To create a Prior Authorization request

1. Go to the portal landing page and log in using your User ID and password. If you do not have a User ID and password, click Register Now or see the JOB+AID “Registering on the Portal.”

If you have already logged in, skip to step 2.
To create a Prior Authorization request

2. Click on the Care Management tab
3. Click on Create Authorization
To create a Prior Authorization request

4. Select Medical, Dental or AFMC above the Process Type field

- The listed Process Types are the only ones available on the portal.

- **NOTE:** When selecting Inpatient Services Extension or Personal Care Extension from the Process Type dropdown menu, you must enter the approved PA number.

![Diagram showing the select process types and approved PA number fields](image-url)
To create a Prior Authorization request

1. To create a Prior Authorization request:

   - **Provider Name:** [Enter provider name]
   - **Role IDs:** [Enter role IDs]

2. **ArMedicaid Healthcare Portal Job Aid:**

   - **Create Authorization:**
     - **Process Type:** (Medical, Dental, AFMC)

   - **Requesting Provider Information:**
     - **Provider ID:** [Enter provider ID]
     - **ID Type:** [Enter ID type]
     - **NPI:** [Enter NPI]
     - **Name:** [Enter name]
     - **Taxonomy:** [Enter taxonomy]

3. **Beneficiary Information:**

   - **Beneficiary ID:** [Enter beneficiary ID]
   - **Last Name:** [Enter last name]
   - **First Name:** [Enter first name]
   - **Birth Date:** [Enter birth date]

4. **Referring Provider Information:**

   - **Referring Provider same as Requesting Provider:**

5. **Service Provider Information:**

   - **General Service Provider Header Instructions:**

6. **Diagnosis Information:**

   - **Diagnosis Type:** [ICD-10-CM]
   - **Diagnosis Code:** [Enter diagnosis code]
   - **Place Of Service:** [Enter place of service]

Please note that the 1st diagnosis entered is considered to be the principal (primary) Diagnosis Code. Click the Remove link to remove the entire row.
To create a Prior Authorization request

5 Complete the required fields (all fields that have a red asterisk are required)

- If you are **not** submitting attachments, skip to step 7
- If you are submitting attachments, follow the instructions on step 6
To submit an attachment

If attachments are required, please follow the steps below:

- Scroll down to the Attachments Panel. Click the “+” to expand the panel.
- Choose the Transmission Method, Upload File and Attachment Type, and enter a Description. Complete the required fields.
To submit an attachment

- Click **Add**. You may continue to add as many attachments as needed. If you have no additional attachments, click **Submit**.
- **NOTE**: If you have more than one attachment, you will need to repeat the process.
- You should see the information you selected populated in the rows (*see image above*). You will also be assigned a control number.

7. Once you click **Submit** — you will be given a **PA Tracking Number** that will allow you to keep track of your PA request until it is approved or denied.

**GLOSSARY**

- **Control number**: Number assigned to documentation when submitted
- **Tracking number**: Number assigned when PA is requested
To search for a PA

- Click on the Care Management tab
  - Click View Authorization Status to see the Prospective Authorizations and Search Options. The Prospective Authorizations tab will show a list of the first 20 authorizations that include a service date of today or greater. Please note that these authorizations were requested using the provider number outlined in the Role IDs field.
  - Click PA Tracking Number or Authorized PA Number to view the authorization response details, or select the Search Options tab to search for a different authorization.
Click **Search Options**. There are three options for authorization searches:

- **Search using the Authorization Information Panel.** You can search for an authorization by entering at least one of the following fields: PA Tracking Number, Authorized PA Number, Process Type, Authorization Status, Code Type, Code, Date Range or Service Date.
To search for a PA

Search using the **Beneficiary Information Panel**. You can search for an authorization by entering at least one of the following fields: Beneficiary ID, Birth Date, Last Name, First Name. If **Beneficiary ID** is not entered, the remaining fields are all required.
To search for a PA

Search using the **Provider Information Panel**. You can search for an authorization by entering at least one of the following fields: Provider ID, ID Type, Taxonomy. Select whether this provider is the Servicing Provider on the Authorization or Referring Provider on the Authorization.
To search for a PA

Once you have entered your search criteria, click Search

- Click the PA Tracking Number or Authorized PA Number to view the authorization response details
To request a reconsideration

- If your PA is **DENIED**, **APPROVED WITH MODIFICATION**, or **PARTIALLY APPROVED**, you can request a reconsideration.

- **NOTE**: A PA reconsideration can only be done once. Please make sure the correct documentation or information is included or attached for the reconsideration process.

11 Click on the **PA Tracking Number** or **Authorized PA Number** of the PA that you would like to be reconsidered.
Under the **Service Provider/Service Details Information field**, check the box under "Reconsider" for the PA you want to be reconsidered.

**NOTE:** You only have one opportunity to request a reconsideration on a PA as a whole. Be sure to select all line items that you want to be reconsidered before you submit. Once you submit, you will not be able to request another reconsideration of that PA.
To request a reconsideration

13 Once you check the Reconsider box, the Expedite Reconsideration box will display. To expedite your request, check this box and attest to the URAC statement.

If your request does not need to be expedited, do not check the Expedite Reconsideration checkbox.
**To request a reconsideration**

14. Under the Attachments field, click “Add” to attach any supporting documentation for the reconsideration.

15. Click “Reconsider.” You will see a pop-up box asking you to confirm that you have checked the line items you want reconsidered and have provided supporting documentation.
Click "Yes." You will get a confirmation that your request for reconsideration has been submitted.
After you submit your reconsideration request, you will be able to keep track of it using the PA Tracking Number until the request is approved or denied.
To request a reconsideration

18 Check the Status field of each PA reconsideration request to see the status of the request.

For more information, call 1-800-457-4454 or email arkedl@dxc.com