

VIRGINIA CCC PLUS & MEDALLION 4.0

ONLINE SUBMISSION INSTRUCTIONS

SERVICE REGISTRATION/AUTHORIZATION REQUESTS

All ARTS services for CCC Plus & Medallion 4.0 members require either a service registration or authorization. These can be submitted by fax to **1-855-368-1542**, or providers can submit requests online via the PAAN (Prior Authorization and Notification App) portal.

All registration and authorizations requests must be submitted on a DMAS ARTS form. For online submissions, you will need to attach the DMAS form to your online request. Online submissions without the DMAS form attached will not be processed.

To submit a request online, you will need to:

- Create an Optum ID
- Download the PAAN application
- Review the resources for learning how to submit your request online
 - Quick Reference Guides
 - Video tutorials
 - Register for a free, live online training session

Once you have your Optum ID and have downloaded and registered the PAAN application, you will be able to submit your requests online, and check on the status of your requests, even those submitted by fax (allow 3 business days for status after submission). Whether you submit a request online or by fax, you will still receive a letter confirmation in the mail.

Remember these key items when submitting your request online:

- ✓ Complete an official DMAS form for the service you are requesting.
- ✓ Make sure the DMAS ARTS form is complete and legible.
- ✓ Check to make sure the member is currently eligible in the CCC Plus or Medallion 4.0 plan.
- ✓ Don't forget to attach the DMAS form and any other clinical attachments at the end of the online submission process.
- ✓ You will enter member, provider and service information online for your online submission. However, the information on the DMAS form is what will be reviewed, even if the information does not match what you entered online.

Get started by visiting uhcprovider.com/paan and either log in or select "New User".
Link to DMAS ARTS forms: [ARTS forms](#).