

# Attach Documentation to PA Requests

## Description

Providers may attach documents to a prior authorization (PA) request after submitting a new PA, or attach documents to a pending not referred PA request that was previously submitted. Documents may also be attached to Change Requests and Reconsideration Requests using the same basic attachment procedure.

## Guidelines:

- For the following review types, attachments **can only be made as part of change request/reconsideration request process and not for pending PAs.**
  - Additional Psychiatric/Psychological Services
  - Additional Office Visits
  - Swingbed Requests
- Documents may be attached to these types of requests when the request is pending or is initially tech denied for missing information:
  - Katie Beckett DMA6A
- Documents may be attached to the following types of requests when the request is submitted, pending, **initial** tech denial if less than 30 days post request date, and attached to Reconsideration request.
  - CCSP Level of Care and Placement
  - SOURCE Level of Care and Placement
  - NOW and COMP Level of Care and Placement
- The GAPP LON may be attached to Approved DMA80s.
- In order to attach a document to a request, the document must be saved to one of the provider's system drives.
- The following file types are acceptable for attachments: TXT, DOC, DOCX, PDF, TIF, TIFF, EXCEL, JPG, JPEG, and JPE.
- The following symbols should not be included in the file name: \, /, #, <, >, ', ".

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- The name of the file to be attached cannot have the same name of a file that is already attached.

- The file size for an individual attachment **MUST** be less than 20 MB in size; so if a file is especially large, divide the file into two files.
- Multiple documents may be attached to one PA request, although each file must be attached individually. In addition, the documentation that is attached should only relate to the member associated with the PA, and not relate to any other members.

## Instructions

Follow these instructions to attach documents to existing requests or to requests upon initial submission.

### 1. Attach to a previously submitted pending request

- Log into the **Georgia Web Portal**. On the *Secure Home* page, click the **Prior Authorization** link; and then select *Provider Workspace* from the drop list.
- Click **Search, Edit or Attach Documentation to Requests**.
- Search for and open the *Review Request* page for the PA to which a document or documents are to be attached. If files have already been attached to the request, the files will display in the **Attached Files** table.
- If the PA request meets attachment criteria, the **Attach File** link will be available.

| Diagnosis  |                          |            |         |
|------------|--------------------------|------------|---------|
| ICD-9 Code | ICD-9 Description        | ICD-9 Date | Primary |
| 770.81     | PRIMARY APNEA OF NEWBORN | 07/27/2010 | Yes     |
| 530.81     | ESOPHAGEAL REFLUX        | 07/27/2010 | No      |

| Procedures |                          |            |            |       |                |                 |          |        |
|------------|--------------------------|------------|------------|-------|----------------|-----------------|----------|--------|
| CPT Code   | CPT Description          | From Date  | To Date    | Units | Approved Units | Approved Amount | Decision | Reason |
| E0619      | APNEA MONITOR W RECORDER | 08/01/2010 | 12/31/2010 | 5     |                |                 | Pending  |        |

[Edit Request](#) [Withdraw Request](#) [Attach File](#) [Return To Search Results](#) [Return to Provider Workspace](#)

Figure 1

- Click attach file, and on the page that displays, go to the **Create an Attachment** section. Go to step #3.

2. **Attach upon PA submission:**

- Log into the **Georgia Web Portal**. On the *Secure Home* page, click the **Prior Authorization** link; and then select *Submit/View* from the drop list.
- Complete the PA request and click **Submit Request**.
- On the page that displays after clicking **Submit Request**, go to the **Create an Attachment** section.

3. Under **Create an Attachment**, click **Browse** to open the file directory.

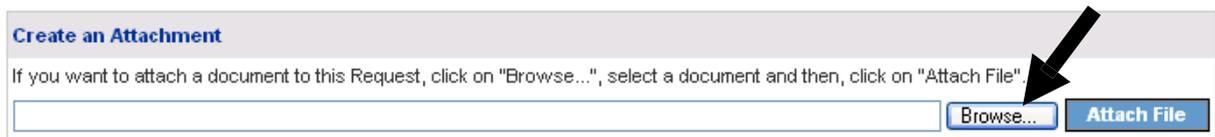


Figure 2

4. Find the file that is to be attached. Select the file by double clicking the file, or highlight the file and click **Open**.

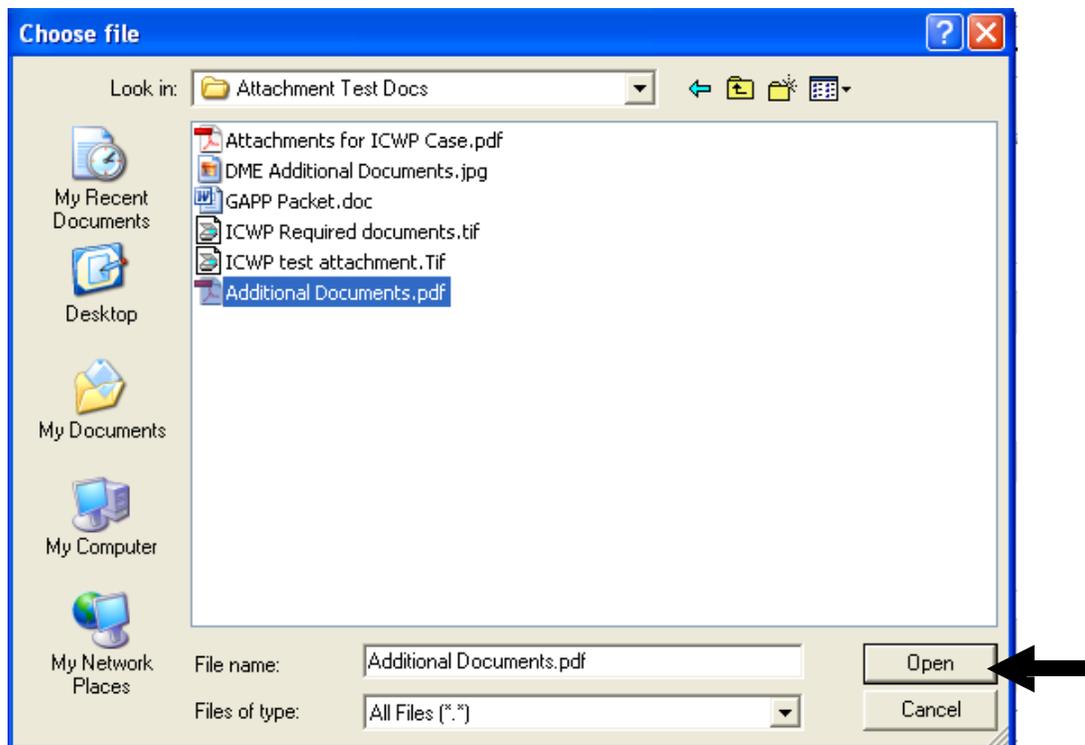


Figure 3

- Once the file is selected, it will display in the box next to browse. To attach the selected document, click the **Attach File** button.

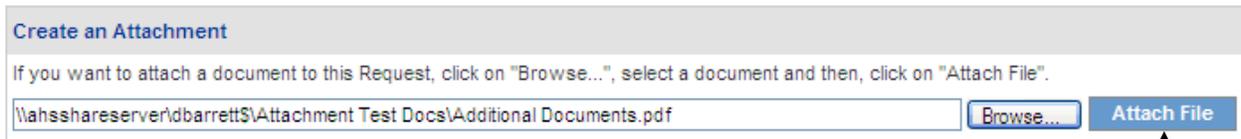


Figure 4

- If the file is uploaded, the 'File uploaded successfully' message displays, and a link to the attachment will display in the **Attached Files** table.



| File                                     | Type              | Code | Document Name | User     | Date                   |        |
|--|-------------------|------|---------------|----------|------------------------|--------|
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse |      |               | DBARRETT | 10/25/2010 10:25:38 AM | DELETE |

Figure 5

- For some request types, the 'type' of each required document displays next to a checkbox. The purpose of the checkbox is to associate the actual file attached with the specific additional information required by policy. The following request types have document type checkboxes:

- Durable Medical Equipment (DME) (depends on procedure codes requested)
- Children's Intervention Services (CIS)
- Georgia Pediatric Program (GAPP)
- Independent Care Waiver Program (ICWP)
- SOURCE Level of Care and Placement

Refer to the figures on the next pages for examples of the checkboxes for these PA types.

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes | Documents   |
|-------|---|
| E0431 | <input type="checkbox"/> Certificate of Medical Necessity (CMII) <input type="checkbox"/> Copy of Testing Results |
| E0445 | <input type="checkbox"/> Certificate of Medical Necessity (CMII)  |
| E1390 | <input type="checkbox"/> Certificate of Medical Necessity (CMII) <input type="checkbox"/> Copy of Testing Results |

Figure 6 DME

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes         | Documents  |
|---------------|--|
| ATTESTATION   | <input type="checkbox"/> Attestation Form            |
| IEP           | <input type="checkbox"/> IEP                         |
| IFSP          | <input type="checkbox"/> IFSP                        |
| LMN           | <input type="checkbox"/> Letter of Medical Necessity |
| PROGRESS NOTE | <input type="checkbox"/> Current Progress Notes      |
| STANDARD TEST | <input type="checkbox"/> Standardized testing        |

Figure 7 CIS

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes                | Documents   |
|----------------------|---|
| ADDRESS STATUS FORM  | <input type="checkbox"/> Address Status Form                                      |
| CARE PATH            | <input type="checkbox"/> Care Path (10- 12 pages)                                 |
| EQUIP/SUPP PER MONTH | <input type="checkbox"/> Equipment list/supplies required per month – Appendix H2 |
| ICWP FIN SUM         | <input type="checkbox"/> ICWP Financial Summary – Appendix H3                     |
| NARRATIVE SUM        | <input type="checkbox"/> Narrative Summary  |
| NEW PAF FORM         | <input type="checkbox"/> New PAF form   |
| REFERENCE SHEET      | <input type="checkbox"/> Reference Sheet- Appendix H5                             |
| VARIANCE TOOL        | <input type="checkbox"/> Variance Tool  |

Figure 8 ICWP

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Type of Review | Documents   |
|----------------|---|
| INITIAL        | <input type="checkbox"/> Letter of Medical Necessity <input type="checkbox"/> Medical Plan of Treatment (MD-POT) <input type="checkbox"/> IFSP or IEP<br><input type="checkbox"/> Care Plan <input type="checkbox"/> GAPP Assessment Form (Appendix K) <input type="checkbox"/> Insurance Information |

Figure 9 GAPP Initial

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Type of Review | Documents  |
|----------------|--|
| RENEWAL        | <input type="checkbox"/> Letter of Medical Necessity <input type="checkbox"/> IFSP or IEP <input type="checkbox"/> Summary Report<br><input type="checkbox"/> Care Plan <input type="checkbox"/> Insurance Information <input type="checkbox"/> Nurses Notes<br><input type="checkbox"/> GAPP Assessment |

Figure 10 GAPP Renewal

- To attach a file or files to a PA with document type checkboxes, first determine if one file that includes all the required information is to be attached, or individual files are to be attached.

**One Attachment for all Checkboxes:**

- If **one file is to be attached** and that file includes all the required information, click all the checkboxes and then attach the one file.

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Type of Review | Documents   |
|----------------|---|
| RENEWAL        | <input checked="" type="checkbox"/> Letter of Medical Necessity <input checked="" type="checkbox"/> IFSP or IEP <input checked="" type="checkbox"/> Summary Report<br><input checked="" type="checkbox"/> Care Plan <input checked="" type="checkbox"/> Insurance Information <input checked="" type="checkbox"/> Nurses Notes<br><input checked="" type="checkbox"/> GAPP Assessment |

Figure 11

- If the attachment is successful, a 'file upload' message displays. The attached file is added to the **Attached Files** table; and the file is associated with each document type.

**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".

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Type of Review | Documents  |
|----------------|--|
| RENEWAL        | <input type="checkbox"/> Letter of Medical Necessity |
|                | <input type="checkbox"/> Care Plan                   |
|                | <input type="checkbox"/> GAPP Assessment             |
|                | <input type="checkbox"/> IFSP or IEP                 |
|                | <input type="checkbox"/> Insurance Information       |
|                | <input type="checkbox"/> Summary Report              |
|                | <input type="checkbox"/> Nurses Notes                |

**Attached Files**

| File                            | Type              | ReviewType | Document Name               | User     | Date                  |                                       |
|---------------------------------|-------------------|------------|-----------------------------|----------|-----------------------|---------------------------------------|
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | Letter of Medical Necessity | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | Care Plan                   | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | GAPP Assessment             | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | Nurses Notes                | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | Insurance Information       | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | Summary Report              | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |
| <a href="#">GAPP Packet.doc</a> | Attached By Nurse | RENEWAL    | IFSP or IEP                 | DBARRETT | 10/25/2010 1:09:35 PM | <input type="button" value="DELETE"/> |

Figure 12

**Multiple Files to Attach:**

- When **more than one file is to be attached**, first click the applicable checkbox or checkboxes related to the first file. Then, attach the file.

**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".

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes         | Documents   |
|---------------|---|
| ATTESTATION   | <input checked="" type="checkbox"/> Attestation Form            |
| IEP           | <input checked="" type="checkbox"/> IEP                         |
| IFSP          | <input type="checkbox"/> IFSP                                   |
| LMN           | <input checked="" type="checkbox"/> Letter of Medical Necessity |
| PROGRESS NOTE | <input checked="" type="checkbox"/> Current Progress Notes      |
| STANDARD TEST | <input type="checkbox"/> Standardized testing                   |

Figure 13

**Attached Files**

| File                                     | Type              | Code          | Document Name               | User     | Date                  |                                       |
|--|-------------------|---------------|-----------------------------|----------|-----------------------|---------------------------------------|
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | ATTESTATION   | Attestation Form            | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | IEP           | IEP                         | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | LMN           | Letter of Medical Necessity | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | PROGRESS NOTE | Current Progress Notes      | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |

Figure 14

12. To attach another file, repeat the same process. Select the check box or checkboxes and then attach the file.

**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".

\\ahsshareserver\l\barrett\Attachment Test Docs\Standardized Testing.doc

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes         | Documents  |
|---------------|--|
| ATTESTATION   | <input type="checkbox"/> Attestation Form                |
| IEP           | <input type="checkbox"/> IEP                             |
| IFSP          | <input type="checkbox"/> IFSP                            |
| LMN           | <input type="checkbox"/> Letter of Medical Necessity     |
| PROGRESS NOTE | <input type="checkbox"/> Current Progress Notes          |
| STANDARD TEST | <input checked="" type="checkbox"/> Standardized testing |

Figure 15

13. The checkbox that was not selected will still display in red indicating no attachment for that document type.

**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".

File uploaded successfully.

Please Check the name of the documents included in the Attachment before you attach. (All the files colored in red need to be attached for faster review.)

| Codes         | Documents  |
|---------------|--|
| ATTESTATION   | <input type="checkbox"/> Attestation Form            |
| IEP           | <input type="checkbox"/> IEP                         |
| IFSP          | <input type="checkbox"/> IFSP                        |
| LMN           | <input type="checkbox"/> Letter of Medical Necessity |
| PROGRESS NOTE | <input type="checkbox"/> Current Progress Notes      |
| STANDARD TEST | <input type="checkbox"/> Standardized testing        |

**Attached Files**

| File                                     | Type              | Code          | Document Name               | User     | Date                  |                                       |
|--|-------------------|---------------|-----------------------------|----------|-----------------------|---------------------------------------|
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | ATTESTATION   | Attestation Form            | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | IEP           | IEP                         | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | LMN           | Letter of Medical Necessity | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Additional Documents.pdf</a> | Attached By Nurse | PROGRESS NOTE | Current Progress Notes      | DBARRETT | 10/25/2010 1:14:18 PM | <input type="button" value="DELETE"/> |
| <a href="#">Standardized Testing.doc</a> | Attached By Nurse | STANDARD TEST | Standardized testing        | DBARRETT | 10/25/2010 1:17:40 PM | <input type="button" value="DELETE"/> |

Figure 16