

5/22/2018

## Adding attachments to pending Prior Authorizations

You may add attachments to Prior Authorization (PA) requests that are in a pending status (Pending Review or Pending Additional Information). If the PA is approved, denied, or canceled providers are locked out from adding new attachments.

Existing PA that did not have attachments uploaded during PA creation:

1. Search for the PA in MITS



2. Enter the 10 digit PA number in the Prior Authorization field and then click the “search” button

Super User Providers Account Trading Partners Claims Eligibility **Prior Authorization** Reports Portal Admin Security Admin

search new

Prior Authorization Search: NPI -

Prior Authorization  **search**

Submission Date

ICD-9 Procedure  [ Search ]

Procedure  [ Search ]

Revenue Code  [ Search ]

Status

Assignment Code

Medicaid Billing Number

Date Of Birth

Name

Procedure Code Thru  [ Search ]

Revenue Code Thru  [ Search ]

Diagnosis  [ Search ]

Records 20

**search** clear add

3. If you have more than one line item on the PA, the search results will display all line items submitted. Click on any of the line items to open the PA. (If your PA only has one line item the PA will open after searching in MITS)

Search Results									
Prior Authorization	Medicaid Billing Number	Last Name	First Name	Status	PA Assignment	Service Type Code	Service Code	Service Code Thru	Primary Diagnosis
2017010178				A	10	HCPCS Procedure	A5513		E118
2017010178				A	10	HCPCS Procedure	A5500		E118
2017010178				A	10	HCPCS Procedure	A5500		E118
2017010178				A	10	HCPCS Procedure	A5513		E118

4. Once the PA is open scroll down to the Attachments panel and click the “add” button

Provider Notes

\*\*\* No rows found \*\*\*

Click Add button below.

delete add

Attachments

\*\*\* No rows found \*\*\*

Click Add button below.

delete add

External Notes

\*\*\* No rows found \*\*\*

None.

save cancel void

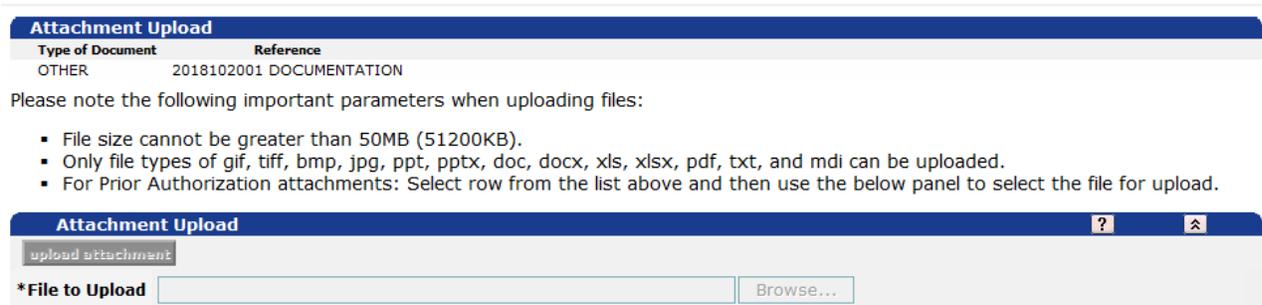
- Select the “\*Type of Document” you are uploading from the drop down menu, select “Upload” in the “\*Transmission Type” drop down menu, and enter a “\*Description” for the attachment. You only need to enter information in this panel for a single attachment, even if you will be uploading multiple attachments.

- Click the “save” button at the bottom of the PA
- Scroll to the top of the PA to address any error messages (read/acknowledge, click ignore, and then continue)

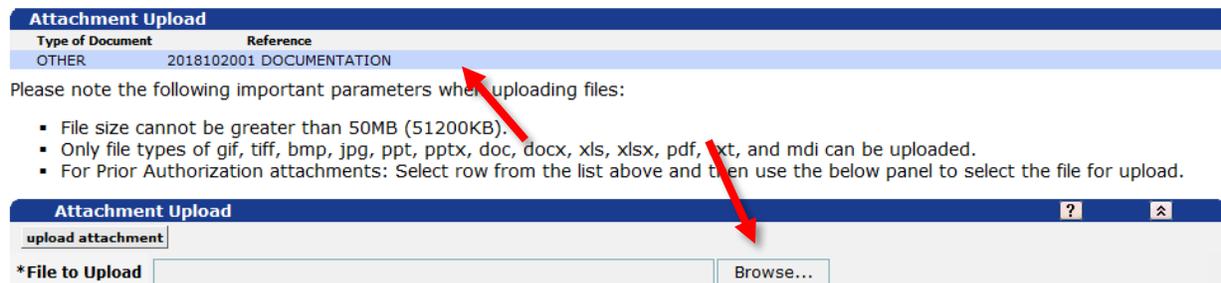
Message Description	Panel	Field	Row	Action
Warning: Consumer is Medicare eligible during the requested timeframe. Please verify that Medicare does not cover this procedure, service or supply. Please correct the PA or provide reason for submission.	Line Item		1	<input type="checkbox"/> Ignore

- Scroll down to the Attachments panel again and click on the bar you just created (which includes the type of document you selected, UPLOAD for the transmission type, and the description you just entered). Clicking on the bar will turn it blue as shown. Now click the “upload” button.

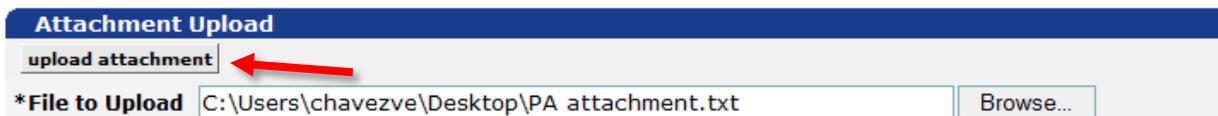
9. The Attachment Upload panel will display



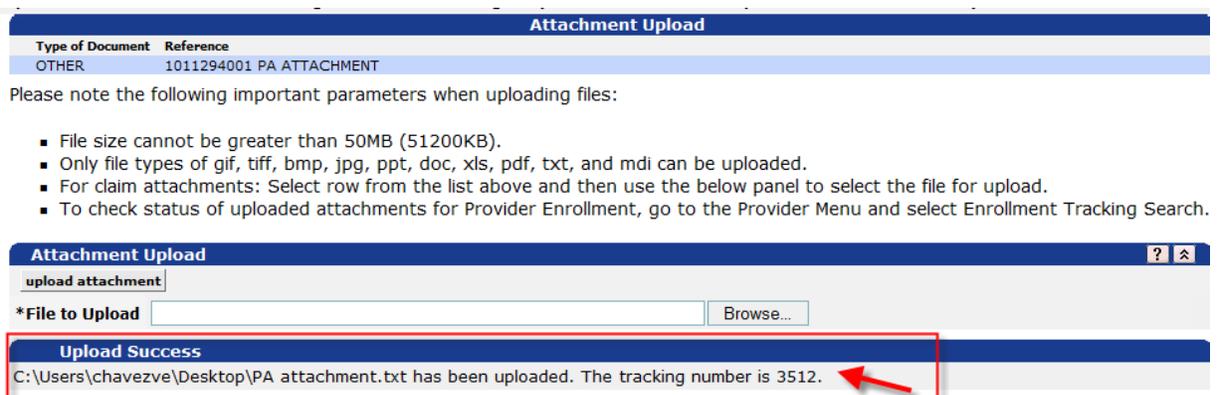
10. Click on the bar in the top panel to turn it blue, then click the “Browse...” button in the bottom panel.



11. A pop-up window will open. Select the file you wish to upload on the PA and click the “Open” button. You should now see information in the “\*File to Upload” field. Click the “upload attachment” button.



12. MITS will give you confirmation that the file was uploaded



To add attachments to a Prior Authorization that already has attachment(s):

1. Follow steps 1 - 3 above
2. Scroll down to the Attachments panel
3. You may enter a new bar as shown steps 4 – 7 above or skip to steps 8 – 12 and use the existing bar

### ***Making Changes to Prior Authorizations in a pending status***

You can change information on a PA that is in a pending status (Pending Review or Pending Additional Information). If the PA is approved, denied, or canceled providers are locked out from making changes.

Items that can be changed or added:

Requested Dates of Service	Requested Units	Requested Dollars
Procedure Code	Modifiers (add/remove)	Provider Notes
	Attachment	

Items that **cannot** be changed:

Provider ID	Individual's Billing Number	Service Provider
	Diagnosis Code	

To change/update a pending PA:

1. Search for the specific PA you want to update in MITS
2. Open the PA
3. Scroll to the appropriate panel on the PA that requires an update
4. Click on the field you wish to change and make the desired change/update  
**OR** scroll to the Provider Notes panel, click the "Add" button, and enter a comment for the reviewer
5. Scroll to the bottom of the PA and click the "save" button
6. Scroll to the top of the PA to address any error messages (if applicable)
7. Re-open the PA to verify the desired changes/updates were saved