MEDICAL AUTHORIZATION UNIT AMENDMENT PROCESS

Medical Authorization and Review Unit
4/6/2022
AMENDMENTS

• In order to streamline the amendment process, the Medical Authorization Unit is implementing a change in the submittal of amendment requests.

• Effective immediately providers can now submit their amendment requests through the secure provider portal.

• The faxed option will be discontinued and faxes for PA amendments will no longer be accepted, effective May 1, 2022.
MORE ON AMENDMENTS

• Amendments can only be requested for a PAR in an approved status.
• Amendments must be received 6 months from the date of service.
• HCA-60 form will be required along with documentation to support the requested change.
• Amendments for continuation of service will not be processed and requires a new PAR.
MORE ON AMENDMENTS

What can be amended?
• Dates of service
• Units
• Codes
• Provider numbers
• Modifiers
• Member Recipient ID
HOW TO SUBMIT AN AMENDMENT
• Log into the secure provider portal and click the Prior Authorization tab at the top.

• Click View Authorization Status.

• Enter Prior Authorization Number and click search button.

• This will bring up the PA in Search Results, where you will click the PA number.
- Once you have clicked the PA Number it will open the view status of the PA.

- Next you will click the View Original Request button.
Now that you have clicked the View Original Request button, you will be able to do one of the following:

- Cancel a Line - in Approved (with no claims filed against the line), Evaluation, Pending and Pending Documents Status
- Amend a Line – in Approved Status only
- **Cancel** – you will mark the checkbox(s) in the Cancel column for the line(s) you would like to Cancel, then click the Submit button. This will immediately cancel that line item.

- **Amend** – you will mark the checkbox(s) in the Amend column for the line(s) you would like to Amend. **Do not click the Submit button yet.**
Once you have marked the checkbox(s) in the Amend column for all the lines you want to amend, you will scroll back up to the Attachments section.

Next, you will click the HCA-60 Form link, complete the form and save it to your computer.

Now, upload the HCA-60 form and any other documents that support the requested changes.
- Select Browse.
- Locate the document(s) to upload.
- Give the document(s) a description.

Now click the Add button to add the documents.

<table>
<thead>
<tr>
<th>Transmission Method</th>
<th>File</th>
<th>Control #</th>
<th>Action</th>
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</thead>
<tbody>
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<td>EL-Electronic Only</td>
<td>HCA-13A.pdf</td>
<td>20220203457250</td>
<td></td>
</tr>
</tbody>
</table>
Once you have added the document(s), your page will refresh and will then show the attachment(s) you added. You will be able to remove this attachment ONLY if you uploaded the wrong document.
• The last step in submitting an amendment request is to click the Submit button.
• Once you have clicked the Submit button, the page will refresh and give you a message of a successful submission.
TRAINING RESOURCES

• Provider education specialists:
  - Education specialists provide education and training as needed for providers either virtually or telephonically.
  - Requests for assistance should be emailed to: SoonercareEducation@okhca.org. (Requests should include the provider's name and ID, contact information and a brief description of what assistance is being sought.)
  - For immediate claims or policy assistance, please contact the OHCA provider helpline at 800-522-0114.

• Monthly webinars
• How-to videos
GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonerERCare.org

Agency: 405-522-7300
Helpline: 800-987-7767