Nursing Facility Prior Authorization – Key Points for Correction

Correction Steps Summary	
Issue	**Correction**
1. Pended Level I (L1)	☑ Contact Alliant GMCF to resolve mismatch
2. Can't find in Web Portal	☑ Contact Alliant GMCF to resubmit
3. Have many corrections to make	☑ Contact Alliant GMCF by calling; the rep will resolve as many issues as possible per 20 minute call
4. I prefer to submit my requests in writing	☑ Contact Alliant GMCF using the "Contact Us" feature in the Provider Workspace - Submit a separate contact us per issue IF you know the PA Tracking number - If you don't know the Tracking number for one or more, leave that field blank on the Contact Us inquiry and use additional comment field to list all the issues. Please provide as much information as possible including approximate date of admission, full name, SS#, DOB, and Medicaid ID. -
5. I need a Level II (L2) number	☑ Contact pasrr@apshealthcare.com - Please put ALL requests in 1 email - Include Resident's Name, Medicaid #, SS# & DOB - Put Secure PASRR in the email subject line. There is currently a same day or 1 day turn-around.
6. I was told to submit a spreadsheet and fax it in	Please do not use this method of resolution. Please contact Alliant GMCF by phone or through Contact Us
7. Resident's name, SS#, or DOB is spelled wrong in web portal	Contact your local DFCS county office. Only they can resolve this.
8. Change request doesn't work for me	A provider can use the Change Request feature to add or modify a SS# or Member ID only if the same provider submitted the request to begin with. If you were not the submitter, contact Alliant GMCF to resolve.

Alliant GMCF Contact Phone Number: 1-**800**-766-4456, Option #5

3/30/15 Updated to correct toll free number