

# **Prior Authorization Letters will Become Available on PA on the Portal Effective August 28, 2017**

Information posted August 25, 2017

On August 28, 2017, TMHP will make prior authorization (PA) letters available to access through the TMHP Prior Authorization on the Portal for Texas Medicaid and the Children with Special Healthcare Needs (CSHCN) Services Program providers.

This will allow providers to access PA letters from laptop computers when they are working off-site and away from a fax machine.

Providers will continue to submit prior authorizations without change to the process.

Providers will continue to receive PA letters via fax or mail.

## **Letters and Forms Available on the Portal**

The following letters will be available on the portal:

### **Medicaid Forms**

- L00901 Provider Combined Approval and Denial
- L00902 Provider Pending Additional Information
- L00906 Provider Approval Pending Fair Hearing Decision Reached
- L00907 Provider Fair Hearing Decision Reached
- L00910 Provider Dental Approval & Denial
- L00911 Provider Dental Pending Additional Info
- L00918 CCIP Provider Combined Approval & Denial
- L00919 CCIP Appeal Results
- L00920 PDN Revised Authorization Notification

### **CSHCN Forms**

- L00904 CSHCN Provider Combined Approval & Denial
- L 00913 CSHCN Provider Dental Approval & Denial
- L00914 CSHCN Provider Dental Pending Additional Info
- L00915 CSHCN Provider Pending Additional Info
- L00917 CSHCN Provider Ambulance Approval & Denial

## **Viewing Letters in PA on the Portal**

Providers can view PA provider letters through the PA details screen by following these steps:

1. Use the status Dashboard/Status search to search for and find the prior authorization.

2. Click the PA button on a PA results row. The PA details screen will open with a list of the available PA letters. Click on the letter of interest and it will be displayed.

Providers can view PA provider letters through the PA edit screen by using the following Steps

1. Click the edit button on a prior authorization
2. Click the "Upload Attachments/View Letters" tab
3. The "Upload Attachments/View Letters" tab will open
4. Click on the letter of interest and it will be displayed

## Computer Based Training

An updated computer based training (CBT) titled "Prior Authorization (PA) on the Portal" will be available soon for providers. The CBT will feature instructions and training for navigation of PA on the Portal, to access PA letters, and for submitting additional required information. Providers can locate the CBT through the [Learning Management System \(LMS\)](#) where providers will be required to log in and access the CBT. Providers can also locate the CBT on the [TMHP Prior Authorization](#) web page.

## General Prior Authorization Information

Providers can refer to Section 5 "Prior Authorization," (*Vol. 1 General Information*) in the *Texas Medicaid Provider Procedures Manual (TMPPM)* or Chapter 4 "Prior Authorizations and Authorizations," in the *Children with Special Health Care Needs (CSHCN) Services Program Provider Manual* for more information about prior authorization.

For more information, call the TMHP Contact Center at 1-800-925-9126 or the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413.