Prior Authorization Direct Data Entry (DDE) submission for dental providers
What’s happening?

• The Health Care Authority (HCA) has implemented an online authorization submission process through the provider portal that allows providers to enter Prior Authorization (PA) requests directly into ProviderOne.

• Providers will be able to submit their PA requests and attach all backup documentation free of cost, to include x-rays and photos, needed for processing PA requests.

• These screens follow the same format as the General Information for Authorization form 13-835.

• If needed, providers can still submit authorizations using form 13-835 if they choose to.

**IMPORTANT!** Once you have successfully submitted your authorization, you will receive a 9-digit reference number as verification that the agency has received your request. Providers must not bill or perform any procedures until a written approval is received. The agency’s prior authorization review process has not changed, and requests will still be processed in the order they are received. Please ensure that all required documentation is included along with a fax number.
Before logging into ProviderOne:

- Make sure you are using one of the following and your **popup blockers are turned OFF**:

<table>
<thead>
<tr>
<th>Computer operating systems</th>
<th>Internet browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>• 10</td>
<td>• 11</td>
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<tr>
<td>• 8.1</td>
<td>• 10</td>
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<td>• 8</td>
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<td>• 7</td>
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</tr>
<tr>
<td>Macintosh</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>• OS 10.12 Sierra</td>
<td>• 55.0.2883</td>
</tr>
<tr>
<td>• OS X 10.11 El Capitan</td>
<td>• 54.0.2840</td>
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<tr>
<td>• OS X 10.10 Yosemite</td>
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<td>Firefox</td>
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<td></td>
<td>• 50.0.2</td>
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<tr>
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<td>• 45.5.1 ESR</td>
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<tr>
<td></td>
<td>Safari</td>
</tr>
<tr>
<td></td>
<td>• 10.0.1</td>
</tr>
</tbody>
</table>

**IMPORTANT!** If submitting backup documentation by mail, Internet Explorer (IE) is the **only** browser at this time that populates the barcode correctly.
Logging in to ProviderOne

• Log in to ProviderOne using your domain number, user name, and password:
Choose your profile

• Available profiles for online PA submission:
  o EXT Provider Claims Submitter
  o EXT Provider Eligibility Checker
  o EXT Provider Eligibility Checker/Claims Submitter
  o EXT Provider Super User
Provider portal

• On the provider portal, select **On-line Prior Authorization Submission**: 

![On-line Prior Authorization Submission](image)

Prior Authorization

- On-line Prior Authorization Submission
- Prior Authorization Inquiry
Choose type of authorization request

• Select the **Organization Unit** or **type** of authorization request you are submitting:
  
  o For example, if dental select **501 - Dental Services**.
  o Click the **Next** button.
Initiate authorization request

- Select a **Service Type Code** based on the type of service you are requesting:
Complete all required fields

- **ProviderOne Client ID** (include WA).
- **Requesting Provider NPI** (can be an individual payable NPI or a servicing NPI).
- **Billing Provider NPI** (who will be paid for the service, can be same as requesting).

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<table>
<thead>
<tr>
<th>Please select Service Type Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Service Type Code: <strong>DEN - Dentures</strong></td>
</tr>
</tbody>
</table>

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**CLIENT INFORMATION**

<table>
<thead>
<tr>
<th>CLIENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Client ID:</td>
</tr>
</tbody>
</table>

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**REQUESTOR INFORMATION**

<table>
<thead>
<tr>
<th>REQUESTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Requesting Provider NPI:</td>
</tr>
</tbody>
</table>

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Note: All fields marked with a red asterisk (*), are required and must be completed.
**Service Request Information**

- In the Service Request Line Items section, select the appropriate **Code Qualifier** from the list below:

  - T – CDT Proc Code
  - C – CPT Proc Code
  - D – DRG
  - P – HCPCS Proc Code
  - I – ICD-9/10 Diagnosis Code
  - R – Rev Code
  - N – NDC – National Drug Code
  - S – ICD – 9/10 Proc Code

![Service Request Line Items - Dental](image-url)
Service Request Information

- Once the Code Qualifier has been selected, enter the appropriate **National Code**.
- If applicable, enter:
  - Units/days or an amount (required)
  - Tooth number/surface/quadrant
- The from and to dates will auto-populate.
- If requesting retro dates of service, you will need to enter those dates specifically.
Service Request Information

- Click on the **Add Service Request Line Item** button to add the line to the authorization request.

<table>
<thead>
<tr>
<th>SERVICE REQUEST INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SERVICE REQUEST LINE ITEMS - DENTAL</strong></td>
</tr>
<tr>
<td>* Code Qualifier:</td>
</tr>
<tr>
<td>* National Code:</td>
</tr>
<tr>
<td>PROC FROM DATE:</td>
</tr>
<tr>
<td>PROC TO DATE:</td>
</tr>
<tr>
<td>UNITS/ DAYS REQUESTED:</td>
</tr>
<tr>
<td>TOOTH NUMBER:</td>
</tr>
<tr>
<td>TOOTH SURFACE:</td>
</tr>
<tr>
<td>QUADRANT:</td>
</tr>
</tbody>
</table>

**Note:** Either units or an amount is required.

If the service you are requesting requires an arch designation, use the Quadrant dropdown to choose the arch.
Service Request Information

- This will move the information you entered to the bottom of the screen and clear the Service Request Line Items area for you to enter additional procedures as needed.
Service Request Information

• The line number is a blue hyperlink that when selected will repopulate the information in the Service Request Line Item.
  o You can make any needed changes and click the Update Service Request Line Item button to update the line.

• You can also delete an entire line by selecting the Delete hyperlink in blue next to the Service Request Line Item.
Service Request Information

• If you will be using NEA for any photos or x-rays, you will need to enter the NEA number or additional comments in the comments area, located below the Service Request Line Items.

• If you will be submitting any supporting documentation by mail, please indicate this in the comments area.

• If the CDT codes you are requesting requires a diagnosis code, do not enter the decimal point. ProviderOne will apply the decimal upon submission of the authorization.

• **IMPORTANT!** Please enter your phone and fax number in the comments area.

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**Note:** The comments area allows up to 250 characters.
Submitting your request

- Once the information is complete, click the **Submit PA Request Info** button at the top of the PA Request screen.
- ProviderOne will validate the data you entered in the request to ensure all minimum information has been submitted.

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```

![On-Line Prior Authorization Submission Screen - Initiate Dental PA Request Screen](image)

**Note:** asterisks (*) denote required fields.

### PA Request Info

- **Service Type Code Selection**
- **Client Info**
- **Requestor Info**
- **Service Request Info**
- **Medical Info**

### SERVICE TYPE CODE SELECTION

Please select Service Type Code

* Service Type Code: **DEN - Dentures**
Submitting your request

• If you receive any red warnings at the top of the PA Request screen, verify and correct the information. These corrections must be completed before ProviderOne will accept the online PA request.
Submitting your request

• Once the errors are corrected and your request has been submitted, the **Submitted PA Request Details** confirmation screen will appear providing you with the **PA Request Number**.

• In order for the agency to receive your request, you must click the final submit button on the bottom right of this screen (shown on slide 28).

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**Note:** “No records found!” means there is not yet any backup documentation attached to the claim.
Submitting your request

• On this screen, you also have the option of printing a copy of this confirmation for your records, using the **Print Details** button.

• To submit any supporting documentation, select **Add Attachment**:

Note: Supporting documentation is required and will delay the request if any x-rays, photos or other documentation is not attached. **Ensure all required documentation is attached prior to submitting your request.**
Adding documentation

- Once you have clicked the **Add Attachment** button, the Back Up Documentation screen appears.
- Choose your **Attachment Type**, by using the dropdown:
Adding documentation

• Choose the **Transmission Code** by using the dropdown:
  - Select BM for by mail
  - Select WB for web submission
Adding documentation – By Mail

• Once you have chosen the Attachment Type and Transmission Code of BM for mailing your back up, click the **Ok** button:
Adding documentation – By Mail

- A dialogue box will appear and provide the option to **Print Cover Page**.
- Make a note of the **PA Request Number** and click the **Print Cover Page** button.

![Submitted PA Request Details](image-url)

- **PA Request Number**: 100617986
- **Provider ID**: 1801231717
- **Client ID**: 99999999WA
- **Date of Service**: 10/25/2017 - 01/25/2018

Please click "Add Attachment" button, to attach the documents.
Adding documentation – By Mail

• Enter the authorization number in the **Authorization Reference** box and click the **Print Cover Sheet** button:

**IMPORTANT!**
Internet Explorer (IE) is the only browser at this time that populates the barcode correctly for authorization submission.

**Note:** Click outside of the Authorization Reference field to populate the barcode.
Adding documentation – By Mail

• Mail the supporting documentation to:
  Authorization Services Office
  PO Box 45535
  Olympia WA  98504-5535

• You can also fax your supporting documentation to 866-668-1214, using the by mail function. However, if you are submitting x-rays or photos, this information cannot be faxed.
Adding documentation – Web

• Once you have chosen the Attachment Type and Transmission Code of WB, click the **Browse** button to upload the supporting documents.

• Click the **Ok** button.
Adding documentation – Web

- Your supporting information shows in the **Attachment List**.
- Acceptable file formats are PDF, GIF, JPEG, DOC, DOCX, XLS, XLSX, and document sizes no more than 10 MB.

**Note:** Multiple attachments can be added. Follow these steps for each attachment needed. Be sure to upload all required documentation.
Submitting your PA request

• Once you have added your supporting documentation, either BM or WB, you are ready to submit your request.

• Select the **Print Details** button to keep a copy for your records of the attachments you are sending.

• Click the **Submit** button to finalize your request. The agency will not receive your request if you do not click the final submit button on this screen.

**Note:** Supporting documentation is required and will delay the request if any x-rays, photos or other documentation is not attached. **Ensure all required documentation is attached prior to submitting your request.**
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:
Checking the status of your PA request

• If you just entered your PA request, the status will show as “Requested”:
Authorization status

Below is a list of the different statuses you may see on your PA request:

<table>
<thead>
<tr>
<th>Error</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error</td>
<td>There is an error in ProviderOne that will be cleared once the request is worked. No action needed by the provider.</td>
</tr>
<tr>
<td>Requested</td>
<td>The authorization has been requested and received.</td>
</tr>
<tr>
<td>In review</td>
<td>The authorization request is currently being reviewed.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The authorization request has been cancelled.</td>
</tr>
<tr>
<td>Pended</td>
<td>Additional information has been requested from the provider.</td>
</tr>
<tr>
<td>Referred</td>
<td>The authorization request has been forwarded to a second level reviewer.</td>
</tr>
<tr>
<td>Approved/hold</td>
<td>The request is approved but additional information is necessary before the authorization can be released for billing.</td>
</tr>
<tr>
<td>Approved/denied</td>
<td>The authorization request is partially approved with some services denied.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The authorization request was returned as incomplete.</td>
</tr>
<tr>
<td>Approved</td>
<td>The authorization has been approved.</td>
</tr>
<tr>
<td>Denied</td>
<td>The authorization has been denied.</td>
</tr>
</tbody>
</table>
What do I do if I need help?

• Prior Authorization Office 1-800-562-3022:
  o Dental – extension 15468 (M–Th 8-11:30 am)

• Helpful information and resources located on the Prior Authorization webpage.