

Creating a Pre-Authorization

A step-by-step guide to help you create a pre-authorization.

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INTRODUCTION

This document has been designed for registered providers to use as a desk aid or cheat sheet with just the steps required to create a pre-authorization. For a more comprehensive guide with screenshots, troubleshooting and examples, see the [Provider's Guide to Pre-Authorizations](#).

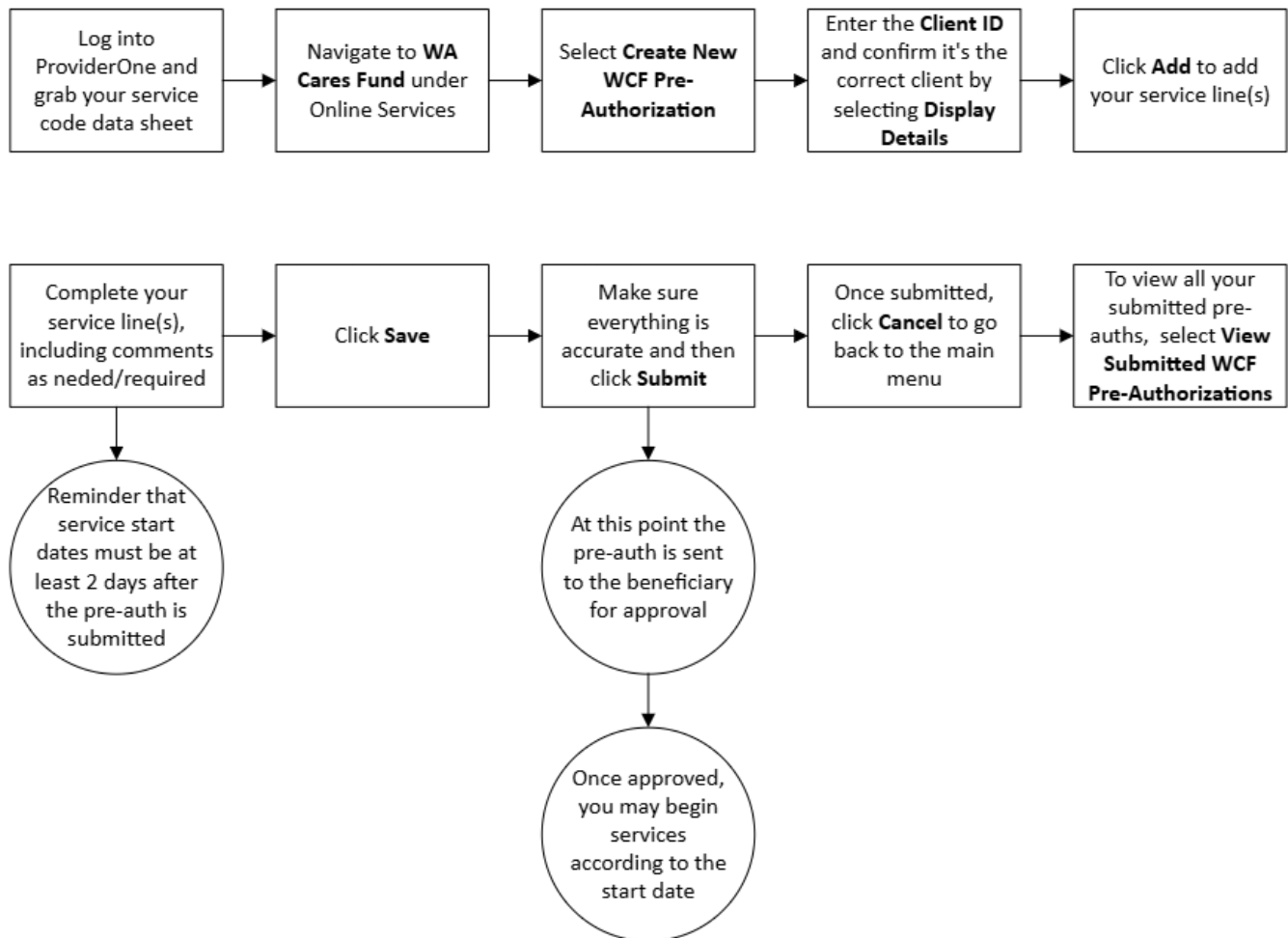
Before starting, make sure you and the beneficiary agree on *services, rates and dates*. Prior to logging in, update your browser setting to allow pop-ups from ProviderOne if you have not already done so.

Make sure you are logged into ProviderOne and have the applicable service code data sheet found on our [provider toolkit](#), as you will need to reference it throughout the process.

For services that are ongoing in nature, such as in-home personal care, home delivered meals or personal emergency response systems, you will want to make sure you are connecting with the beneficiary to continue services as the pre-authorization nears expiration as they can only be created for three months at a time. The beneficiary must approve the pre-authorization at least two days before the intended start date or up to thirty days from the date the pre-authorization was submitted, whichever comes first.

There is more information about ProviderOne and pre-authorizations in the WA Cares [billing guide](#). There are also training modules and additional resources in our [provider toolkit](#).

HIGH-LEVEL OVERVIEW OF THE PROCESS



STEPS TO CREATING A PRE-AUTHORIZATION

1. Navigate to the **WA Cares Fund** section located at the very bottom of the online services list on the left.
2. Select **Create New WCF Pre-Authorization**
3. Enter a valid ProviderOne Client ID in the "Client ID" field and click **Display Details**.

NOTE: If your organization has multiple contracts for different business locations, select the Provider ID from the dropdown menu that corresponds to the location you'd like to assign to this pre-authorization.

4. The system will auto-populate the client's name, address, city, state and zip code when a valid Client ID has been entered. *If the beneficiary information is correct*, click on the **Next** button.
5. Each service or good you provide will be in its own service line. To add a service line, click the **Add** button.
6. In the **Service Line Information** screen, all fields marked with an asterisk (*) are required.
 - a. **Service Line Start Date and End Date** fields will indicate when services may be rendered, using MM/DD/YYYY format. Start dates must be at least 48 hours, or two calendar days from the date of pre-authorization submission. Example, if the date of submission is 8/21, the start date must be 8/23 or later.

NOTE: All services can be provided for up to three months (93 days) per pre-authorization, except for Care Transition Coordination, which is up to two months (62 days) and Environmental Modifications, which is up to six months (183 days).

- b. **Proc/Svc Code:** Choose the applicable procedure or service code from the dropdown. Click on the arrow, choose from the list, then click **OK**. These codes can be found on the service code data sheet for your contract type.

NOTE: The dropdown list is based on your taxonomy. A taxonomy code indicates provider type, specialty and subspecialty. You must ensure you hold the correct contract or subcode to provide the tasks associated with the service code you select.

- c. **Modifiers:** Proc/Svc (procedure/service) codes may require a modifier. If one is not required, the field will populate as "N/A." If a modifier is required, the field will populate your available modifier(s). If there are multiple modifiers available, choose the appropriate one, referencing the service code data sheet as needed.

- d. **# of Units:** Enter the number of units for the service being rendered during the dates of service. Check your service code data sheet if needed to see the applicable unit type, payment type and the maximum amount that can be authorized at a time.
- e. **Rate:** Enter the *rate per unit* for services being rendered. ProviderOne will display the rate range or value available per unit for the procedure code that was entered.
- f. **Sales Tax %:** Some service codes require sales tax to be collected, typically for goods. You must manually enter the appropriate sales tax rate based on the delivery location zip code or pick-up location zip code.

Click **Save** for ProviderOne to calculate your total.

- g. **Total Authorized Amount:** The system will multiply the number of units and rate entered to calculate the Total Authorized Amount, including sales tax when applicable.
- h. **Service Line Comment:** After saving, an error may post if the service code utilized requires a service line comment. You must save first to be able to select the service line comment button. Service line comments are required for some service codes but encouraged for all service codes. Use the comments to itemize goods or services and to provide additional details for the beneficiary's consideration when approving the pre-authorization. If you are combining costs of several items into one pre-authorization, such as multiple assistive technology goods, you will be required to list each item and its cost.

Click on the **Service Line Comment** button to open the Comments window.

From the Comments window, click on the **Add Comments** button.

You will be able to enter your comments in the Add Comment Details window.

Once you have done that, click on the **Ok** button. The Comments window will reflect the notes you just entered. These comments will be visible to the beneficiary.

Click on **Close** to go back to the Service Line Information window. If additional service lines are needed, proceed additional service lines. If no additional service lines are needed, select **save**. A message will appear to ask if you'd like to continue, click **OK**.

- i. **Additional Service Lines:** If you are submitting multiple lines, you can click on the **Save/Add New Line** button. You may need to do this if you are offering two separate services to the beneficiary or itemizing goods you are procuring for them on individual service lines.
7. **Save:** Once all service lines are entered, click on the **Save** button. Once saved, click on the **Service Line List** button to go back to the Service Line List screen. This screen should reflect the service lines you entered and saved.

If no changes are needed and all the lines have a Line System Status of "No Error", click on the **Back** button to go back to the WCF Pre-

Authorization Header page.

8. You are now ready to submit the pre-authorization for beneficiary review. The WCF Pre-Authorization Header page will reflect the total amount of the pre-authorization. Click the **Submit** button to complete the request.
9. Your Authorization Business Status will update to "Sent to BAMS", which is the beneficiary's WA Cares account, where they manage their benefits and pre-authorizations.

Once submitted, you can click on the **Cancel** button to go back to the Online Services menu.

YOU HAVE SUCCESSFULLY CREATED A PRE-AUTHORIZATION!

You can select **View Submitted WCF Pre-Authorization list** to see your pre-authorizations for each beneficiary.

NOTE: You can download the pre-authorization list to Excel by clicking the **Save To XLS** button at the bottom of the results table. This might help with filtering, searching or tracking your pre-authorizations outside of ProviderOne. Please make sure this information is stored in a secure location when exported to protect confidentiality.