



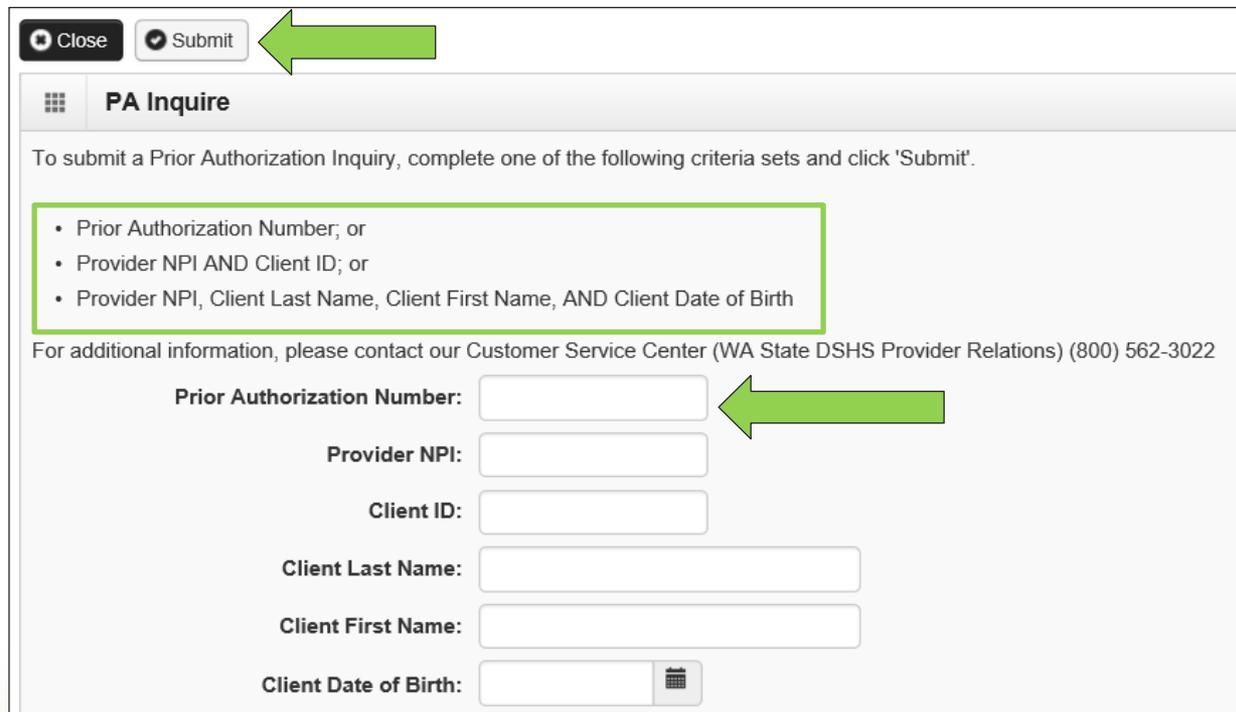
**Prior Authorization  
adding additional supporting  
documents to a request  
in “pend” or “approve/hold” status**

# 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 pending request

- Search for your PA request completing the fields below and click **Submit**.



The screenshot shows a web form titled "PA Inquire". At the top left, there are two buttons: "Close" and "Submit". A green arrow points to the "Submit" button. Below the buttons is a section with a grid icon and the title "PA Inquire". The text below reads: "To submit a Prior Authorization Inquiry, complete one of the following criteria sets and click 'Submit'." A green box highlights the following list of criteria:

- Prior Authorization Number; or
- Provider NPI AND Client ID; or
- Provider NPI, Client Last Name, Client First Name, AND Client Date of Birth

Below the list, it says: "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:  (A green arrow points to this field.)
- Provider NPI:
- Client ID:
- Client Last Name:
- Client First Name:
- Client Date of Birth:  (with a calendar icon)

# Adding additional documentation to a pending request

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

Close Add Attachment 

**PA Utilization**

Authorization #: 100877684 Authorization Status: Pending  
 Client ID: 999999998WA Client Name: Client, Pseudo  
 Service: Dentures Organization: PA - DENTAL  
 Request Date: 2019-06-10 Last Updated Date: 2019-06-10  
 Service Start Date: 2019-06-10 Service End Date: 2019-09-10  
 Requestor ID: 1366556227 Requestor Name: Test FAOI

**Service List**

Line #	Modified Date	Servicing Provider ID	Code	Claim Type	Modifier1	ToothNum	ToothSurf	Quad	From Date	To Date	Request Amount	Request Units	Auth Amount	Auth Units	Used Amount	Used Units	Status
1	06/10/2019	1366556227	D5211						06/10/2019	09/10/2019	0	1	0	0	0	0	Pended

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**Note:** This option is available on all requests that are in pending 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.

Print Help

Submitted PA Request Details:

PA Request Number: 100877684  
 Provider ID: 1366556227  
 Client ID: 999999998WA  
 Date of Service: 06/10/2019 - 09/10/2019

Please click "Add Attachment" button, to attach the documents.

Add Attachment

Attachment List:

	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼
No Records Found !							

Print Details Print Cover Page Submit

# 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.

Back Up Documentation - Internet Explorer

Print Help

Please select one of the option from the Required Fields \* and attach file, if the Transmission Code is 'WB-Web'

Attachment Type: ---SELECT---

Transmission Code: ---SELECT---

Please attach

PDF, GIF, JPEG, DOC, DOCX, TIF, XLS, XLSX

OK Cancel

- 77-Support Data for Verification
- AS-Admission Summary
- B2-Prescription
- B3-Physician Order
- CT-Certification
- DA-Dental Models
- DG-Diagnostic Report
- DS-Discharge Summary
- EB-Explanation of Benefits
- MT-Models
- NN-Nursing Notes
- OB-Operative Notes
- OZ-Support Date for Claim
- PN-Physical Therapy Notes
- PO-Prosthetics or Ortho3tic Certification
- PZ-Physical Therapy Certification
- RB-Radiology Films
- RR-Radiology Reports
- RT-Report of Tests and Analysis Report

# Adding additional documentation to a pended request

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

The agency is no longer accepting additional information by mail

Please select one of the option from the Required Fields \* and attach file, if the Transmission Code is 'WB-Web'

Attachment Type:  \* Transmission Code:  \*

Please attach the File(s). The File Format must be PDF, GIF, JPEG, DOC, DOCX, TIF, XLS, XLSX

Filename:  Browse... \*

# Adding additional documentation to a pending 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.

Back Up Documentation - Internet Explorer

Print Help

Please select one of the option from the Required Fields \* and attach file, if the Transmission Code is 'WB-Web'

Attachment Type: 77-Support Data for Verification \* Transmission Code: WB-Web \*

Please attach the File(s). The File Format must be PDF, GIF, JPEG, DOC, DOCX, TIF, XLS, XLSX

Filename:  Browse... \*

OK Cancel

# 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**.

**Submitted PA Request Details:**

PA Request Number: 100617986  
 Provider ID: 1801231717  
 Client ID: 999999998WA  
 Date of Service: 10/25/2017 - 01/25/2018

Please click "Add Attachment" button, to attach the documents. Add Attachment

**Attachment List:**

	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
<input type="checkbox"/>	backup_info.docx	77	WB		12kb	X	10/25/2017

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Print Details Print Cover Page Submit

**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.**

**Submitted PA Request Details:**

PA Request Number: 100617986  
 Provider ID: 1801231717  
 Client ID: 999999998WA  
 Date of Service: 10/25/2017 - 01/25/2018

Please click "Add Attachment" button, to attach the documents. Add Attachment

**Attachment List:**

File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
<input type="checkbox"/> backup_info.docx	77	WB		12kb	X	10/25/2017

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Print Details Print Cover Page Submit

**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