

Update:4/10/2026, 03/13/2024

Quick Training Guide

How to Attach/Upload Documents To An Existing Prior Authorization

The AHCCCS Online Provider Portal allows providers to create an initial PA case, add additional Events and upload required documents to an existing PA case for review.

Prior Authorizations that are in a Pend status, providers can make corrections to information on the Portal, i.e., change date, units, add a CPT/HCPCS code.

The AHCCCS Online PA portal does not allow a provider to make changes to a prior authorization if the Pend status (PH009) has been changed to Approved, Denied or Revoked by the PA team.

Providers can check the status of a PA request at any time, view comments entered by the PA reviewer to determine if additional documents are required or if the provider may need to take action steps to finalize the PA request.

1. Navigate to the AHCCCS Online Provider Portal
<https://ao.azahcccs.gov/Account/Login.aspx?ReturnUrl=%2f>
2. On the sign in page under the Menu options, select **Prior Authorization Submission**.

Note: The Prior Authorization Inquiry tab will only allow providers to view the PA details, but will not allow providers to make any changes or add documents.

3. Search for the PA request by entering the required information on the **Case Search** screen.
4. Select the **Case / PA Number** from the search results, and select the PA that you need to add the documents to.
5. Select the appropriate prior authorization **sequence number** (i.e., 01, 02).
6. On the **Event List** page, select the **Attachments** tool located on the right-hand

side of the page.

| Sequence | Event Type | Begin Date | End Date | Admit Date | Status | Reason | Diagnosis Code | Update | Attachments |
|----------|------------|------------|------------|------------|--------|--------|----------------|--------|-------------|
| 01 | MD | 01/01/2021 | 01/01/2021 | | PENED | PH009 | M12.349 | | |

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Unread notes for Seq=01

Read notes for Seq=01

No unread notes for this event

- The Attachments box will open. Click the drop down arrow and select the appropriate **Request Type** from the options provided. Next, Select the file to upload from your desktop or folder and click the **Upload Attachment** tab. Your documents will show under the **Pending Attachments** tab.

Attachments PA Case Search | Case List | Event List | Activity List | Help

Request Type: Select file to upload: No file chosen

Max File Size: 10MB
Accepted File Types: pdf, doc, docx, gif, jpg, bmp, png

Pending Attachments

*** NO PENDING ATTACHMENT(S) FOUND ***

Submitted Attachments

- Final Step - Click the **Submit** button again to move the documents from the **Pending Attachments** column to the **Submitted Attachments** column.

Note:

- Make sure all documents are complete and legible.
- No changes can be made via the AHCCCS Online Portal once the status of the prior authorization is changed from Pend (PH009) to Approved, Denied or Revoked.
- It is important for providers to use the [AHCCCS Online Provider Portal](#) to check authorization status as reviewers will document requests for additional information via the Portal.

Training Resources: https://www.azahcccs.gov/Resources/Training/DFSM_Training.html