

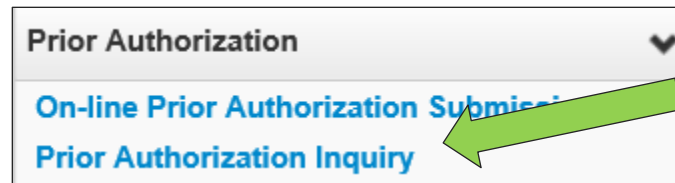


Prior Authorization

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.

PA Inquire

To submit a Prior Authorization Inquiry, complete one of the following criteria sets and click 'Submit'.

- Prior Authorization Number; or
- Provider NPI AND Client ID; or
- Provider NPI, Client Last Name, Client First Name, AND Client Date of Birth

For additional information, please contact our Customer Service Center (WA State DSHS Provider Relations) (800) 562-3022

Prior Authorization Number:

Provider NPI:

Client ID:

Client Last Name:

Client First Name:

Client Date of Birth:

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

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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.