Emergency Response Systems (ERS) Prior-Authorization Desk Manual

Updated: April 9, 2026

Introduction

The new MMIS has a subsystem component called Prior Authorization. This replaces the ELGP screen used for recording authorization for Lifeline. The procedure codes will not change.

In the new MMIS system, SPD will be using the Prior Authorization subsystem to authorize initial Lifeline installation and the monthly lifeline fee as the ELGP screen will no longer exist. There are a few changes in the process of the Prior Authorization subsystem. In this subsystem once a prior authorization is entered the request cannot be deleted. A service code is not needed. You can go into the prior authorization subsystem and make changes, if needed. Also, once the prior authorization has been used to pay the claim, the line items on the prior authorization can’t be changed.

The procedure codes will remain the same. You will continue to use S5160 for installation and S5161 for monthly rental. The process being used in your local field offices to obtain the authorization will remain the same.

The following procedures will show you how to search for a prior authorization, add a new prior authorization, and make changes to an existing prior authorization.

MMIS: Important contact information

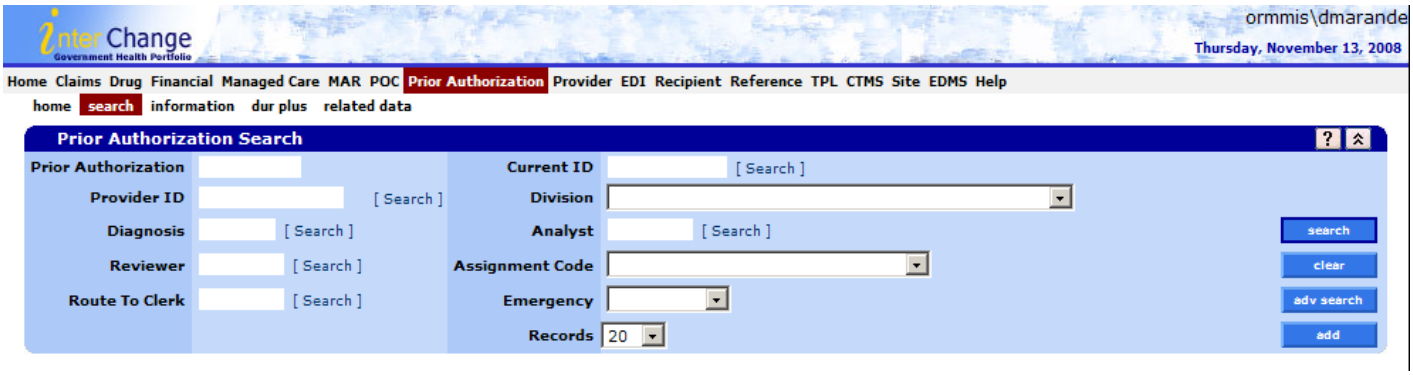
ODHS Service Desk email address: servicedesk.dhs@odhsoha.oregon.gov

OHDS Service Desk Phone Line: 503-945-5623

View a prior authorization

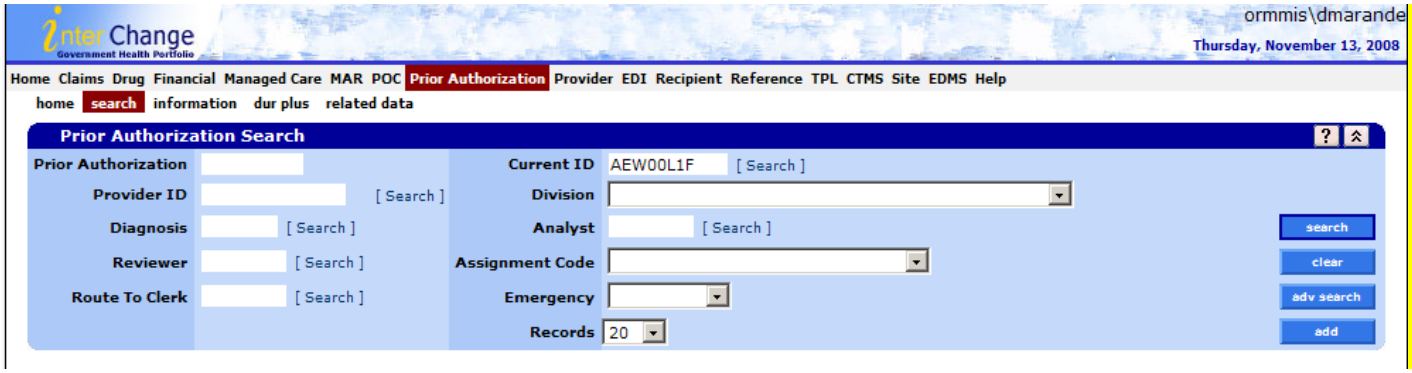
Navigate to prior authorization search panel

1. Point to Prior Authorization on the menu bar.
2. Drop -down list displays. Left click on “search”
3. “Prior Authorization Search” panel appears.

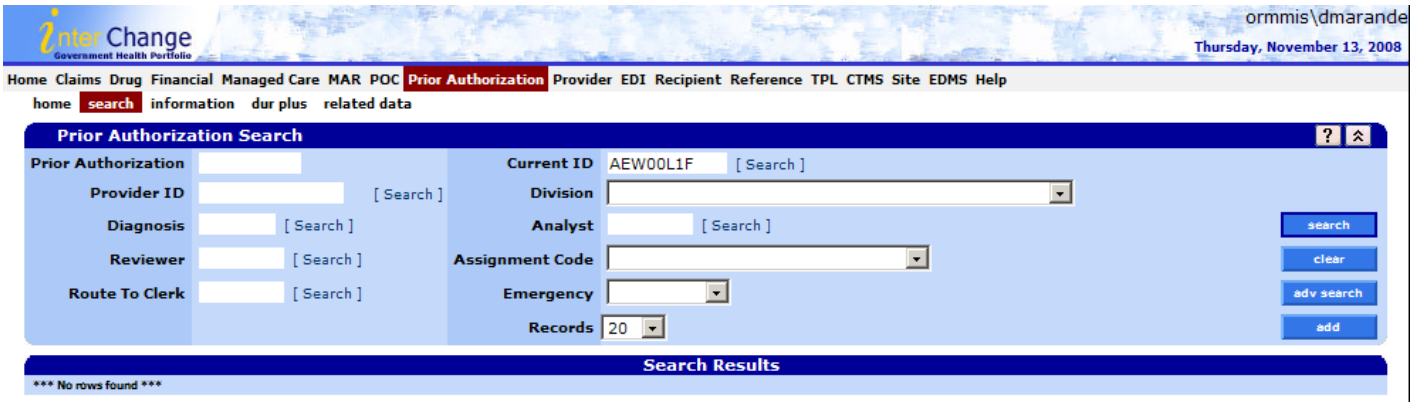


Search for a prior authorization

1. Type current client ID (Prime number). To eliminate other prior authorizations from showing in the search results (e.g. DMAP and AMH) in the Division field choose “SPD - Lifeline.”
2. Left click on “search” found at the lower right-hand side of the panel.

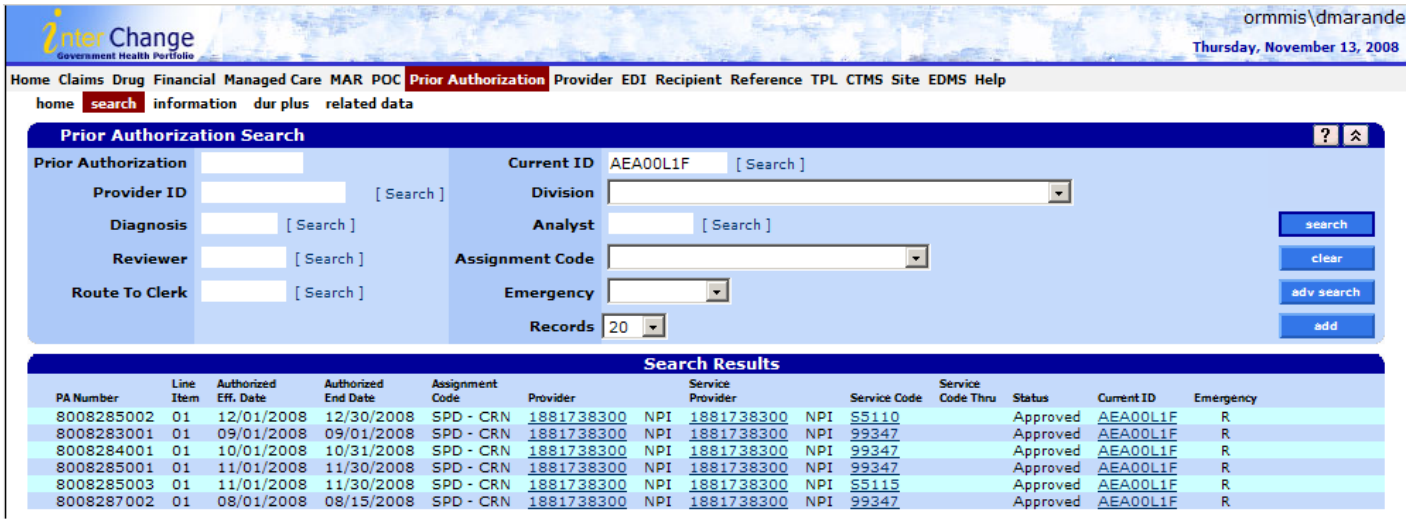


3. If “no rows found” appears in the “search results” a new prior authorization can be entered.



4. If there is only one Lifeline Prior Authorization the “Prior Authorization Information” panel and the “Prior Authorization Maintenance” panel will appear. Scroll down to the “Prior Authorization Maintenance” panel and left click on “line item.” The “Base Information” panel and the “line item” panel will appear. Follow the instructions for completing these panels.

5. If multiple search results appear, review the lines to determine if any search results match the requested prior authorization. If no search results match, a new prior authorization can be entered. If a search result matches (overlapping dates), you will either need to review the match and determine if information needs to be modified or file if it is a duplicate request.

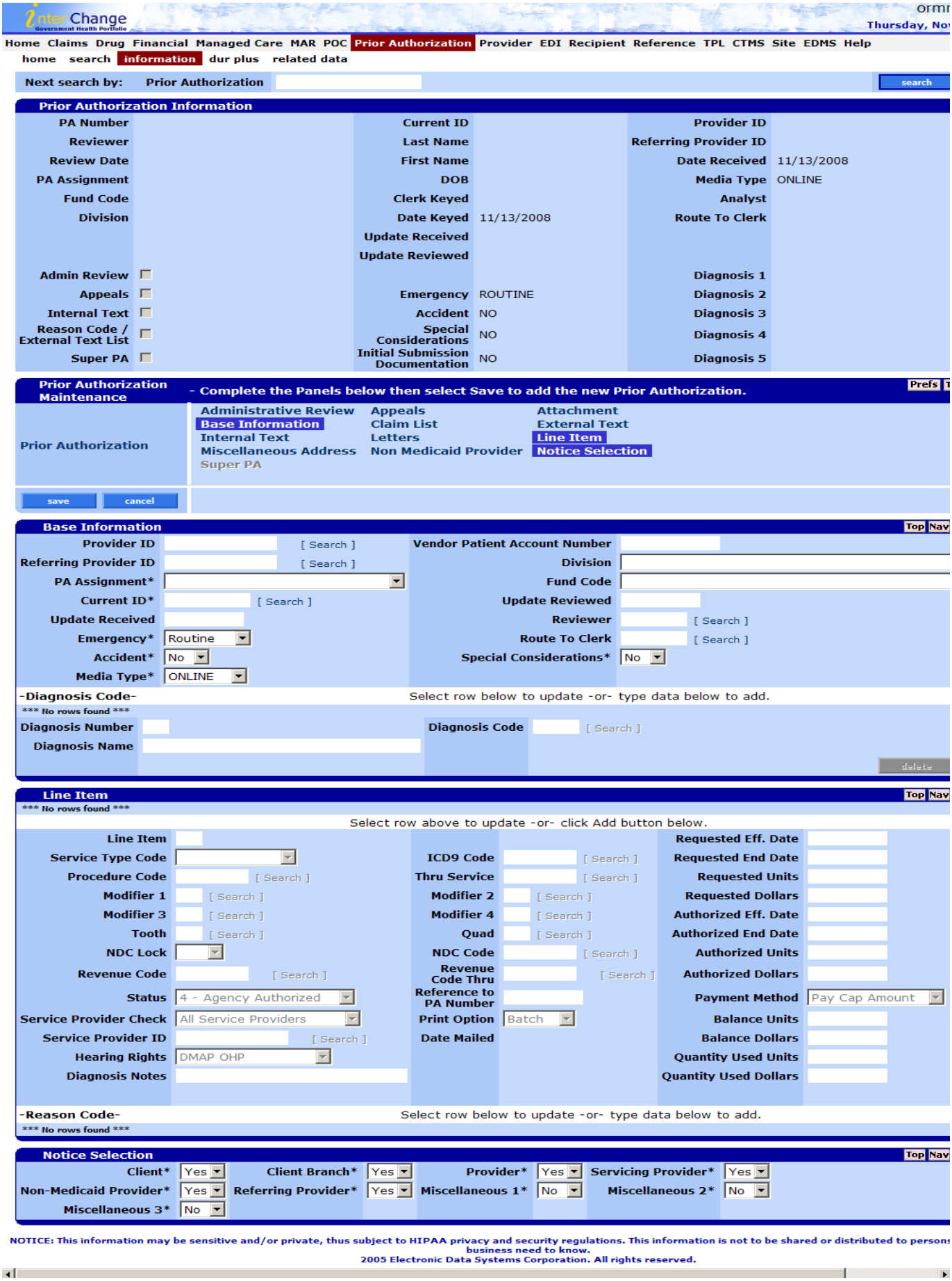


Add a new prior authorization

To add a new prior authorization from the “Prior Authorization Search” panel if “no rows found” appeared, left click on the “add” feature from the lower right-hand corner of the “Prior Authorization Search” panel.

The following panels will appear in order listed:

- Prior Authorization Information.
- Prior Authorization Maintenance.
- Base Information Panel.
- Line-Item Panel.
- Notice Selection.


InterChange
Government Health Portfolio
Thursday, No
Home Claims Drug Financial Managed Care MAR POC Prior Authorization Provider EDI Recipient Reference TPL CTMS Site EDMS Help
home search information dur plus related data
Next search by: Prior Authorization
search
Prior Authorization Information
PA Number
Reviewer
Review Date
PA Assignment
Fund Code
Division
Admin Review
Appeals
Internal Text
Reason Code / External Text List
Super PA
Current ID
Last Name
First Name
DOB
Clerk Keyed
Date Keyed 11/13/2008
Update Received
Update Reviewed
Emergency ROUTINE
Accident NO
Special Considerations NO
Initial Submission Documentation NO
Provider ID
Referring Provider ID
Date Received 11/13/2008
Media Type ONLINE
Analyst
Route To Clerk
Diagnosis 1
Diagnosis 2
Diagnosis 3
Diagnosis 4
Diagnosis 5
Prior Authorization Maintenance
- Complete the Panels below then select Save to add the new Prior Authorization.
Prefs
Prior Authorization
Administrative Review
Appeals
Attachment
Base Information
Claim List
External Text
Internal Text
Letters
Line Item
Miscellaneous Address
Non Medicaid Provider
Notice Selection
Super PA
save
cancel
Base Information
Top Nav
Provider ID [Search]
Referring Provider ID [Search]
PA Assignment*
Current ID* [Search]
Update Received
Emergency* Routine
Accident* No
Media Type* ONLINE
Vendor Patient Account Number
Division
Fund Code
Update Reviewed
Reviewer [Search]
Route To Clerk [Search]
Special Considerations* No
-Diagnosis Code-
Select row below to update -or- type data below to add.
*** No rows found ***
Diagnosis Number
Diagnosis Name
Diagnosis Code [Search]
delete
Line Item
Top Nav
*** No rows found ***
Select row above to update -or- click Add button below.
Line Item
Service Type Code
Procedure Code [Search]
Modifier 1 [Search]
Modifier 3 [Search]
Tooth [Search]
NDC Lock
Revenue Code [Search]
Status 4 - Agency Authorized
Service Provider Check All Service Providers
Service Provider ID [Search]
Hearing Rights DMAP OHP
Diagnosis Notes
ICD9 Code [Search]
Thru Service [Search]
Modifier 2 [Search]
Modifier 4 [Search]
Quad [Search]
NDC Code [Search]
Revenue Code Thru [Search]
Reference to PA Number
Print Option Batch
Date Mailed
Requested Eff. Date
Requested End Date
Requested Units
Requested Dollars
Authorized Eff. Date
Authorized End Date
Authorized Units
Authorized Dollars
Payment Method Pay Cap Amount
Balance Units
Balance Dollars
Quantity Used Units
Quantity Used Dollars
-Reason Code-
Select row below to update -or- type data below to add.
*** No rows found ***
Notice Selection
Top Nav
Client* Yes
Client Branch* Yes
Provider* Yes
Servicing Provider* Yes
Non-Medicaid Provider* Yes
Referring Provider* Yes
Miscellaneous 1* No
Miscellaneous 2* No
Miscellaneous 3* No
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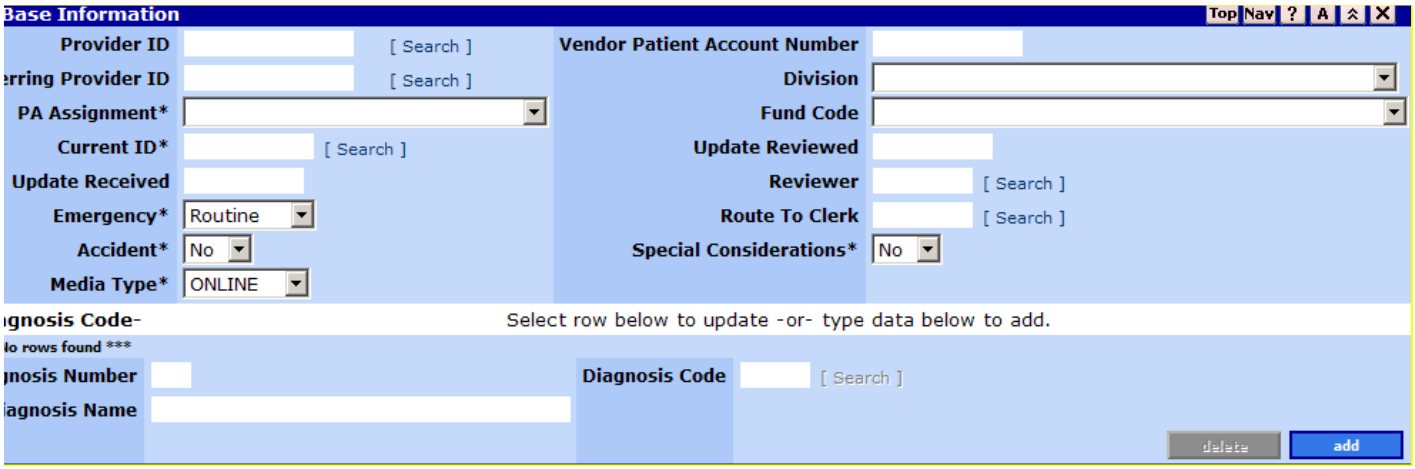
Base information panel

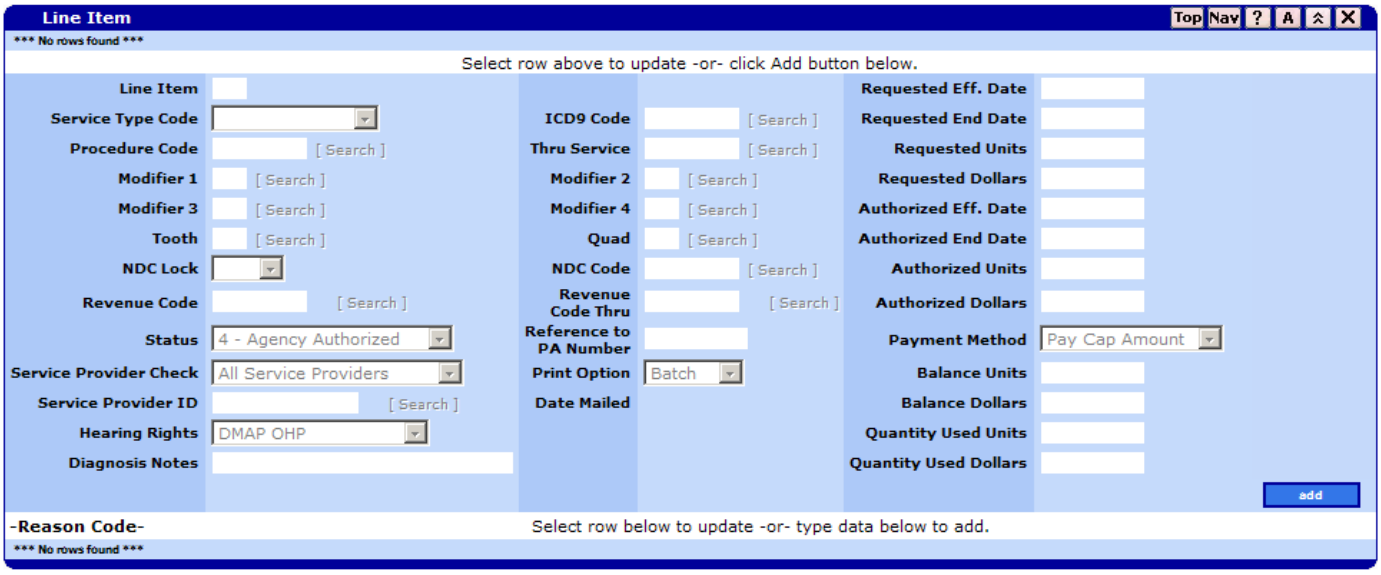
Scroll down to the “Base Information Panel.” To add information on the Base Information panel, follow the steps below:



Step action	Typed response
1. Provider ID	1. Enter the six-digit Provider Number
2. PA Assignment	2. Select “other”
3. Current ID	3. Enter client prime number
4. Emergency	4. Select “routine”
5. Accident	5. Select “no”
6. Media Type	6. Select appropriate choice
7. Division	7. Select “SPD-Lifeline”
8. Special Considerations	8. Defaults to “no” do not change
Do not enter any diagnosis codes.	

Line item panel

Scroll down to the “line item” panel to the lower right-hand corner and left click on the “add” feature. Once the “add” button is selected, the system will automatically create a prior authorization number. The print color in selected areas will change from gray to black. Click into the field into which you want to enter data. Use the “tab” key on your keyboard to have the system process that information. In some cases, the cursor will go to the next field, otherwise use your mouse to click into the next field where you want to do data entry. DO NOT hit ENTER as it will process the prior authorization prematurely.



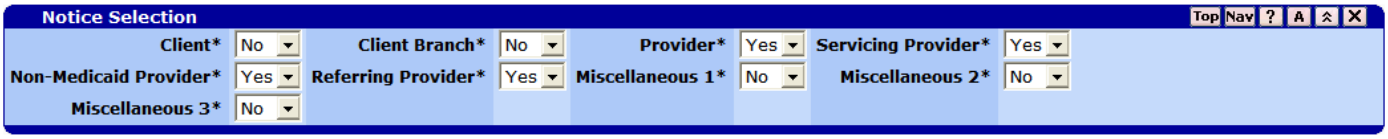
Procedure code S5160 – Installation

Step action	Typed response
1. Service Type Code	1. Select “procedure code”
2. Procedure Code	2. Enter the procedure code S5160 for installation. You will enter one procedure code per a “line item” panel for this code.

	This process will not use the “thru service” field.
3. Status	3. Select “approved”
4. Service Provider check	4. Select “all service providers”
5. Service Provider ID	5. Enter Lifeline provider number
6. Hearing Rights	6. Defaults to “no” - do not change
7. Print Option	7. Select “batch”
8. Requested Effective date	8. Enter start date Lifeline requested.
9. Requested End Date	9. Enter end date for Lifeline.
10. Requested Units	10. Enter 1 unit for installation procedure code.
11. Requested Dollars	11. Do not enter a dollar amount. The computer will search by provider number and procedure code.
12. Authorized Effective Date	12. Enter date being authorized
13. Authorized End Date	13. Enter date being authorized
14. Authorized Units	14. Enter 1 unit for the installation procedure code
15. Authorized Dollars	15. Do not enter a dollar amount. The computer will search by provider number and procedure code.

16. Payment Method	16. Select “Pay System Price”
Do not enter information in the “reason code” panel.	

Notice selection panel

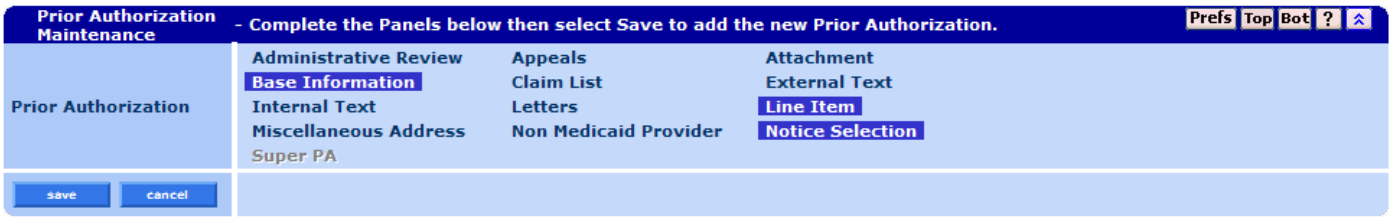


The notice section will automatically default to “No” for the Client and Client Branch. The Provider will get a copy of the PA notice. There is currently no business reason to change any of these settings.

Second procedure code S5161 (monthly fee)

Once you have entered the required information for the first procedure code, go to the “add” button in the lower right-hand corner and left click. A second “line item” panel will appear. Follow the instructions on page 9 with the following changes: Procedure code is S5161; units requested and units authorized (1 unit equals one month – if you are authorizing 12 months input 12 units).

Scroll up to the “prior authorization maintenance” panel and click on “save.” If save is successful a message will appear “Save is Successful. All panels saved.” Otherwise, error message(s) will appear. All errors must be corrected before the prior authorization will be saved.



Withdrawing a prior authorization

If a prior authorization is entered and saved with incorrect information, the prior authorization can be “withdrawn” if the action is taken the same day the information is entered and saved.

1. Bring up the prior authorization you want to withdraw. Go into the “line item” panel and change the “approved” to “withdrawn.” You will then need to select the appropriate “reason” code.
2. Scroll up to the “prior authorization maintenance” panel and left click on “save.” The authorization with change from “approved” to “withdrawn.” A prior authorization notice will not be printed. You can then create a new prior authorization with the correct information.

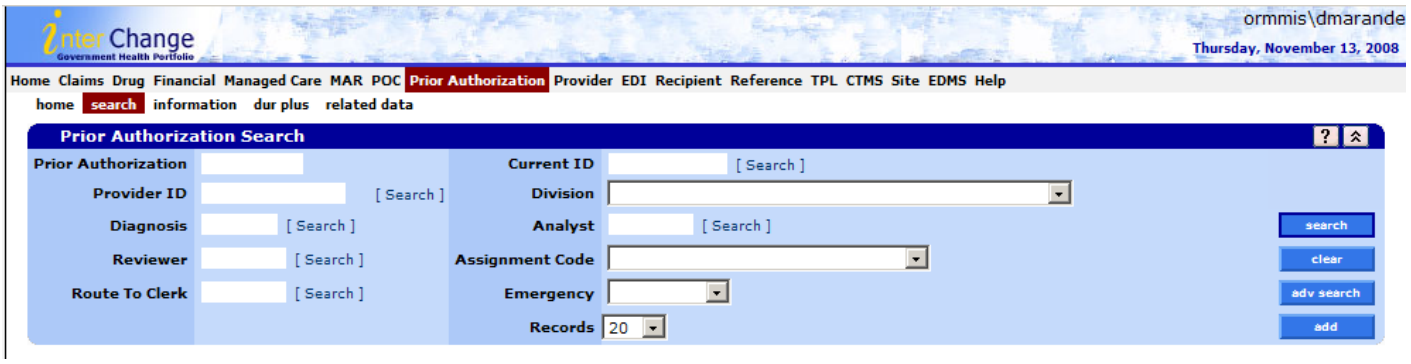
Enter another new prior authorization

To enter another new prior authorization scroll up to the menu bar and left click on “search.” The “prior authorization” search panel will appear. Follow the instructions to search for a prior authorization on page 2 though 4 and creating a new prior authorization on pages 6 through 10.

Changes to a previous prior authorization

Point to “prior authorization” listed on the main menu bar. Then left click on “search” from the drop-down menu.

The “prior authorization search” panel will appear.

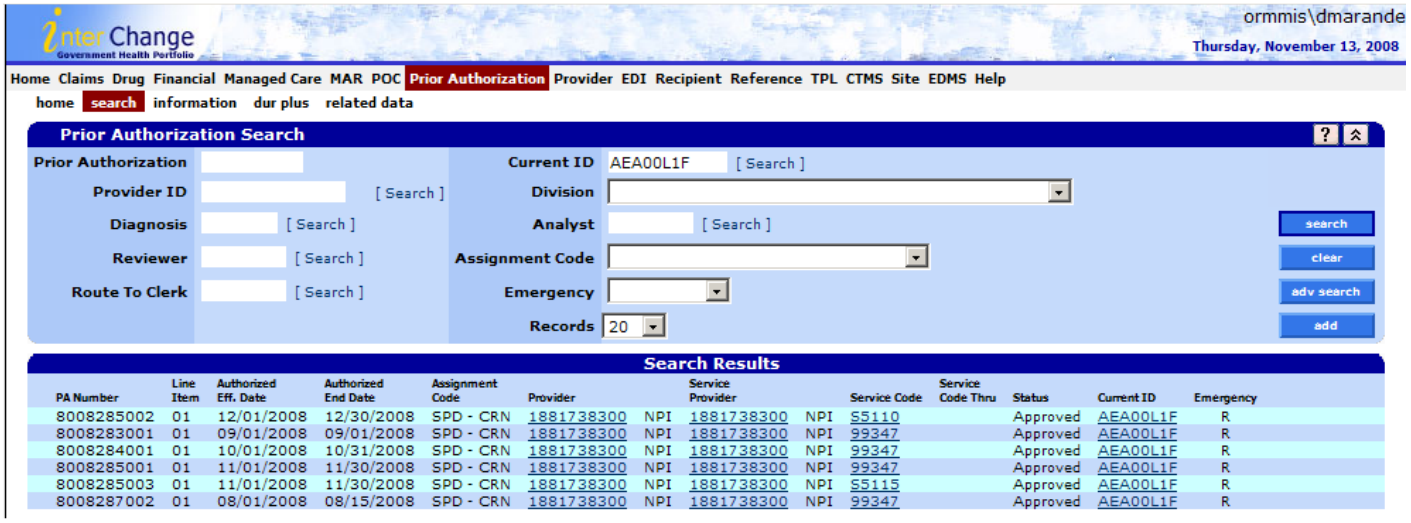


Prior authorization search panel	
1. Select the prior authorization tab	1. Enter the prior authorization number or current client ID number.
2. Division	2. Select SPD - Lifeline”
3. Move to the lower right-hand corner of the panel	3. Left click on “search”

If you enter the prior authorization number in the search authorization panel only that prior authorization will show in the search. If you enter only the current ID number, the following searches may appear:

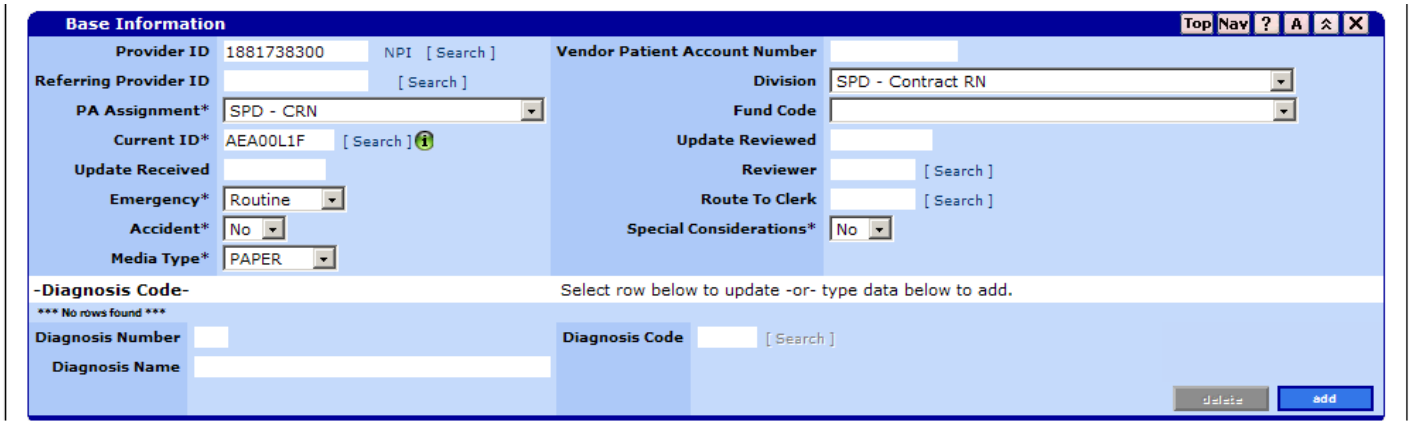
The “Prior Authorization Information” panel and the “Prior Authorization Maintenance’ panel will appear if there is only one existing prior authorization.

If there are multiple prior authorizations, the “Prior Authorization Search Results” panel will appear showing all results.

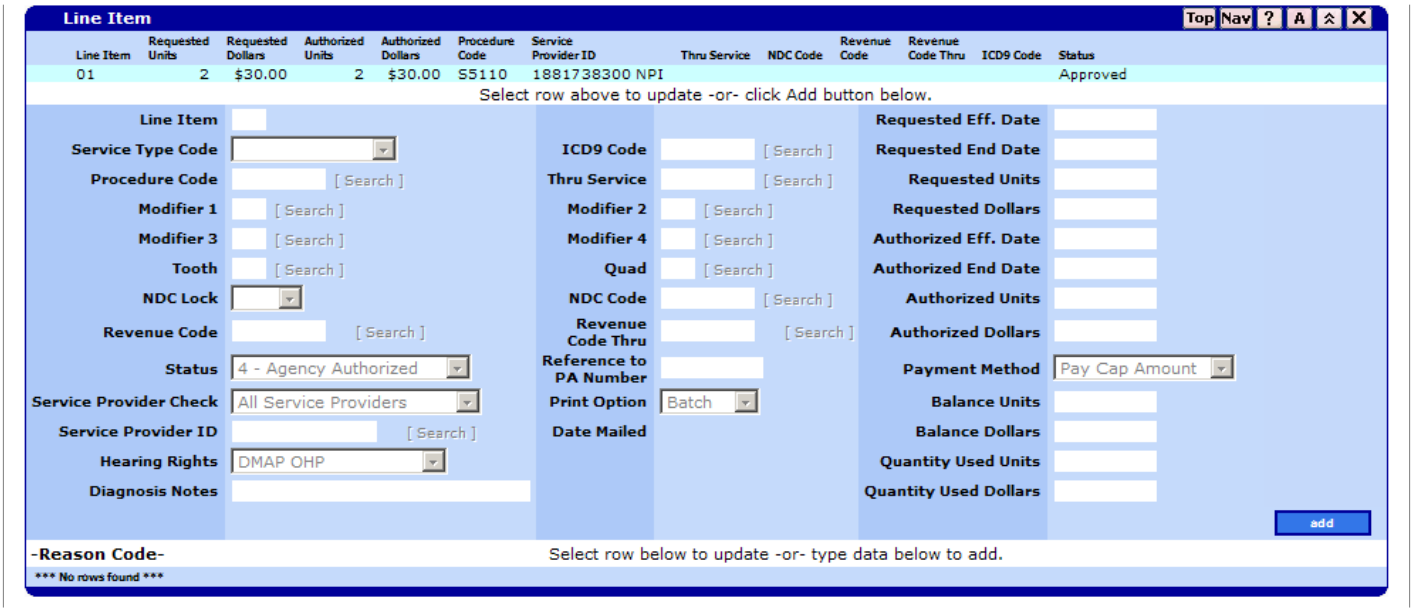


Select the one you want to change by left clicking on the appropriate row. The following will appear:

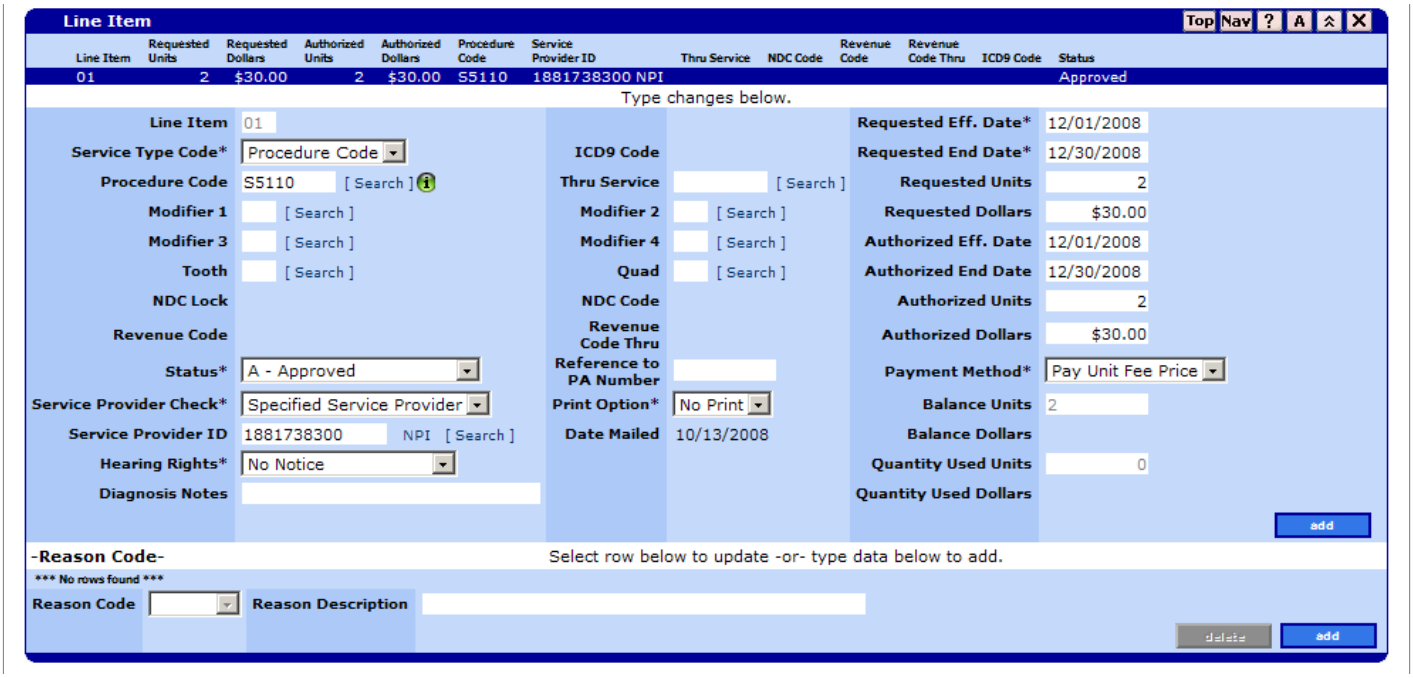
Scroll down to “Prior Authorization Maintenance” panel. Select “line item” and left click. The “Base Information” panel will appear.



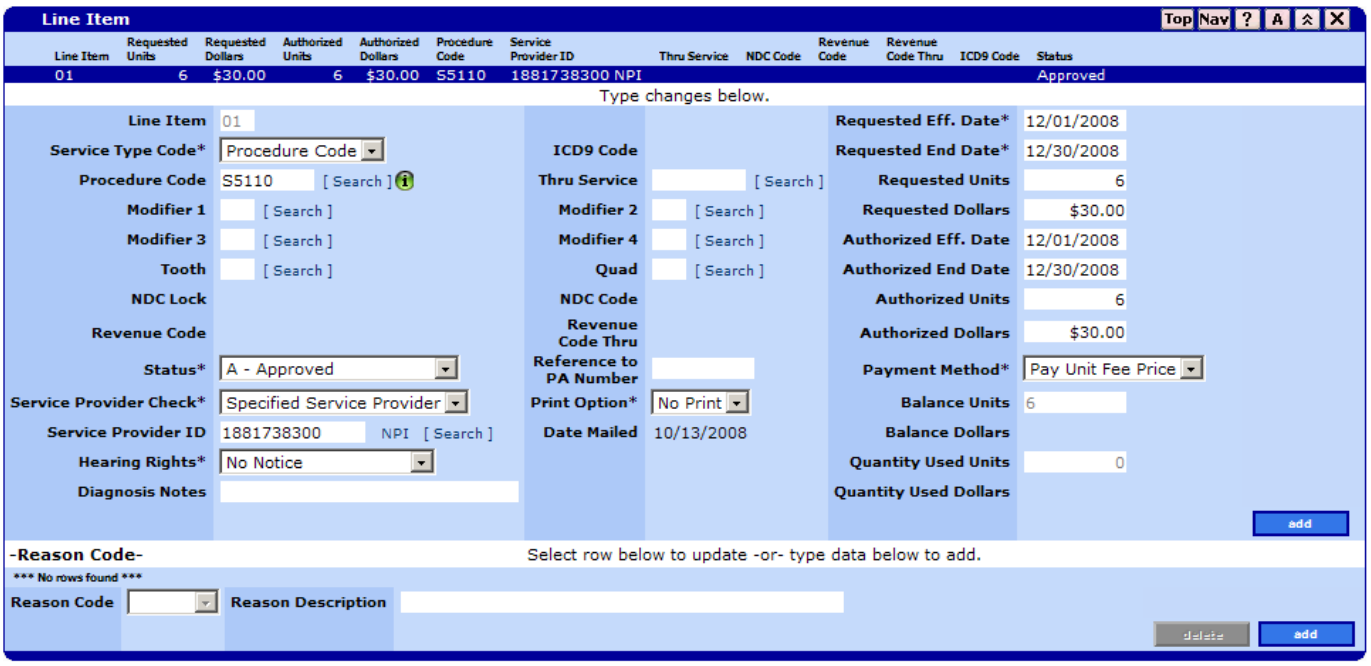
Scroll down to the “Line Item” panel and left click on the row shaded “light blue.”



The specific prior authorization information will appear in the “line item” panel with a heading “Type changes below.”



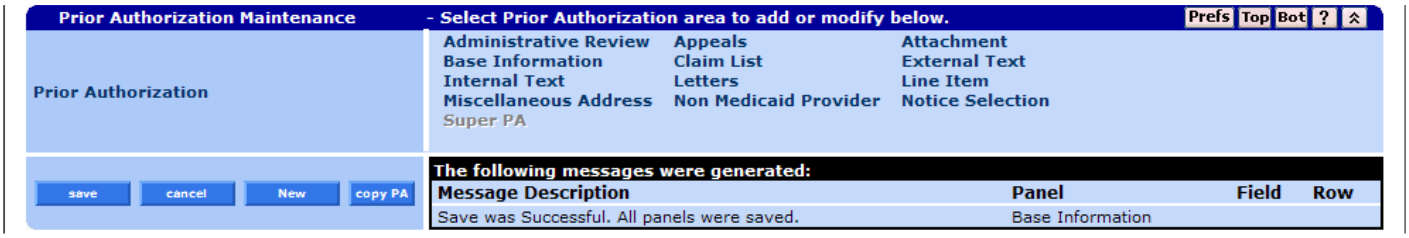
- Left click on the line-item tab(s) to be updated. In this example the requested and authorized units were changed from two to six.



- Scroll up to the “Prior Authorization Maintenance” panel and left click on “save.”

If the information updated is saved the following message will appear: “Save was successful. All panels saved.” If not, errors will appear. All errors must be corrected before the “saved” message will appear.

The prior authorization number will stay the same and current/updated information will be saved.



Using MMIS

The MMIS has several quirky data entry issues. It is highly recommended you follow the step-by-step procedures when you use the Prior Authorization component. There is also a “Tips and Notes” section at the end of this guide.

- You may need to enter information in a specific order, or data will be removed and you will be required to enter it again.
- You need to click (add) to open fields in individual panels.
- The (save) button is at the top or in the middle of the panels, and it applies to all panels.
- At times you need to click outside of the data fields to allow the system to refresh the screen before you enter the next data item.
- At times when you click the (add) button or input some data, the system takes an action which it momentarily looks like all the data was lost – just wait a second – it reappears after the screen is refreshed.

- The asterisk (*) on the panels are supposed to indicate “required” fields of entry; however, this is not consistent throughout the system. You will need to refer to this desk manual for information on the actual fields required.

Tips and notes

Use the “Tab” key to navigate from field to field. This will help with data entry. The MMIS system has slow response time. In some fields, if you key/enter them too quickly, data will be lost, and you will be required to re-enter the field.

Data Item – Screen Item Names:

- Each part of the system is called a sub-system and is basically a separate system that works with the other sub-systems. Different screens will use different names for the same data item. For example, in the Prior Authorization system, the client Medicaid number/prime number is labeled “Current ID,” in the “Plan of Care” panel, it is called “Client ID.”

Beware of Using the Internet Browser (Back) button!

- If you have selected a client/provider record or are doing any data entry, **do not** use the (back) button that is provided in your Internet Application. You will lose all un-saved data. The IE (back) button essentially takes you out of the MMIS application.

Using the (Nav) button:

- You can hit the (Nav) button at the top right-hand corner to jump you to the Prior Authorization Maintenance panel. This is a quicker way to move to the (Save) button.

Clickity click click!

- Beware of over clicking (for example, quick double clicking or impatient waiting clicking). This may cause the application to display critical error message screen.
- If you do get the critical error message screen, you may have to start over. Be patient and wait for the screen to refresh with the data.
- If you click the (add) button twice when creating a Prior Authorization, you will get two Detail lines. You will need to go out and start over if you have this extra blank line detail in your Prior Authorization record.

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