



# PROVIDER QUICK TIPS

#56

## Most Common Errors Made on the MA-97/Prior Authorization Form

Following are the most common prior authorization form completion errors identified by the Department of Human Services:

### Checkmark missing in Box 1 for Prior Authorization or Box 2 for Waivers

Items 1 & 2 Prior Authorization/1150 Waiver (Program Exception) (MUST, IF APPLICABLE)  
Place a check (✓) in the appropriate box for the type of request. Check only **one** box per MA 97. If both types of requests are required, **separate MA 97s** must be completed for each type of request.

### Recipient number is missing or an incorrect number of digits were entered

Item 3 Recipient Number (MUST)  
Enter the 10-digit recipient identification number.

### Provider number is missing or an incorrect number of digits were entered

Item 8 Provider ID (MUST)  
Enter the provider's 13-digit PROMISe™ Provider ID Number.

### Procedure code is missing or an incorrect number of digits were entered. (The 5-digit procedure code can be a combination of letters and numbers)

Item 20B Procedure Code (MUST, IF AVAILABLE)  
Enter the 5-digit procedure code, if available, for the service/equipment/item requested. For dental services, this item is LEAVE BLANK.

In order to avoid delays with processing your prior authorization requests, please ensure the following are completed correctly on the MA 97 form - recipient ID number (RID,) PROMISe™ Provider ID number and procedure code. Do not write outside the lines on the form and do not put dashes between the numbers or the MA-97 form will be returned to you. For detailed instructions on correctly completing the MA97 for a prior authorization or 1150 Waiver request, go to:

<http://www.dhs.pa.gov/provider/frequentlyaskedquestions/priorauthorizationfrequentlyaskedquestions>

For additional information, go to the **PROMISe™** website at:

<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Thank you for your service to our Medical Assistance recipients. DHS values your participation.  
Visit the DHS website often at: [www.dhs.pa.gov](http://www.dhs.pa.gov)