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**HEALTH**  
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September 2024

# **MMIS Provider Portal Prior Authorization**

**Submit and check status on prior authorization  
requests for open card (fee-for-service)  
Oregon Health Plan members**

# Who can submit requests or check status?

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- Anyone with the “Prior Auth Submit” role can submit requests.
- Anyone with the “Prior Auth Inquiry” role can search for and view submitted requests.
- An administrator or clerk with the Clerk Maintenance role may add these roles to other clerks.
- To learn more about updating or adding clerks, [view OHA's Account Maintenance guide](#).

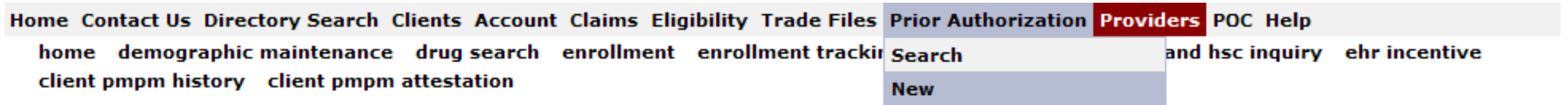


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# Submitting a prior authorization request

# Go to <https://www.or-medicaid.gov>

- Click **Account > Secure Site**
- After login, click **Prior Authorization > New**



**Security Information** ? ⬆

**Warning: Use of this network is restricted to authorized users only and must comply with Oregon Health Authority privacy and security policies. User activity may be monitored and/or recorded. Anyone using this network expressly consents to such monitoring and/or recording. BE ADVISED: if possible criminal activity is detected, these records, along with certain personal information, may be provided to law enforcement officials.**

Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.

All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.

# Base Information section

1. Enter client ID
2. Choose PA assignment
3. Click **add** for each diagnosis
4. Enter diagnosis code (do not include decimal)
5. Click **next**

The screenshot shows a software interface for entering patient information. The form is titled 'Base Information' and contains several fields and sections:

- 1** Client ID\* [ Search ]
- 2** PA Assignment\* 04-PHYSICIAN
- Last Name [ Redacted ]
- Special Considerations\* No
- First Name, MI MANLY
- Referring Provider ID [ Search ]
- Date of Birth [ Redacted ]
- Attachments\* No
- Vendor Patient Account Number [ Redacted ]
- Clerk TRAIN34 TRAIN 34

**-Diagnosis Code-** Select row below to update -or- type data below to add.

Diagnosis Number	Diagnosis Code	Diagnosis Name
A	1 S022XXA	Fracture of nasal bones, init encntr for closed fracture

**3** **4** **5**

Diagnosis Number 1

Diagnosis Code\* S022XXA [ Search ]

Diagnosis Name Fracture of nasal bones, init encntr for closed fracture

delete add

next

# Line Item section

1. Choose code type\*
2. Enter service code
3. Enter rendering provider ID
4. Enter start and end dates
5. Enter requested units (imaging services require two units)
6. Click **add** to enter additional line items
7. Click **next** to continue

Line Item												
Line Item	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Procedure	Thru Service	NDC	Revenue Code	ICD Procedure	Status	Service Provider ID	
A 01	0	\$0.00	0	\$0.00	30435					Evaluation	506675929 MCD	
Type data below for new record.												
Line Item	01									Requested Eff/End Date*	10/01/2015	10/01/2015
Service Type Code*	Procedure Code				ICD Procedure					Requested Units/Dollars	1	\$0.00
Procedure	30435 [ Search ]				Thru Service					Authorized Eff/End Date		
Modifier 1:	[ Search ]				2:	[ Search ]				Authorized Units/Dollars	0	\$0.00
Modifier 3:	[ Search ]				4:	[ Search ]				Balance Units/Dollars	0	\$0.00
Tooth	[ Search ]				Quad	[ Search ]				Quantity Used Units/Dollars	0	\$0.00
NDC Lock					NDC							
Revenue Code												
Status	Evaluation											
Service Provider ID	506675929				MCD	[ Search ]						
										<input type="button" value="delete"/> <input type="button" value="add"/>		
						<input type="button" value="previous"/> <input type="button" value="next"/>						

\*The Service Type Code field changes to reflect chosen service code (Procedure Code, Revenue Code or NDC).

# Notes section (optional)

If entering Notes:

1. Click **add**
2. Type notes in Description field
3. Click **save** to submit

**For Immediate (24-hour) or Urgent (72-hour) processing**, please add a note stating whether the request is immediate or urgent, and why. Always do this for requests that need faster processing. Attach documentation to support the request.

Line Number	Date Entered	Description	Provider Entered	Date Mailed
1	12/03/2013		Yes	12/03/2013

Type data below for new record.

2 Type notes here

Description\*

Spell Check

1 delete add coversheet

3 previous save cancel

# After you submit:

- A message screen will appear. Note the Prior Authorization number to check status later.
- Click **Attachments** to upload supporting documents.

The screenshot displays a web application interface. At the top, a black box contains the text "The following messages were generated:". Below this is a table with columns "Message Description", "Panel", "Field", and "Row". The table contains five rows of messages. The third row, "When processed, your Prior Authorization number will be 1015244001", is highlighted with an orange box. Below the table is a "Notes" section with a blue header and a search icon. The notes area is currently empty, displaying "\*\*\* No rows found \*\*\*" and "Select row above to update -or- click Add button below.". At the bottom of the notes section, there are buttons for "delete", "add", and "coversheet". At the very bottom of the interface, there are buttons for "previous", "Attachments" (highlighted with an orange box), "save", and "cancel".

Message Description	Panel	Field	Row
Save was Successful.	Notes		
Request is in Evaluation status only, and has not been approved.	Notes		
When processed, your Prior Authorization number will be 1015244001	Notes		
Click coversheet button below to generate Coversheet for Supporting Documentation	Notes		
For detail instructions on how to submit Coversheet for Supporting documentation, navigate to Providers - links	Notes		

Provider 506675929 MCD

**Notes** ?

\*\*\* No rows found \*\*\*

Select row above to update -or- click Add button below.

Description

Spell Check

delete add coversheet

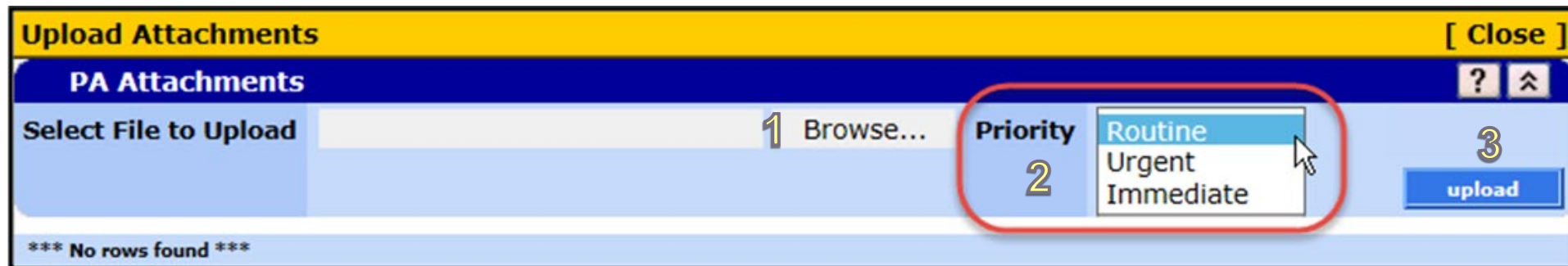
previous **Attachments** save cancel



# Upload attachments

Take these three steps for each attachment you want to upload.

1. Click on the **Browse...** button at the end of the “Select File to Upload” field. Select the file from your network folders. Files must be PDF, TIF/TIFF, or TXT and not exceed 10 MB per file.
2. Choose the Priority. The default priority setting is “Routine.” For 24-hour processing, choose “Immediate.” For 72-hour processing, choose “Urgent.”
3. Click the **upload** button when you have selected the file.



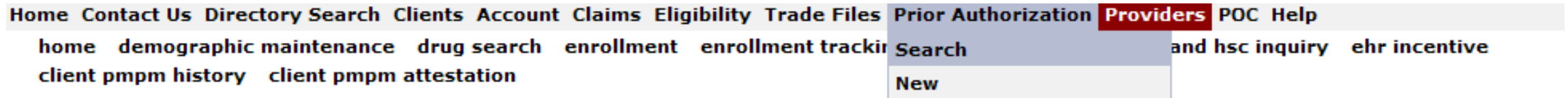


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**Check prior authorization status**

# Go to <https://www.or-medicaid.gov>

- Click **Account > Secure Site**
- After login, click **Prior Authorization > Search**



**Security Information** ? ^

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Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.

All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.

# To find a request, you can:

1. Choose a request from the Recent Prior Authorizations list. Click a row to view the request. **Or**
2. Use Prior Authorization Search to search using specific criteria. Enter the criteria, then click **search**.

1

Recent Prior Authorizations							
Prior Authorization	Client ID	Status	PA Assignment	Start Date	Procedure	NDC	Diagnosis
		Evaluation	PHYSICIAN	09/01/2015	22840		M71011
		Evaluation	PHYSICIAN	09/01/2015	30435		S022XXA
		Evaluation	PHYSICIAN	09/01/2015	22840		M71011

2

**Prior Authorization Search: 506675929 MCD** ? ^

<b>Prior Authorization</b> <input type="text"/>	<b>Client ID</b> <input type="text"/> [ Search ]
<b>Start Date</b> <input type="text"/>	<b>Client Name</b> <input type="text"/>
<b>NDC</b> <input type="text"/> [ Search ]	<b>Status</b> <input type="text"/>
<b>Procedure</b> <input type="text"/> [ Search ]	<b>PA Assignment</b> <input type="text"/>
<b>Diagnosis</b> <input type="text"/> [ Search ]	<b>Service Provider ID</b> <input type="text"/> [ Search ]
	<b>Revenue Code</b> <input type="text"/> [ Search ]

# Search Results section

- If you searched using specific criteria, this section displays below the Prior Authorization Search.
- Click a row to view the request.

**Prior Authorization Search: 506675929 MCD** ? ⬆

<b>Prior Authorization</b> <input type="text"/>	<b>Client ID</b> MJ301G5E [ Search ]
<b>Start Date</b> <input type="text"/>	<b>Client Name</b> TOMMIE BMHFAM
<b>NDC</b> <input type="text"/> [ Search ]	<b>Status</b> <input type="text"/>
<b>Procedure</b> <input type="text"/> [ Search ]	<b>PA Assignment</b> <input type="text"/>
<b>Diagnosis</b> <input type="text"/> [ Search ]	<b>Service Provider ID</b> <input type="text"/> [ Search ]
	<b>Revenue Code</b> <input type="text"/> [ Search ]

**Search Results**

Prior Authorization	Client ID	Last Name	First Name	Status	PA Assignment	Start Date	Procedure	NDC	Revenue Code	Service Provider
				Evaluation	PHYSICIAN	09/01/2015	22840			1376854091 NPI
				Evaluation	PHYSICIAN	09/01/2015	22840			1376854091 NPI

# Viewing a request

The full request displays.

1. The Clerk field shows who submitted the request.
2. The Status field shows the status of your request\*.
3. If the request is approved, authorized dates, units and dollars will display here.

The screenshot shows a web-based form for viewing a request. It is divided into several sections: Base Information, Diagnosis, Line Item, and a detailed view of the line item. Annotations 1, 2, and 3 point to specific fields.

**Base Information**

Prior Authorization	1015241005	PA Assignment	PHYSICIAN
Client ID	M350185L	Special Considerations	NO
Last Name	BMHFAM	Referring Provider ID	
First Name, MI		Attachments	NO
Date of Birth		1 Clerk	TRAIN34 TRAIN 34
Vendor Patient Account Number		Provider	NPI

**Diagnosis**

Diagnosis Number	Diagnosis Code	Diagnosis Name
1	M71011	Abscess of bursa, right shoulder

**Line Item**

Line Item	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Procedure	Thru Service	NDC	Revenue Code	ICD Procedure	Status	Service Provider ID
01	1	\$0.00	0	\$0.00	22840					Evaluation	1376854091 NPI

Type changes below.

Line Item	Requested Eff/End Date	Requested Units/Dollars	Authorized Eff/End Date	Authorized Units/Dollars	Balance Units/Dollars	Quantity Used Units/Dollars
01	10/01/2015 - 10/01/2015	1 - \$0.00	3 - 0 - \$0.00	0 - \$0.00	0 - \$0.00	0 - \$0.00

**Status codes:**

- **Evaluation:** has not been reviewed yet
- **Pending:** in the review process
- **Approved**
- **Denied**
- **Informational:** no PA required
- **Withdrawn:** duplicate PA

# Need help?

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Contact OHP Provider Services

800-336-6016, option 5

[team.provider-access@odhsoha.oregon.gov](mailto:team.provider-access@odhsoha.oregon.gov)

# Thank you

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You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Provider Services at [dmap.providerservices@odhsoha.oregon.gov](mailto:dmap.providerservices@odhsoha.oregon.gov) or 800-336-6016 (voice). We accept all relay calls.

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