

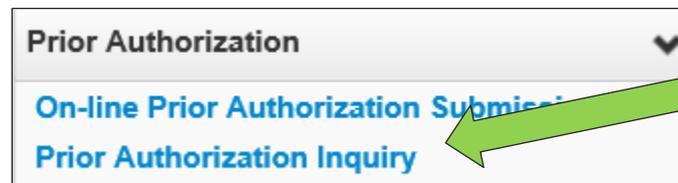


Prior Authorization

Retrieving Correspondence from an authorization

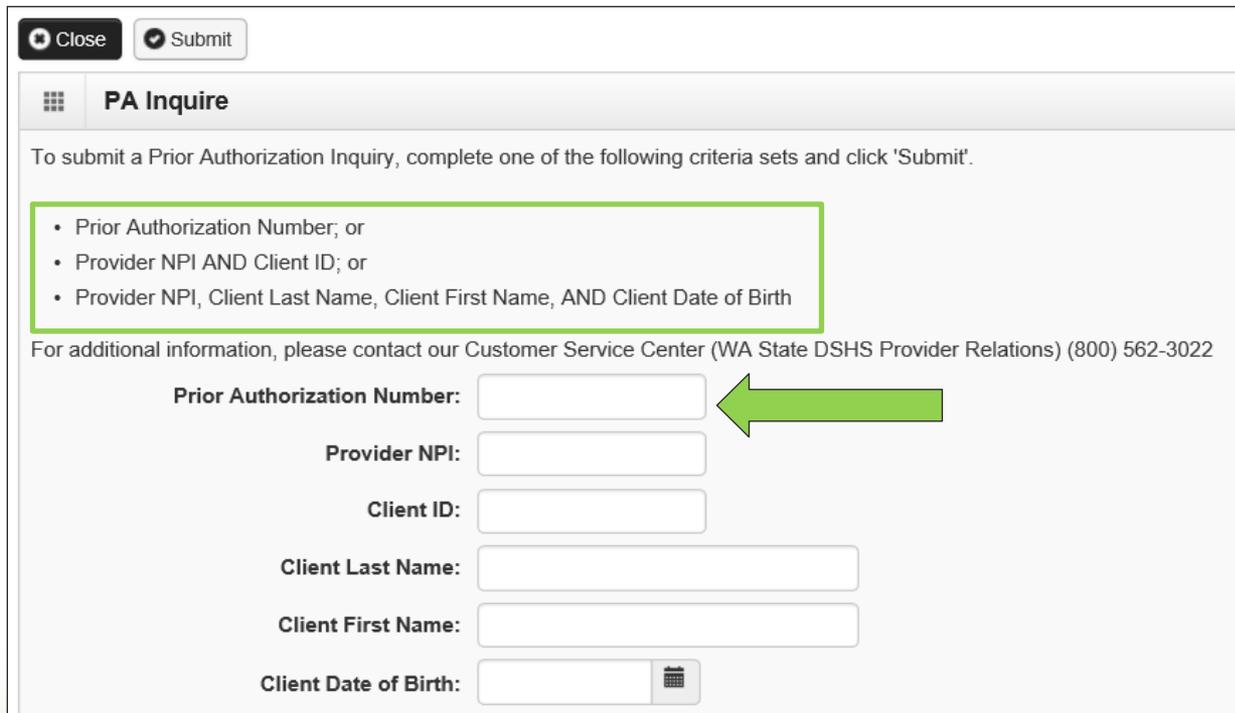
Retrieving Correspondence

- To retrieve correspondence from an authorization request, click the **Prior Authorization Inquiry** hyperlink on the provider portal.



Retrieving Correspondence

- Enter the authorization number in the **Prior Authorization Number** field, or use one of the criteria noted on the PA Inquire screen.



The screenshot shows a web form titled "PA Inquire". At the top left are "Close" and "Submit" buttons. Below the title is a grid icon and the text "PA Inquire". A paragraph of instructions follows: "To submit a Prior Authorization Inquiry, complete one of the following criteria sets and click 'Submit'." A green-bordered box highlights three criteria: "Prior Authorization Number; or", "Provider NPI AND Client ID; or", and "Provider NPI, Client Last Name, Client First Name, AND Client Date of Birth". Below this is a note: "For additional information, please contact our Customer Service Center (WA State DSHS Provider Relations) (800) 562-3022". The form contains several input fields: "Prior Authorization Number:" (with a green arrow pointing to it), "Provider NPI:", "Client ID:", "Client Last Name:", "Client First Name:", and "Client Date of Birth:" (with a calendar icon).

Retrieving Correspondence

- Click the retrieve correspondence box to view all correspondence related to the authorization

The screenshot displays a software interface with the following components:

- Buttons:** 'Close', 'Add Attachment', and 'Retrieve Correspondence' (highlighted with a green box).
- PA Utilization Summary:**
 - Authorization #: 100617986
 - Client ID: 99999998WA
 - Service: Dentures
 - Request Date: 2017-10-25
 - Service Start Date: 2017-10-25
 - Requestor ID: 1801231717
 - Authorization Status: Error
 - Client Name: Doe, Jane
 - Organization: PA - DENTAL
 - Last Updated Date: 2017-10-25
 - Service End Date: 2018-01-25
 - Requestor Name: Test FAOI
- Service List Table:**

Line #	Modified Date	Servicing Provider ID	Code	Claim Type	Modifier1	ToothNum	Tooth Surf	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
- Page Navigation:** View Page: 1, Go, Page Count, SaveToXLS, Viewing Page: 1, First, Prev, Next, Last.

Retrieving Correspondence

Click the E2 Vault Key to retrieve the correspondence

Close

Correspondence Retrieval Page

Filter By : And And And

Go Save Filter My Filters

E2 VAULT KEY	CORRESPONDENCE TITLE	SENT BY	SENT DATE	JOB TYPE	STATUS	PA Request Number
PA535275025	337 Approve DME		11/03/2020	PL	File Archived	101003552

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

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.