

PRISM Prior Authorization for Long Term Acute Care (LTAC) Hospitals Activity Guide

Initiating a New LTAC PA Request by State

Step 0: Log in with UtahID/Register as a State User

PRISM Training Environment: <https://c3-aws-trn-prism.health.utah.gov/evoBrix/SSOControlServlet>

Log in as a **State user** with the provided information below.

Field	Enter or Select
UtahID	
Password	

Click **SIGN IN.**

Field	Enter or Select
Select Domain	UTAH
Select Profile	PA Reviewer

Click **Go.**

Step 1: Adding Basic Information

To access the **PA Request List** page, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**. The **PA Request List** page opens. On the **PA Request List** page, click the **Add New Request** button.

Field/Drop-down	Enter or Select
Required (marked w/ *)	Relevant information
Org Unit drop-down list	PA-LTAC
Assigned To drop-down list	Applicable Auth State User
Request Received Date	Relevant date
Source of Request drop-down list	DE-DDE
Specialty Code drop-down list	Not required
Service Type drop-down list	Intensive Care

Field/Drop-down	Enter or Select
Place of Service drop-down list	Not required
Service From/To Dates	Relevant dates
Prev. Auth. Number	Not required
Facility Code Qualifier	A- Uniform Billing Claim Form Bill Type
Facility Type Code	11- Hospital Inpatient (includes Part A)
Delay Reason Code	This field is used if submitting a retro request. If it is a retro request, select appropriate delay reason code from drop down, otherwise leave blank.

Click the Next button.

PRISM automatically moves to the **Beneficiary Info** page as the next step of the PA initiation process.

Step 2: Adding Beneficiary Information

On clicking the **Next** button on the **PA Basic Info** page, PRISM automatically displays the **Beneficiary Info** page.

Field	Enter or Select
Beneficiary ID	Beneficiary ID (Refer to data sheet for assigned Beneficiary ID.) Upon entering Beneficiary ID, the beneficiary's name, gender, and DOB populate. Verify information is correct.
Is patient's condition pregnancy related?	Yes (If applicable)
Last Menstrual Period Date	Relevant date (If applicable)
Estimated Date of Birth	Relevant date (If applicable)

Next, to view the beneficiary eligibility and Third-Party Liability, abbreviated as TPL, details, click the **Yes** hyperlink. This link only populates if beneficiary has a TPL.

Confirm all required information has been added, and then click the **Next** button.

Step 3: Adding Provider Information

On clicking the **Next** button on the **Beneficiary Info** page, PRISM automatically displays the **Provider Info** page.

Field	Enter or Select
Requestor NPI	1760412530 Upon entering the Requestor NPI, the Requestor Name will populate.
Requestor Location Address	306 River Bend Ln, Provo, UT
Contact Name/Tel/Fax	Relevant details
Referring Prov. NPI	Optional field

In the **Rendering/Service Providers** section, PRISM automatically populates the Requestor to the Rendering/Service Provider list.

Click the **Add** button if additional Rendering/Service Providers are needed.

Click the **Next** button.

Step 4: Adding Prior Authorization Association

On clicking the **Next** button on the **Provider Info** page, PRISM automatically displays the **PA Association** page.

Requests for LTAC prior authorizations will rarely require an association. If an association is needed, follow the steps below. If a PA Association is not needed, click the **Next** button.

In the **Tracking Number to be Linked** field, enter the applicable PA Tracking Number that you want to link to the current PA being reviewed.

Field	Enter or Select
Member Name	Verify displayed name
Reason	Applicable reason
Start date	Start date
End date	End date

Confirm that all the required information has been added, and then click the **Save** button.

PRISM saves the PA association information, and the record is now visible in the **Linked PA List** section in view only mode.

The **Add** button is enabled to create additional associations if needed. If none, click the **Next** button.

Note that when linking/unlinking PAs, it only works one way. Therefore, when the user links PA 1 to PA 2, they must also manually link PA 2 to PA 1.

Step 5: Adding Diagnosis Information

On clicking the **Next** button on the **PA Association** page, PRISM automatically displays the **Diagnosis Info** page. On the **Diagnosis Info** page, in the **Code** field, enter the applicable code and tab off the field.

Field	Enter or Select
Diagnosis Code	J9600 (Acute Respiratory Failure, Unsp W Hypoxia or Hyper)

Click the **Save** button.

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.

Click the **Add** button to add another diagnosis code and repeat Steps 1 and Step 2. If you do not want to add another code, click the **Next** button.

Note: Do not include a period in the diagnosis code or you will receive an error that diagnosis code is not valid.

Step 6: Adding Procedure Information

On clicking the **Next** button on the **Diagnosis Info** page, PRISM automatically displays the Procedure Info page. Some fields are pre-populated based on prior selections made.

Field	Enter or Select
Proc From Date/ Proc To Date	Date fields pre-populate based on the dates entered on the PA Basic Info page. Confirm dates are correct.
Servicing Provider NPI/ID drop-down	Relevant NPI/ID
Code Qualifier drop-down	R- Rev Code
Code	0760

Once you tab off the **Code** field, a code description is pre-populated below the **Code** field and is displayed as a hyperlink in both View and Edit modes. On clicking the hyperlink, you will be taken to the **ProcedureSummary(Reference)** page.

Field/Drop-down	Enter or Select
Modifiers	Modifiers if applicable
Requested Quantity/Units	Relevant quantity
Requested \$ Amount	Blank (Note that in the Requested \$ Amount field, State Users will only add a \$ amount if it

	is a manual priced service. Leave field blank or add a '0' for reference file pricing.)
Level of Care Status (optional)	Leave blank
Remarks	Leave blank
Criteria Review ID	Leave blank

When finished adding the procedure information, click the **Save** button. The Procedure Info page refreshes to display the updated **Service Lines** section.

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.

Step 7: Uploading Documents

On clicking the **Next** button on the **Procedure Info** page, PRISM automatically displays the **Supplemental Info** page. As an authorized State user, you need to click the **Additional Documents** tab on the navigation menu whenever you need to upload documents to support a PA request.

From the **Documents Upload** page:

Field/Drop-down	Enter or Select
Mode of Transmission	Relevant mode (EL-Electronically Only)
Attachment Description	Enter short description, include ‘Clinical notes for the date span you are requesting’ in the description.

Click the **Click here: To Upload Document** hyperlink.

The **PA Attachment** page opens.

Field	Enter or Select
Filename	Choose File (click)

Click the **Upload Document** button.

Click **Close** and then the **Save** button.

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.

Step 8: Adding Supplemental Information

On clicking the **Next** button on the **Procedure Info** page or scrolling down on the **Additional Documents** page, PRISM displays the **Supplemental Info** page.

To add supplemental information to the PA request, click the **Yes** option for the **Would you like to add more additional information?** question.

Once you select **Yes**, additional questions will populate.

Select the checkbox next to the question, “**Are you requesting certification for admission?**”.

Click the **Next** button.

PRISM displays the **Institutional Claim Information** page:

Field/Drop-down	Enter or Select
Admission Date	Date of admission to the LTAC hospital
Admission Type Code	2- Urgent
Admission Source Code	Relevant option
Nursing Home Residential	Leave blank
Patient Status Code	09- Admitted as an inpatient to this hospital
Discharge Date	Leave blank

Click the **Next** button.

PRISM displays the **Review PA** page.

Reviewing a LTAC PA Request

Prior to completing the Review PA section, the State User will have reviewed the LTAC request and made a determination utilizing InterQual criteria.

Step 1: PA Error List

On clicking the **Next** button on the **Supplemental Info** page, PRISM displays the **Review PA** page.

Review the **PA Error List** field. If errors have populated, you must resolve the errors to approve the PA request.

An authorized State User can force an error. Review error to determine if it is forcible.

Forcing errors while approving a PA request:

- To force an error, select the checkbox for the error.
- The last column in this section indicates if the error is forcible.
- Note that the **Force** button remains disabled until you select the checkbox.
- Click the **Force** button.

PRISM forces the error and displays the **Review PA** page without the forced error in the **PA Error List** section.

- Click the **View Error** button

The **PA Error List** pop-up opens. Verify the name and the resolution date.

To return to the **Review PA** page, click the **Close** button.

Step 2: Service Lines

Scroll down to the **Service Lines** section. Authorized State Users can approve, return, or deny each service line.

Click on the **Edit** icon under the **Actions** column for each service line.

Field	Enter or Select
Actions column	Edit icon
Procedure Detail page	Review and update relevant info
Criteria Review ID	Enter IQ review number

Scroll down to review the information in the **Authorization** section.

Field	Enter or Select
Line Status drop-down	Relevant status
If status is Approved :	
Auth Unit	Authorized # of units
Auth Amount	Authorized amount (Note that State Users will only add a \$ amount if it is a manual priced service. Leave field blank or add a '0' for reference file pricing.)
If status is Denied or Returned :	
Decision Reason 1 drop-down	Relevant reason
Decision Reason 2 drop-down	Additional reason if needed

To save the changes, click the **Ok** button.

Verify that the line status has been updated appropriately.

Status History

To view the history of statuses on an authorization, scroll to the bottom of the page, and then click the **Status History** button.

PRISM displays the **PA Status History** page.

Click the **Close** button.

PRISM returns to the **Review PA** page.

Step 3: Decision Summary

State User must enter a decision summary.

Field	Enter or Select
Left navigation menu	Decision Summary

PRISM opens the **Decision Summary** page.

Field/Drop-down	Enter or Select
Auth Status	Applicable PA Header level status
Decision Maker	Select the name of the decision maker
Authorization Decision Reason*	Select the applicable reason
Decision Date	Applicable date

*Note that an **Authorization Decision Reason** is required when the **Auth Status** is not Approved, Requested, No Action, or Referred.

Click the **Save** button.

Managing Secondary Review for a Prior Authorization

Step 1: Decision Summary

For a request to be sent to Secondary Review, the **Auth Status** on the **Decision Summary** page must be in **Referred** status.

Field	Enter or Select
Left navigation menu	Decision Summary
Auth Status drop-down	Referred
Decision Maker	The applicable secondary reviewer’s name

Click the **Save** button.

Step 2: Service Lines

Next the relevant service line under the **Service Lines** section, must have a status of **‘Pended’**.

Field	Enter or Select
Left navigation menu	Review PA
Action	Edit icon to change the status of the service line that needs to be referred

The **Procedure Detail** pop-up opens. Scroll to the **Authorization** section.

In the **Authorization** section, from the **Line Status** drop-down list, select **Pended** and then click the **Ok** button.

Step 3: Secondary/Committee Review

Scroll to the **Secondary/Committee Review** section.

Field	Enter or Select
Review Level	Secondary Review
Review Type	Applicable review type
Reviewer Recommendation	The option that you want to recommend to the secondary reviewer

To move the selected reason for referral to the **Selected Reasons for Referrals** list, select the reason in the **Available Reasons for Referrals** list and click the **right arrow** button.

You can select multiple reasons by holding the CTRL button and clicking on the **right arrow** button. To remove reasons from the right selection list, select the items and click the **left arrow** button.

In the **Description** field, add a short description, if needed.

Click the **Save** button.

PRISM populates the **Review Status** to **In-Process** and updates the **Review History** section with the required information.

Step 4: Add Comment

To specify the reason why the service line needs a secondary review, click the **Comments** icon. The **Manage Comments** list page opens. Click the **Add** button.

The **Add Comments** page opens:

Field	Enter or Select
Comment Type	Clinical comments
Comments	The service line details and a reason why you have referred that service line for secondary review

Click the **Save** button.

Click the **Close** button.

Step 5: Authorized State Secondary Reviewer

As an authorized State secondary reviewer, you receive a notification for a PA assigned to you. To access the **PA Request List** page, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**.

PRISM displays the **PA Request List** page.

Field	Enter or Select
Filter By	The relevant filters, click Go button

The **PA Request List** page opens with the PA requests that match your search criteria, click the relevant **Tracking No.** hyperlink.

The **PA Basic Info page** opens.

To review a PA, on the left navigation menu, click the **Review PA** tab.

Click the **Comments** icon to review the reason for referral.

To perform the secondary review for the “Pended” service line, in the **Action** column, click the **Edit** icon.

The **Service Lines** pop-up opens. Review the information and then scroll to the **Secondary Review Selection** section.

Field	Enter or Select
Secondary Decision	Approved
Secondary Decision Reason	Applicable reason for recommending the decision on the PA service line.

Click the **Ok** button.

PRISM populates the **Review Status** to Completed and updates the **Review History** section with the required information.

To reassign the PA back to the original authorized State reviewer, open the **Decision Summary** page.

From the **Decision Maker** drop-down list, select the original reviewer’s name.

Alternatively, you can open the PA Basic Info page and from the Assigned To drop-down list, select the relevant option to reassign the PA back to the original reviewer.

Click **Next** to continue.

Step 6: Authorized State PA Reviewer

As an authorized State reviewer, you receive a notification on a PA assigned to you.

To access the **PA Request List** page, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**.

PRISM displays the **PA Request List** page.

From the **Filter By** drop-down list(s), select the relevant filters, enter the relevant information in the corresponding fields, and click the **Go** button.

The **PA Request List** page opens with the PA request that matches your search criteria.

To review the PA request, click the relevant **Tracking No.** hyperlink.

The **PA Basic Info** page opens:

Field	Enter or Select
Left navigation menu	Review PA tab
Action column	Edit icon

The **Service Lines** pop-up opens. Scroll to the **Authorization** section.

Field	Enter or Select
Line Status	The appropriate line status
Auth Unit and Auth Amount	Applicable values

Note that in the **Service Lines** section, the pended service line for the selected PA is now with an “Approved” status. Similarly, you can provide your decision on all service lines for the PA.

After making a decision on all service lines, open the **Decision Summary** page, and from the **Auth Status** drop-down list, select the appropriate status, and then click the **Save** button.

Reopen the **PA Request List** page and note that the authorization on the PA has changed from the “Referred” to the “Approved” status.

Referring a Prior Authorization for Committee Review

Step 1: Decision Summary

For a request to be sent to Committee Review, the **Auth Status** on the **Decision Summary** page must be in **Referred** status.

Field	Enter or Select
Left navigation menu	Decision Summary

Auth Status drop-down	Referred
Decision Maker	The applicable reviewer's name

Click the **Save** button.

Step 2: Service Lines

Next the relevant service line under the **Service Lines** section, must have a status of '**Pended**'.

Field	Enter or Select
Left navigation menu	Review PA
Action	Edit icon to change the status of the service line that needs to be referred

The **Procedure Detail** pop-up opens. Scroll to the **Authorization** section.

In the **Authorization** section, from the **Line Status** drop-down list, select **Pended** and then click the **Ok** button.

Step 3: Secondary/Committee Review

Scroll to the **Secondary/Committee Review** section.

Field	Enter or Select
Review Level	Committee Review
Review Type	Applicable review type
Reviewer Recommendation	The option that you want to recommend

To move the selected reason for referral to the **Selected Reasons for Referrals** list, select the reason in the **Available Reasons for Referrals** list and click the **right arrow** button.

You can select multiple reasons by holding the CTRL button and clicking on the **right arrow** button. To remove reasons from the right selection list, select the items and click the **left arrow** button.

In the **Description** field, add a short description, if needed.

Click the **Save** button.

PRISM populates the **Review Status** to **In-Process** and updates the **Review History** section with the required information.

Step 4: Add Comment

To specify the reason why the service line needs a secondary review, click the **Comments** icon. The **Manage Comments** list page opens. Click the **Add** button.

The **Add Comments** page opens:

Field	Enter or Select
Comment Type	Clinical comments
Comments	The service line details and a reason why you have referred that service line for secondary review

Click the **Save** button.

Click the **Close** button.

Scenario 3: Generating PA Letters

Step 0: Log in with UtahID/Register as a State User

PRISM Training Environment: <https://ut-trn-prism.health.utah.gov/evoBrix/SSOControlServlet>

NOTE: Log in as a **State user** with the previously provided information.

Field	Enter or Select
UtahID	Previously Provided in Scenario 1
Password	Previously Provided in Scenario 1

Click **SIGN IN**.

Step 1: Generating Prior Authorization Correspondence

To access the **PA Request List** page, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**.

The **PA Request List** page opens, click the **My Auths** button.

Use the **Filter By** options to view the relevant **PA** records.

Click the **Tracking No.** hyperlink of the relevant PA request.

The **PA Basic Info** page opens, click the **Decision Summary** tab in the left navigation menu.

The **Decision Summary** page opens, click the **Correspondence** button.

The **PA - Correspondence** page opens. From the **Letter Type** drop-down list, select the applicable letter type.

From the **Sent To** drop-down list, select the recipient of the PA letter.

To view the address of the selected recipient of the PA letter, click the **View Address** button.

The **Sent To Address** page opens, validate the address, and then to return to the PA - Correspondence page, click the **Close** button.

To generate the correspondence, click the **Generate Letters** button.

Review letter and edit if necessary.

To preview the letter, click the **Print Preview** button.

To return to the **PA Preview/Print Correspondence** page, click the **X** button.

The **PA Preview/Print Correspondence** page opens, click the **Print Local** button.

To print the letter, click the **Print** icon on the PDF, Save letter.

Close by clicking the **X** button.

To send a denial letter to the beneficiary click the **Send to Member** button.

You can close the PDF by clicking the **X** button.

PRISM returns to the PA Preview/Print Correspondence page. To return to the **PA - Correspondence** page, click the **Previous** button.

The **PA - Correspondence** page opens, click the **Cancel** button.

Scenario 5: Performing PA Inquiries

Step 0: Login as a State User

PRISM Training Environment: <https://ut-trn-prism.health.utah.gov/evoBrix/SSOControlServlet>

Field	Enter or Select
UtahID	Your own UtahID
Password	Your own Password

Click **SIGN IN**.

Field	Enter or Select
Domain	UTAH
Profile	PA Reviewer

Click **Go**.

Step 1: Performing Prior Authorization Inquiries Using PA Inquire

To inquire into a PA using just the tracking number, on the **PA** menu, under **PA INQUIRE**, click **PA Inquire**.

PRISM displays the **PA Inquire** page. To inquire into a PA, in the **Tracking No.** field, enter the relevant tracking number, and then click the **Submit** button.

Note that authorized State users and providers cannot inquire about the status for 278 Batch of Auto Rejected PAs from this page.

The **PA Utilization** page opens with the requested PA information. You can scroll down to view all the details.

To return to the **PA Inquire** page, click the **Close** button.

Click **NEXT** to continue.

Step 2: Performing Prior Authorization Inquiries Using Query Criteria

To perform PA inquiries using query criteria, on the **PA** menu, under **PA REQUEST LIST**, click **PA Request List**.

The **PA Request List** page opens. From the **Filter By** drop-down list, select the relevant filter, enter the relevant information in the corresponding field and click the **Go** button.

PRISM displays the **PA Request List** page with the list of PAs that meet the selection criteria. To view the PAs in a non-final status that are assigned to the logged in authorized State user, click the **My Auths** button.

PAs created by providers with a status of “Cancelled” before submitting, or “Entering” will not appear on the **PA Request List** page for the State users.

To view the PAs associated with all the organizations you have access to, click the **My Organization** button.

Note that the **My Organization** button is not available for providers.

The **My Organization** button displays all PAs in a non-final status, requested over the last 365 days and modified during the past two months for the Organization Unit of the logged-in PA staff.

You can click the **View Auths with Recent Attachments** button to display all authorizations with a “Pended”, “In Review”, “Returned”, or “Referred” status where attachments have been received on or after the authorization’s status last updated date.

When clicking the **PA Request List** button, no records will be returned. Note that the **View Auths with Recent Attachments** and the **PA Request List** buttons are not available for providers.

However, both authorized State users and providers can view the PA utilization information from the **PA Request List** page. To view the PA utilization, click the relevant **Page View** icon.

The **PA Utilization** page opens. Scroll to view details.

Click the **Close** button.

PRISM displays the **PA Request List** page. To return to the **My Inbox** page, click the **Close** button.