure 16 – PA Request – Procedures Information

About the PA Request – Procedures Information List

- The first time this page displays the Procedure Codes list will be empty.
- At least one Procedure Code must be added - up to 12 Procedure Codes can be added.
- Once this page is submitted, the Procedure Codes shown in the list cannot be deleted or modified.

> **IMPORTANT**: Clicking the Finish button will save all information, close the page and return you to the PA Request List. The authorization will have a status of **Requested** and can no longer be edited.

When you have finished adding items to the list, click the Next button to proceed.

ProviderOne will compare the Procedure Codes entered with the list of Service Providers entered in the previous step. Discrepancies will cause an error or warning message to appear. If no errors exist, ProviderOne displays the PA Request – Request Navigator List.

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Adding a Procedure Code

From the PA Request – Procedures Information list, click the Add button.

ProviderOne displays the Procedure Codes form.
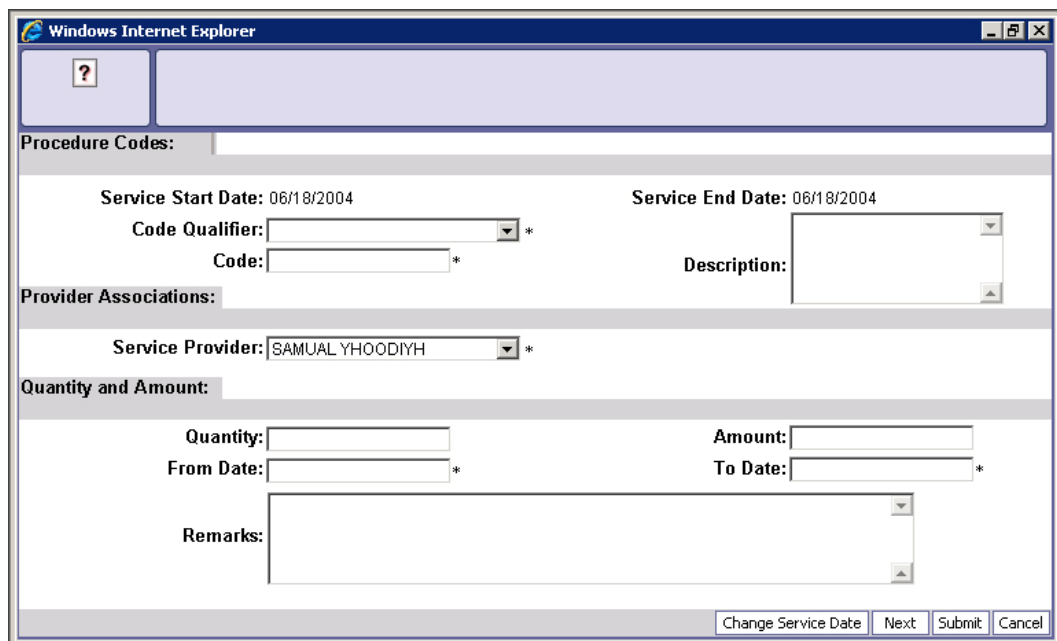
Figure 17 – Procedure Codes

Click the Next button to add more than one Procedure Code. When you have finished entering all Procedure Codes, click the Submit button to save the information and close the form or click the Cancel button to close the window without saving.

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Deleting a Procedure Code

From the PA Request – Procedures Information list, check the Procedure Code to be deleted and click the Delete button.

Modifying a Procedure Code

From the PA Request – Procedures Information list, click the hyperlink in the Procedure Code column.

ProviderOne displays the Procedure Codes form.

After completing your modifications, click the Submit button to save your changes and close the form.

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Completing the Request Navigator Form

Figure 18 – PA Request – Request Navigator

Place checks next to the questions that apply to the Prior Authorization Request being submitted.
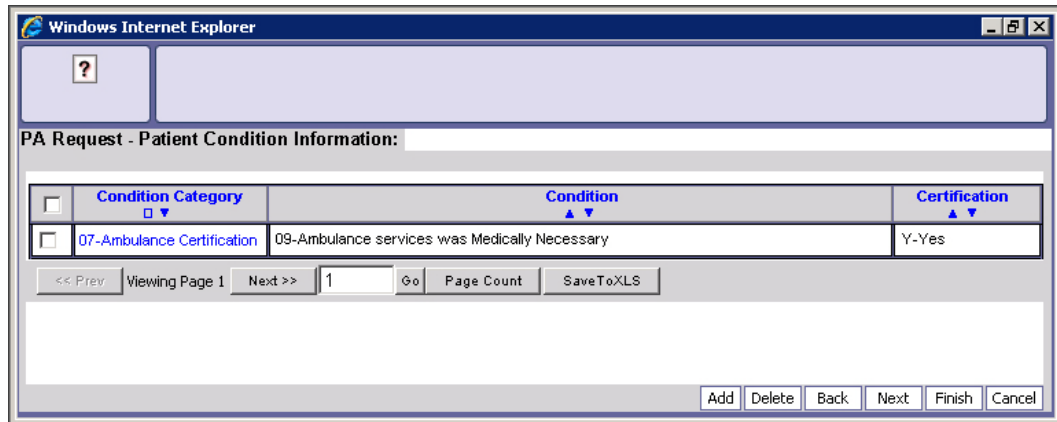
After clicking the Next button ProviderOne will display entry forms for each of the questions you checked. These forms will display one after another until finished.

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Would you like to add additional patient condition information?

Checking this question displays the PA Request – Patient Condition Information list.

Figure 19 – PA Request – Patient Condition Information

About the PA Request – Patient Condition Information List

- This list will be empty the first time it is displayed.
- If this page is displayed, at least one condition must be added.
- Up to six conditions can be added.
- Prior to submitting the PA Request, conditions listed here can be modified or deleted.

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
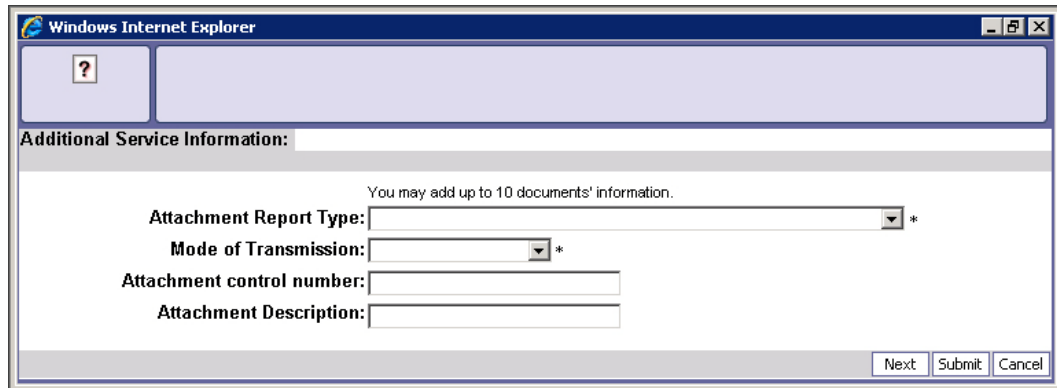
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

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Adding a Patient Condition

From the PA Request – Patient Condition Information list, click the Add button.

ProviderOne displays the Patient Condition Information form.

Figure 20 – Patient Condition Information

Click the Next button to add another Condition or, if you are finished adding Conditions, click the Submit button to save the information and close the form.

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Deleting a Patient Condition

From the PA Request – Patient Condition Information list, check the Patient Condition to be deleted, and click the Delete button.

Modifying a Patient Condition

From the PA Request – Patient Condition Information list, click the hyperlink in the Condition Category column.

ProviderOne displays the Patient Condition Information form.
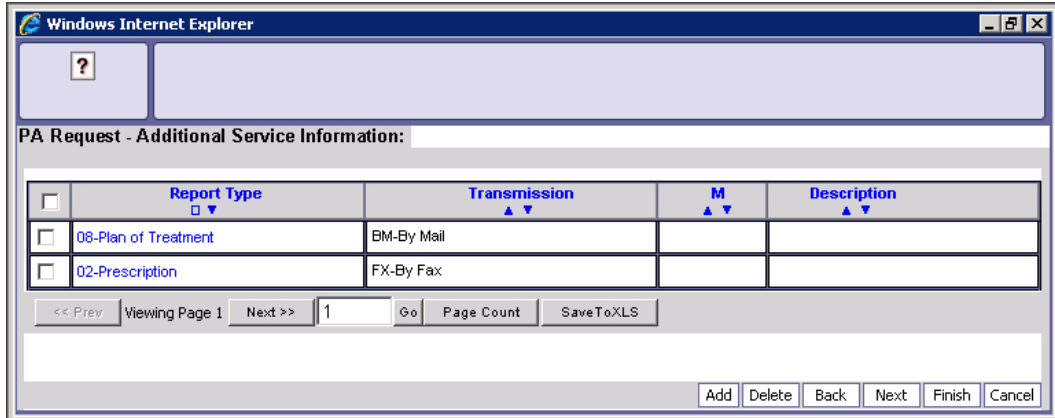
When your are finished with your modifications, click the Submit button to save your changes and close the page.

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Are you sending additional service information?

Checking this question displays the Additional Service Information list.

Figure 21 – PA Request – Additional Service Information

About the PA Request – Additional Service Information List

- The first time this list displays it will be empty.
- Up to 10 reports can be added.

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.

ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Adding an Additional Service Report

To add one or more additional services, click the Add button.

ProviderOne displays the Additional Service Information form.

Figure 22 – Additional Services Information

After filling out this form, click the Next button to add another Report or, if you are finished adding Reports, click the Submit button to save the information and close the form.

Deleting a Service Information Report

From the PA Request – Additional Service Information list, check the Report to be deleted and click the Delete button.

	Report Type □ ▼	Transmission ▲ ▼
☐	08-Plan of Treatment	BM-By Mail
☑	02-Prescription	FX-By Fax

PA Request - Additional Service Information:

| Add By ID | Add By Name | Delete | Back | Next | Finish | Cancel |

Modifying a Service Information Report

From the PA Request – Additional Service Information list, click the hyperlink in the Report Type column.

PA Request - Additional Service Information:

	Report Type □ ▼	Transmission ▲ ▼
☐	08-Plan of Treatment	BM-By Mail
☐	02-Prescription	FX-By Fax

ProviderOne displays the Additional Service Information form.
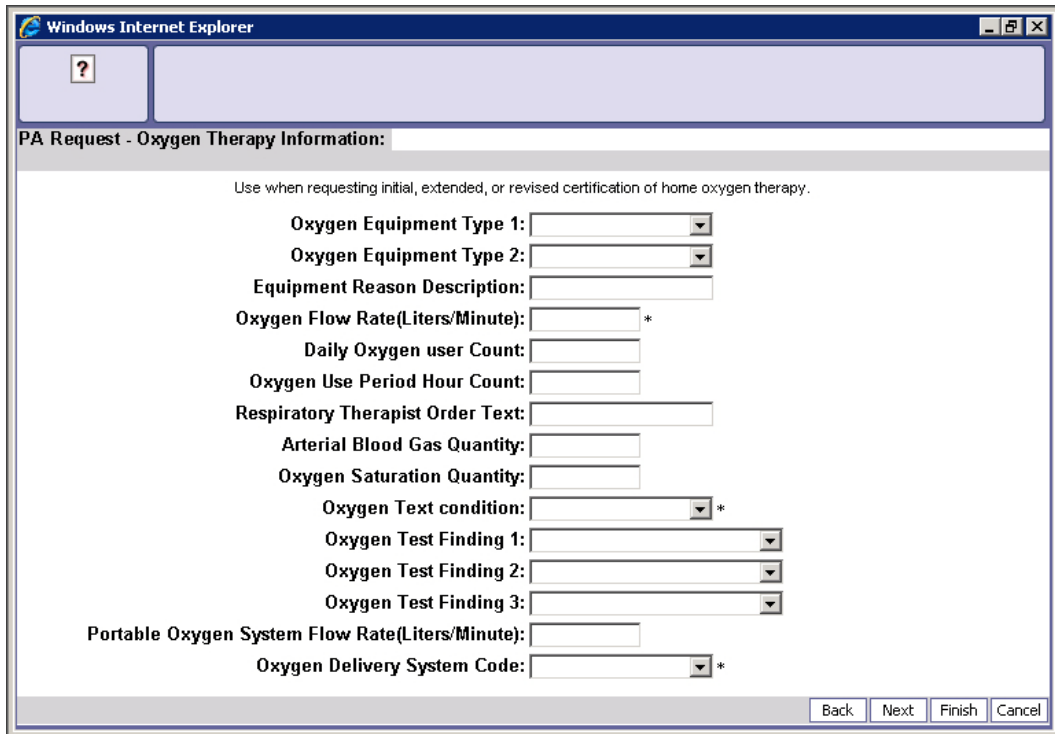
When are finished modifying the information, click the Submit button to save your changes and close the form.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Are you requesting home oxygen therapy?

Checking this question displays the PA Request – Oxygen Therapy Information form.

Figure 23 – PA Request – Oxygen Therapy Information

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
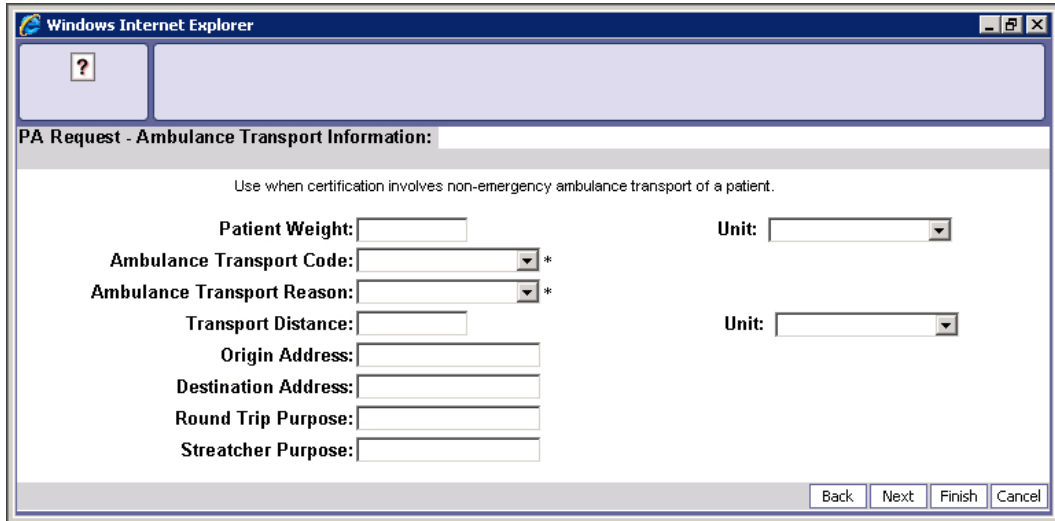
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Does the patient require non-emergency ambulance transport certification?

Checking this question displays the PA Request – Ambulance Transport Information form.

Figure 24 - PA Request – Ambulance Transport Information Form

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
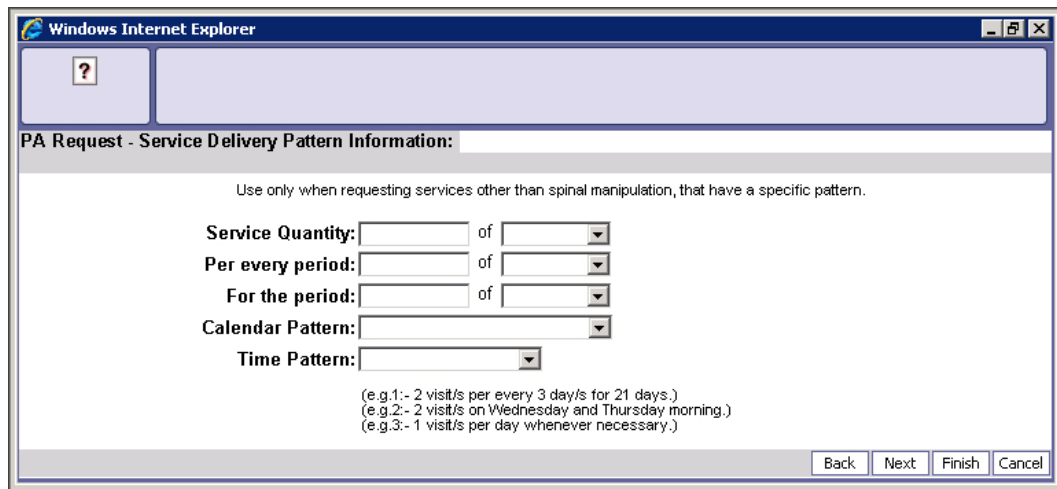
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Do the services requested have a specific pattern of delivery or usage?

Checking this question displays the PA Request – Service Delivery Pattern Information form.

Figure 25 - PA Request - Service Delivery Pattern Information

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
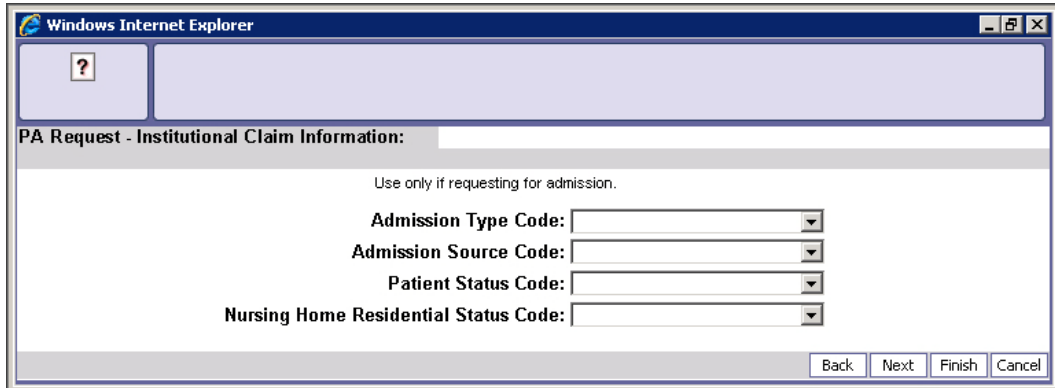
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Are you requesting certification for admission?

Checking this question displays the PA Request – Institutional Claim Information form.

Figure 26 - PA Request – Institutional Claim Information

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
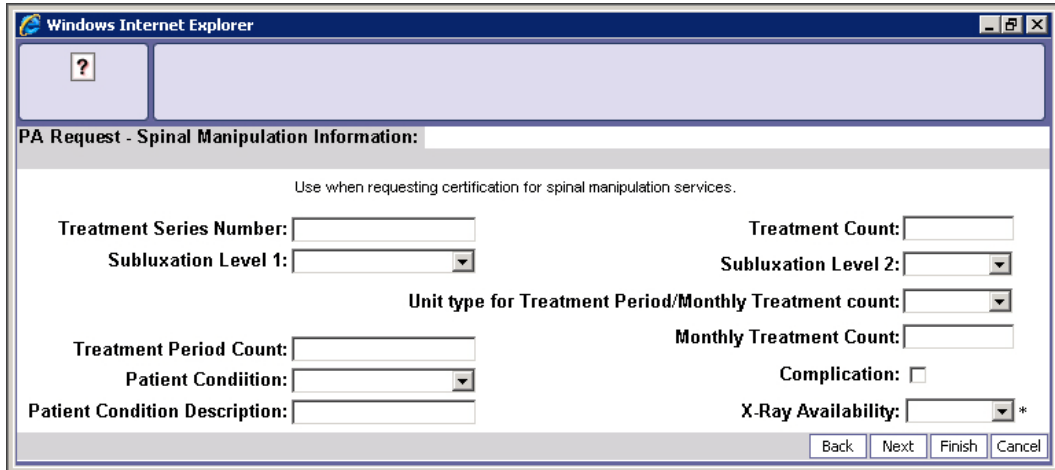
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

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Are you requesting approval of spinal manipulation services?

Checking this question displays the PA Request – Institutional Claim Information form.

Figure 27 - PA Request – Spinal Manipulation Information Form

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.

ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

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Are you requesting home health care, private duty nursing, or services by a nurses agency?

Checking this question displays the PA Request – Institutional Claim Information form.

Figure 28 - PA Request – Home Health Care Information Form

After filling out this form, click the Next button to proceed to the next page in the sequence, or click the Finish button to submit the PA Request for review.
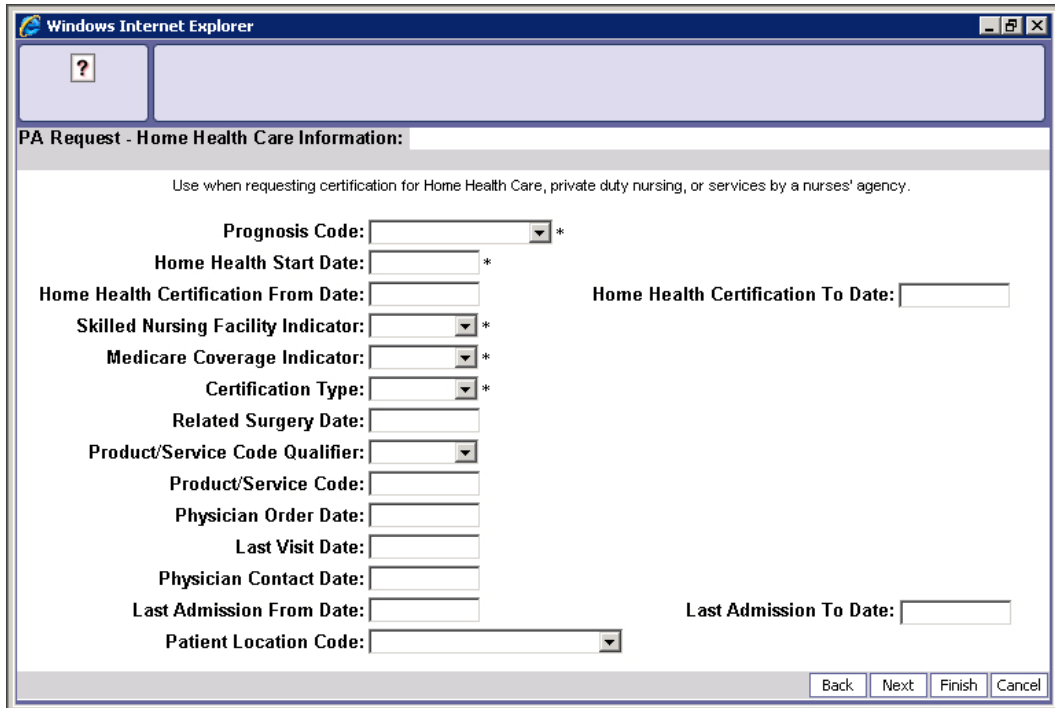
ProviderOne will either display the next page in the sequence, or set the status of the Prior Authorization Request to Requested and return to the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

45

This page is intentionally blank.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
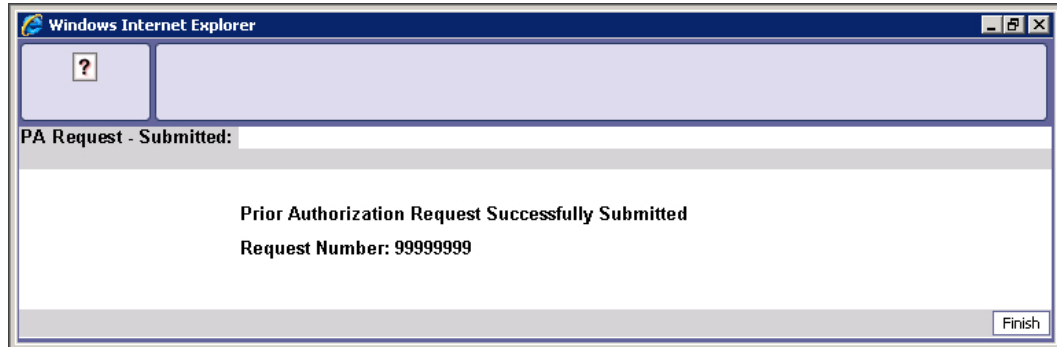
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The Prior Authorization Submission Page

Figure 29 - PA Request – Submitted Page

About the Prior Authorization Page

■ Once the Prior Authorization Submission Request has been submitted, this page will display, confirming the submission and providing the Request Number.

■ This page is for informational purposes only.

Click the Finish button.

ProviderOne displays the PA Request List. Your new Prior Authorization Request will be listed with a status of Requested.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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Tracking and Viewing Prior Authorizations

Access the details of all Prior Authorizations you are authorized to view by viewing the Prior Authorization Utilization page.

Close

PA Utilization:

Auth #: 123456789	**Authorization Status:** Approved
Client ID: ▇▇▇▇	**Client Name:** ▇▇▇▇
Service: Medical	**Organization:** DME
Request Date: 08/12/2005	**Last Updated Date:** 08/12/2005
Service Start Date: 08/20/2005	**Service End Date:** 12/20/2005
Requestor ID: 123000001	**Requestor Name:** Olympia Medical Services

Line #	Servicing Provider ID	Code	Mod 1	Mod 1	Request Units	Request $ Amount	Auth Units	Auth $ Amount	From Date	To Date	Status
1	103790000	ZVD6	01	02	3	$ 500.00			09/30/2005	10/20/2005	Approved
2	104790000	ZVD1	01	02	2	$ 400.00			10/01/2005	10/20/2005	Approved
3	104790001	ZPW9	01	02	1	$ 350.00			09/30/2005	10/20/2005	Approved
4	104790001	ZPW8	01	02	1	$ 250.00			11/20/2005	10/20/2005	Approved

**Figure 30 - PA Utilization**

About the PA Utilization Page

- The PA Utilization Screen is an informational screen.
- Two methods can be used to access the PA Utilization screen:
  - Use PA Inquire to search for a specific authorization number.
  - Click the Notepad icon next to an authorization in the PA Request List.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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This page is intentionally blank.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
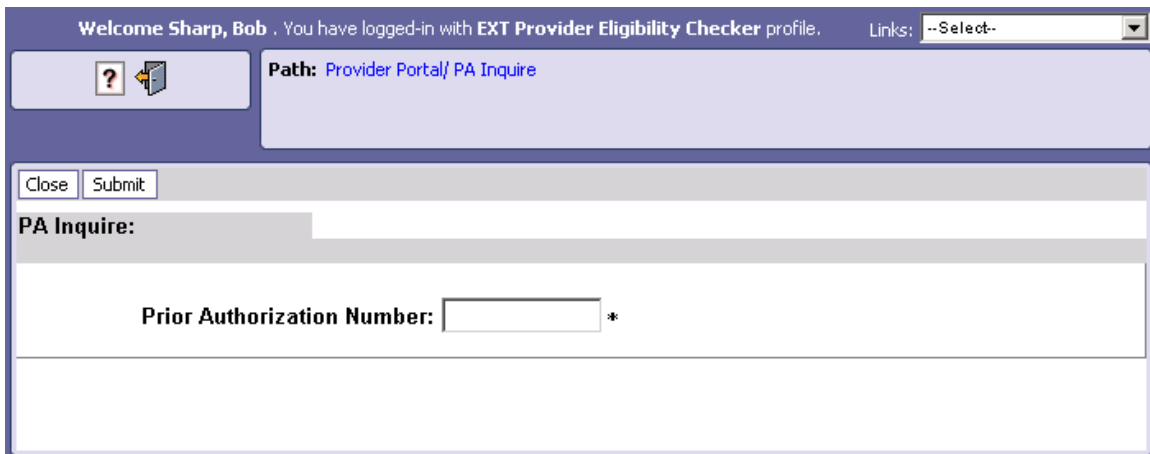
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Locating an Individual Prior Authorization Using PA Inquire

Access the PA Inquire form by selecting Prior Authorization Inquiry link from the Provider Portal.
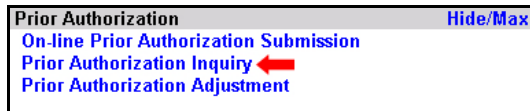
ProviderOne displays the Prior Authorization Inquiry Form.

Figure 31 - PA Inquire Form

Enter the Prior Authorization Number and click the Submit button.

ProviderOne searches for the Prior Authorization and displays an error message if it cannot be located. If ProviderOne successfully locates the authorization and you are authorized to view it the PA Utilization Page display.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

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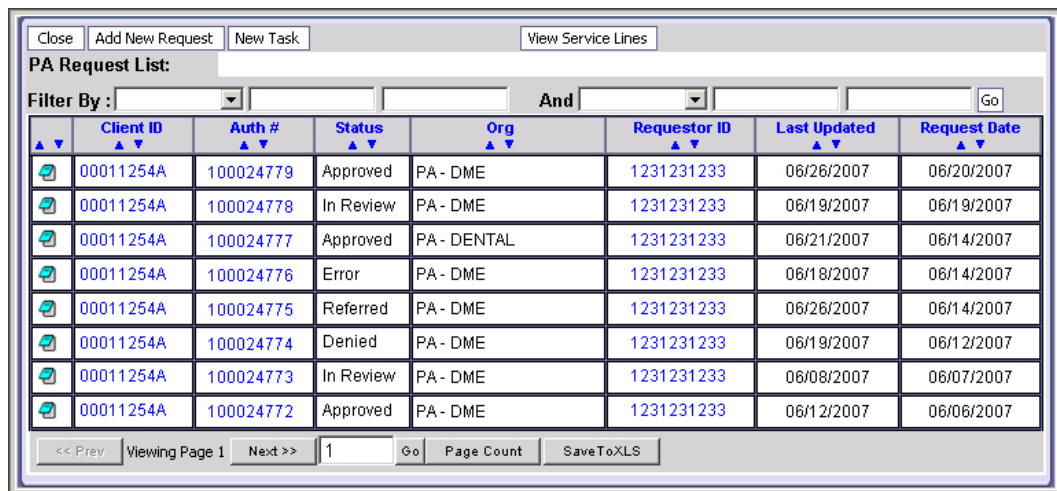
Viewing a List of Prior Authorizations Using the PA Request List

Access the Prior Authorization Request List by clicking the Prior Authorization Adjustment link from the Provider Portal.

Prior Authorization	Hide/Max
On-line Prior Authorization Submission	
Prior Authorization Inquiry	
Prior Authorization Adjustment ←	
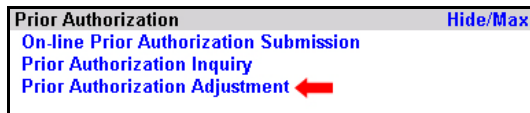
ProviderOne displays the PA Request List.
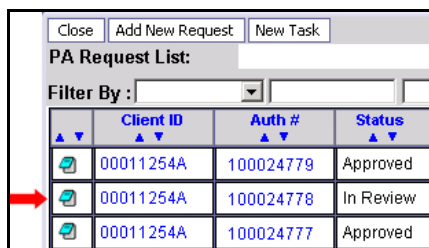
	Client ID	Auth #	Status	Org	Requestor ID	Last Updated	Request Date
	00011254A	100024779	Approved	PA - DME	1231231233	06/26/2007	06/20/2007
	00011254A	100024778	In Review	PA - DME	1231231233	06/19/2007	06/19/2007
	00011254A	100024777	Approved	PA - DENTAL	1231231233	06/21/2007	06/14/2007
	00011254A	100024776	Error	PA - DME	1231231233	06/18/2007	06/14/2007
	00011254A	100024775	Referred	PA - DME	1231231233	06/26/2007	06/14/2007
	00011254A	100024774	Denied	PA - DME	1231231233	06/19/2007	06/12/2007
	00011254A	100024773	In Review	PA - DME	1231231233	06/08/2007	06/07/2007
	00011254A	100024772	Approved	PA - DME	1231231233	06/12/2007	06/06/2007

Figure 32 - PA Request List

To view the PA Utilization Screen for any authorization, click the Notepad icon next to the authorization you wish to view.

Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.
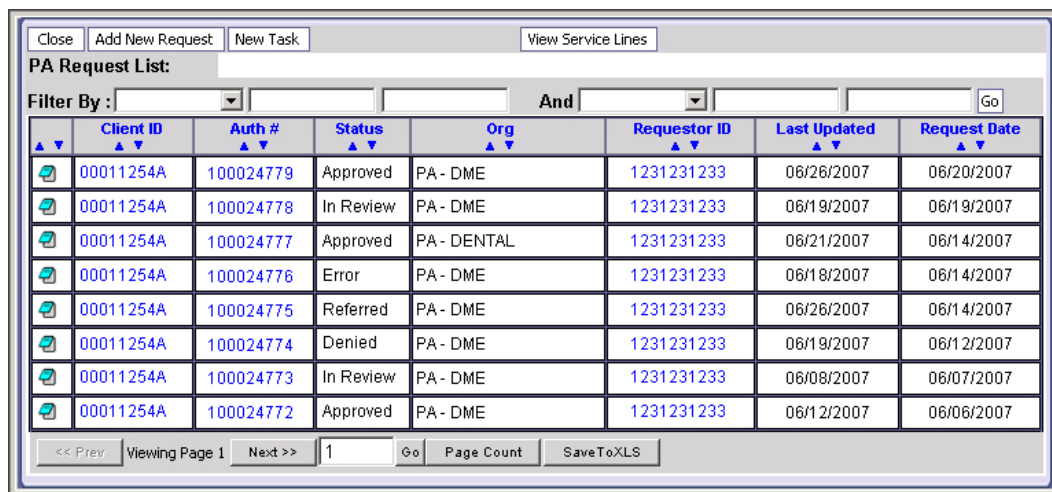
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Adjusting a Prior Authorization

Click the Prior Authorization Adjustment link from the Provider Portal.

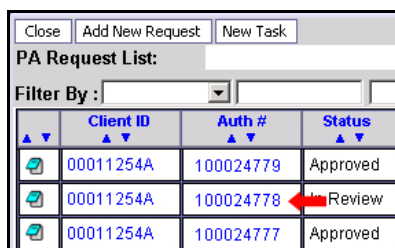ProviderOne displays the PA Request List.

Figure 33 - PA Request List

About the PA Request List

- Authorizations with a status of "Entering" can be modified.

- Not all information previously entered can be modified. Information that is not editable will be shaded.

To modify an authorization, click the Auth # hyperlink.

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ProviderOne launches the PA Request – Organization Selection form and proceeds in the same manner as the Submitting a Prior Authorization Request process. See the Submitting a Prior Authorization Request section in this manual for details.

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Table of Figures