

JOB AID

Prior Approval Appeals

OVERVIEW

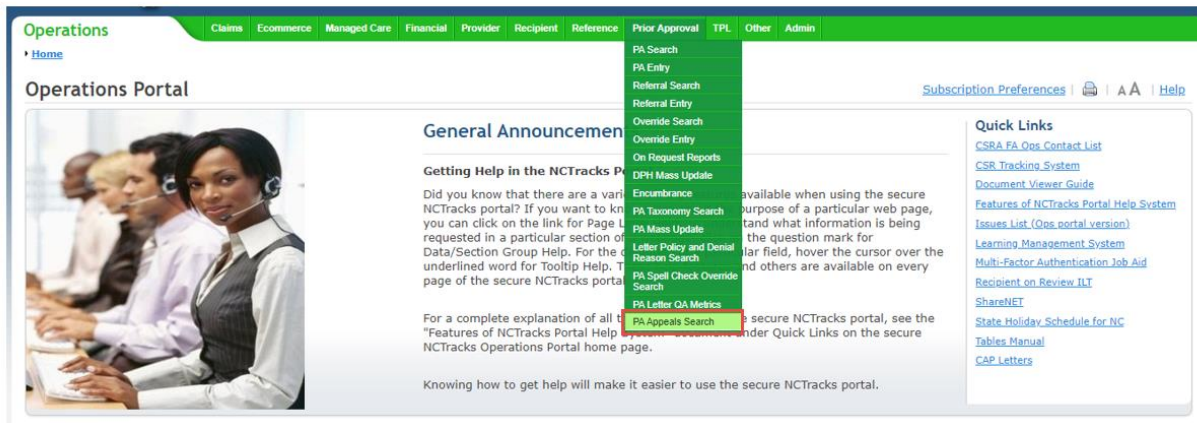
This job aid provides foundational information on the new functionality to incorporate all documentation and workflow for Prior Approval (PA) appeals in one section of the PA record to streamline the appeals process. This functionality will apply to and include medical, dental, orthodontic, and pharmacy PA appeals. This new functionality will also move PA appeals tracking information to NCTracks to eliminate the Pega workflow.

Within the Operations Portal, the new appeals functionality will include the following features:

- Appeals search page.
- Appeals detail page on which authorized user can create new records and view/update existing records, interacting with the NCTracks database.
- Daily report of open and recently closed appeals records.
- Ability to upload appeals attachments that are only accessible by authorized appeals users.

Prior Approval Home Page

A new PA Appeals Search option has been added to the Prior Approval drop-down menu in the Operations Portal. Selection of the PA Appeals Search option displays the PA Appeals Search Page. Access to this page is limited to users with the roles of PA Appeals Read and PA Appeals Update. Read users can only search for records. Update users can search existing records and create new records.



PA Appeals Search Page

This page allows authorized users to search appeals records by using a case number, a PA number, or other available search criteria. Search results are only displayed in inquiry mode. Additionally, authorized users can create new appeal records.

Step	Action
1	The user has the ability to search by a variety of criteria, including Case Number, PA Number, Recipient ID, First and Last Name, as well as PA type, status, and assorted dates.
2	Select Find to locate appeal.
3	To view the selected appeal, select the Case Number in the search results line.
4	To add a New Appeal fill in the required boxes -- Case Number , PA Number and NCTracks Received Date -- and then select the Add button.

Appeals Detail Page

This page allows authorized users to view and update PA appeals record details. The PA Appeals Detail Page displays the current appeals record data in read-only or update mode, based on the user's access. Depending upon your user role and system access level, you might not see all of the fields.

Welcome, (Log out)
NCTracks Help

Operations
Provider
Recipient
Prior Approval
Other
Admin

Home > PA Appeals Search > PA Appeals Detail

PA: Print | A A | Help

* Indicates a required field Legend

NCTracks Success

Update Successful

PA Appeals Detail

1 OVERVIEW

Case Number: [redacted] PA Type: **A04-DME** Documents: [View](#)

PA #: [redacted] Initial/Reauth Indicator: **I-INITIAL** Creation Date: **01/24/2023**

PA Summary: [View](#) Reviewer: [redacted] Received Date: **01/20/2023**

2 RECIPIENT

Recipient ID: [redacted]

Name: [redacted] Date of Birth: **06/04/1961**

Gender: **M-MALE** County: **077-RICHMOND**

3 MEDIATION OAH DETAILS

OAH Received Date: **01/20/2023** 25th Day To Mediate: **01/26/2023**

Mediation Date: **01/19/2023** Mediation Time: **3 : 15**

Mediator Name: [redacted]

Contact Method: [redacted] Conference Line Number: [redacted]

OAH Date: **01/01/0001** OAH Time: [redacted]

Assigned AG: [redacted]

4 CASE REVIEW

Contact Info Verified Appeal Uploaded

MOS Eligible: Yes No PA With Same/Similar Service: Yes No

Attorney To Attend: Yes No Physician To Attend: Yes No

5 STATUS

Status: **B-APPL SCHED** Outcome: **3-IN PROG**

6 STATUS HISTORY

Status	Date	User ID
A-APPL RECD	01/24/2023	[redacted]
B-APPL SCHED	02/03/2023	[redacted]

7 COMMENTS

Comment	Date Added	User ID	Date Updated
INITIAL COMMENT ADDED FOR CREATION OF APPEAL CASE	01/25/2023 02:40:25 PM	[redacted]	01/25/2023 02:40:25 PM
USER WHO ENTERED COMMENT CAN ALSO MODIFY COMMENT; USER CAN'T MODIFY COMMENT ENTERED BY A DIFFERENT USER.	01/30/2023 11:14:40 AM	[redacted]	01/30/2023 11:14:40 AM

Add Clear

Save Reset Page

[About](#)
[Legal](#)
[Privacy](#)
[Accessibility](#)
[Contact Us](#)
[System Requirements](#)
[Report Fraud](#)

dle timer re/init at 1:24:10 pm mpa: pong
 build-JWAP-Gdev:305-66933
 top-clock running :3434

1. Overview

This section displays header level appeals record details.

Field 1	Description
Case Number	Unique identifier of the appeals record
PA Number	PA number associated with the case number
PA Summary	Link to view other PA records for the PA type and recipient associated with the appeals record
PA Type	PA type associated with the case number
Initial/Reauth Indicator	Initial or reauthorization status of the PA being appealed
Reviewer	NCID of user who issued adverse decision under appeal
Documents	Link to view documents associated with the PA and appeals record. Note: Appeals attachments are only accessible by authorized appeals users.
Creation Date	Date the appeals record was created in NCTracks
Received Date	Date NCTracks received the appeal from the State

2. Recipient

This section displays recipient demographics for the appeals record.

Field 2	Description
Recipient ID	Recipient on the PA record associated with the case number
Name	Name of the recipient
Gender	Gender of the recipient
Date Of Birth	Date of birth for the recipient
County	County of the recipient's address

3. Mediation/OAH Details

This section allows the user to enter appeals record details.

Field 3	Description
OAH Received Date	Date the appeal was received by OAH
Mediation Date	Date of the mediation
Mediator Name	Name of the mediator
Contact Method	Method by which NCTracks staff will join the mediation
OAH Date	Date of the OAH hearing
Assigned AG	Name of AG office staff assigned to the appeal
25th Day To Mediate	Date by which the mediation should be completed
Mediation Time	Time of the mediation
Conference Line Number	Phone/conference number for the mediation
OAH Time	Time of the OAH hearing

4. Case Review

This section tracks actions taken by appeals staff against the record.

Field 4	Description
Contact Info Verified	Checkbox selected after staff verify contact information for the mediation
MOS Eligible	Determination if PA under appeal is eligible for maintenance of services. If it is an Initial PA, the MOS eligible will be set to no. If it is a reauthorization, it will be blank
Attorney To Attend	Indicator to identify if recipient's attorney will participate in the mediation
Appeal Uploaded	Checkbox selected after staff upload recipient's appeal form
PA With Same/Similar Service	Indicator to identify if recipient has approval for same/similar service to that being appealed
Physician To Attend	Indicator to identify if recipient's physician will participate in the mediation

5. Status

This allows the user to update appeals status and outcome; displays status history for the record.

Field 5	Description
Status	<p>Current status of the appeal. Defaults to application received A-APPL RECD</p> <p>Status codes A-APPL RECD B-APPL SCHD C-2ND REVIEW D-RCRDS REQ E-2ND RVW CM F-MED COMPLT G-MED CLOSED H-CASE 2 OAH I-OAH CLOSED J-REOPENED K-ERROR</p>
Outcome	<p>Outcome Default status is in progress If status is set to a closed status (med.closed, OAH closed) outcome cannot be in progress must be either overturned or upheld.</p> <p>1- Overturned 2- Upheld 3- In Progress</p>

6. Status History

Field 6	Description
Status (History)	All status codes assigned to the appeals record
Date	Date the status was initially assigned
User ID	NCID of user who assigned the status

7. Comments

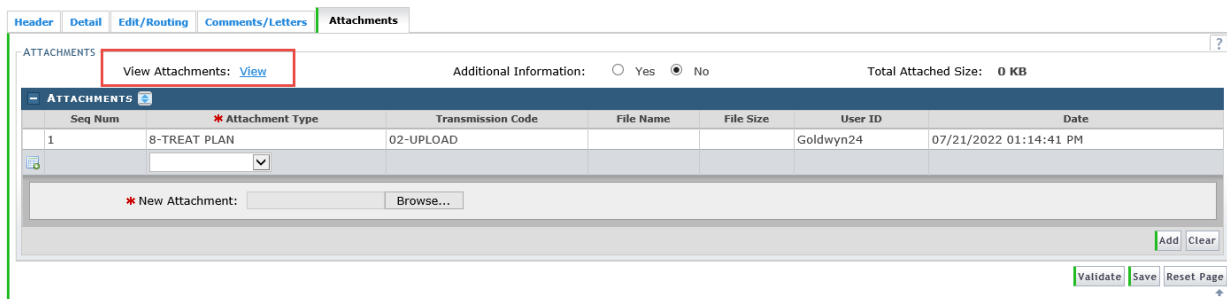
This section allows the user to view and add/edit comments for the appeals record. Each added comment has a text limit of 5000 characters.

Field 7	Description
Comment	Text of comment added for the appeals record
Date Added	Date the comment was created
User ID	NCID of user who added comment
Date Updated	Date the comment was modified
Update	Action to update existing comment; only user who added comment can edit/update
Cancel	Cancels updates made to existing comment
Add	Creates new comment ready for saving
Clear	Removes text added for new comment
Save	Saves all updates made to appeals record
Reset Page	Returns data to view when page opened and before any updates made

PA Attachments Page

The link to view documents associated with the PA record is modified so appeal-related documents are only displayed to users with the PA Appeals Read or PA Appeals Update role. The filter will be performed for documents with the type PA_Appeals_Attach.

On the PA Attachments Page, the link is labeled View Attachments. A screenshot of the page with the link highlighted follows.



PA Types

Additionally, only users with the PA Appeals Update role will be able to upload a document associated with the appeals process based on the short description of the document beginning with 'A-'. Those appeals-related documents will be created in FileNet with the document type of PA_Appeals_Attach.