Prior Authorization (PA)
How to submit and obtain Prior Authorizations

March 9, 2017
Gold Room- 701 (3rd floor)
3:00 p.m. – 4:00 p.m.
Thank you for visiting AHCCCS Online. In order to use the site, you must have an active account. Please login or register a new account. For questions, please contact our Customer Support Center at (602) 417-4451.

**ATTENTION - SHARING ACCOUNTS IS PROHIBITED!**

Please remember that sharing account logins is prohibited and violates the AHCCCS User Acceptance Agreement. You should NOT share your user name and password with any other individuals. Each user must have their own web account. Access to the web site can be terminated if the User Acceptance Agreement is violated.

AHCCCS Online User Manuals

**Sign In**

Username

Password

Sign In

Forgot your Password? Click Here

- Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact your Master Account holder to unlock your account or use the Password Recovery feature.
1. Select the "Prior Authorization Submission" on the Menu

2. Click "Prior Authorization Submission"
This is the “Prior Authorization Search” screen. Enter information in the fields marked with red asterisks. If you want to obtain information on the members PA history, you will need to enter information in the service begin and end date fields.

2. Search System – Defaults to Acute

3. Search By – Clicking the ▼ allows you to search for by member, provider or case number.

4. AHCCCS ID - Enter AHCCCS members ID

5. Service Provider ID – Click the ▼ and select your provider id

6. Click “Search”
Reaching across Arizona to provide comprehensive quality health care for those in need

This is the “Case List” screen – There may be no Cases if the member is new or it will have several Case numbers depending on the begin and end dates. For our training curriculum, as a test, we have entered several cases therefore, 2 Case numbers are listed on the image above.

If No Cases are listed, the same steps are taken as adding a New Case after clicking the “Add New Case”.

If Cases are listed, you will select the Case that falls in the time frame you are entering a Date Of Service (DOS) for a PA that you are requesting (Example, a clients DOS is 03/15/17, you will select the Case with the time frame 01/01/17 – 12/31/17).
1. This is the “Add New Case” screen, enter information in the fields marked with red asterisks.

2. AHCCCS ID – Enter members AHCCCS ID

3. Provider Contact Name and Contact Number – Defaults to providers NPI/PI

4. Effective Begin Date – Enter the date you want the Case to begin

5. Effective End Date – Automatically defaults to end of year from begin date

6. Description – Enter a description of service types provided (Ex. Transportation)

7. Click “Next”
Case List

Click "Add New Case" button to add new case. Click Case number to view all events in the case. Click Update link to update the case. Approved PA cases cannot be updated online. Please contact PA Group to update approved PA cases.

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Provider ID: 007033</th>
<th>Provider Name: NEMT TEST</th>
<th>NPI:</th>
</tr>
</thead>
</table>

Search Dates

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Case List

<table>
<thead>
<tr>
<th>Case No</th>
<th>AHCCCS ID</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Case Status</th>
<th>Case Type</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000157</td>
<td>A58734947</td>
<td>01/01/2017</td>
<td>12/31/2017</td>
<td>PENDED</td>
<td>PRIOR AUTHORIZATION</td>
<td>NON-EMERGENCY TRANSPORTATION</td>
<td>Update</td>
</tr>
<tr>
<td>000000158</td>
<td>A58734947</td>
<td>01/01/2016</td>
<td>12/31/2015</td>
<td>PENDED</td>
<td>PRIOR AUTHORIZATION</td>
<td>NON-EMERGENCY TRANSPORTATION</td>
<td>Update</td>
</tr>
</tbody>
</table>

**NOTE:** Each screen are very similar, the title of each screen is at the top left corner

1. This is the “Case List” screen – The phrase “Transaction Succeeded” will appear in “red” under the Case List indicating that you have completed adding a new Case List for this member

2. The Case List you added will appear under the Case List, with each Case List being assigned a Case Number

3. Select the “Case No” of the PA request that you added
This is the “Event List” screen

Click “Add New Event”, now you will be entering information about the event that you are requesting PA for
This is the “Add New Event” screen, enter information in the fields marked with red asterisks.

1. **Case No** – Defaults to the newly created Case entered or selected Case
2. **Event Type** – Click the ▼ and select an Event Type
3. **Recipient AHCCCS ID, Provider Contact Name, Contact Phone Number** – Defaults to the information that is associated to the members AHCCCS ID, providers NPI/PI information
4. **Requested Begin Date** – Enter the dates of service (transportation PA requests, enter the scheduled date of trip)
Continuation – “Add New Event” screen

6  Requested End Date – Enter end of service date

7  Diagnosis Code – Enter the diagnosis (Ex: R68.89) Separate the numbers according to the fields provided, note you do not have to enter the decimal in between the numbers

8  Description – Enter a detailed description for your PA request

9  Click “Next”

10 IF can select the “Clear” button if you want to re-enter/change anything
### Event List

Click the "Add New Event" button to create a new event. Click the Sequence number to view all activities in the event. Click the "Update" link to update the event. Click the "Attachments" link to upload or view a document associated to a specific event.

**NOTE:** Approved events cannot be updated online. Please contact the PA Group to update approved events.

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Provider ID: 007035</th>
<th>Provider Name: NENT TEST</th>
<th>NPI:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient</td>
<td>AHCCCS ID: A98729497</td>
<td>Name: TEST, MEMBER</td>
<td>DOB: 10/15/1949</td>
</tr>
<tr>
<td>Case Detail</td>
<td>Case No: 0000000158</td>
<td>Begin Date: 01/01/2016</td>
<td>End Date: 12/31/2016</td>
</tr>
</tbody>
</table>

### Event List

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Event Type</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Admit Date</th>
<th>Status</th>
<th>Reason</th>
<th>Diagnosis Code</th>
<th>Update</th>
<th>Attachments</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>OT</td>
<td>01/01/2016</td>
<td>01/01/2016</td>
<td>PENDED</td>
<td>PH009</td>
<td>R68.89</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**1** This is the “Event List” screen – **Transaction Succeeded in “red” will appear under the Event List**

**2** Lists of entered Events will appear under the Event List and is assigned a number and placed in “sequence” order

**3** Click on the “attachments” to submit attachments if needed.
1. This is the “Attachments” screen
2. Request Type - Click the ▼ and select a Request Type
3. Click the “Browse” button to select to find your document on your computer
4. Click the “Upload Attachment” tab
This is the “Event List” screen

Lists of entered Events will appear under the Event List and is assigned a number and placed in “sequence” order

Click on the “sequence” number assigned to the Event you entered; in this case, “Sequence 01” (there may be more than one event but to complete the current PA request, select the Event you recently created)
Activity List

Click "Add New Activity" button to create new activity. Click "Update" link to update the activity. Approved activities cannot be updated online. Please contact PA Group to update an approved activity.

<table>
<thead>
<tr>
<th>Service provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider ID: 007835</td>
</tr>
<tr>
<td>Provider Name: NEMT TEST</td>
</tr>
<tr>
<td>NPI:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHCCCS ID: A98734947</td>
</tr>
<tr>
<td>Name: TEST, MEMBER</td>
</tr>
<tr>
<td>DOB: 10/15/1949</td>
</tr>
<tr>
<td>Gender: M</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Case Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case No: 000000158</td>
</tr>
<tr>
<td>Begin Date: 01/01/2016</td>
</tr>
<tr>
<td>End Date: 12/31/2016</td>
</tr>
<tr>
<td>Status: PENDED</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sequence No: 01</td>
</tr>
<tr>
<td>Srv Begin Date: 01/01/2016</td>
</tr>
<tr>
<td>Srv End Date: 01/01/2016</td>
</tr>
<tr>
<td>Status: PENDED</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity List</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records Found.</td>
</tr>
</tbody>
</table>

1. This is the “Activity List” screen
2. Click “Add New Activity”
1. This is the “Add New Activity” screen
2. Case No – Defaults to the newly created Case entered or selected Case
3. Provider Contact Name and Contact Number – Defaults to providers NPI/PI
4. Sequence Number – Defaults to the selected sequence number
1. **Continuation** – “Add New Activity” screen
2. **Activity Type** – Click ▼ and select Activity Type
3. **Activity Code** – Enter Activity Code
4. **Modifier** – Enter a Modifier if it pertains to your request
5. **Allowed Units** – Enter Units
6. **Note** – Enter detailed information for PA request
7. **Click “Next”**
**Activity List**

Click "Add New Activity" button to create new activity. Click "Update" link to update the activity. Approved activities cannot be updated online. Please contact PA Group to update an approved activity.

<table>
<thead>
<tr>
<th>Service provider</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider ID: 007835</td>
<td>Provider Name: NEMT TEST</td>
</tr>
</tbody>
</table>

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<th></th>
</tr>
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<tr>
<td>AHCCCS ID: A98734947</td>
<td>Name: TEST, MEMBER</td>
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<tr>
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<th></th>
</tr>
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<tbody>
<tr>
<td>Case No: 000000158</td>
<td>Begin Date: 01/01/2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Detail</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sequence No: 01</td>
<td>Srv Begin Date: 01/01/2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity List</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transaction Succeeded.</strong></td>
<td></td>
</tr>
<tr>
<td>Line No</td>
<td>Activity Type</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>01</td>
<td>HCPCS</td>
</tr>
</tbody>
</table>

1. This is the “Activity List” screen - **Transaction Succeeded in “red” will appear under the Activity List**

2. The Activity you entered will appear under the Activity List with an assigned line number

3. Click “Add New Activity” – IF you want to add additional Activities to the same Event, you can do so

**NOTE:** Transportation request require 2 Activities: 1. Enter the base (A120) 2. Enter for the mileage (S0215)
1. This is the “Add New Activity” screen – IF you choose to enter the mileage for transportation

2. Case No – Defaults to the newly created Case entered or selected Case

3. Provider Contact Name and Contact Number – Defaults to providers NPI/PI

4. Sequence Number – Defaults to the selected sequence number
Continuation - Add New Activity screen (part 2)

5 Activity Type – Click ▼ and select Activity Type
6 Activity Code – Enter Activity Code
7 Modifier – Enter a Modifier if it pertains to your request
8 Allowed Units – Enter Units
9 Trip Counts – Enter Trip Counts
Continuation - Add New Activity screen (part 3)

10 Trip From Site – Click ▼ and select location site from where you picked up member

11 Trip From Service - Click ▼ and select type of service member is receiving

12 Trip To Site - Click ▼ and select place you are taking member

13 Trip to Service - Click ▼ and select the type of service the member is receiving
Continuation - Add New Activity screen (part 4)

14  Note – Enter detailed information for the PA request

15  Click “Next”
1. This is the “Activity List” screen - **Transaction Succeeded in “red”** will appear under the “Activity List”

2. Line Numbers will appear under the Activity List

3. Click “Add New Activity” – If you want to add additional Activities to the same Event, you can add multiple Activities

4. Prior Authorization request is COMPLETE! If you need to submit a request for another activity on a different date of service, click on “PA Case Search” (in blue letters) top-right side of the page and start the process from the beginning.
Prior Authorization Timelines

Authorizations should be submitted in advance to allow time for processing:

• Regular Prior Authorizations requests can take up to 14 days

• Expedited Prior Authorizations requests can take up to 3 days

Providers can check the status of the Prior Authorization request through the PA online portal.
Prior Authorization Expedited Requests

**Urgent/Expedited** requests should be submitted online with supporting documentation, and a call must be made to the FFS PA staff that an *expedited* request has been submitted. You can review the status of your request using the online PA portal. Expedited authorization requests should indicate why expedited review is required. If expedited review is being requested for facility admissions, or for services that must be delivered urgently, this information should be clearly indicated at the time of the expedited authorization request.

FFS Prior Authorization phone line: 602-417-4400
Prior Authorization Forms & requesting PA via fax

PA requests can also be submitted by fax but the preferred method of all PA request submission is via the online PA Portal. All mandatory fields on the form(s) must be completed accurately when submitting the request via fax:

1. **The Fee-For-Service Authorization Request Forms** can be found at: https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html
   - **Fee-for-service Authorization Request Form-to is** be completed by a registered provider to request for an authorization. Complete the form and use the form as a fax cover sheet, include supporting documentation, if needed.
   - **Fee-for-service Prior Authorization Medical Documentation Form** - used to submit additional documentation that has not been previously submitted and is requested to substantiate medical necessity.
   - **Prior Authorization Correction Form** – used to request changes to an existing Prior Authorization. Any additional medical documentation for this request should be submitted with this request.
You may fax the Fee-for-service form(s) for the AHCCCS FFS Fax Numbers:

Prior Authorizations Fax: 602-256-6591

Transportation Fax: 602-254-2431

Utilization Review Fax: 602-254-2304

Long Term Care (LTC) Fax: 602-254-2426
Contacts and Links:

For technical assistance regarding claims issues and training, please email ProviderTrainingFFS@azahcccs.gov

Please direct Prior Authorization or Claims/Billing inquiries to:

Fee-For-Service Prior Authorization Line: 602-417-4400
Fee-For-Service Claims Customer Service: 602-417-7670

For questions regarding the provider registration process, please call 602-417-7670. Applications can be faxed to 602-256-1474.

For technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451

To subscribe to receive notifications from DFSM, click this link: https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html

Please take a few minutes to complete a survey on today’s training session. We appreciate your feedback. Here is the survey link: https://www.surveymonkey.com/r/MCM3BHL
Questions?
Thank You.

Reaching across Arizona to provide comprehensive quality health care for those in need