

Online Prior Authorization Form Overview

Effective Monday, December 18, 2017, our newly designed Online Prior Authorization (PA) Form will be available at www.mhplan.com. The updated form will assist with accurately routing PA requests and allow for more streamlined processing. Providers will have the ability to directly upload supporting documentation to the completed Online PA Form for submission. In addition to submitting a new PA request, providers will now have the option to submit additional documentation via fax or electronically without having to complete a new request.

All PA requests should be submitted using Meridian's Online PA Form.

PA requests initiated from the Provider Portal will also be completed using the Online PA Form. Fax capabilities will still be available.

The Online PA Form has required fields marked with a red asterisk. All required fields must be filled out in order for the form to be submitted.

SUBMITTING THE FORM

Once providers have filled out the Online PA Form, they have the option to fax or submit electronically.

If the provider selects **Fax Submission** on the Online PA Form, they will be prompted to "Print Cover Page." This printed cover confirmation page will populate on the provider's web browser. This cover page must be used when faxing the PA request to Meridian with applicable documentation. Providers may reference the "Confirmation #" in the top right-hand corner to receive a status update when calling Meridian.

If the provider selects **Electronic Submission** on the Online PA Form, they will have the ability to electronically attach documents within the web browser. Once the form is completed and applicable documents are attached, the provider will be prompted to "Submit." A confirmation page will populate on the provider's web browser. This page serves as a confirmation that the submission was received by Meridian. Providers may reference the "Confirmation #" in the top right-hand corner to receive a status update when calling Meridian.

Meridian accepts the following file types for Electronic Submissions: PDF, JPG, PNG and BMP. Any DOC and DOCX files (Word documents) or TIFF files must be converted to PDF for Electronic Submission. If the DOC, DOCX and TIFF files cannot be converted to PDF, the provider must select the Fax Submission option and fax in the Online PA Form with documentation.

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ATTACHING ADDITIONAL DOCUMENTATION

Providers will now have the option to submit **Additional Documentation** via fax or electronically. Providers will need to enter the "Confirmation #," along with the "Attachment Reference #" (Attachment Ref #), both located in the top right-hand corner of the confirmation page from the original PA request.

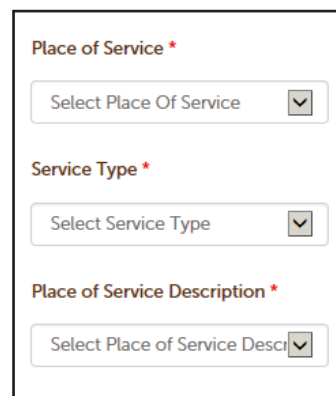
It is important the user enters the "Confirmation #" **and** "Attachment Ref #" for the additional documentation submission. Meridian will receive the submission and will link the additional documentation to the original PA request.

GLOBAL OB AND DELIVERY REQUESTS

New functionality is added to the Online PA Form if the provider selects "Global OB" within the Service Type dropdown or "Delivery."

When "Global OB" is selected in the Service Type dropdown, the EDC/EDD Date **or** the LMP Date **and** the First Prenatal Visit Date fields are required.

When "Elective Admission – Scheduled Delivery" or "Emergent Admission - Delivery" is selected in the Service Type dropdown, the EDC/EDD Date **or** the LMP Date fields are required. Meridian asks that providers submit the Delivery Date/Baby's DOB at the time of submission if known.



The screenshot shows a portion of the Online PA Form with three dropdown menus. The first is labeled "Place of Service *" and has a button that says "Select Place Of Service". The second is labeled "Service Type *" and has a button that says "Select Service Type". The third is labeled "Place of Service Description *" and has a button that says "Select Place of Service Descr".

Service Information fields have been updated to **Place of Service, Service Type, and Place of Service Description**. Dynamic dropdown options are provided for each of these fields.

If you have any questions regarding the use of the Online PA Form, please contact your local Provider Network Development Representative (PNDR). You may also contact Provider Services at **888-773-2647 (MI)** or **866-606-3700 (IL)**.

We look forward to improving your user experience submitting PA requests.