

Update CMO PAs

Providers may update CMO PAs via the web portal, except for Newborn Delivery notifications. Updates are allowed according to the following rules:

- **Attach documentation directly to the PA:** Restricted to web portal pending PAs or CMO initiated pending PAs; and Pregnancy Notifications of any status.
- **Submit a Change Request and attach documents to the Change Request:** Restricted to web portal pending PAs, or web portal approved inpatient hospital PAs with no discharge date in order to submit *concurrent review information*.
- **Submit a Reconsideration Request:** Restricted to web portal denied PAs and according to each CMO timeline for reconsiderations. Amerigroup = 2 business days from denial date; Wellcare = 5 business days; and Peach state = 5 business days.

Attach Documents Directly to a CMO PA

Providers may attach documents to **pending CMO PAs** or Pregnancy Notifications of any status. The following file types are acceptable for attachments: TXT, DOC, DOCX, PDF, TIF, TIFF, JPG, JPEG, JPE and XLS. The preferred attachment method is to attach one PDF file with all the necessary information. The file size for an individual attachment **MUST** be less than 20 MB in size. Multiple documents may be attached to one PA request, although each file must be attached individually and each file must have a different name. Avoid using the following symbols when naming files: \, /, #, <, >, ', ".

Follow this process to attach a file:

1. Open the *Provider Workspace*.
2. In the **CMO Authorization Requests** section of the workspace, click on **Search or Submit Clinical Notes/Attach Documentation** to open PA request search.

CMO Authorization Requests

[Search or Submit Clinical notes / Attach Documentation for CMO PA Requests](#) - Use this link to search or attach documentation to CMO prior authorization requests. [More...](#)

[Submit Concurrent Review Information for CMO PAs \(Change Requests\)](#) - Use this link to request a change to existing authorization requests. [More...](#)

[Submit Reconsideration Requests for CMO PAs](#) - Use this link to request a reconsideration to a denied case. [More...](#)

Figure 1

- Find the PA to which an attachment is to be made. Enter the 'Alliant Tracking Number' and click **Search**.

CMO Prior Authorization Request Search

Request ID :	<input type="text" value="713062756687"/>	PA Status:	<input type="text"/>	Provider ID :	<input type="text" value="007100064A"/>
Select CMO :	<input type="text" value="-ALL-"/>	CMO PA Request ID :	<input type="text"/>		
Request From Date :	<input type="text"/>	Request To Date :	<input type="text"/>		
Member Medicaid ID :	<input type="text"/>	Member First Name :	<input type="text"/>	Member Last Name :	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>					

Request ID	Member ID	Last Name	First Name	Request Date	Effective Date	Expiration Date	Status	CMO	CMO Request ID
713062756687	111222333444	TEST	TEST	6/27/2013 10:43:09 AM	06/27/2013	10/01/2013	Pending	AMERIGRP	



Figure 2

- Click on the **Request ID** to open the *Review Request* page.

Prior Authorization - Hospital OutPatient Therapy **Review Request**

Request Information			
Request ID :	713062756687	Case Status :	Pending
Member ID :	111222333444	Case Status Date :	06/27/2013
Provider ID :	007100064A - GMCF Hospital	CMO PA Request ID :	
Admission Date :	06/27/2013	Discharge Date :	
Effective Date :	06/27/2013	Expiration Date :	10/01/2013

Diagnosis			
ICD-9 Code	ICD-9 Description	ICD-9 Date	Primary
812.00	FX UP END HUMERUS NOS-CL	06/27/2013	Yes

Procedures								
CPT Code	CPT Description	Effective Date	Expiration Date	Units	Approved Units	Approved Amount	Decision	Reason
97001	PT EVALUATION	06/27/2013	10/01/2013	1			Pending	
97530	THERAPEUTIC ACTIVITIES	06/27/2013	09/30/2013	8			Pending	

Clinical Data to Support Request
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<input type="button" value="Enter Change Request"/>	<input type="button" value="Attach File"/>	<input type="button" value="Return To Search Results"/>	<input type="button" value="Return to Provider Workspace"/>
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Figure 3

- Click the **Attach File** button.

- Go to the **Create an Attachment** section of the next page. The attachment panel will be available if the PA meets the criteria for attachments.

GMCF Tracking ID : 713062756687 Amerigroup Community Care Authorization ID : Not Available Status : Pending

Member Information						
Member ID	Last Name	First Name	MI	Suffix	DOB	Gender
111222333444	TEST	TEST			01/01/1980	F

Service Provider Information			
Provider ID	Name and Address	Phone	Taxonomy (Specialty)
007100064A	GCMF Hospital 100 Demo Lane TUCKER, GA 30084	444-444-4444	-

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".

Figure 4



- In the attachment panel, click **Browse**.
- For some DME PAs, there may be 'document type' checkboxes. Click the appropriate checkbox or boxes, related to the documents to be attached, before selecting **Browse**.

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
B9998	<input checked="" type="checkbox"/> Certificate of Medical Necessity (CMN)

Figure 5

- Browse opens the file directory. Find the file to be attached.
- Then, select the file by double clicking the file; or highlight the file and click **Open**.

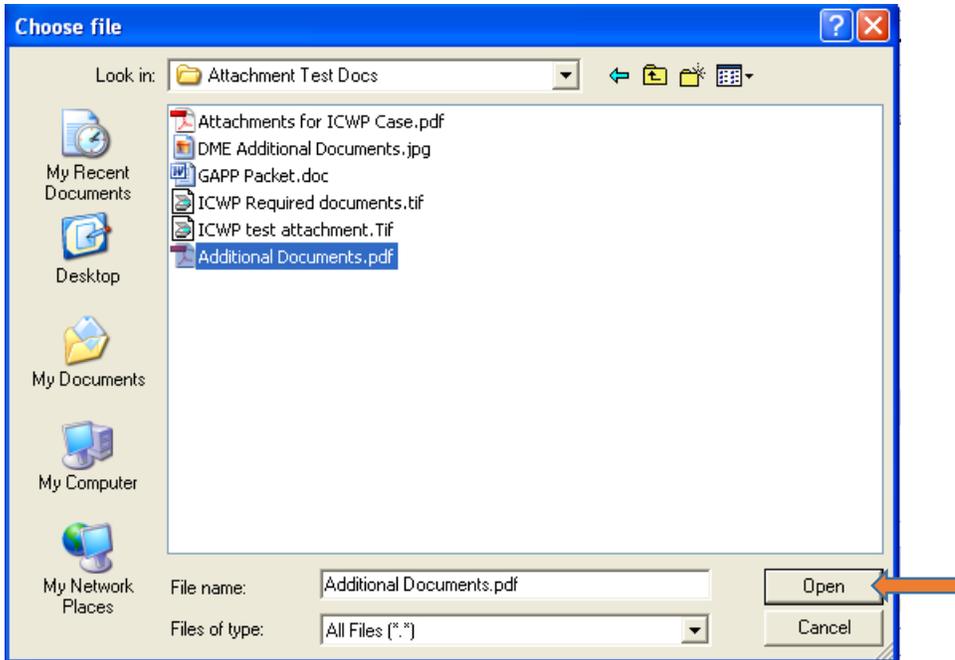


Figure 6

11. Once the file is selected, the file displays in the attachment panel.

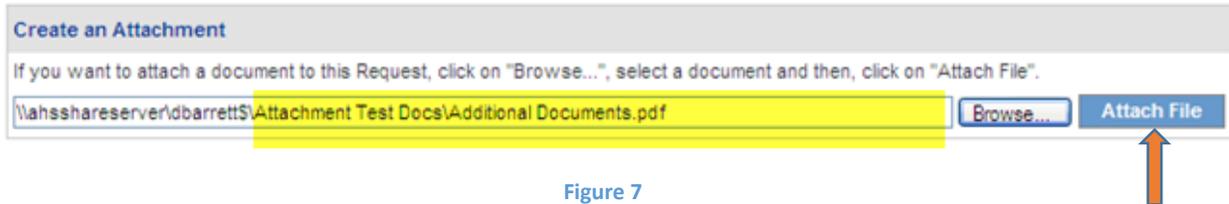


Figure 7

12. Click **Attach File**. If the file is uploaded, the 'File uploaded successfully' message displays, and a link to the attachment displays in the **Attached Files** table.

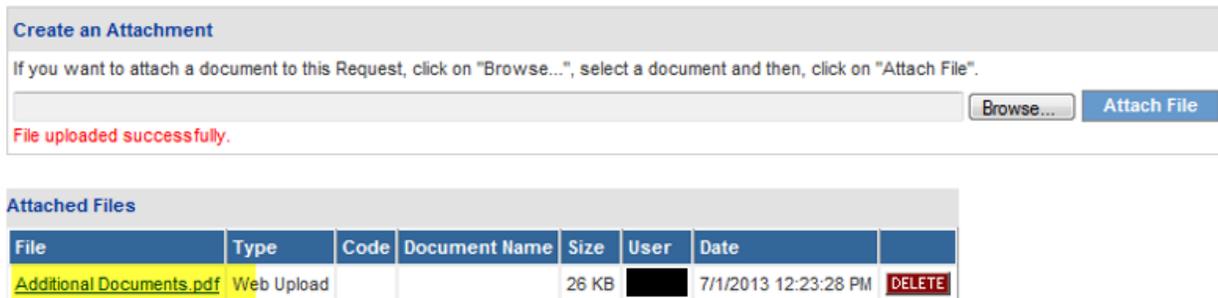


Figure 8

13. If necessary, follow the same process to attach another file.

14. To return to the main *Review Request* page, click the **Back** link at the bottom of the page.

Submit a Change Request

Change requests may be submitted if the PA is still pending. Change requests may also be submitted for an approved Inpatient Hospital PA with no discharge date in order to provide concurrent review information. Documents can be attached to the change request.

To submit a change request, follow this process:

1. Open the *Provider Workspace*.
2. Go to the **CMO Authorization Requests** section of the workspace.
3. Click **Submit Concurrent Review Information for CMO PAs (Change Requests)**.

CMO Authorization Requests

[Search or Submit Clinical notes / Attach Documentation for CMO PA Requests](#) - Use this link to search or attach documentation to CMO prior authorization requests. [More...](#)

[Submit Concurrent Review Information for CMO PAs \(Change Requests\)](#) - Use this link to request a change to existing authorization requests. [More...](#)

[Submit Reconsideration Requests for CMO PAs](#) - Use this link to request a reconsideration to a denied case. [More...](#)

Figure 9

4. Search for the PA that needs to be updated by entering the 'Alliant Tracking Number' and clicking **Search**.

CMO Prior Authorization Request Search

Request ID :	<input type="text" value="713062756686"/>	PA Status:	<input type="text"/>	Provider ID :	<input type="text" value="007100063B"/>
Select CMO :	<input type="text" value="-ALL-"/>	CMO PA Request ID :	<input type="text"/>		
Request From Date :	<input type="text"/>	Request To Date :	<input type="text"/>		
Member Medicaid ID :	<input type="text"/>	Member First Name :	<input type="text"/>	Member Last Name :	<input type="text"/>
<input type="button" value="Search"/>		<input type="button" value="Reset"/>			

Request ID	Member ID	Last Name	First Name	Request Date	Effective Date	Expiration Date	Status	CMO	CMO Request ID
713062756686	111222333446	TEST2	TEST2	6/27/2013 10:31:29 AM	06/24/2013	09/25/2013	Approved	PEACHSTA	IP666666666



Figure 10

5. Click on the **Request ID** to open the *Review Request* page.

- If the PA meets the criteria for a change request, the **Enter Change Request** button is available.

Request Information

Request ID : **713062756686** Case Status : **Approved** Case Status Date : 07/01/2013
 Member ID : 111222333446
 Provider ID : 007100064A - GMCF Hospital CMO PA Request ID : IP66666666
 Reference Provider ID : REF007100063 - Physician Demo
 Admission Date : 06/24/2013 Discharge Date :
 Effective Date : 06/24/2013 Expiration Date : 09/25/2013
 Denial Reason :

Diagnosis

ICD-9 Code	ICD-9 Description	ICD-9 Date	Primary
285.1	AC POSTHEMORRHAG ANEMIA	06/24/2013	Yes

Clinical Data to Support Request

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Enter Change Request Return To Search Results Return to Provider Workspace



Figure 11

- Click **Enter Change Request** to open the change request form.

Change Request Information

Request ID : **713062756686** CMO Request ID : **IP66666666**

Please review the change request information. Once you finish making appropriate changes to PA, update the Change Request by checking change request processed indicator. 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."

Contact Name : Phone: - Ext: Fax: -

Describe what you want changed.

Provide your rationale for changing the Prior Authorization Request.

Please select Change Request Rationale List:

Change Member
 Change Provider
 Add or Change Diagnosis Codes
 Add or Change Procedure Codes
 Withdraw Entire Request
 Change Admit Date or Date of Service
 Change Place of Service
 Increase in Requested Units
 Other

Submit **Close Window**

Figure 12

8. Enter the contact person's name, phone and fax number.
9. In the first textbox, describe the reason that the change request is being submitted (to submit concurrent review information, or additional clinical).
10. In the second textbox, provide justification for the requested change; or indicate 'see attached' when attaching documents to the change request.
11. The checkboxes at the bottom of the page are optional.
12. Click **Submit** to submit the request.
13. If the submission is successful, a page displays confirming that the change request has been entered successfully.
14. **Additional supporting documentation or concurrent review information files may be attached to the change request at this point.** Follow the same attach file process as previously described.

Submit a Request for Reconsideration

A request for reconsideration may be submitted via the portal if the PA is denied and less than a certain number of business days (as prescribed by each CMO) has elapsed since the denial. The process used to submit a reconsideration is the same as submitting a change request. Documents can be attached to the reconsideration request.

To submit a reconsideration request, follow this process:

1. Open the *Provider Workspace*.
2. In the **CMO Authorization Requests** section of the workspace, click on **Submit Reconsideration Requests for CMO PAs**.

CMO Authorization Requests

[Search or Submit Clinical notes / Attach Documentation for CMO PA Requests](#) - Use this link to search or attach documentation to CMO prior authorization requests. [More...](#)

[Submit Concurrent Review Information for CMO PAs \(Change Requests\)](#) - Use this link to request a change to existing authorization requests. [More...](#)

[Submit Reconsideration Requests for CMO PAs](#) - Use this link to request a reconsideration to a denied case. [More...](#)

Figure 13

3. Search for the denied PA. Enter the 'Alliant Tracking Number' and click **Search**.

CMO Prior Authorization Request Search

Request ID :	<input type="text" value="713062155419"/>	PA Status:	<input type="text"/>	Provider ID :	<input type="text" value="007100063B"/>
Select CMO :	<input type="text" value="-ALL-"/>	CMO PA Request ID :	<input type="text"/>		
Request From Date :	<input type="text"/>	Request To Date :	<input type="text"/>		
Member Medicaid ID :	<input type="text"/>	Member First Name :	<input type="text"/>	Member Last Name :	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>					

Request ID	Member ID	Last Name	First Name	Request Date	Effective Date	Expiration Date	Status	CMO	CMO Request ID
713062155419	111222333446	TEST2	TEST2	6/21/2013 8:21:16 AM	06/21/2013	09/22/2013	Denied	AMERIGRP	IP666666666



Figure 14

4. Click on the **Request ID** to open the *Review Request* page.
5. If the PA meets the criteria for a reconsideration request, the **Enter Reconsideration Request** button is available.

6. Click [Enter Reconsideration Request](#) to open the form.

Reconsideration Request Information

Request ID : 713062756686 CMO Request ID : IP66666666

For Reconsideration requests, please make sure that the information submitted addresses the reason for denial. 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.

Contact Name :	<input type="text"/>	Phone:	- -	Ext:	<input type="text"/>	Fax:	- -
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Describe what you want changed.

Provide your rationale for changing the Prior Authorization Request.

[Submit](#) [Close Window](#)

Figure 15

7. Enter the contact person's name, phone and fax number.
8. In the first textbox, explain that a reconsideration request for denied PA ID is being submitted.
9. In the second textbox, provide justification for the request for reconsideration; or enter 'See Attached' when attaching documents to the Reconsideration.
10. Click [Submit](#) to submit the request.
11. If the submission is successful, a page displays confirming that the reconsideration has been entered successfully.
12. **Additional supporting documentation may be attached to the reconsideration at this point.** Follow the same attach file process as previously described.