

Quick Reference Guide: Uploading Documents to Existing Claims or PAs

Steps:

Effective 3/12, for users to upload documents on the PNM Portal to an existing Claim or PA, the user will have to perform a search of the Claim or PA and use the "Upload" link to attach documents. Additionally, only certain statuses will allow document upload.

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- Only the following statuses available during **Search** of the Claim/PA on PNM Portal shall allow the user to attach documents

CLAIM

ADJUDICATED
DENY
OPEN
PAY
PEND

PA

PENDING ADDITIONAL INFO
SAVED

Note that for PA "SAVED" status, the user is expected to click the link on the Patient Tracking Number to open the Prior Auth and attach documents.

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CLAIM SEARCH

Please enter all available information before performing a search for an accurate retrieval. An open-ended search will delay or yield no results.

ICN	Claim Type
Medicaid Billing Number	Professional
Patient Account Number	Claim Status
Rendering Provider ID	PAY
Amount Billed	RA Date
Payor Name *	mm/dd/yyyy
Ohio Department of Medicaid	Date of Service From
	mm/dd/yyyy
	Date of Service To
	mm/dd/yyyy
	Prescription Number
	Max Records
	20

Search Clear

CLAIM SEARCH RESULT

ICN	Medicaid Billing Number	Patient Account Number	Billed Amount	Paid Amount	Claim Type	RA Date	From Date	To Date	Status	Attachment
25037W00001	105182275599	0226wholaver	111	0	PROFESSIONAL	null	02/01/2025	02/01/2025	PAY	Upload

During claims search, users will be able to upload a document by clicking on the 'Upload' hyperlink.

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Search-RA Submit PA Search Eligibility Search PA Submit Claim Search Claim Hospice Enrollment Retrieve Reports Provider Financial Correspondence ORF

Provider Medicaid ID: 3148105 Provider NPI: 1457676736 Provider Name: FAIRFIELD COMMUNITY HEALTH CENTER

*Transaction Type: Professional Claim *Destination Payer Name: Ohio Department of Medicaid *Destination Payer ID: MMISODJFS - Ohio Department c

ATTACHMENT

An asterisk * indicates a required field

Upload attachment: Choose File No file chosen *ICN: 24303W00001 *Recipient ID: 102880819299 *Document Type: Add

Users will now be able to select the "Upload Attachment-Choose File" and "Document Type". All other fields remain non-editable. Click "Add" to add up to 10 documents. Each document allows a maximum of 10MB. After all documents are attached, the user is expected to verify and ensure the attachments added, ICN and Recipient ID are accurate. After verifying, the user can click the 'Send' button to submit the files for further processing. If the user clicks 'Cancel', no attachments will be sent and will be redirected to the 'Search' page.

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PRIOR AUTHORIZATION SEARCH

Prior Authorization Number: Patient Tracking Number:

Medicaid Billing Number: ICD Procedure Code:

Date of Birth: Procedure Code:

PA Submission Date: Revenue Code:

Status: Diagnosis Code:

Ordering Provider NPI: PA Effective Date:

* Payer Name: PA Expiration Date:

Assignment Type:

Max Records:

Search **Clear**

PRIOR AUTHORIZATION SEARCH RESULT

PA Number	Medicaid Billing number	Patient Tracking Number	Last Name	First Name, MI	Status	ICD Procedure Code	Procedure Code	Diagnosis Code	Revenue Code	PA Effective Date	PA Expiration Date	Assignment Type	Ordering Provider NPI	Attachment
AUTH00000003069	105182275599		WHOLAVER	MARY	PENDING ADDTL INFO	3E03029		H33042		2025-02-01	2025-02-01	34	1841299039	Upload
AUTH00000003070	105182275599		WHOLAVER	MARY	PENDING ADDTL INFO	0HDGXZZ		G850		2025-02-01	2025-02-01	34	1841299039	Upload

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During a PA search, users will be able to upload a document by clicking on the 'Upload' hyperlink.

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Search-RA **Submit PA** **Search Eligibility** **Search PA** **Submit Claim** **Search Claim** **Hospice Enrollment** **Retrieve Reports** **Provider Financial** **Correspondence** **ORF**

Provider Medicaid ID: 2527500 Provider NPI: 1841299039 Provider Name: EMH REGIONAL MEDICAL CENTER

*Transaction Type: *Destination Payer Name: *Destination Payer ID:

ATTACHMENT

An asterisk * indicates a required field

Upload attachment: *PA Number: *Recipient ID: *Document Type: **Add**

User will now be able to select the "Upload Attachment-Choose File" and "Document Type". All other fields remain non-editable. Click "Add" to add up to 10 documents. Each document allows a maximum of 10MB. After all documents are attached, the user is expected to verify and ensure the attachments added, PA Number and Recipient ID are accurate. After verifying, the user can click the 'Send' button to submit the files for further processing. If the user clicks 'Cancel', no attachments will be sent and will be redirected to the 'Search' page.