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.

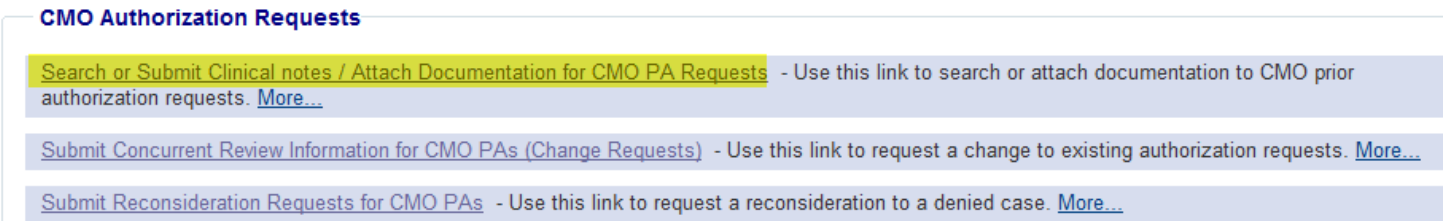

Figure 1

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

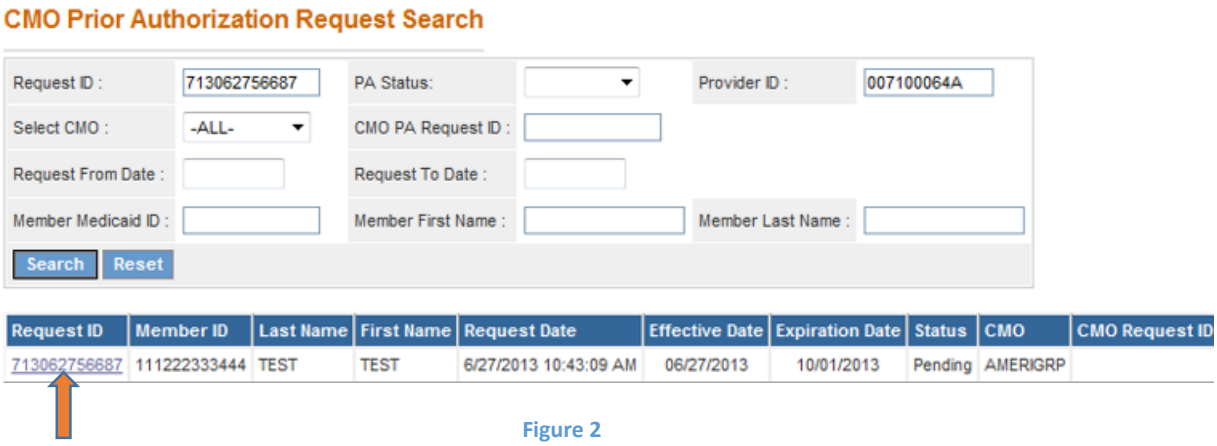

Figure 2

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

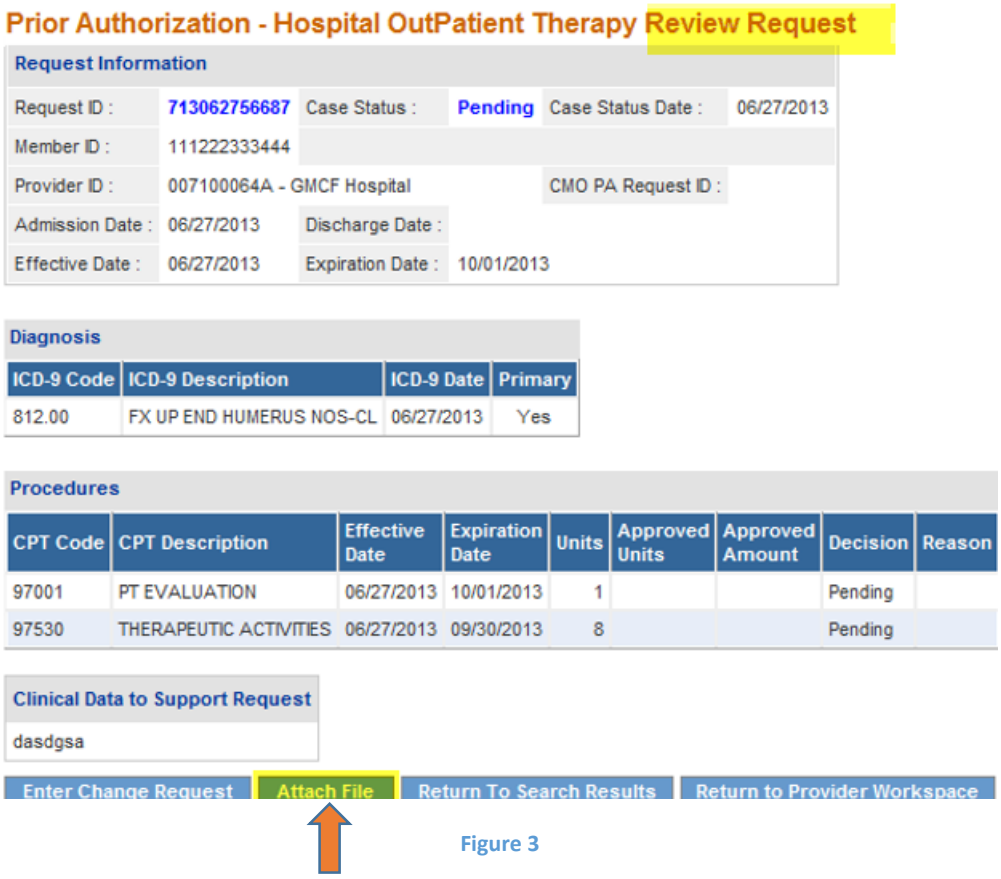

Figure 3

5. Click the **Attach File** button.

6. 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.

Figure 4

7. In the attachment panel, click **Browse**.

8. 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**.

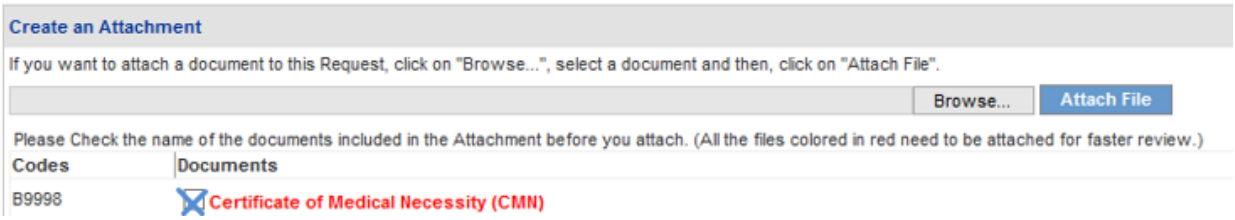

Figure 5

9. Browse opens the file directory. Find the file to be attached.

10. Then, select the file by double clicking the file; or highlight the file and click **Open**.

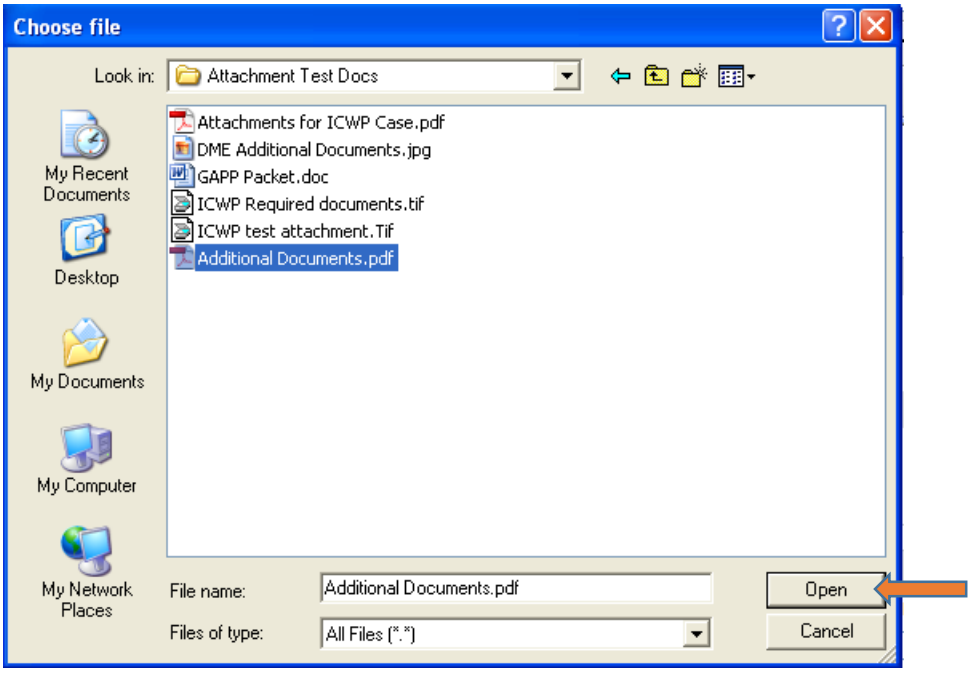

Figure 6

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

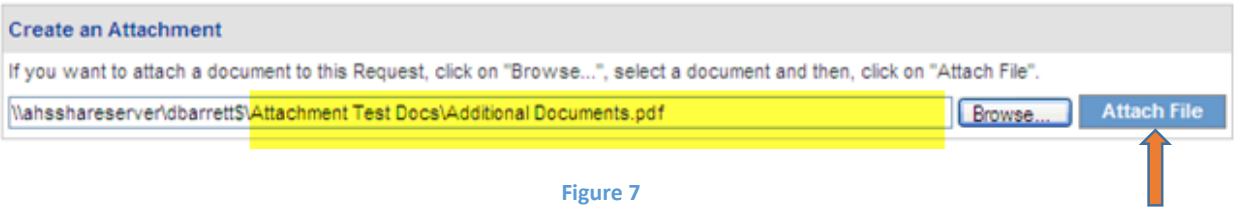

Figure 7

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.

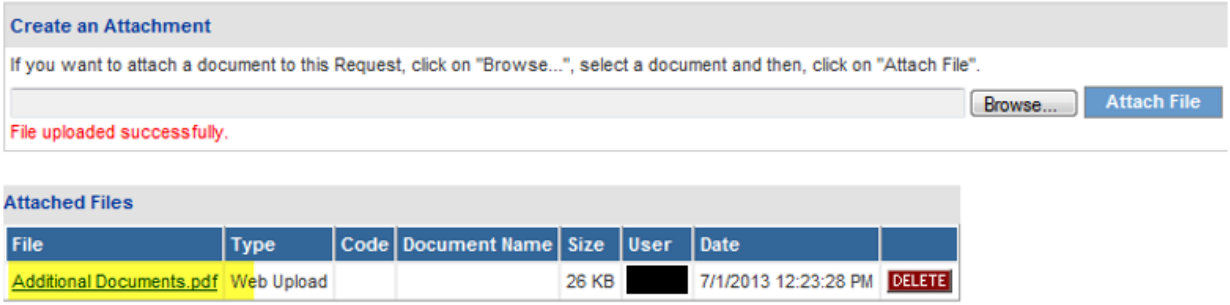

Figure 8

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)**.

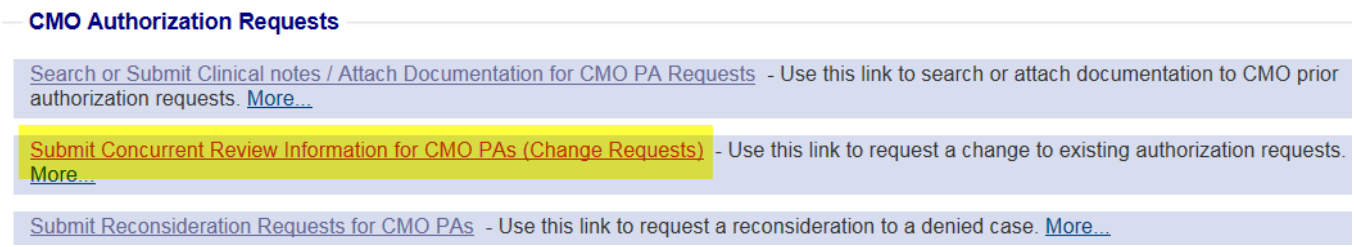

Figure 9

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

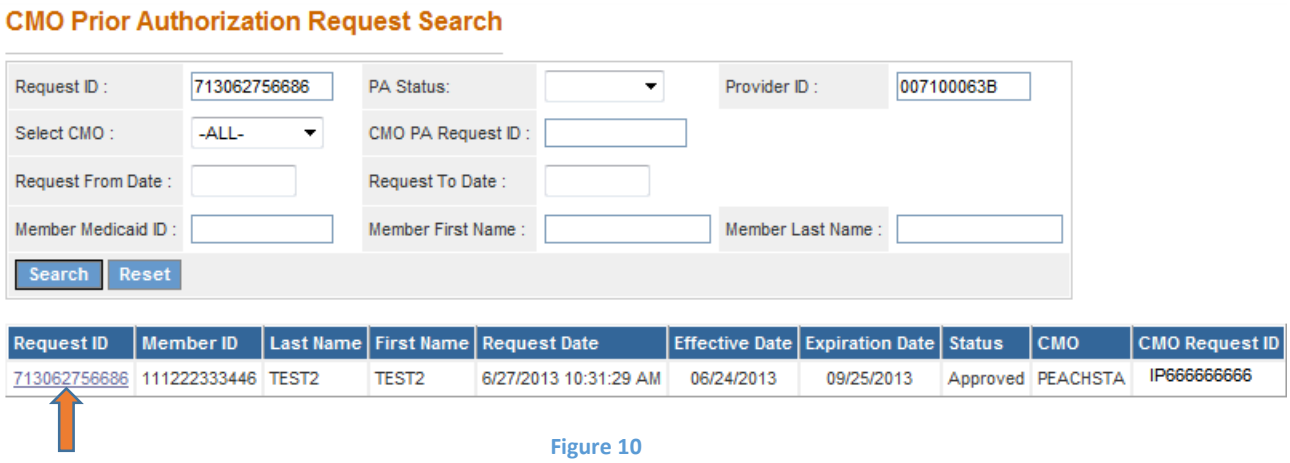

Figure 10

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

6. 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 :	IP666666666
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

dagasdgadgas

Enter Change Request | Return To Search Results | Return to Provider Workspace

Figure 11

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

Change Request Information

Request ID : 713062756686 CMO Request ID : IP666666666

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**.

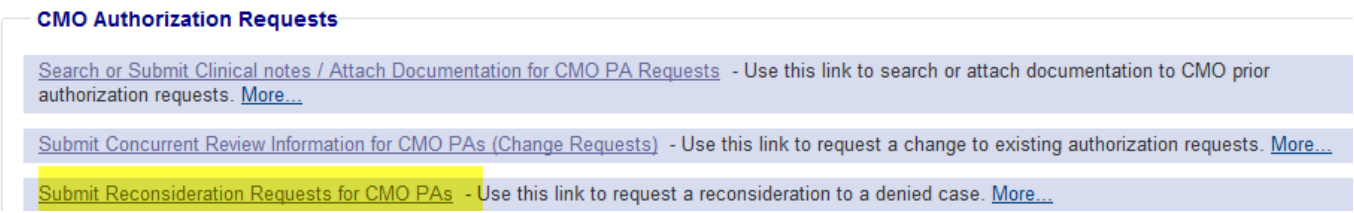

Figure 13

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

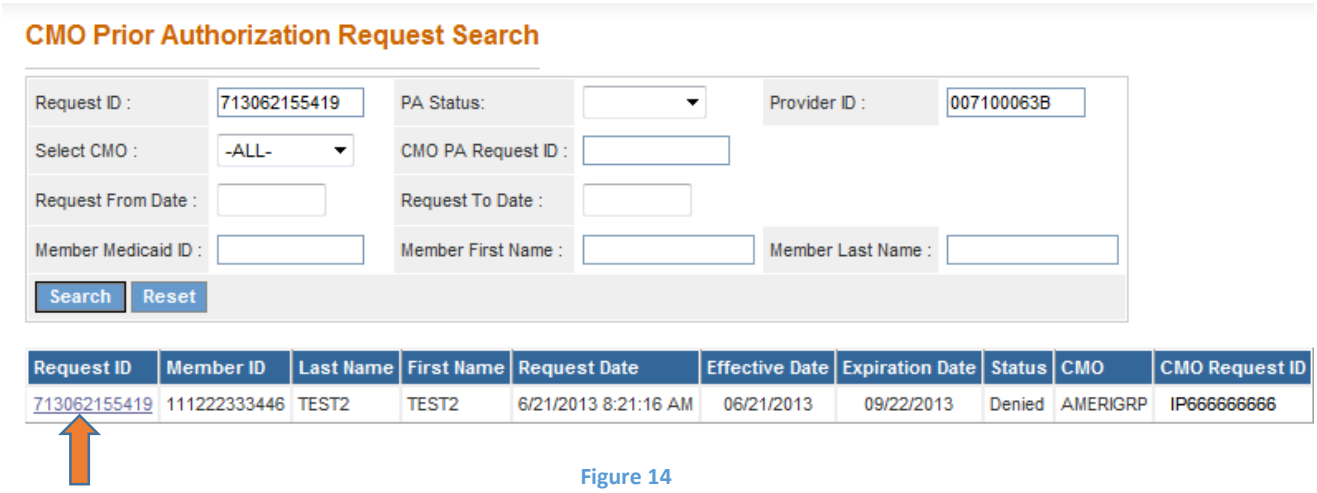

Figure 14

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.

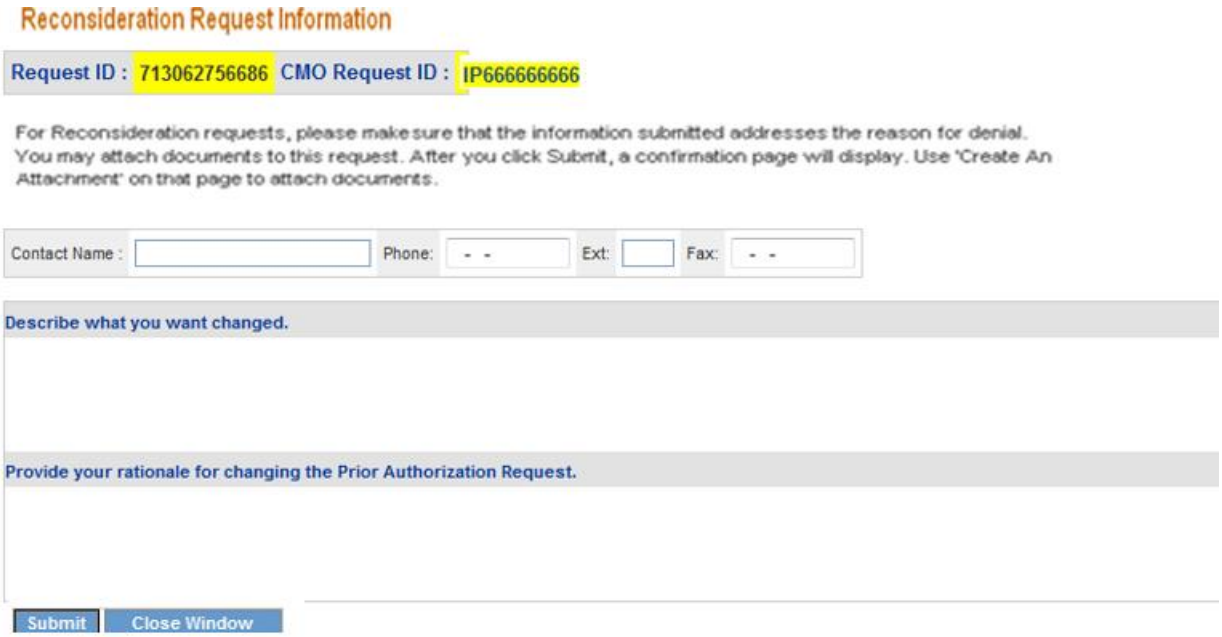

Figure 15

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.