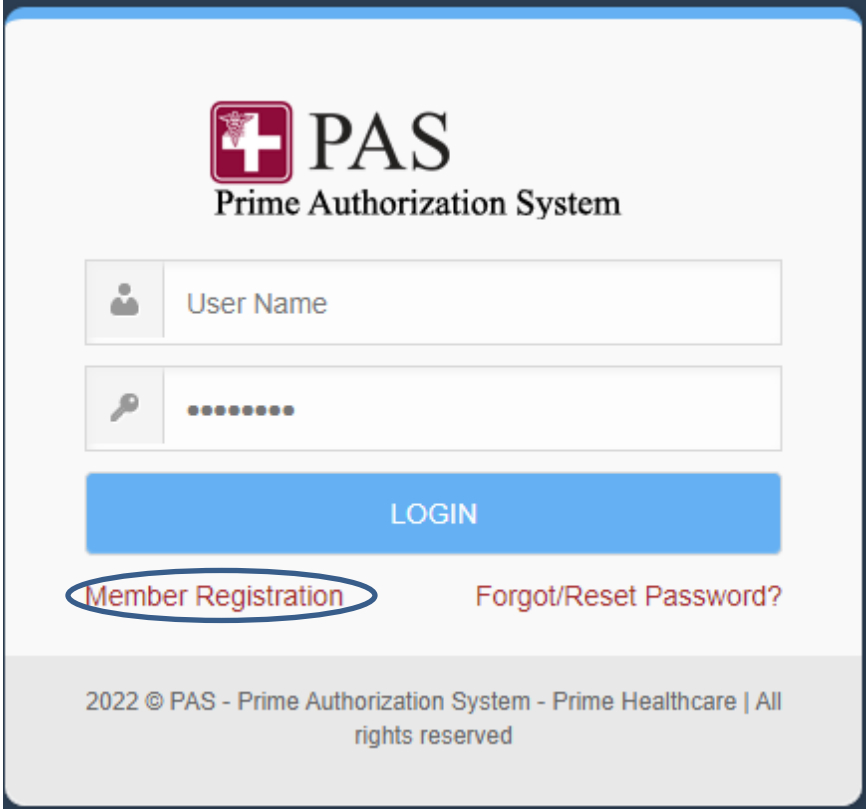



Getting Started:

1. Visit the PAS website:
Prime Network devices:
<https://pas.phsi.primehealthcare.com/>
Non-Prime Network devices:
<https://pas.primehealthcare.com/>
2. Click on **Member Registration**



 **PAS**
Prime Authorization System

User Name

.....

LOGIN

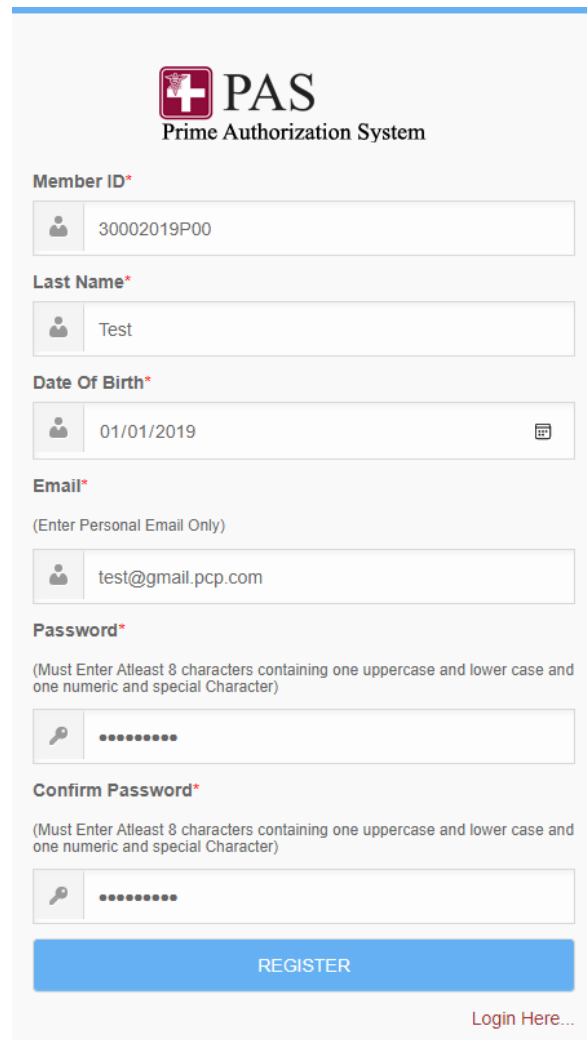
[Member Registration](#) [Forgot/Reset Password?](#)

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Creating your Account

- 1) Member ID: Your full **11 digit member ID**.
 - a. **This does not include the first three letters (PHU)**. Refer to the image to the right.
 - b. If you are the **primary account holder**, you may enter **00** as the last two digits
 - c. If a dependent wants to create an individual account, please contact customer service at: **877-234-5227**
- 1) Enter last name
- 2) Date of birth (In the correct format)
- 3) Email address
- 4) Password ****Will need a combination of at least one upper case, lower case, numeric number, and special character**
PW: ex: Aa123456!***



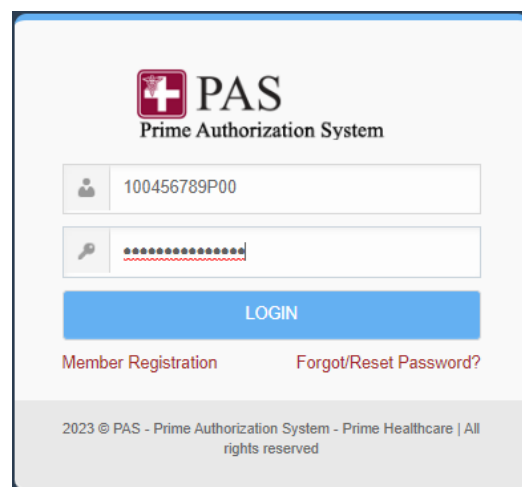
The registration form for the Prime Authorization System (PAS) includes the following fields and instructions:

- Member ID***: Input field containing "30002019P00".
- Last Name***: Input field containing "Test".
- Date Of Birth***: Input field containing "01/01/2019".
- Email***: Input field containing "test@gmail.pcp.com". Below the field is the instruction: "(Enter Personal Email Only)".
- Password***: Input field with masked characters. Below the field is the instruction: "(Must Enter Atleast 8 characters containing one uppercase and lower case and one numeric and special Character)".
- Confirm Password***: Input field with masked characters. Below the field is the instruction: "(Must Enter Atleast 8 characters containing one uppercase and lower case and one numeric and special Character)".

At the bottom of the form is a blue "REGISTER" button and a red "Login Here..." link.

Logging on

- 1) To login you will need to sign in using your member ID (See above.). **Please note: This does not include the PHU at the beginning of your ID.**
 - a. Your PW should be the one you created when registering.



The login form for the Prime Authorization System (PAS) includes the following fields and instructions:

- Input field for Member ID containing "100456789P00".
- Input field for Password with masked characters and a red dashed underline.

At the bottom of the form is a blue "LOGIN" button. Below the button are two red links: "Member Registration" and "Forgot/Reset Password?".

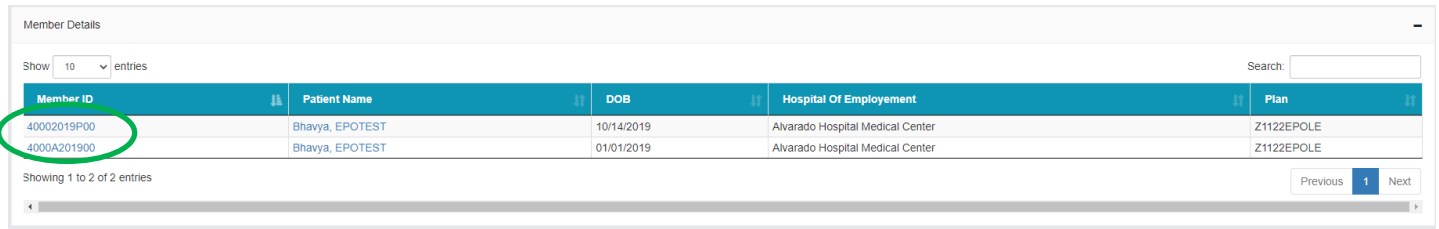
At the very bottom of the page is the copyright notice: "2023 © PAS - Prime Authorization System - Prime Healthcare | All rights reserved".

Once logged onto the system, the main menu will contain the following menu as seen below. For more details for each section, continue reading below.



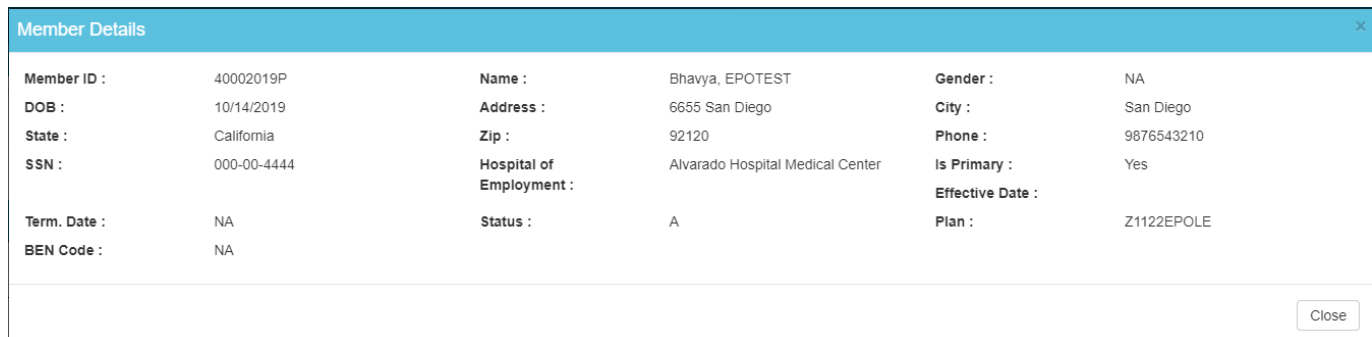
Member Details

- 1) Member detail screen provides basic details of your personal information
 - a. For more details regarding your personal information, click on your **member ID** as seen in the circled area below.



Member ID	Patient Name	DOB	Hospital Of Employment	Plan
40002019P00	Bhavya, EPOTEST	10/14/2019	Alvarado Hospital Medical Center	Z1122EPOLE
4000A201900	Bhavya, EPOTEST	01/01/2019	Alvarado Hospital Medical Center	Z1122EPOLE

- 2) A box will pop up containing the following information
- 3) Status section will indicate **A** for an active plan, or **I** for an inactive



Member ID :	40002019P	Name :	Bhavya, EPOTEST	Gender :	NA
DOB :	10/14/2019	Address :	6655 San Diego	City :	San Diego
State :	California	Zip :	92120	Phone :	9876543210
SSN :	000-00-4444	Hospital of Employment :	Alvarado Hospital Medical Center	Is Primary :	Yes
Term. Date :	NA	Status :	A	Effective Date :	
BEN Code :	NA			Plan :	Z1122EPOLE



- By clicking on your name (in the patient's name column), a list of all authorizations will appear. You can also do this by clicking on **authorization history** in the main menu.

Authorization History

Member Details

Show 10 entries Search:

Member ID	Patient Name	DOB	Hospital Of Employment	Plan
40002019P00	Bhavya, EPOTEST	10/14/2019	Alvarado Hospital Medical Center	Z1122EPOLE
4000A201900	Bhavya, EPOTEST	01/01/2019	Alvarado Hospital Medical Center	Z1122EPOLE

Showing 1 to 2 of 2 entries Previous 1 Next

- You can view information on all authorizations on file and determination letters can also be viewed/printed by clicking the **"Print"** button as seen below. (Circled in green below)
- If you know the specific tracking# you are searching for, type the number in the **search** box (Circled in red below).
- To expand the number of visible authorizations, click on the box in between **"Show entries"** to expand the number of visible authorizations to a maximum of 100. (Refer to the purple circle below).

Authorization History

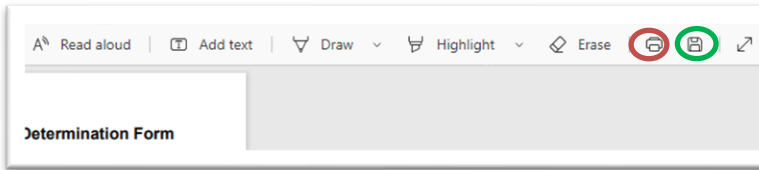
Show 10 entries Search:

Tracking#	Patient Name	Referred To	Facility Name	Request Type	Created Date	Received Date	Status	Action
EPO01232020BH21405	Bhavya, EPOTEST	SMRMC	Kedia, Anita	Routine	01/23/2020	01/23/2020	Close (UR Intake)	NA
EPO01272020SU07257	Bhavya, EPOTEST	SMRMC	Freda , Michael	Routine	01/27/2020	01/27/2020	Close (UR Intake)	NA
EPO02142022BH52992	Bhavya, EPOTEST	CVMC	Chur", Frederick	Routine	02/14/2022	02/14/2022	Approve (UR Intake)	Print
EPO02252020BH94390	Bhavya, EPOTEST	CHMC	Patel, Paryus	Routine	02/25/2020	02/25/2020	Close (UR Intake)	NA
EPO03082022BH08066	Bhavya, EPOTEST	CHMC	Patel, Paryus, B	Routine	03/08/2022	03/08/2022	Approve (UR Intake)	Print
EPO03222022BH54415	Bhavya, EPOTEST	PVH	Reddy, R Seenu	Routine	03/22/2022	03/22/2022	Approve (UR Intake)	Print
EPO03272020BH20339	Bhavya, EPOTEST	CHMC	Patel, Paryus	Routine	03/27/2020	03/27/2020	Close (UR Intake)	NA
EPO04172020SU43749	Bhavya, EPOTEST	BCBS	BCBS BlueCard - Provider	Urgent	04/17/2020	04/17/2020	Approve (UR Intake) (Bhavya Manugunta)	Print
EPO04172020SU90230	Bhavya, EPOTEST	AH	SCOPE Orthotics and Prosthetics, Inc.**	Routine	04/17/2020	04/17/2020	Submit (Referral Technician)	NA
EPO05272021BH36771	Bhavya, EPOTEST	CHMC	Allen, Gwen	Routine	05/27/2021	05/27/2021	Approve (UR Intake)	Print

Showing 1 to 10 of 60 entries Previous 1 2 3 4 5 6 Next



- 4) A sample of the determination letter can be seen to the right ->
- If you want to print the letter, click on the printer icon as seen below (circled in red) and to save the file, click on the floppy disk (circled in green)



Prime Healthcare Services		Referral Determination	
Prime UIM Review Determination: Approved-A to "Chu", Frederick*			
3480 East Guasti Rd, Ontario, CA 91761		Phone (877) 234-5227	Fax (951) 234-5227
Patient Information			
Patient Name	: Bhavya, EPOTEST	DOB	: 10/14/2000
Address	: 6655 San Diego San Diego, California ,92120	Home Phone	: 9876543210
Payer ID	: Prime Health Care	Patient ID	: 400020
PCP Name	: On File	Plan ID	:
		PCP NPI	:
Authorized Service Provider			
Name	: Chu", Frederick	Specialty	: Health
Address	: 13193 Central Ave., Ste. 200, Chino, CA, 91710	Phone	: 9876543210
		Fax	: 9876543210
		Visits	: 1
Clinical Information			
Primary Symptom	: Z00.00 - Encounter for general adult medical examination without abnormal findings		
Secondary Symptom	:		
Authorized Services		Qty	Requested Date of Service
99213 - Office/outpatient visit est		1	02/14/2022 to 05/15/2022
Notes : ARRIVE 15 MIN			
Tracking#	: EPO02142022BH52992	Valid From	: 02/14/2022
Authorized Provider	: Chu", Frederick	Valid To	: 05/15/2022
Requesting Provider	: Abesamis, Wilfredo	Requesting Provider Ph#	: (987)-654-3210

Non-Prime Facility Inpatient Admission History

For Non-Prime Facility inpatient visits, clicking on the Non-Prime Facility Inpatient Admission history will provide information regarding visits made outside of a Prime owned inpatient facility.

Non-Prime Facility Inpatient Admission History

Show 10 entries Search:

Tracking#	Facility Name	Patient Name	Created Date	Is Member	Status	Action
ICM07072020AR24072	Loma Linda University Medical Center	Bhavya, EPOTEST	07/07/2020	Listed	Pending (Case Manager)	NA
ICM07072020AR64218	DVH	Bhavya, EPOTEST	07/07/2020	Listed	Pending (Case Manager)	NA
ICM09032019BH13106	test	Bhavya, EPOTEST	09/03/2019	Listed	Approve	NA
ICM12112019BH39168	USC	Bhavya, EPOTEST	12/11/2019	Listed	Patial Approve	NA
ICM12112019SU74595	AH	Bhavya, EPOTEST	12/11/2019	Listed	Approve	NA
ICM12172019BH10705	USC	Bhavya, EPOTEST	12/17/2019	Listed	Patial Approve	NA

Showing 1 to 6 of 6 entries

Previous 1 Next



Appeal History

By clicking on the Appeals history, a history of appeals, the services performed in the appeal case, and status can be viewed here. ****Note: If status is completed, it will notify the member whether it has been overturned or upheld. If it is pending, a decision has not been rendered****

Appeal History +

Show entries Search:

Tracking#	Member ID	Member Name	Action Type	Received Date	Dates of Service	Service Type	Appeal Level	Status
APL06012021BH00321	40002019P00	Bhavya, EPOTEST	Administrative	05/30/2021	11/23/2021	Inpatient Non OB Maternity	1st Level	Complete (Overturn)
APL07072020BH19097	40002019P00	Bhavya, EPOTEST	Administrative	06/30/2020	06/03/2020, 06/16/2020	Observations	1st Level	Complete (Overturn)
APL07072020TI39227	40002019P00	Bhavya, EPOTEST	Clinical	07/07/2020	01/01/2020	Outpatient General	1st Level	Complete (Upheld)
APL07072022SI88749	40002019P00	Bhavya, EPOTEST	Administrative	07/07/2022	07/06/2022	Emergency	1st Level	Complete (Overturn)
APL08182020BH65893	40002019P00	Bhavya, EPOTEST	Clinical	08/18/2020	05/24/2020	Inpatient General	2nd Level	Complete (Overturn)
APL08222022BH66839	40002019P00	Bhavya, EPOTEST	Clinical	08/08/2022	11/16/2021, 11/26/2021, 11/30/2021	Inpatient General	1st Level	Pending (Appeal Analyst)
APL08312020BH60102	40002019P00	Bhavya, EPOTEST	Clinical	08/31/2020	05/29/2019	Outpatient General	1st Level	Complete (Overturn)
APL08312020BH65656	40002019P00	Bhavya, EPOTEST	Clinical	08/31/2020	05/29/2019	Outpatient General	1st Level	Complete (Overturn)
APL11012021BH25795	40002019P00	Bhavya, EPOTEST	Clinical	10/06/2021	11/08/2021, 11/11/2021, 11/13/2021, 11/23/2021	Inpatient Surgery	2nd Level	Complete (Upheld)
APL11042021BH19197	40002019P00	Bhavya, EPOTEST	Clinical	11/02/2021	08/05/2021, 08/16/2021, 09/05/2021, 09/08/2021, 09/23/2021	Inpatient Surgery	1st Level	Complete (Upheld)

Showing 1 to 10 of 12 entries < >

Any questions regarding PAS? Contact us at <mailto:PASLOGIN@primehealthcare.com> or call our customer service line at: 877-234-5227