



CABINET FOR HEALTH
AND FAMILY SERVICES

Electronic Prior Authorization Frequently Asked Questions

How do I log in?

Using your Internet browser, navigate to the <https://sso.kymmis.com> website either by selecting a pre-set bookmark or typing the website's address into the address bar of your Internet browser.

What if my user name and password do not work?

There are two main reasons your password may not work.

1. Passwords are case-sensitive.
2. You may be locked out if you have made too many unsuccessful attempts to log-in.

Try logging in again using the case you used when you received your user name and password. If you still cannot log-in or you receive a message indicating your account is locked, contact the person designated as the KyHealthNet system administrator for your facility, organization, or office. The system administrator can reset your user name and password. You may also contact the EDI Help Desk at 800-205-4696 for assistance.

Please remember that Kentucky Medicaid, Gainwell, and SHPS do not set your password.

What do I do if I was logged off the system while entering a prior authorization request?

If this happens, you will need to log back into KYHealthNet and select the link for e-PA if this happens.

Why was I logged off the system while entering a prior authorization request?

After a period of inactivity (approximately 10 minutes), your e-PA session will time out and you will be logged off the system automatically. If this happens, the information you had entered before you were logged out will be lost and you will need to re-enter the information.

What do I do if I click on "Submit Request" and I'm returned back to the connection page?

If, upon clicking on the Submit Request link you are returned back to the Provider

Connection page, check the top of your screen for the following error message- **“Pop-up blocked. To see this pop-up or additional options click here...”** To resolve, click where indicated on the link and choose **“Always Allow Pop-ups from this site.”** Once pop-ups are allowed, click on the Submit Request link again to proceed.

What is “Modifiers” on the request?

The Modifier Fields is for the CPT or HCPCS code modifier for certain request types. It is not required for all request types.

How can I look up names, etc. faster?

Use the look-up feature or magnifying glass next to a field. To decrease the time to perform a search use an asterisk (*) after several letters of the name. Or you can enter an entire first or last name then select search.

How can I submit a request for several services on one request?

On the service request screen, you will see a “copy service” feature on the top right hand of a service request. Select this feature and it will copy the information you’ve entered into the service request to the next service request line. The best way to use this feature is to enter only the information that is going to be true for each service line request (provider name and number, dates of service, etc.) before using the copy service feature.

If you complete the entire service request line, all of the information you have entered will be copied to the next service line. You would then have to delete the information that does not apply to the new service request line and enter the correct information regarding the next service being requested.

You can use the “copy service” feature as many times as you need.

If an additional service request line is entered by mistake, the “delete service” feature will remove the corresponding service line from the request.

How do I submit additional and/or clinical information with a PA request?

Initial Authorization Requests

Enter any additional information in the “notes” field at the bottom of the initial authorization request screen. Additional information (forms, documentation, etc.) can be attached to the PA request by using the “attach” feature.

Clinical information can be entered into the “notes” field or can be uploaded with the “attach” feature. Choose **Send** to save the file attachment to the server and close the window.

Inpatient/LOC Extension Requests

Enter any additional information in the “notes” field at the bottom of the inpatient/LOC extension request screen. If you have information that to submit with the request, fax the information with the appropriate reference number listed clearly on the first page to 1-800-807-7840.

How do I delete an attachment?

If you’ve already attached the document to the record, choose **Remove** to delete a file

attachment from the list or you can choose **Cancel** to close the window without saving any of the file attachments.

How do I find out about the status of a PA request after it is submitted?

There are 3 ways:

- KY Health Net - PA numbers can be obtained by accessing KyHealth Net website at <http://home.kymmis.com>
- AVR - PA numbers can also be obtained via the Automated Voice Response system by calling 800-807-1301.
- Letters - Wait for the PA letter to arrive within 3-5 business days (letters can also be downloaded from KyHealth Net).

Can service lines be copied without certain information (i.e. the procedure code)?

Yes. If you enter only the information that remains consistent for all of the services you are requesting (i.e. provider name, number, dates of service). However, if you enter each piece of information requested for the service to be copied, all of the information related to that service will be copied.

Can a diagnosis code be checked against the member's gender? (i.e. Submitting a maternity profile for a male patient.)

No, the provider submitting the diagnosis code must ensure the diagnosis code matches the gender of the member. If the provider submits a gender-specific diagnosis code for a member of the wrong gender, SHPS will identify the error during the authorization review and correct the gender.

Can documents be attached when submitting Case Updates?

During the initial phase of e-PA, the attachment feature is not available in the Case Updates modules. Fax the information with the appropriate reference number listed clearly on the first page to 1-800-807-7840.

What web browsers are e-PA compatible?

Internet Explorer versions 6, 7, and 8 are all compatible with e-PA. However, Internet Explorer version 8 is recommended.

Firefox, Opera, etc. are **NOT** recommended (although they work, they render the pages differently.)

For Inpatient Hospital admissions there is a 0100 and a 0219 already in the procedure code fields. The descriptions do not make sense to me?

These fields are automatically populated based on the request type you selected. They should not be changed. We understand that the description may not be logical but these codes are programmed based on system requirements.

What should a provider do if they forgot to put something on an outpatient update?

The provider should phone in the additional information to SHPS.

Is there a print option or a summary view of the data submitted?

You can print screen prints of the information you entered. In this initial phase, a print option or summary view is not available.

Is there a save option so I can finish my entry at another time?

In the Case Updates module, you can save your work by selecting the “postpone” button at the bottom of the page. In the Initial Authorizations and Inpatient/LOC Extension Request module, there is not a save option at this time.

I’m a home health provider. Will I still receive my DAR?

Yes.

Will MAP and other forms still be required?

Some forms are required to be submitted with the e-PA request. Please refer to the review-specific provider e-PA help sheets to identify which forms must be submitted with your request.