



Dear HCBS Providers and Case Managers,

Providers and case managers have requested additional information regarding how to look up the status of a member's Prior Authorization Requests (PARs) in the [Provider Web Portal](#), including how to find the modifiers.

In order to look up a PAR on Web Portal, users should choose the "Care Management" option from the home page.

The screenshot shows the Health First Colorado web portal. At the top left is the Colorado HCPF logo and the text "COLORADO Department of Health Care Policy & Financing". At the top right is the Health First Colorado logo and "Colorado's Medicaid Program" with links for "Contact Us" and "Logout". Below the logos is a navigation bar with "Home", "Eligibility", "Claims", "Care Management" (highlighted with a red circle), and "Resources". Underneath the navigation bar are links: "Create Authorization", "View Authorization Status", and "Maintain favorite Providers". The main content area is titled "Care Management" and shows a date "Wednesday 09/20/2017 04:45 PM MST". Below this is a form with fields for "Provider Name", "Provider ID", "Providers" (with a dropdown), "(NPI)", "Location", and "Taxonomy" (with the value "208600000X"). At the bottom left is a green "Authorizations" button with a list of links: "Create Authorization", "View Status of Authorizations", and "Maintain Favorite Provider List".

Next, click "View Status of Authorizations."

This screenshot is identical to the previous one, but the "View Status of Authorizations" link in the "Authorizations" menu is highlighted in yellow.

Enter the Prior Authorization # and Member ID or the Prior Authorization # and Member Last Name and First Name. Providers should still be receiving PAR letters and/or PAR numbers from the case managers. Providers may also call the [Provider Services Call Center](#) (1-844-235-2387) to obtain a PAR number.

View Authorization Status

Prospective Authorizations | Medical/Dental Search

Enter at least one of the following fields to search for an authorization.

Authorization Information

Prior Authorization # XXXXXXXXXXXX

Authorization Type [v]

Authorization Status [v]

Code Type [v] Code []

Select a Day Range or specify a Service Date

Day Range [v] OR Service Date []

Member Information

If member information is entered and the Member ID is not entered, then Last Name, First Name and Birth Date are all required.

Member ID XXXXXXXX Birth Date []

Last Name [] First Name []

Provider Information

Provider ID [] ID Type [v]

Taxonomy []

This Provider is the Servicing Provider on the Authorization
 Referring Provider on the Authorization

Search Reset

Prior Authorization results will show at the bottom of the page. PARs that are visible in the Web Portal are finalized PARs in the interChange. PARs that are in process in the Bridge cannot be viewed through the Web Portal.

View Authorization Status

Prospective Authorizations | Medical/Dental Search

Enter at least one of the following fields to search for an authorization.

Authorization Information

Prior Authorization # XXXXXXXXXXXX

Authorization Type [v]

Authorization Status [v]

Code Type [v] Code []

Select a Day Range or specify a Service Date

Day Range [v] OR Service Date []

Member Information

If member information is entered and the Member ID is not entered, then Last Name, First Name and Birth Date are all required.

Member ID XXXXXXXX Birth Date []

Last Name [] First Name []

Provider Information

Provider ID [] ID Type [v]

Taxonomy []

This Provider is the Servicing Provider on the Authorization
 Referring Provider on the Authorization

Search Reset

Search Results

Prior Authorization #	Authorization Service Date	Status	Member	Member ID	Authorization Type	Requesting Provider	Servicing Provider
XXXXXXXXXX	05/01/2017 - 11/01/2017	APPROVED	XXXXXX	XXXXXX	OCCUPATIONAL THERAPY	XXXXXX	XXXXXX

As of February 14, 2018, modifiers on the detail lines of the PA records are viewable on the Web Portal. HCBS Providers may still require additional information from case managers regarding the amount, scope, and duration of services authorized by the service plan, and should verify all information contained in the service plan before billing. In order to access this functionality, providers must have the client ID and an approved Prior Authorization ID.

To view modifiers on the detail lines, click the Line # of the detail line you would like to view.

[Expand All](#) | [Collapse All](#)

Requesting Provider Information +

Member Information +

Referring Provider Information -

Provider ID _ ID Type _ Name _
Taxonomy _

Service Provider Information -

Provider ID _ ID Type _ Name _
Taxonomy _ Location _

Diagnosis Information -

Please note that the 1st diagnosis entered is considered to be the principal (primary) Diagnosis Code.

No Diagnosis Codes exist for this Authorization

Service Details -

If both authorized units and dollars are displayed, the dollar amount is a per unit rate.

Line #	Service From Date	Service To Date	Authorized Units	Remaining Units	Authorized Amount	Remaining Amount	Code	Status
1	04/01/2017	03/31/2018	12	11	\$50.00	-	CPT/HCPCS S5130-HOMAKER SERVICE NOS PER 15M	APPROVED
2	04/01/2017	03/31/2018			\$4.00		CPT/HCPCS T1019-PERSONAL CARE SER PER 15 MIN	APPROVED
3	04/01/2017	03/31/2018	12	11	\$50.00	-	CPT/HCPCS S5161-EMER RSPNS SYS SERV PERMONTH	APPROVED

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Clicking the Line # will open the line detail information, which includes the modifier(s). The Web Portal now displays up to four modifiers in the Modifiers field.

Provider ID _ ID Type _ Name _
 Taxonomy _ Location _

Diagnosis Information

Please note that the 1st diagnosis entered is considered to be the principal (primary) Diagnosis Code.

No Diagnosis Codes exist for this Authorization

Service Details

If both authorized units and dollars are displayed, the dollar amount is a per unit rate.

Line #	Service From Date	Service To Date	Authorized Units	Remaining Units	Authorized Amount	Remaining Amount	Code	Status
1	04/01/2017	03/31/2018	728	728	-	-	CPT/HCPCS S5130- HOMAKER SERVICE NOS PER 15M	APPROVED
Servicing Provider ID _ ID Type _ Name _ Taxonomy _ Location _ Modifiers U1 Error Code _ Error Code Description _ Remarks _								
2	04/01/2017	03/31/2018	628	580	-	-\$204.00	CPT/HCPCS T1019- PERSONAL CARE SER PER 15 MIN	APPROVED
Servicing Provider ID _ ID Type _ Name _ Taxonomy _ Location _ Modifiers U1, HR Error Code _ Error Code Description _ Remarks _								
3	04/01/2017	03/31/2018	12	11	\$50.00	-	CPT/HCPCS S5161-EMER RSPNS SYS SERV PERMONTH	APPROVED
Servicing Provider ID _ ID Type _ Name _ Taxonomy _ Location _ Modifiers U1 Error Code _ Error Code Description _ Remarks _								

[Print Preview](#)

For any questions, refer to the billing manual for HCBS services, available on the [Billing Manuals web page](#). Please also note that the instructions given in this email are also published in the [Provider Web Portal Quick Guide – Viewing Prior Authorizations in the Portal](#).

Thank you,

Department of Health Care Policy & Financing

Please do not reply to this email; this address is not monitored.

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