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.

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
Retrieving Correspondence

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

![Retrieving Correspondence Image]

**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**: Doe, Jane
- **Organization**: PA - DENTAL
- **Last Updated Date**: 2017-10-25
- **Service End Date**: 2018-01-25
- **Requestor Name**: Test FAOI

**Service List**

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<th>Line #</th>
<th>Modified Date</th>
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<th>Claim Type</th>
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<th>ToothSurf</th>
<th>Quad</th>
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<th>To Date</th>
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<th>Request Units</th>
<th>Auth Amount</th>
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</table>
Retrieving Correspondence
Click the E2 Vault Key to retrieve the correspondence
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.