



November 25, 2013

Announcement 670

Inquire on Dental and Orthodontic Prior Authorizations Using the Online Prior Authorization System

On October 28, 2013, the online prior authorization system was updated to allow providers to inquire on dental and orthodontic prior authorizations (PAs). Dental and orthodontic prior authorization requests will still need to be submitted by mail or fax.

To inquire on a dental or orthodontic prior authorization that was submitted by mail or fax on the Provider Web Portal:

1. Under the Care Management Tab select "View Authorization Status."
2. Enter search criteria. You can search using any of the following:
 - a. Prior authorization tracking number.
 - b. Day range using one of the options from the drop down list.
 - c. Service date – using a service date will return all prior authorizations that include the service date entered.
 - d. Recipient ID and either day range or service date.
 - e. Last name, first name, date of birth and either day range or service date.
3. Click on the authorization number under Search Results to view authorization information.
4. The pricing information for the orthodontic authorizations that are approved or modified will appear in the Medical Citation field under "View Authorization Information." The pricing information will only be available for orthodontic PAs approved or modified on or after October 31, 2013. Pricing information for dental codes is available on the DHCFP's Rates Unit webpage at <http://dhcftp.nv.gov/RatesUnit.htm>.
5. Click "Print Preview" to see the prior authorization and to print a copy.

Note: If you click on the "View Original Request" button, an error message will be displayed that the prior authorization is not available in the Provider Web Portal since it was not submitted through the online prior authorization system.

Effective December 31, 2013, HP Enterprise Services (HPES) will no longer be required to fax back an authorization notice for dental or orthodontic services, since providers are able to determine status of PAs using the online prior authorization system. Log in or register for the online system at www.medicaid.nv.gov. From the "Prior Authorization" tab, select "PA Login." For assistance registering, contact an HPES Provider Services Field Representative at NevadaProviderTraining@hp.com or call (877) 638-3472, option 2, option 0, and then option 4.