

Checking the Status of a PAR

A Prior Authorization Request (PAR) may have one of seven statuses at any point between its creation, submission, and final determination: *Web Partial*, *Awaiting Required Attachments*, *Pended for Additional Information*, *At Nurse Review*, *Admin Hold*, *Denied*, or *Approved*.

These statuses are defined as follows:

Web Partial	This status indicates that you have not yet submitted your PAR for review. It is saved, however, and you may continue working on it at any time.
Awaiting Required Attachments	This status indicates that although you have successfully submitted your PAR, you have neither faxed in nor electronically uploaded any supporting documentation.
Pended for Additional Information	This status indicates that although you have successfully submitted your PAR and faxed in/electronically uploaded supporting documentation, your PAR is missing one or more necessary supporting documents.
At Nurse Review	This status indicates that an eQHealth Solutions nurse reviewer will review your PAR and make an appropriate determination within four (4) to ten (10) business days.
Administrative Hold	This status indicates an administrative hold; a determination (e.g. approve, deny) will not be made until input is received from the Colorado Department of Healthcare Policy & Financing (HCPF).
Denied	This status indicates that your PAR has been rejected either for lack of medical necessity or for technical reasons.
Approved	This status indicates that your PAR has been accepted and you will receive a PAR number.

When a PAR's status changes, the user who submitted the PAR receives a system-generated email notification informing them of its current status. Below is an example of an email notification for a PAR that has been *Pended for Additional Information*:



The simplest way to check your PAR's status is to monitor your email inbox for updates. (Emails are sent to the address on file in the **Update My Profile** section of eQSuite® - (please ensure your email address is accurate and up to date.)

If you did not receive an email notification for a PAR, or if you would like to check the status of a PAR that you did not submit, you may check its status within eQSuite® if you have the client's Health First Colorado (Colorado's Medicaid Program) ID.

To check a PAR's status within eQSuite®, follow these instructions:

1. Log into eQSuite®.
2. In the *Provider Reports* section, select **O1: Outpatient Review Status for a Given Bene**. (If you are not automatically in the *Provider Reports* section upon logging in, click **Reports** in the menu bar.)
3. Enter the client's Health First Colorado (Colorado's Medicaid Program) ID number in the **Client ID** field, then select either **All Dates** or **Date Range**.
 - If **All Dates**, the system will generate a report upon clicking **Run Report** showing the review status of all the client's PARs ever entered in eQSuite®.
 - If **Date Range**, the system will generate a report upon clicking **Run Report** showing the review status of all the client's reviews entered within a specific date range you enter.
4. Click **Run Report**. The system will display a PDF report in a separate window of your web browser; your PAR's status will be listed under the *Record Status* column.