

**Division of Medical Assistance Programs**

Donald Ross, Manager  
DMAP Policy and Planning Section

**Authorized Signature**

**Number:** DMAP-AR-10-003

**Issue Date:** 9/27/210

**Topic:** Medical Benefits

**Effective Date:** 10/1/2010

**Subject:** DMAP will stop mailing prior authorization notices to branch offices Oct. 1, 2010

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Action Required:**

Starting Oct. 1, 2010, branch workers who want copies of prior authorization (PA) notices sent by DMAP to clients will need to access them through MMIS.

**Learn more about PA review and accessing PA notices:**

- Take the [MMIS Data Inquiry and Update Overview](#) course at your computer through the [DHS Learning Center](#). This course explains how to find a PA and check its status in MMIS.
- Refer to the attached guide for how to look up prior authorizations and claims in MMIS. This information is also available at the [Fall 2010 OHP Regional Meetings](#).

To verify whether you have access to PA's and notices, check with your branch manager.

**Reason for Action:**

Starting Oct. 1, 2010, DMAP will no longer mail PA notices to branch offices. This will result in cost savings and allow continued access to the notices through MMIS.

*If you have questions about this change (DHS staff only):*

**Contact(s):** DMAP PA Hotline

**Phone:** 800-642-8635

*For PA-related questions from providers:*

<b>Contact(s):</b>	DMAP Provider Services
<b>Phone:</b>	800-336-6016
<b>E-mail:</b>	<a href="mailto:dmap.providerservices@state.or.us">dmap.providerservices@state.or.us</a>

*For PA-related questions from clients:*

<b>Contact(s):</b>	DMAP Client Services
<b>Phone:</b>	800-273-0557

# Oregon MMIS Prior Authorization information for DHS staff

- [How to find a PA request](#)
- [How to find a claim](#)
- [How to find a claim for a specific PA](#)
- [Additional resources](#)

## How to find a PA request

Open the Prior Authorization Search panel:

- Point to PRIOR AUTHORIZATION on the menu bar;
- Select SEARCH from the drop down list.

The following panel will appear. From here, you can search by **Prior Authorization** (the prior authorization number) or the **Current ID** (client's DHS Medical ID number). You can also click the **adv search** (advanced search) button to refine your search.

The screenshot shows the 'Prior Authorization Search' panel. It features a navigation bar at the top with 'Home', 'Financial', 'Managed Care', 'Prior Authorization', 'Provider', 'Recipient', 'Reference', 'TPL', 'CTMS', 'Site', 'EDMS', and 'Help'. Below the navigation bar, there are links for 'home', 'search', 'information', 'dur plus', and 'related data'. The main search area is divided into two columns. The left column contains fields for 'Prior Authorization', 'Provider ID', 'Diagnosis', 'Reviewer', and 'Route To Clerk', each with a search button. The right column contains fields for 'Current ID', 'Division', 'Analyst', 'Assignment Code', 'Emergency', and 'Records', each with a search button. There are also 'search', 'clear', and 'adv search' buttons on the right side. A 'Toggle the Advanced Search Button' label is visible at the bottom right.

When you click the **adv search** button, the following panel will appear.

The screenshot shows the advanced 'Prior Authorization Search' panel. It features the same navigation bar as the previous panel. Below the navigation bar, there are links for 'home', 'search', 'information', 'dur plus', and 'related data'. The main search area is divided into two columns. The left column contains fields for 'Prior Authorization', 'Provider ID', 'Diagnosis', 'Reviewer', 'Route To Clerk', 'Revenue Code', 'Procedure Code', 'NDC Code', 'ICD9 Code', 'Authorized Effective Date', and 'Authorized End Date', each with a search button. The right column contains fields for 'Current ID', 'Division', 'Analyst', 'Assignment Code', 'Emergency', 'Revenue Code Thru', 'Procedure Code Thru', 'Status', 'Service Provider', and 'Records', each with a search button. There are also 'search', 'clear', 'adv search', and 'add' buttons on the right side.

In either case, enter your criteria and click the **search** button. The following panels will appear:

- Prior Authorization Information (contains the information about the PA you looked up)
- Prior Authorization Maintenance (shown below). **Letters** shows the PA notices that were issued. **Line Item** shows the specific services and units requested.

The screenshot shows the 'Prior Authorization Maintenance' panel. It features a navigation bar at the top with 'Prefs', 'Top', 'Bot', '?', and 'A'. Below the navigation bar, there is a title bar that says 'Prior Authorization Maintenance - Select Prior Authorization area to add or modify below.' The main area is divided into two columns. The left column contains a 'Prior Authorization' field. The right column contains a grid of buttons for 'Administrative Review', 'Appeals', 'Attachment', 'Base Information', 'Claim List', 'External Text', 'Internal Text', 'Letters', 'Line Item', 'Miscellaneous Address', 'Non Medicaid Provider', and 'Line Item Selection'. There are also 'save', 'cancel', 'new', and 'copy PA' buttons at the bottom.

## How to find a claim for a specific PA

In the Prior Authorization Maintenance panel, click **Claim List**.

Prior Authorization Maintenance - Select Prior Authorization area to add or modify below.

Prior Authorization

- Administrative Review
- Base Information
- Internal Text
- Miscellaneous Address
- Super PA
- Appeals
- Claim List
- Letters
- Non Medicaid Provider
- Attachment
- External Text
- Line Item
- Notice Selection

save cancel new copy PA

The Claim List Panel will appear. If the PA is linked to any claims that have a paid status, they will display here. When the user clicks on any of the rows in the list, the Claim Information Panel for that ICN will open in a new window.

ICN	Claim Line Detail	PA Line Item Number	PA Units Paid	PA Amount Paid	XREF Record Status
2510004010701	1	01	0	\$4.76	

## How to find a claim

Open the Claim Search panel:

- Point to CLAIMS on the menu bar;
- Select SEARCH in the drop down list.

The following panel will appear. You may put in an **ICN** number, **Recipient ID** (client's DHS Medical ID) or **Provider ID**. You can also click the **adv search** (advanced search) button for more options.

Home Claims Drug Financial Managed Care MAR POC Prior Authorization Provider EDI Recipient Reference TPL CTMS Site EDMS Help

home search information adjustments data corrections assignments related data independent choices reports drug profile search

Claim Search

ICN [ ] Provider ID [ Search ]

Recipient ID [ Search ] Rendering Provider ID [ Search ]

TCN [ ] Case Number [ ]

Original Claim File [ ]

Records 20

search clear adv search

When you select a claim, it displays as follows. You can view the status and for denied claims, open the Error panel to see why the claim denied.

Home Claims Drug Financial Managed Care MAR POC Prior Authorization Provider EDI Recipient Reference TPL CTMS Site EDMS Help

home search information adjustments data corrections assignments related data independent choices reports drug profile search

Next Search By: ICN [ ] search clear adv search

Pharmacy Claim

ICN 05500050015

Claim Type PHARMACY CLAIM

Status\* DENIED

Details 1

Diagnosis [ ]

Current ID\* 11200K4E [ Search ]

Last Name MATHEWSK

First Name [ ]

DOC [ ]

Brand Req 0

Signature [ ]

TPR Code [ ]

Subscriber DOB 08/31/1961

Prov ID [ ] NPI [ Search ]

Render Prov ID [ ] NPI [ Search ]

Prescribing Prov [ ] [ Search ]

Prescription Num [ ]

Orig Prescriber [ ]

Emergency [ ]

Nursing Home No

Pregnancy N - Not Pregnant

RA Number 10401363

PA Type [ ]

RX Date 08/13/2011

Disp Date\* 08/13/2011

Date Billed\* 08/13/2011

Days Supply 30

Refill Qty 00

DUR Outcome [ ]

DUR Interven [ ]

TPL Rec Amt \$0.00

Submitter ID [ ]

Billed \$57.34

Net Billed \$57.34

TPL \$0.00

Spenddown \$0.00

Copay \$0.00

Disp Fee \$0.00

Paid \$0.00

Reimbursed \$0.00

Pharmacy Claim Select an area to add or modify

- Additional Claim Information
- Cash Disposition
- Data Correction Note
- EOB
- Location
- Plan of Care
- Adjustment Information
- Check
- Decision Rules
- Error
- Misc Information
- Prior Authorization
- Attachment
- Claim Batch File
- Diagnosis
- Health Program
- NCPDP Reject Codes
- Related History
- Case Descriptors
- Claim Image
- Display TCN
- Link Image
- Other Payers
- Related HSC Lines

if you click on the Error on this panel it will display lower in the panel the reason the claim denied.

## Additional resources

<b>Classroom training for DHS staff</b>	There are currently no scheduled sessions for these courses. To request a session, call 503-947-5213 or e-mail <a href="mailto:robert.m.costa@state.or.us">robert.m.costa@state.or.us</a> . <ul style="list-style-type: none"><li>• MMIS Managed Care for Case Workers Course (O&amp;MY2) (C01783)</li><li>• Recipient Eligibility Data MMIS Course #18 (O &amp; MY2)</li></ul>
<b>PA help for clients</b>	Clients may contact Client Services Unit at 1-800-273-0557. PA-related calls will go to CSU's Special Assistance Team for follow-up.
<b>PA help for providers</b>	The <a href="#">Web Portal Prior Authorization Request Instructions</a> explain how to look up PA's on the Provider Web Portal at <a href="https://www.or-medicaid.gov">https://www.or-medicaid.gov</a> .