Prior Authorization adding additional supporting documents to a request in “pend” or “approve/hold” status
Has the agency pended your request for additional documentation?

• If the agency requires additional information to review your authorization, you may need to add backup documentation to the submitted PA request.

• Your request will have a status of “pended” or “approve/hold” waiting for the documentation to be attached.

• The following slides describe the required steps.
Adding additional documentation to a pended request

• Search for your PA request completing the fields below and click Submit.
Adding additional documentation to a pended request

• Once ProviderOne finds your PA request the status will be pended or approve/hold, click the **Add Attachment** button.

**Note:** This option is available on all requests that are in pended or approve/hold status, regardless of how the request was initially submitted (i.e., fax or direct data entry).
Adding additional documentation to a pended request

- Click the **Add Attachment** button.

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**Submitted PA Request Details:**

- **PA Request Number:** 100877684
- **Provider ID:** 1386556227
- **Client ID:** 999999998WA
- **Date of Service:** 06/10/2019 - 09/10/2019

Please click “Add Attachment” button, to attach the documents.

**Attachment List:**

<table>
<thead>
<tr>
<th>File Name</th>
<th>Attachment Type</th>
<th>Transmission Code</th>
<th>Attachment Control #</th>
<th>File Size</th>
<th>Delete</th>
<th>Uploaded On</th>
</tr>
</thead>
</table>

**No Records Found!**
Adding additional documentation to a pended request

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

• Choose the **Transmission Code** by using the dropdown:
  - Select WB for web submission

  ![Dropdown selection](image)

  - The agency is no longer accepting additional information by mail

  ![ErrorMessage](image)
Adding additional documentation to a pended request – Web

- Once you have chosen the Attachment Type and Transmission Code of WB, click the **Browse** button to upload the supporting documents.
- If your office saves backup documentation to a file on your network or computer, this allows you to search those folders and attach the documentation.
- Click the **Ok** button.
Adding additional documentation to a pended request – 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 additional documentation, by 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.**
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 - Thursday 8:00am-12:00pm

**Medical:** ext. 15471  
**Hours:** Tuesday - Thursday 8:00am-12:00pm

**Comagine:** ext. 52018  
**Hours:** Tuesday - Thursday 8:00am-12:00pm

**Dental:** ext. 15468  
**Hours:** Tuesday - Thursday 8:00am-12:00pm