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.

2

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

3

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 o

ATTACHMENT

An asterisk * indicates a required field

Upload attachment: Choose File   No fil...hosen   *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.

Steps:

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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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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.

Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, contact information, addresses, etc.