PRISM Training

Utah Department of
Health & Human Services
Integrated Healthcare

PRISM Prior Authorization (PA) Facilitator Guide for Providers for Outpatient Therapies

Table of Contents

Section 1: Overview/Lesson Planning

1.1 Time

Approximately 2 Hours for this Lesson

1.2 Materials Needed

Make sure you have the following:

Facilitator	Participant
Facilitator Guide Computer Class Roll Google Meet Link Training Environment URL: https://c3-aws-trn-prism.health.utah.gov/evoBrix/SSOControlServlet Technical Support	Computer

1.3 Lesson Overview

This Facilitator Guide describes how we will train authorized Medicaid Providers on the Provider Reimbursement Information System for Medicaid (PRISM) function to submit requests for services that require authorization.

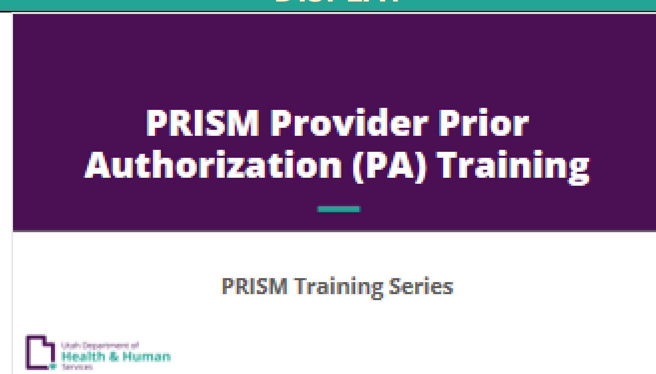
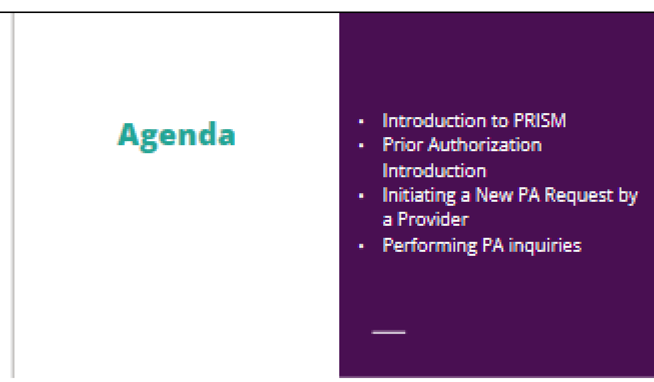
Section 2: Prior Authorization Training

2.1 Introduction

PRISM comprises multiple subsystems such as My Inbox, Admin, Provider, Claims, Reference, Member, TPL (an abbreviation of Third-Party Liability), Rate Settings, PA (an abbreviation of Prior Authorization), Contract/MC (an abbreviation of Contract Managed Care), and Financials.

You can access other websites from the External Links drop-down list. These include, Document Management Portal, Eligibility Lookup Tool, FAQ, Start or Update Waiver Application/Referral, FileNet and UHIN.

PRISM subsystems may interact with each other. For example, the Claims subsystem uses the PA subsystem information, and the TPL subsystem pulls member information from the Member subsystem.

INSTRUCTIONS	DISPLAY
The purpose of this course is to provide a demonstration for authorized providers on the functions of the Provider Reimbursement Information System for Medicaid (PRISM). This demonstration will include initiating a PA request by the provider and performing PA inquiries.	 **PPT: Prior Authorization, Slide 1**
Agenda • Introduction to PRISM • Prior Authorization Introduction • Initiating a New PA Request by a Provider • Performing PA Inquiries	 **PPT: Prior Authorization, Slide 2**

<table>
<tr><th>INSTRUCTIONS</th><th>DISPLAY</th></tr>
<tr><td>

Mute, use Raise Hand or Unmute for Questions

- Mute your mic during the training to prevent any unnecessary background noise.
- Unmute or raise your hand in the Google Meets meeting for questions.

Training Resources

- Facilitator Guide and PowerPoint
- Link to resources in the meeting invite

Training will be a demonstration of the PRISM system

- Facilitator Guide and PowerPoint
- Questions will be captured by Trainers for follow up.

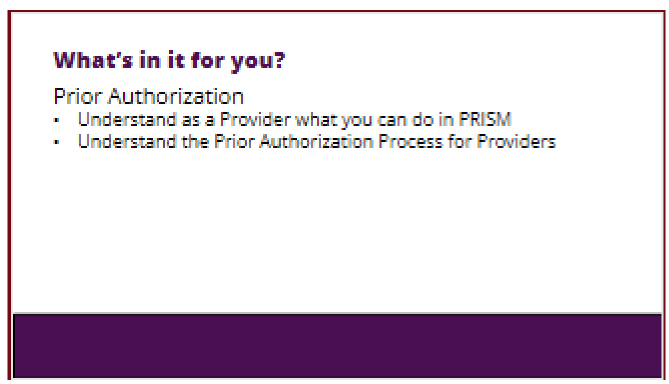
</td><td>

</td></tr>
<tr><td>

Explain 'what's in it for you,' with the following points:

- Understand as a Provider what you can do in PRISM
- Understand the Prior Authorization Process for Providers

</td><td>



PPT: Prior Authorization, Slide 4

</td></tr>
</table>

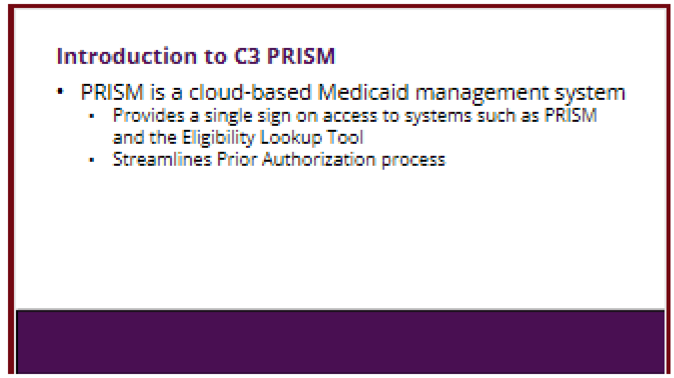
<table>
<tr><th>INSTRUCTIONS</th><th>DISPLAY</th></tr>
<tr><td>

What is PRISM?

PRISM is a cloud-based Medicaid management system:

- Provides a Single sign on access to Medicaid systems such as PRISM and the Eligibility Lookup Tool
- Streamlines the Prior Authorization process

</td><td>



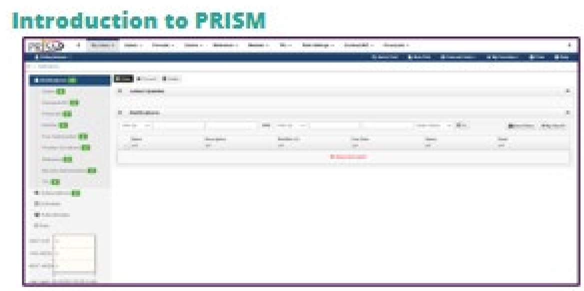
PPT: Prior Authorization, Slide 5

</td></tr>
<tr><td>

Introduction to PRISM

- Overview of the PRISM Release
- PRISM system
  - Chrome Version
  - Firefox Version
  - Edge
- Browser inactivity timeout sessions (Clicking in PRISM)
  - 10 mins – Provider
- Browser Functionality
  - Recommend not to use Back/Forward browser buttons.
- Portal Functionality
  - My Inbox
  - External Links

</td><td>



Website: PRISM Training Environment

</td></tr>
</table>

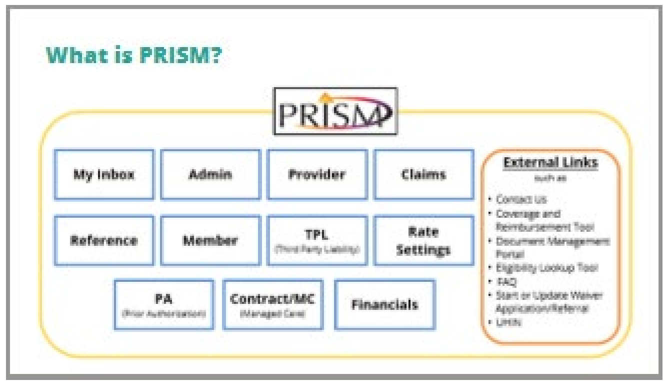
2.2 PA Generation Process

The PA subsystem is a key component of PRISM and aligns closely with the Claims and the Financials subsystems.

The PA generation process begins when a provider or authorized State user requests an approval for a service that requires authorization.

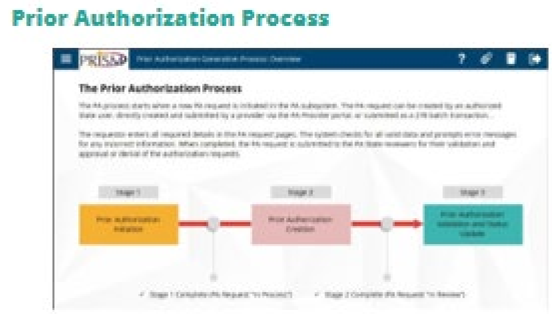
2.2.1 PA Generation Process: Overview

<table>
<tr><th>SAY</th><th>DISPLAY</th></tr>
<tr><td>A provider/authorized State user may access PRISM to request a prior authorization.

PRISM comprises multiple subsystems such as My Inbox, Admin, Provider, Claims, Reference, Member, TPL, Rate Settings, PA, Contract/MC, and Financials.
Other websites can be accessed from the External Links drop-down list. These include Contact Us, Document Management Portal, Eligibility Lookup Tool, FAQ, Start or Update Waiver. Application/Referral, and UHIN.
</td><td>

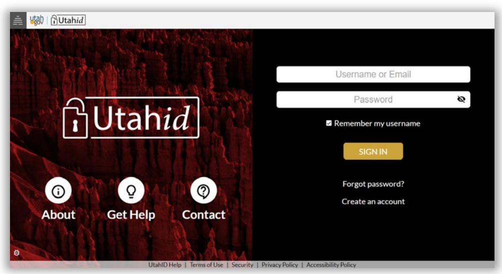
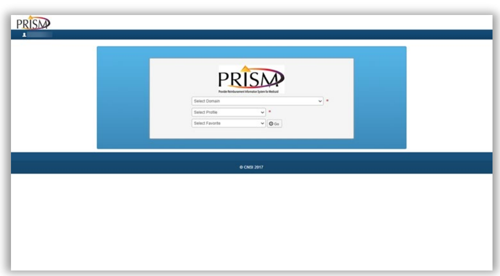
Website: PRISM Training Environment</td></tr>
</table>

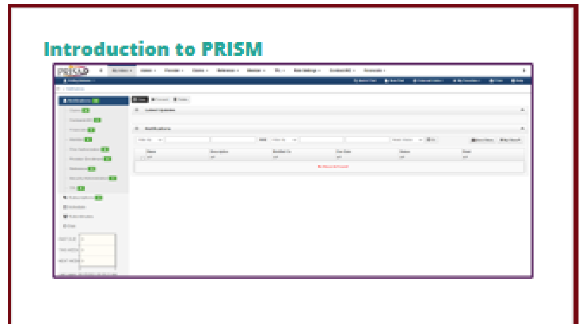
SAY	DISPLAY
• The PA subsystem interacts with other subsystems and other interfaces when a PA request has been submitted in PRISM. • The PA generation process helps provide holistic support to payments for medically necessary treatments and services. • When the PA request is successfully submitted in PRISM, the PA subsystem interacts with the Provider subsystem to validate if the provider is eligible to perform the services for the PA requested dates of service. • During the overall PA generation process, the PA subsystem interacts with multiple interfaces to extract data from warehouses, populate prior authorization from a Care Plan in PEGA, and create the 278 Health Insurance Portability and Accountability Act, abbreviated as HIPAA, transaction.	**Prior Authorization Introduction: Generation Process**  **Website: PRISM Training Environment**

SAY	DISPLAY
• The PA process starts when a new PA request is initiated in the PA subsystem. • The PA request can be created by an authorized State user, directly created, and submitted by a provider via the PA Provider portal or submitted as a 278-batch transaction. • The requestor enters all details in the PA request form. • The system checks for all valid data and prompts error messages for any incorrect information. When completed, the PA request form is submitted to the PA State reviewers for their validation and approval or denial of the authorization requests. • Based on the final status of the requested PA, the service provider will receive appropriate correspondence. If the original request was submitted through the 278 transaction, a response is sent through the 278 to report the final decision for the request. The claim processing is initiated and paid only for approved PA requests. A claim submitted with authorization in a "Denied" status is denied and not paid.	 Website: PRISM Training Environment
• Some of the key services that are processed in a PA request are surgical services, dental services, medical supplies, Private Duty Nursing (abbreviated as PDN), Durable Medical Equipment (abbreviated as DME), hearing aids, vision, medical assistance transportation, chiropractic, therapies for nursing home residents or outpatient rehabilitation area, orthotics, and prosthetics.	 **Website: PRISM Training Environment**

Section 3: Initiating a New PA Request by a Provider

3.1 Initiating a New PA Request by a Provider: Overview

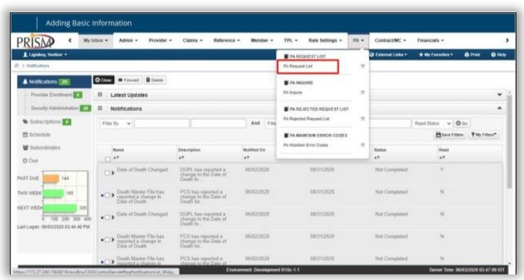
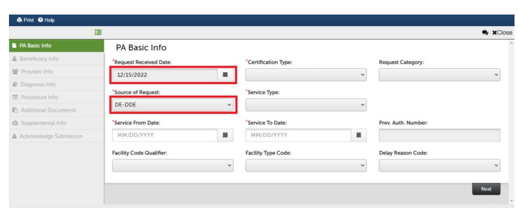
SAY	DISPLAY
A PA is initiated by an authorized provider when a service requires authorization and approval for an eligible member.	
Log into PRISM 1. Access PRISM Providers can access PRISM after Go Live from the Medicaid website at https://medicaid.utah.gov >Health Care Providers>Provider Portal Access 2. Enter Utah.gov ID and password. Follow authentication steps if required to log in.	 **Website: PRISM Training Environment**
1. Select provider name from the **Select Domain** drop-down 2. Select the EXT PA Provider Access from the **Profile** drop-down. 3. Click the **Go** button.	 **Website: PRISM Training Environment**

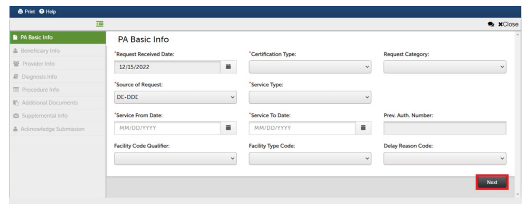
SAY	DISPLAY
The Home/Main page of PRISM is called the My Inbox page. 1. To the right of the prism logo is the Masthead, which depending on your access, different subsystems are available. 2. Select the drop down on the “Top Left” where your name is to view and to switch to other available profiles. 3. “Quick Find” allows you to search for a member/provider ID. (*Not shown on provider screen*) 4. “Notepad” Allows you to save quick notes. The notepad is only valid per session. When you leave prism or log out then the information will be lost. 5. “External Links” has any external links that you may need specific to your profile. For instance, this is where a user would find app intake for waivers. 6. “My Favorites” allows you to save frequently used pages by selecting the star next to them. To remove favorites, click on the X. 7. “Print” Allows to you print entire screen’s content. 8. “Help” is page specific. It directly relates to the current page you are on, explaining what tasks or options you can do on that specific page. Expanding the help window will display additional information. You may search for additional topics from here.	

SAY	DISPLAY
9. "Breadcrumbs" To Navigate to prior screens selected; click the section of blue text you want to navigate to. 10. "Notifications Panel" displays a list of items that can be addressed within the subsystems. 11. "Latest Updates" system wide updates. 12. "Notifications" list view of notifications.	

3.1.1 Adding Basic Information

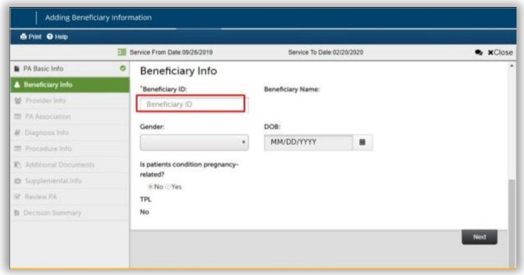
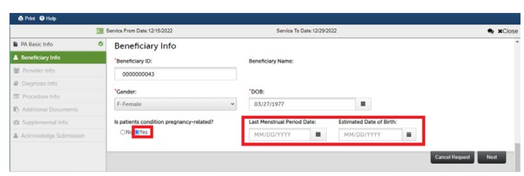
Authorized providers will add basic information, such as service type, source of request, and other details.

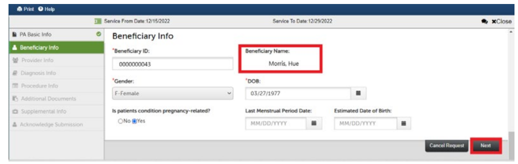
SAY	DISPLAY
We will now begin to initiate a new PA request. The first step: Adding Basic Information. 1. To access the **PA Request List** page, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**. 2. On the **PA Request List** page, click the **Add New Request** button.	 **Website: PRISM Training Environment**
The **PA Basic Info** page opens which is the default page and the first step in the PA Initiation process. Note that the **Request Received Date** field defaults to the current system date and the **Source of Request** is pre-populated with **DE-DDE** for direct data entry.	 **Website: PRISM Training Environment**

SAY	DISPLAY
Complete all fields marked with an asterisk. Fields marked with an asterisk are mandatory and must be completed. Fields without an asterisk, for example, **Request Category**, are optional. For providers, the **Facility Code Qualifier** will need to be entered as well as the **Facility Type Code**.	
1. From the **Certification Type** drop-down list, select the applicable value. 2. **Request Category** (Optional field) 3. From the **Service Type** drop-down list, select the relevant option. 4. In the **Service From Date** and **Service To Date** fields, enter the relevant dates or select the relevant date by clicking the calendar icon. 5. **Prev. Auth. Number** (Optional field) *6.* **Facility Code Qualifier**, select relevant option. 7. Select the applicable facility in the **Facility Type Code** drop down. Note that fields populate in **Facility Type Code** based on the selection made from **Facility Code Qualifier**. 8. **Delay Reason Code** (Optional field) This field is required if the Service From Date is prior to the Request Received Date. Click **Next** button. PRISM validates the information entered, and then saves the information in the database.	 **Website: PRISM Training Environment**

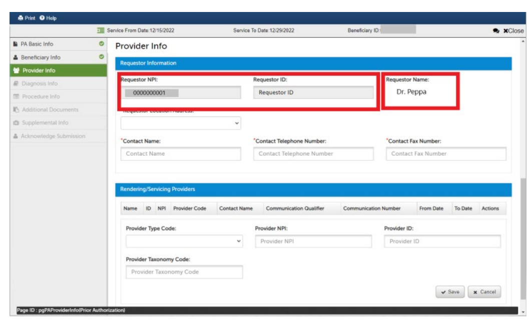
3.1.2 Adding Beneficiary Information

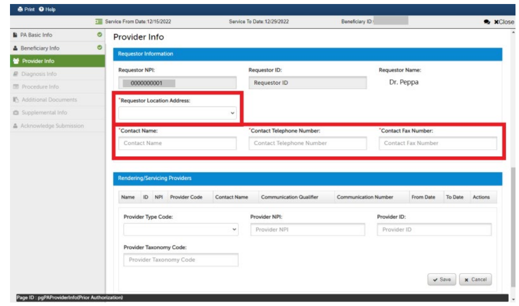
The second step for a PA request is adding beneficiary information in PRISM.

SAY	DISPLAY
We will now complete the next step for Initiating a PA Request. Note that our last step of adding PA Basic Info is marked as complete in the left navigation menu. 1. You clicked the **Next** button on the **PA Basic Info** page, and PRISM automatically displays the Beneficiary Info page. 2. Enter the applicable beneficiary ID in the **Beneficiary ID** field and tab off the field. 3. From the **Gender** drop-down list, select the gender of the beneficiary. 4. Enter the date of birth of the beneficiary, in the **DOB** field. The Beneficiary ID, gender, and date of birth details must match the records stored in the Member subsystem.	 **Website: PRISM Training Environment**
If the **Gender** field is set to **F - Female**, the **Is patient's condition pregnancy related?** field is enabled. By default, the option is set to **No**. If the patient's condition is pregnancy related: 1. Select **Yes** to change the default option. The **Last Menstrual Period Date** and the **Estimated Date of Birth** fields are displayed and enabled. 2. For each of these fields, enter the relevant date by clicking the calendar icon or enter the date directly in the field.	 **Website: PRISM Training Environment**

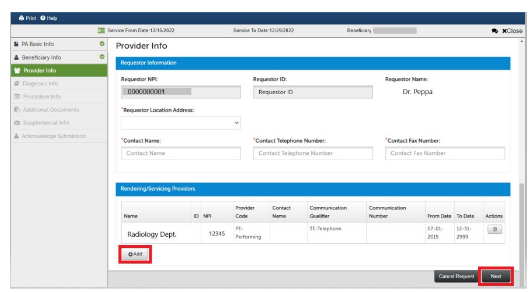
SAY	DISPLAY
For this demonstration we will use the default option ‘No’.	
Confirm all required information has been added, and then click the **Next** button. PRISM automatically moves to the **Provider Info** page as the next step of the PA initiation process. Please note that when clicking the Next button, the beneficiary’s name populates. Before proceeding, scroll up to **Beneficiary Info** to verify the **Beneficiary Name.** The **Beneficiary Info** tab will show as complete in the left navigation menu.	 **Website: PRISM Training Environment**

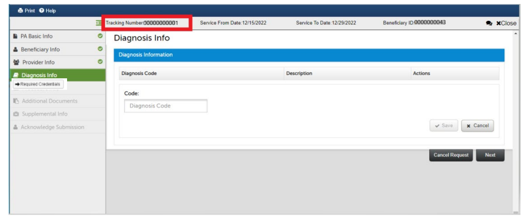
3.1.3 Adding Provider Information (Rendering/Servicing)

SAY	DISPLAY
We will now complete the necessary steps to add Provider Information. After clicking **Next** on the Beneficiary Info page, PRISM automatically displays the **Provider Info** page. On the **Provider Info** page, verify that the **Requestor NPI** field is pre-populated based on the logged in provider user’s domain. If the NPI is not available, the Requestor ID is pre-populated in the **Requestor ID** field instead. The **Requestor Name** is pre-populated from the Provider subsystem based on the requesting provider’s NPI or ID.	 **Website: PRISM Training Environment**

<table>
<tr><th>SAY</th><th>DISPLAY</th></tr>
<tr><td>
Select the relevant address from the Requestor Location Address drop-down list.
Note that this list is populated with the Requesting Provider's active physical locations, and their affiliated group or facility active physical locations from the Provider subsystem.
The location selected is the address used for PA correspondence. If the address you want to use is not listed in the drop-down, update your location address in the Provider subsystem.
Enter the details of the requesting provider in the Contact Name, Contact Telephone Number, and Contact Fax Number field.
</td><td>

Website: PRISM Training Environment
</td></tr>
<tr><td>
In the Rendering/Servicing Providers section,

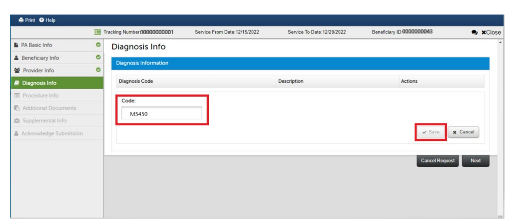
In the Provider Type Code dropdown select relevant option
In the Provider NPI or Provider ID fields enter the relevant information. Tab off the field.
Click Save. PRISM will populate the Rendering/Servicing Providers with the information entered. The delete icon is enabled under the Actions column.
The Add button is enabled for you to add additional providers if needed.
Click the Next button.

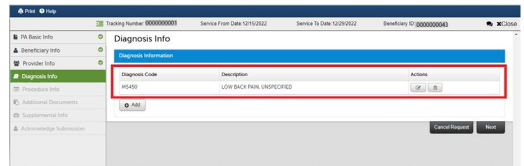
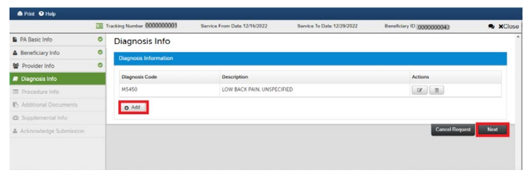
</td><td>

Website: PRISM Training Environment
</td></tr>
</table>

SAY	DISPLAY
PRISM generates a **Tracking Number** for the new PA request. You will use this tracking number for all future communication for this PA request. If this PA request is approved by the State User, the tracking number is then used as the prior authorization number to report services.	 **Website: PRISM Training Environment**

3.1.4 Adding Diagnosis Information

As part of the PA request process, as an authorized Provider, you can add the diagnosis code for a PA request.

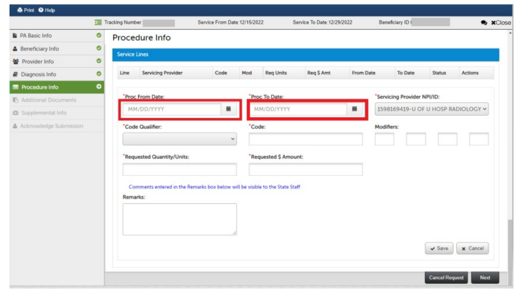
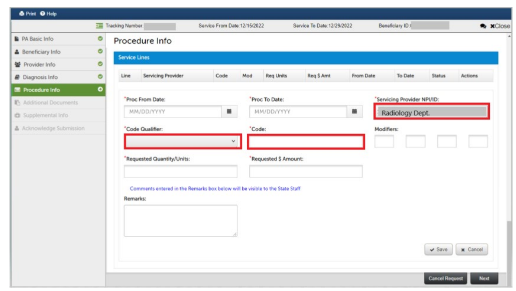
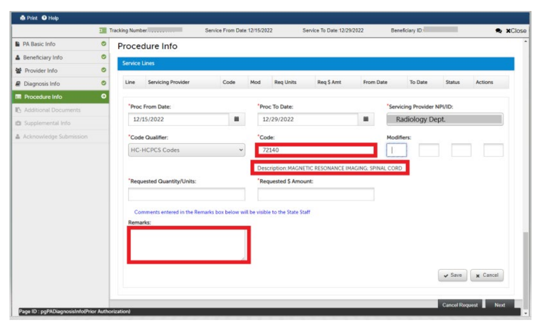
SAY	DISPLAY
We will now complete the necessary steps to add Diagnosis Info. After clicking **Next** on the **Provider Info** page, PRISM automatically displays the **Diagnosis Info** page. 1. Enter the applicable diagnosis code in the **Code** field and tab off. Note: Do not include the period when entering the diagnosis code or you will receive an error message that states, ‘Diagnosis code is not valid’. 2. Click the **Save** button. The diagnosis code is required for all service types other than Adjunctive Dental Services, Dental Accident, Dental Care, Dental Crowns, Diagnostic Dental, Endodontics, Maxillofacial Prosthetics, Oral Surgery, Orthodontics,	 **Website: PRISM Training Environment**

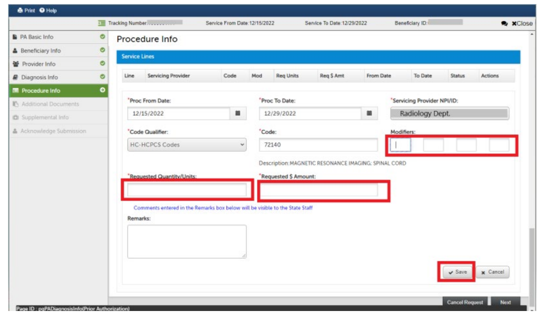
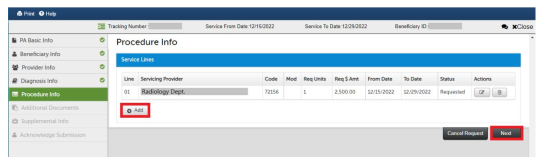
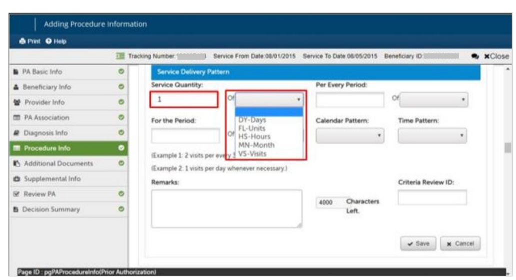
SAY	DISPLAY
Periodontics, Prosthodontics, Restorative, Medical Review Board, General Assistance/Self-Sufficiency Program, Supplemental for CMC, Technology Dependent Waiver, New Choices Waiver, Aging Waiver, Community Supports Waiver, Acquired Brain Injury Waiver, Physical Disabilities Waiver, and Employment-related Personal Assistant Services, abbreviated as EPAS.	
The **Diagnosis Information** section is populated only after at least one diagnosis code is saved. The **Description** column is also pre-populated with the description for the saved diagnosis code. The edit and delete icons are enabled under the **Actions** column.	 **Website: PRISM Training Environment**
The **Add** button enables for you to add additional diagnosis codes. 1. Click the **Add** button to add another diagnosis code. If you do not want to add another code, click the **Next** button.	 **Website: PRISM Training Environment**

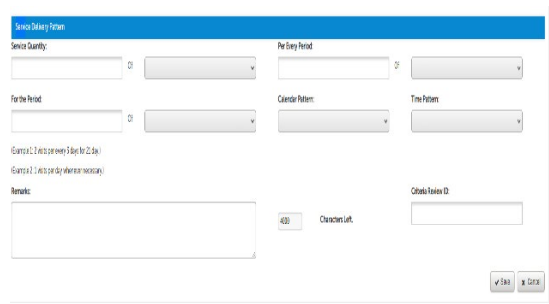
3.1.5 Adding Procedure Information

As part of the PA request process, as an authorized provider, you can add the procedure information, such as the relevant procedure from and procedure to dates, the applicable code qualifier, code, and the requested quantity.

.

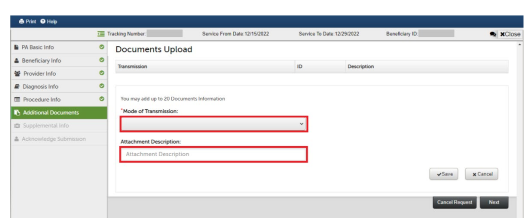
SAY	DISPLAY
After clicking **Next** on the **Diagnosis Info** page, PRISM automatically displays the **Procedure Info** page. Enter Proc From Date and Proc To Date. Dates entered must be within the **Service From Date** and **Service To Date** range selected on the **PA Basic Info** page.	 **Website: PRISM Training Environment**
1. Select the relevant NPI or ID of the servicing provider from the **Servicing NPI/ID** drop-down list. The list of servicing providers is based on the information entered in the **Provider Info** page. *2.* Select the applicable code qualifier from the **Code Qualifier** drop-down list. 3. Enter relevant code in **Code** field.	 **Website: PRISM Training Environment**
Once you tab off the **Code** field, a code description pre-populates below the **Code field.** Please note if using an unlisted code, include an item/service description in the **Remarks** field.	 **Website: PRISM Training Environment**

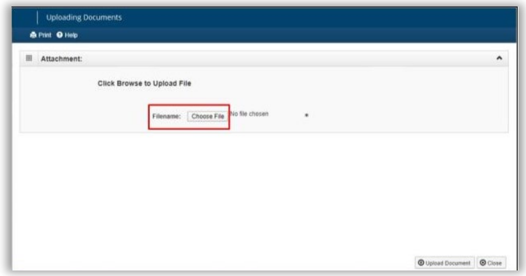
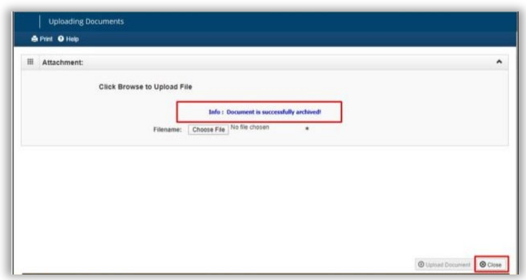
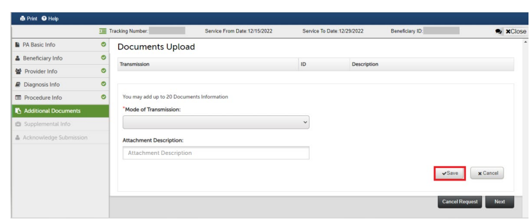
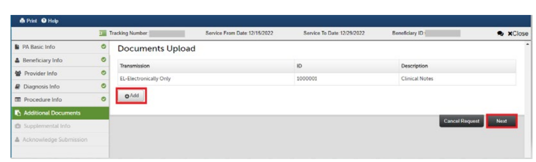
SAY	DISPLAY
1. Enter the modifiers if applicable, in the **Modifiers** fields. 2. Enter the relevant quantity in the **Requested Quantity/Units** field. 3. **Enter an amount in the Requested $ Amount** field 4. Click the **Save** button.	 **Website: PRISM Training Environment**
The **Procedure Info** page refreshes to display the updated **Service Lines** section. The edit and delete icons are enabled under the Actions column. The **Add** button enables only after at least one record is saved in PRISM. 1. Click the **Add** button to add additional procedure service lines. If you do not want to add more procedure service lines, click the **Next** button.	 **Website: PRISM Training Environment**
Please note that depending on the **Service Type** you select in the **PA Basic Info** page, you may need to complete the **Service Delivery Pattern** information. The fields in the **Service Delivery Pattern** section are conditionally required and are visible only for the selected service types, including Cognitive Therapy, Massage Therapy, Occupational Therapy, Physical Therapy, Smoking Cessation, Speech Therapy, Home Health Care, Respite Care, Skilled Nursing Care, Home Health Visits, Private Duty Nursing, and Chiropractic. For all other service types, the fields in the **Service Delivery Pattern** section will not be visible.	 **Website: PRISM Training Environment**

SAY	DISPLAY
In the Service Delivery Pattern Section In the **Service Quantity** field, enter a relevant quantity. From the **Of** drop-down list, select a relevant option Similarly, in the **Per Every Period** field, enter a frequency, and then from the **Of** drop-down list, select a relevant option. In the **For the Period** field, enter a duration, and then from the **Of** drop-down list, select a relevant option. From the **Calendar Pattern** drop-down list and from the **Time Pattern** drop-down list, select the relevant patterns.	

3.1.6 Uploading Documents

As part of the PA request process, as an authorized provider, you can upload documents in a range of formats, including text, document, image, and webpage files.

SAY	DISPLAY
After clicking **Next** on the **Procedure Info** page, PRISM automatically displays the **Documents Upload** page. 1. On the **Documents Upload** page select the relevant mode from the **Mode of Transmission** drop-down list. 2. Add a short description in the **Attachment Description** field, if required. 3. Click the **Click here: To Upload Document** hyperlink.	 **Website: PRISM Training Environment**

SAY	DISPLAY
The **PA Attachment** page opens. 1. Click the **Choose File** button to select the file you want to upload, under the **Browse** section, in the **Filename** field. Note that you can only upload files with the following types of extensions, .txt, .gif, .jpg, .jpe, .jpeg, .html, .htm, .pdf, .xls, .tif, .tiff, .doc, .docx, and .xlsx. 2. Click Open Note that the file is added in the Filename field on the **PA Attachment** page. 3. Click the **Upload Document** button.	 **Website: PRISM Training Environment**
You see the message, "**Document is successfully archived!**". 1. Click the **Close** button.	 **Website: PRISM Training Environment**
The **Documents Upload** page opens. To upload the document to PRISM. 1. Click the **Save** button.	 **Website: PRISM Training Environment**
The selected file is now saved in PRISM. To upload additional documents, click the **Add** button. Once the documents have been attached to the request, you can access the documents by clicking on the paperclip attachment icon in the	 **Website: PRISM Training Environment**

SAY	DISPLAY
top right corner of the screen. Note that this icon may not be available immediately. Click the **Next** button.	

3.1.7 Adding Supplemental Information

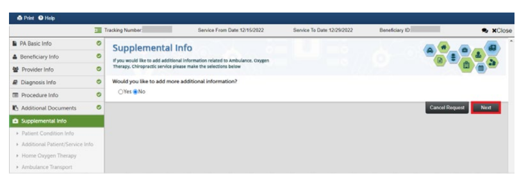
As part of the PA request process, as an authorized provider, you can add supplemental information, such as home oxygen therapy and ambulance transport, to a PA request.

<table>
<tr><th>SAY</th><th>DISPLAY</th></tr>
<tr><td>After clicking Next on Additional Documents page, PRISM displays the Supplemental Info page.

Click the Yes option for the Would you like to add more additional information? question on the Supplemental Info page, to add supplemental information to the PA request.

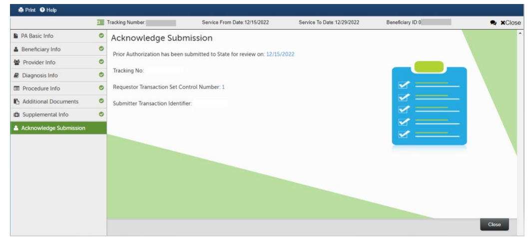
Note that this option is set to No by default.

You must select the Yes option for the service types, such as Medically Related Transportation, Home Health Care, Home Health Visits, Private Duty Nursing, Respite Care, Skilled Nursing Care, Hospice, Transitional Care, Rehabilitation, Long Term Care, Partial Hospitalization (Psychiatric), or Psychiatric.

For this demonstration, we will use the default option of No. Click Next.</td><td>

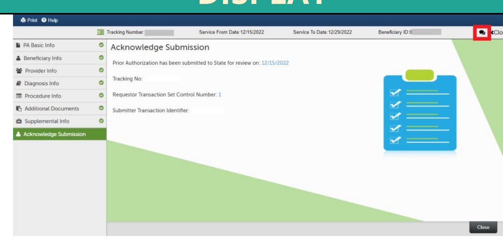
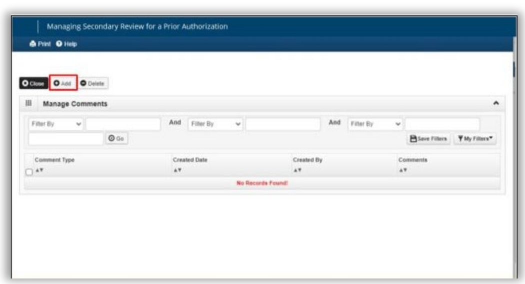
Website: PRISM Training Environment</td></tr>
</table>

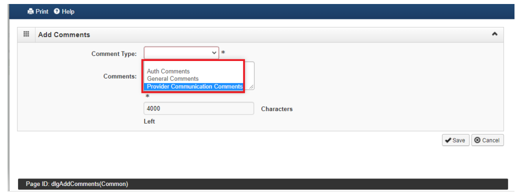
3.1.8 Acknowledge Submission

SAY	DISPLAY
After clicking **Next** on **Supplemental Info** page, the prior authorization has been submitted. PRISM displays the **Acknowledge Submission** page. To exit the PA request, click **Close**.	 **Website: PRISM Training Environment**

3.1.9 Adding Comments

Providers and State Users can communicate by adding comments to the PA request.

SAY	DISPLAY
Click the **Comments** icon in the upper right corner of the screen. This icon is available at all steps when initiating a PA request.	 **Website: PRISM Training Environment**
The **Manage Comments** list page opens. 1. To add a comment, click the **Add** button.	 **Website: PRISM Training Environment**

SAY	DISPLAY
The **Add Comments** page opens. 1. Select a comment type, **Provider Communication Comments,** from the **Comment Type** drop-down list. 2. In the **Comments** field, enter the comment. 3. Click the **Save** button. The **Manage Comments** page shows. Click Close to return to the previous page. Please note that providers can add comments at any time.	 **Website: PRISM Training Environment**

Section 4: Modifying a PA Request

4.1 Modifying a Prior Authorization Request

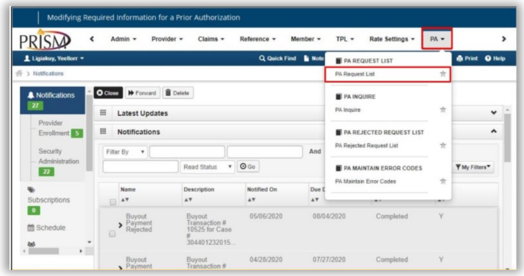
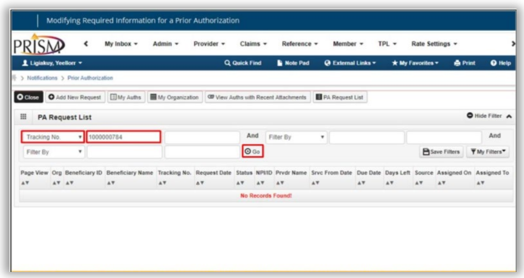
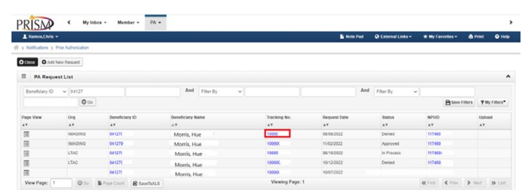
Providers cannot modify previously submitted PA requests.

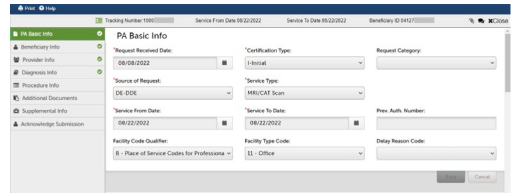
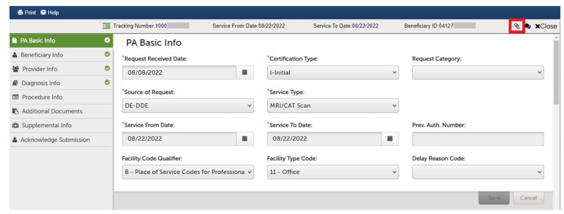
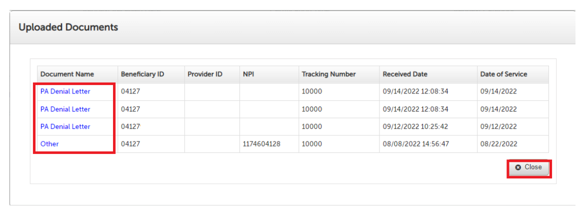
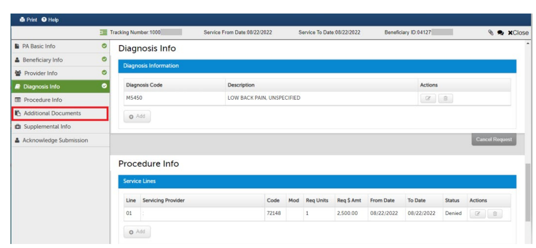
If a modification is required, providers must submit a *Utah Medicaid Prior Authorization Modification Request Form* identifying the modification needed on an existing authorization.

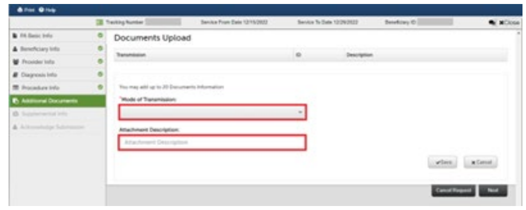
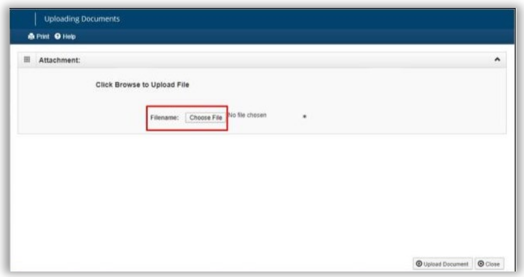
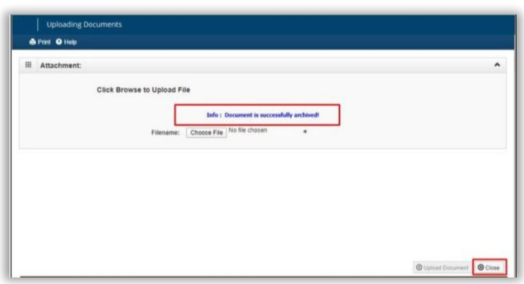
The *Utah Medicaid Prior Authorization Modification Request Form* is available on the Utah Medicaid website at medicaid.utah.gov.

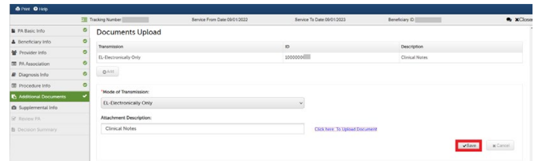
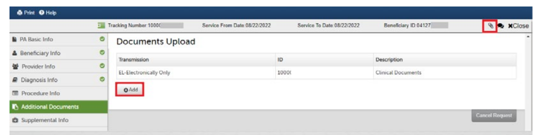
4.2 Uploading Additional Documents

Providers can upload additional documents for the PA even after they have submitted the request to the State.

SAY	DISPLAY
To locate a previously submitted PA request, on the **PA** menu, under **PA REQUEST LIST**: 1. Click **PA Request List**.	 **Website: PRISM Training Environment**
The **PA Request List** page opens. The search function in PRISM contains several Filter By dropdowns and corresponding search fields. This allows for highly detailed searches. To access a previously submitted PA request, from the **Filter By** drop-down list 1. Select the relevant filters from the Filter By drop-down list(s), enter the relevant information in the corresponding fields. 2. Click the Go button.	 **Website: PRISM Training Environment**
PRISM displays the **PA Request List** page with the requested tracking number. 1. Click the **Tracking No**. hyperlink.	 **Website: PRISM Training Environment**

SAY	DISPLAY
PRISM displays the **PA Basic Info** page. Please note that as a provider you do not have access to edit the fields on a submitted PA request. Providers can view/add comments, view attached documents and upload additional documents.	 **Website: PRISM Training Environment**
To view attached documents, click on the paperclip attachment icon in the upper right corner of the screen.	 **Website: PRISM Training Environment**
The **Uploaded Documents** page populates. Click on the hyperlink of the document you would like to view. Open the downloaded document and view the document. Click **Close** to return to the PA Basic Info page.	 **Website: PRISM Training Environment**
Authorized Providers can also upload additional documents. To add additional documents: 1. Click the **Additional Documents** tab in the left navigation menu.	 **Website: PRISM Training Environment**

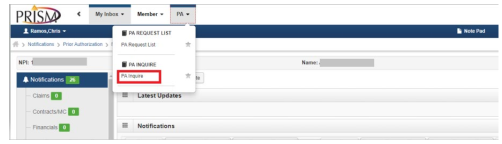
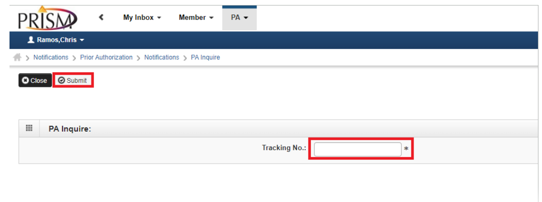
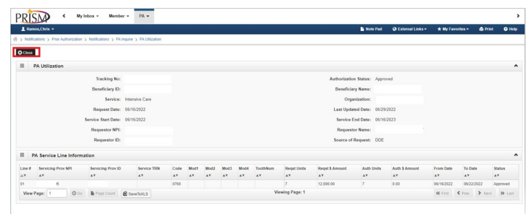
SAY	DISPLAY
PRISM displays the Documents Upload page. 1. Click the **Add** button. 2. Select the relevant mode from the **Mode of Transmission** drop-down list. 3. Add a short description in the **Attachment Description** field, if required. 4. Click the **Click here: To Upload Document** hyperlink.	 **Website: PRISM Training Environment**
The **PA Attachment** page opens. 1. Click the **Choose File** button to select the file you want to upload, under the **Browse** section, in the **Filename** field. Note that you can only upload files with the following types of extensions, .txt, .gif, .jpg, .jpe, .jpeg, .html, .htm, .pdf, .xls, .tif, .tiff, .doc, .docx, and .xlsx. 2. Click Open Note that the file is added in the Filename field on the PA Attachment page. 3. Click the **Upload Document** button.	 **Website: PRISM Training Environment**
You see the message, "**Document is successfully archived!**". Click the **Close** button.	 **Website: PRISM Training Environment**

SAY	DISPLAY
The **Documents Upload** page opens. To upload the document to PRISM. Click the **Save** button.	 **Website: PRISM Training Environment**
The selected file is now saved in PRISM. Once the documents have been attached to the request, you can access the documents by clicking on the paperclip attachment icon in the top right corner of the page. Note that this icon may not be available immediately. To upload additional documents, click the **Add** button. Click the **Close** to exit.	 **Website: PRISM Training Environment**

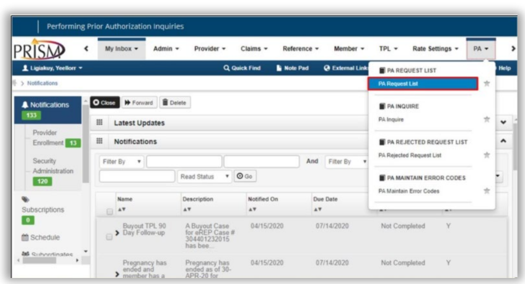
Section 5: Performing PA Inquiries

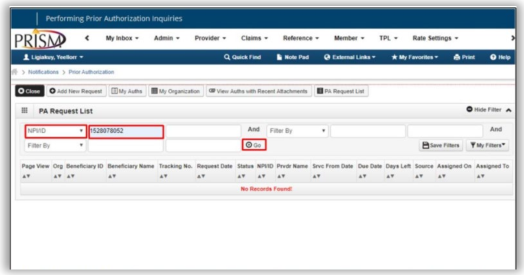
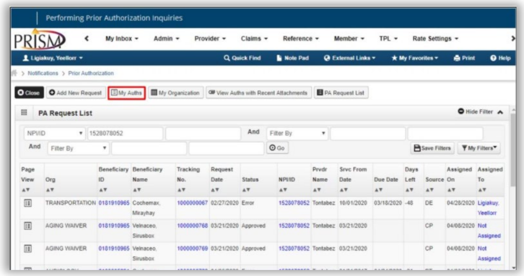
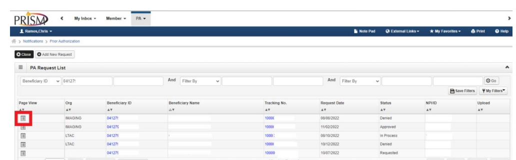
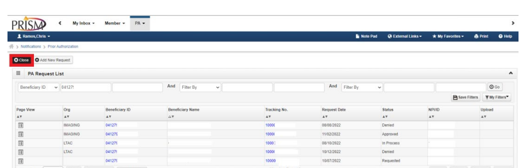
Authorized State users and providers can inquire about the status of a PA request online by entering the tracking number or other query criteria. The provider can only inquire with a Tracking Number where their NPI or Provider ID is listed as a Requesting, Referring, or Rendering/Servicing provider.

5.1 Performing PA Inquiry by Tracking Number

SAY	DISPLAY
To perform PA inquiries using the tracking number, on the **PA** menu, under **PA INQUIRE**: 1. Click **PA Inquire**.	 **Website: PRISM Training Environment**
The **PA Inquire** page opens. Enter the relevant tracking number in the Tracking No. field and click **Submit**.	 **Website: PRISM Training Environment**
The **PA Utilization** page opens. You can view all the details, including **Authorization Status**. Click the **Close** button.	

5.2 Performing PA Inquiries Using Query Criteria

SAY	DISPLAY
To perform PA inquiries using query criteria, on the **PA** menu, under **PA REQUEST LIST**: Click **PA REQUEST List**.	 **Website: PRISM Training Environment**

SAY	DISPLAY
The **PA Request List** page opens. The search function in PRISM contains several Filter By dropdowns and corresponding search fields. This allows for highly detailed searches. From the **Filter By** drop-down list, select the relevant filter and enter the relevant information in the corresponding field. Click the **Go** button.	 **Website: PRISM Training Environment**
PRISM displays the **PA Request List** page with the list of PAs that meet the selection criteria.	 **Website: PRISM Training Environment**
Providers can view the PA utilization information from the **PA Request List** page. To view the PA utilization: Click the relevant **Page View** icon.	 **Website: PRISM Training Environment**
The **PA Utilization** page opens. You can view all the details, including **Authorization Status**. To return to the **PA Request List** page: Click the **Close** button.	 **Website: PRISM Training Environment**
PRISM displays the **PA Request List** page. To return to the **My Inbox** page: Click the **Close** button.	 **Website: PRISM Training Environment**