Washington State Health Care Authority

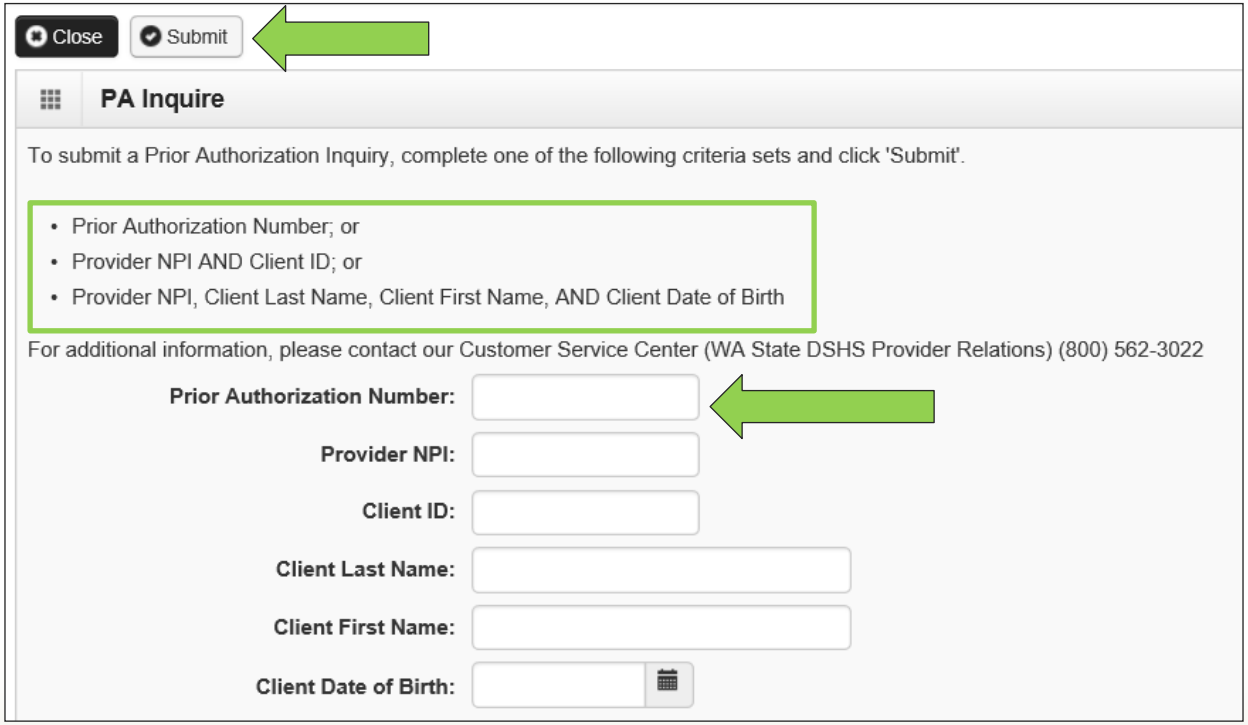
Prior Authorization adding additional supporting documents to a request in “pend” or “approve/hold” status

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**.



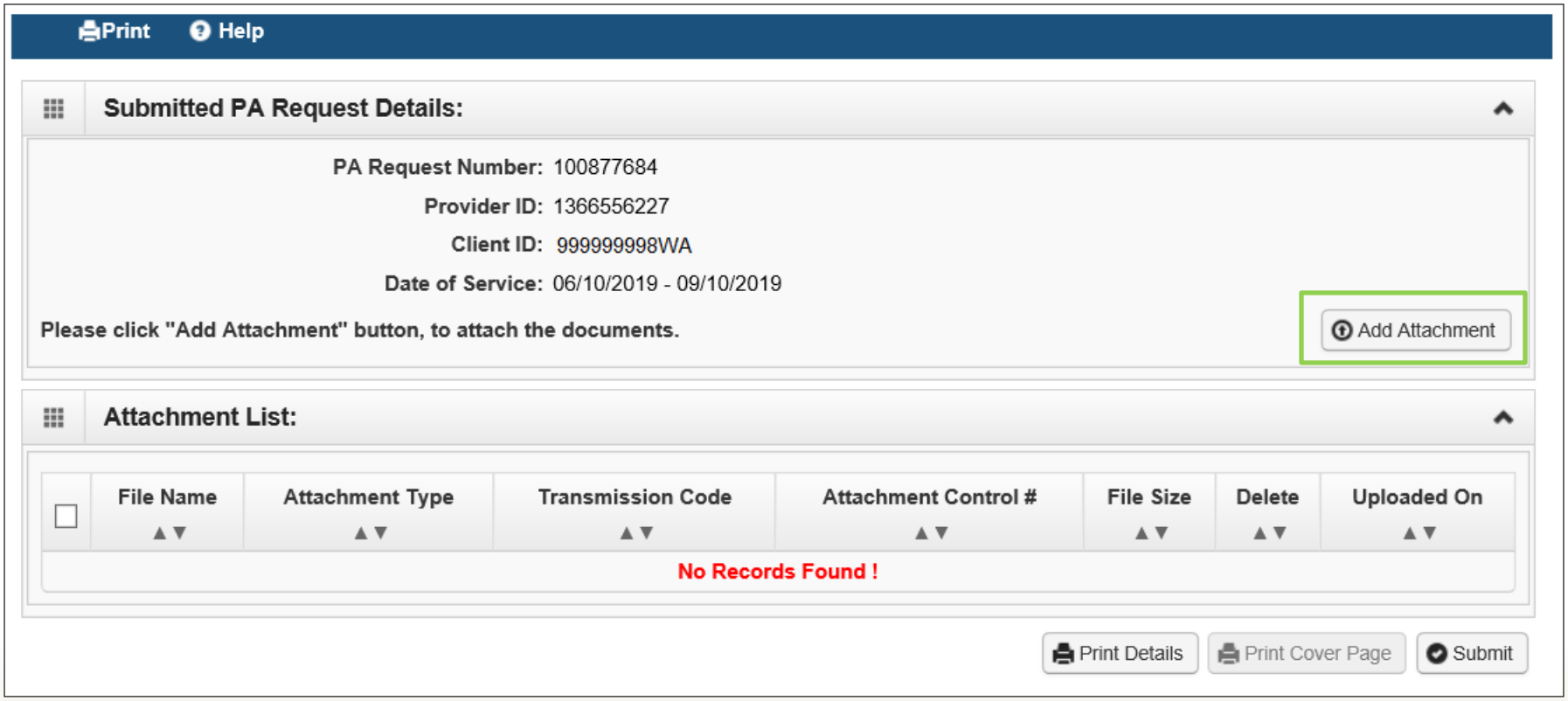
Adding additional documentation to a pended request

- 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).

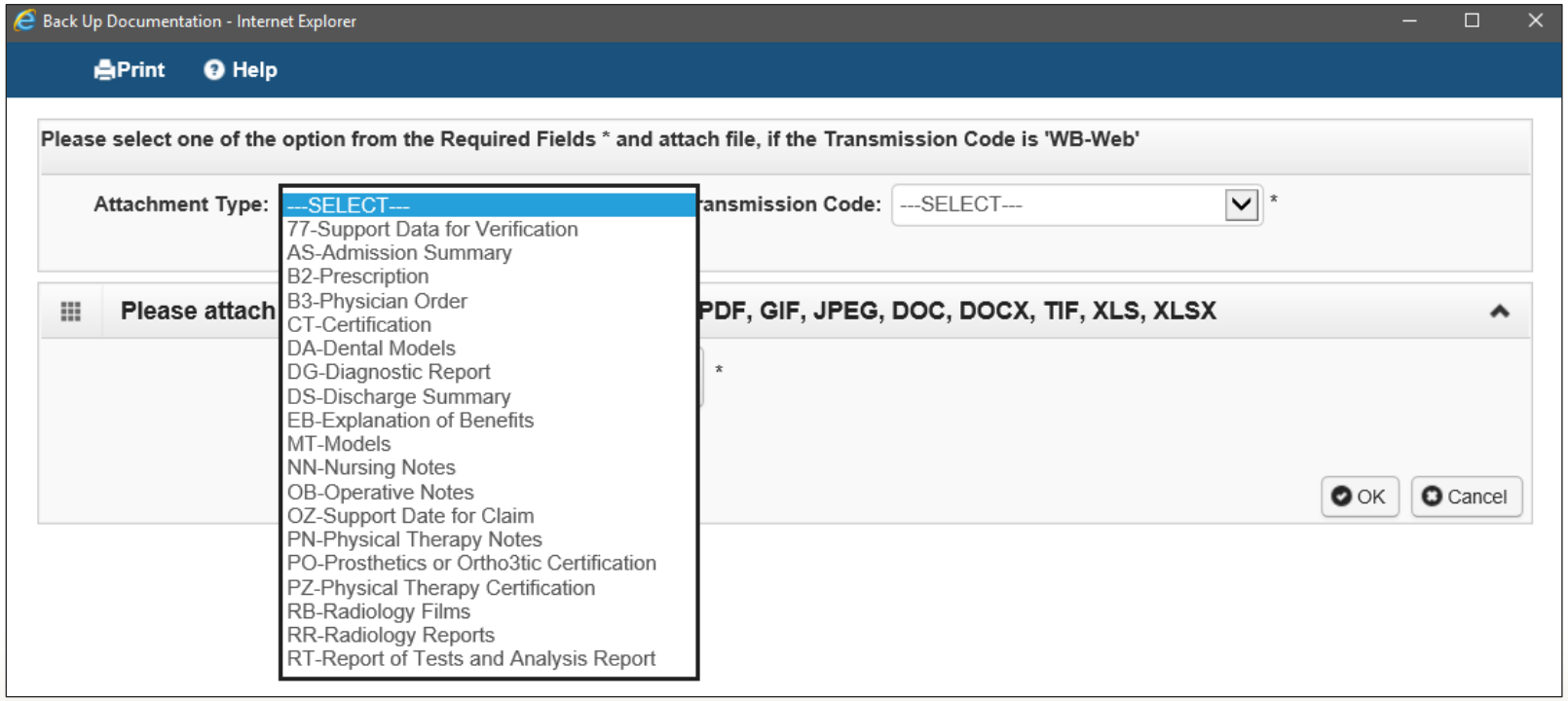
Adding additional documentation to a pended request

- Click the **Add Attachment** button.



Adding additional documentation to a pended request

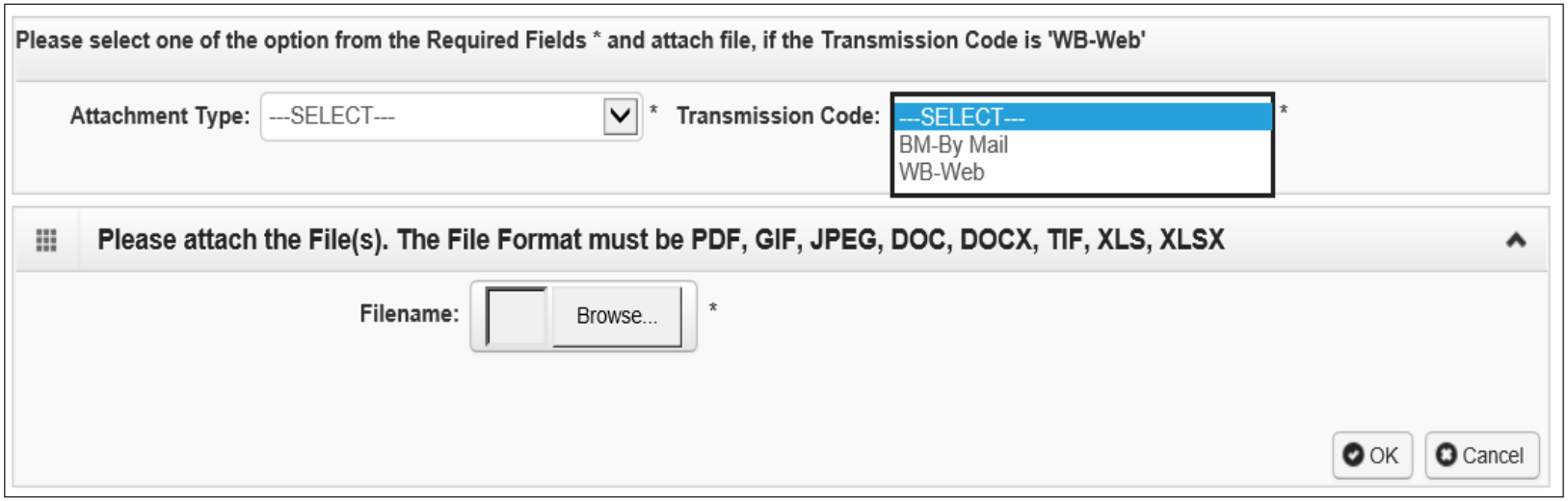
- Once you have clicked the **Add Attachment** button, the Back Up Documentation screen appears.
- Choose your **Attachment Type**, by using the dropdown.



Adding additional documentation to a pended request

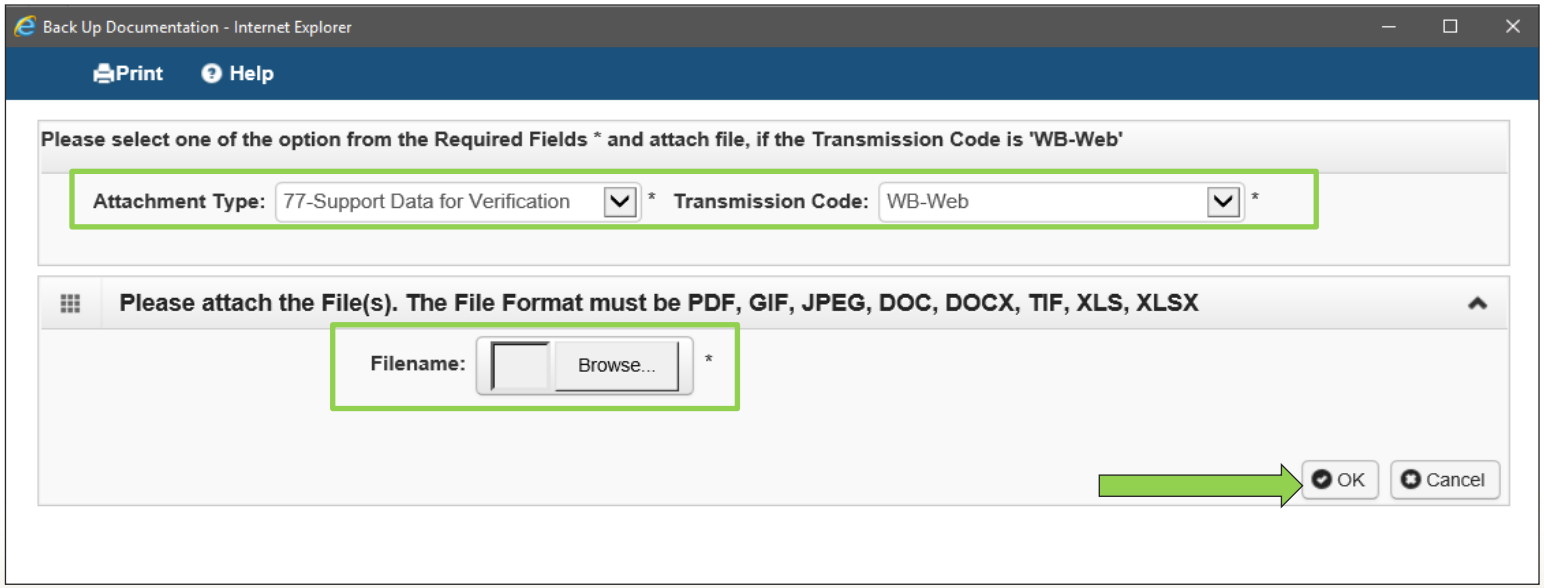
- Choose the **Transmission Code** by using the dropdown:
  - Select WB for web submission

The agency is no longer accepting additional information by mail



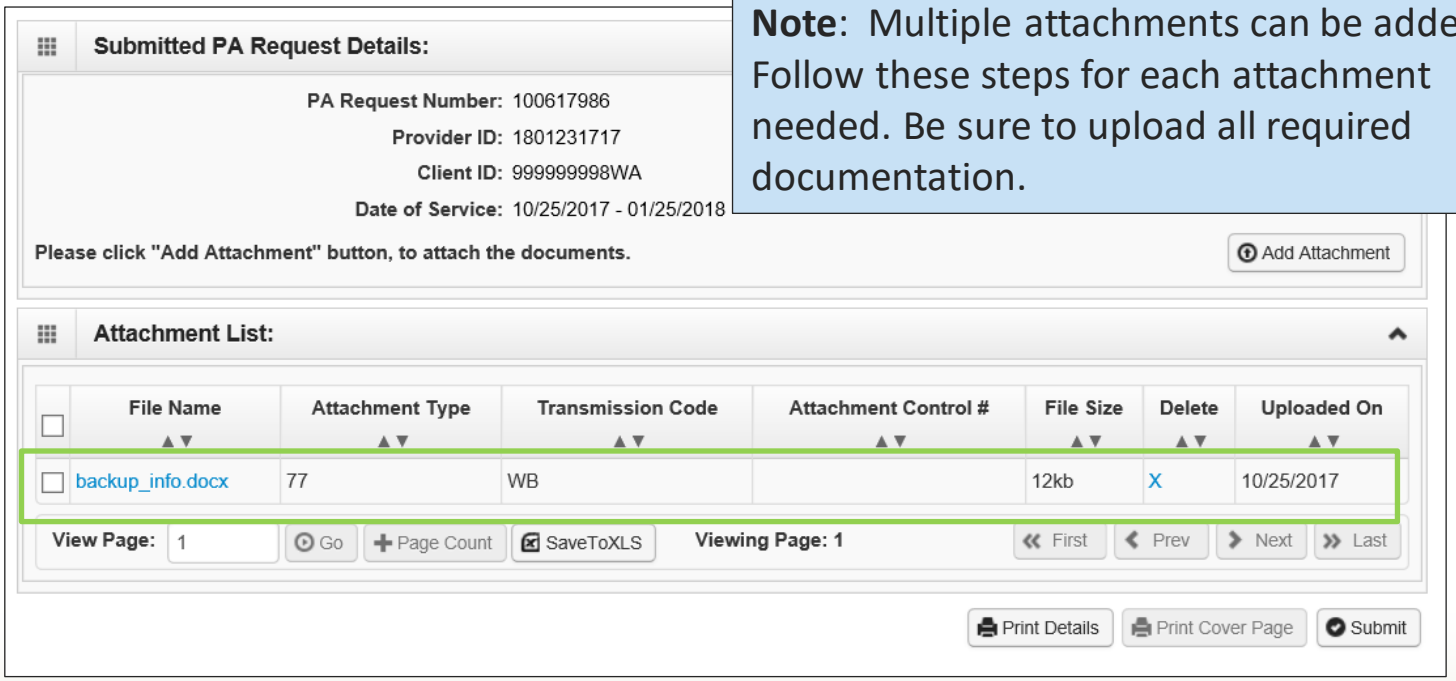
Adding additional documentation to a pended request – Web

- 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

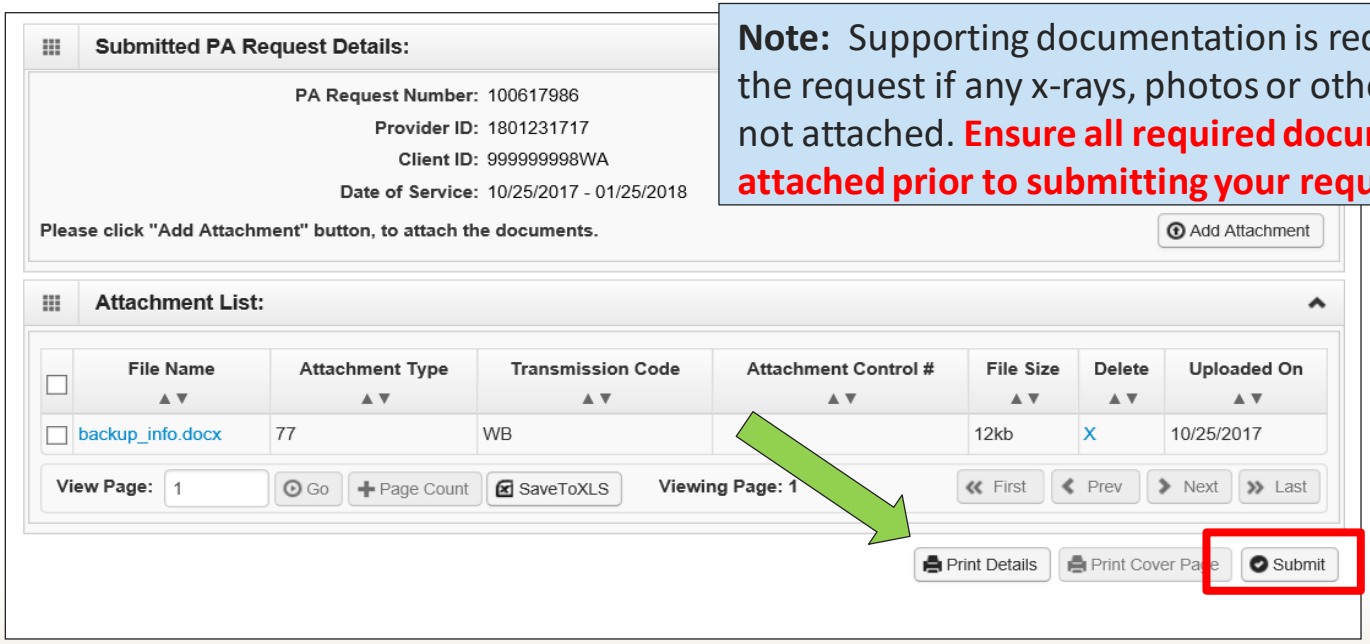
- Your supporting information shows in the **Attachment List**.
- Acceptable file formats are **PDF, GIF, JPEG, DOC, DOCX, XLS, XLSX,** and document sizes no more than **10 MB**.



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.**

Washington State Health Care Authority

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