# Attention All Providers:  Important Reminders Regarding Online Prior Authorizations

The following reminders will assist providers with submitting online prior authorizations (PA).

- Remember that the application times out after 20 minutes of inactivity; for this reason, it is advisable to complete the PA submission in one sitting.

- Attachments are required for all prior authorization requests.  Providers can utilize the current "FA" forms as attachments.  This can be done by completing the form, saving it to your desktop, then attaching the document to the online submission.  Requests are not considered submitted unless there is an attachment.  If an attachment is added at a later time, the request will be considered submitted at the time the attachment is added.

- If attachments are submitted by fax or mail, the PA will not be reviewed until the attachments are received. If the attachments are not received within 30 days, the PA will automatically be canceled.

- Follow these steps to ensure that your attachment has been added:

    1. Select Transmission Method (BM - By mail, EL - Electronic only, BF - by fax).
    2. Upload File - Click on "Browse" to locate the file to be attached and click to attach.
    3. Attachment type – select from the drop-down box the type of attachment being sent.
    4. Select the "ADD" button to attach your file.
    5. Repeat for additional attachments if needed.
    6. To remove any attachments that were attached incorrectly, use the "Remove" link.

    **Note:**  The combined size of all attachments cannot exceed 4 MB.



- After a PA is submitted through the Provider Web Portal, providers CANNOT update existing information on the PA directly in the submitted PA.  Providers can request corrections by using the Prior Authorization

Data Correction Form (FA-29) and adding it as an attachment to the PA that needs to be corrected. To add the FA-29 form as an attachment to the existing PA, reopen the PA using the "Edit" button on the View Authorization Response page.

- If you need to submit a PA Reconsideration request, the Prior Authorization Reconsideration Request (FA-29B) can be uploaded using the File Exchange – Upload Files page on the Portal.



- Providers have the ability to request continued stay or additional service requests on existing PA requests. To request continued stay or request additional service requests, reopen the PA using the "Edit" button on the View Authorization Response page. The "Edit" button will not appear for PAs that have a status of denied or canceled. PAs that are denied or canceled cannot be reopened to add additional information.

- If a provider needs to terminate service with an existing provider to allow a new provider to submit an authorization request, the new provider can complete the Request for Termination of Service (FA-29A). The Request for Termination of Service form needs to be submitted with the new prior authorization as an attachment using the attachment panel on the Create Authorization page. Personal Care Services provider types 30 and 83 use Personal Care Services Recipient Request for Provider Transfer (FA-24T).