ADMINISTRATIVE REVIEW
User Guide

Overview

Providers submit a request for an Administrative Review and attach supporting documentation via the Medical Review Portal. Providers will receive a No-Reply email when a request for an Administrative Review is received and again when the request has been processed. The email can also be viewed from Contact Us Correspondence section of the PA. If the decision is overturned (Approved), the provider will receive an approval letter from DXC. If the decision is upheld (Denied), a denial letter will be attached to the Attached Files section of the PA.

request for an Administrative Review is received, the provider will receive a No-Reply email Reconsideration Request is processed, a no-reply email and a 'contact us' message are sent to the provider. The notifications inform the provider that the reconsideration was processed and to check the *Provider Workspace* for details. The process used to view reconsideration details is the same as the process used to view change request details. The reconsideration request details are available on the PA *Review Request* page accessed from PA Search. The reviewer's comments display in a tool tip made visible by holding the mouse pointer over the reconsideration status.
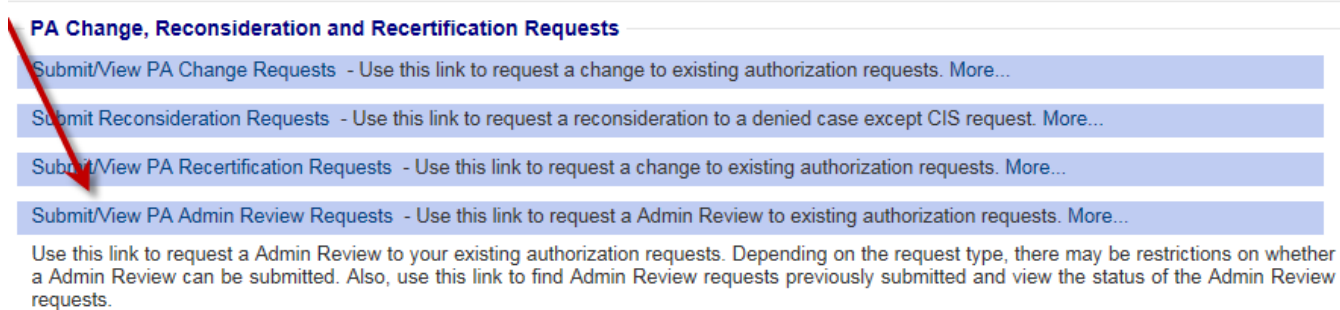
Administrative Review Request Guidelines and Restrictions

1. Administrative review requests **are not applicable** to the following PA types:
    o WAIVER program PAs
    o PASRR Level I PAs

2. A Prior Authorization must have had to Peer Consultant reviews before and Administrative Review can be requested

3. Administrative review request may only be submitted if the PA is denied or at least one procedure code line is denied or at least one procedure code line approved for fewer units

4. Administrative review request must be submitted with 30 days of the denial date.

5. Administrative review request must be submitted within 30 calendar days of the denial decision date.

Administrative Review Submission Instructions

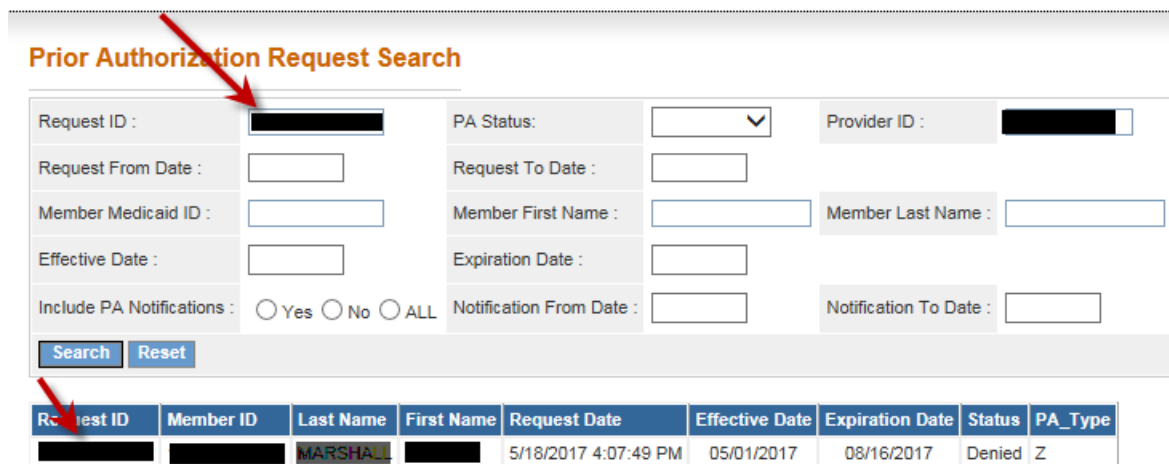1. Open the *Medical Review portal* and select **Submit/View PA Admin Review Requests**.

PA Change, Reconsideration and Recertification Requests

Submit/View PA Change Requests - Use this link to request a change to existing authorization requests. More...

Submit Reconsideration Requests - Use this link to request a reconsideration to a denied case except CIS request. More...

Submit/View PA Recertification Requests - Use this link to request a change to existing authorization requests. More...

Submit/View PA Admin Review Requests - Use this link to request a Admin Review to existing authorization requests. More...

Use this link to request a Admin Review to your existing authorization requests. Depending on the request type, there may be restrictions on whether a Admin Review can be submitted. Also, use this link to find Admin Review requests previously submitted and view the status of the Admin Review requests.

2. On the search page, enter the PA number in the Request ID' box.

3. Click **Search.**

4. Click the request ID on the search results list to open the *Review Request* page.

Prior Authorization Request Search

Request ID :		PA Status:		Provider ID :	
Request From Date :		Request To Date :			
Member Medicaid ID :		Member First Name :		Member Last Name :	
Effective Date :		Expiration Date :			
Include PA Notifications : ○ Yes ○ No ○ ALL	Notification From Date :		Notification To Date :		
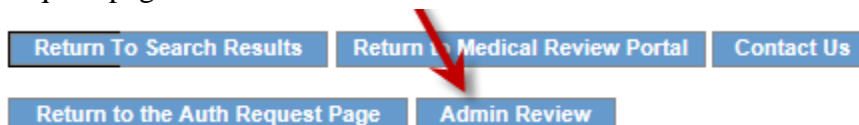
Search   Reset

Request ID	Member ID	Last Name	First Name	Request Date	Effective Date	Expiration Date	Status	PA_Type
		MARSHALL		5/18/2017 4:07:49 PM	05/01/2017	08/16/2017	Denied	Z

5. Click the **Admin Review** button at the bottom of the page to open the Administrative Review Request page.

Return To Search Results   Return to Medical Review Portal   Contact Us

Return to the Auth Request Page   Admin Review

6. At the top of the form, the contact information for the requesting provider is inserted by the system. Verify that the information is correct. If not correct, edit the information. This is important because a no-reply email and contact message is sent to the email address noted on the review request form.

7. In the first text box, indicate why the review is being requested. In the second text box, provide additional clinical information that supports the request for Administrative Review, and

specifically addresses the reason for the denial.   (If additional supporting documentation is to be attached, it is acceptable to note 'See attached' in the text box.)

Admin Review Request Information

Request ID : ▓▓▓▓▓▓▓	CMO Request ID :

Please complete the following $$change request$$ form. Please make your information as complete as possible, as this will be used for determining whether your $$change request$$ is approved or denied. You may be contacted by a review staff member if there are any questions concerning your $$change request$$. You may attach documents to this request. After you click Submit, a confirmation page will display. Use 'Create An Attachment' on that page to attach documents."

You will receive an email once this Change Request/Reconsideration Request is processed. Please check All contact information (name, phone and email address) and make sure that the information is correct. If not correct, edit the information.

| Contact Name : Vickie Chandler | Phone: 777-777-7777 | Ext: | Fax : 777-777-7777 | Email : vickie.chandler@gmcf.org |

Provide Details for Admin Review.
Admin Review details

Provide your rationale for changing the Prior Authorization Request.
Admin Review rationale

8. Click **Submit**.

9. If the submission is successful, a page displays confirming that the review has been entered successfully; and the attachment panel is available**.**   Attach any supporting documentation at this time.

Admin Review Request Information

| Request ID : 117051800002 | Contact Name : Vickie Chandler | Phone : 777-777-7777 | Ext : | Fax : 777-777-7777 | CMO Request ID : | Email : vickie.chandler@gmcf.org |

Describe what you want changed.
Admin Review details
Provide your rationale for changing the Prior Authorization Request.
Admin Review rationale

Your Request has been successfully entered into the system. Should a review staff member have any questions, you will be contacted.

To attach documents, use Create an Attachment below. You may attach files that are no more than approximately 20 pages.

Create an Attachment

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

| | Browse... | Attach File |

Back

Provider Notifications

1. Providers will receive a No-Reply email when a request for an Administrative Review is received and again when the request has been processed. The email will be sent to the email address saved with Admin Review Request form. The email can also be viewed in the Contact Us Correspondence section of the PA.

2. If the denied decision is overturned (Approved), the provider will receive a No-Reply Email and a letter from DXC.

3. If the denied decision is upheld, in addition to a No-Reply Email, a denial letter will be attached in the Attached Files section on the PA.

Attached Files

File	Type	Document Name	User	Date
AdminReviewDenial.pdf	Attached By Nurse		VICKIE.CHANDLER	5/24/2017 11:30:03 PM

Change/Reconsideration Requests

Request Type	Date Requested	CR Status	Contact Name	Contact Phone	Change Required	Change Rationale
Reconsideration Request	05/24/2017	Processed	hhkhk		testttttttttt	testttttttttt
Admin Review Request	05/24/2017	Processed	Vickie Chandler	7777777777	Admin Review details	Admin Review rationale

Contact Us Correspondence

Corr ID	Contact For	Contact Name	Contact Email	Phone	Date Entered	Processed
C17052400014 Z		hhkhk			5/24/2017 10:29:10 PM	Yes
C17052400015 Z		hhkhk			5/24/2017 11:30:03 PM	Yes
C17052400016 Z		Vickie Chandler	vickie.chandler@gmcf.org	777-777-7777	5/24/2017 11:30:32 PM	Yes