

PRISM Access, Submitting Claims, Finding & Uploading Documents

PRISM frequently asked questions for providers

Q: How do I obtain access to PRISM or request a new or additional security role in PRISM?

A: Please contact your Provider Account Administrator(s) of the domain you need to access. Only an Admin can manage user access for a provider domain. Some domains have more than one administrator. If you need information on who your Admin is, please use the [Provider Administrator Lookup Tool](#). Here, you will be able to enter your provider/facility name and obtain the administrator associated with your facility.

Q: When do I need to submit a User Access Agreement (UAA) form to Medicaid?

A: If you are not a Provider Account Administrator, you will not need to submit a UAA form to Medicaid, please contact your Admin who manages the access agreement for your domain.

If there is not a Provider Account Administrator for your domain or if the listed Admin(s) is no longer employed, you may submit the [UAA](#) form to Medicaid Provider Enrollment at providerenroll@utah.gov to add you as a new Provider Account Administrator. If you are a Managed Care Organization (MCO) provider, please submit the UAA form to the Office of Managed Healthcare Data Team at managedcaredata@utah.gov to add you as a Provider Account Administrator.

Q: Who is my Provider Account Administrator?

A: To find out who the Provider Account Administrator is for your domain, please use the [Provider Administrator Lookup Tool](#). Here, you will be able to enter your provider/facility name and obtain the administrator associated with your facility.

Q: What can the Provider Account Administrator do?

A: The Provider Account Administrator can manage users for their organization. They can add/update/remove user profiles and access for their domain. Additionally, they have the ability to upload their user's access agreements for storage under "Provider Documents" in

PRISM. Please note that the Provider Account Administrator does not have access to Electronic Health Records (EHR) Incentives.

Q: How does a Provider Account Administrator assign a security role?

A: Please view the [Provider Account Administrator Manual](#). This manual provides a step by step guide on how to assign a security role. You may also view the eLearning module [General Services: Managing a Provider Domain](#).

Q: How do I know what PRISM profile(s)/role(s) I need?

A: To determine what profile you may need, please view the profiles listed in the [Provider Administrator Lookup Tool](#). The [User Access Agreement](#) form also lists the profiles, along with the roles for the PRISM system. Select the profile and roles that you will need.

Q: How do I create/obtain a Utah ID?

A: Visit id.utah.gov and click on 'Create an account.'

Q: What if I forgot my Utah ID?

A: Visit id.utah.gov to recover your Utah-ID with your email address.

Q: How do I submit claims in PRISM?

A: Please refer to the Provider eLearning Trainings on the [PRISM Provider Training webpage](#). Find the "Claims and Encounters-CE" folder. Open the folder and choose from the list of titles/summaries that best fit your business needs.

Q: How do I add a mode of claims submission?

A: Please refer to the [Provider FAQ: Electronic Data Interchange \(EDI\)](#).

Q: How do I submit prior authorizations?

A: For services that require prior authorization, please submit an electronic request by selecting PA> PA REQUEST LIST> ADD NEW REQUEST. Enter all the information into the required fields (marked with an asterisk). Once all fields are completed you may submit a request for review. Requests may not be modified once submitted so please make sure all fields are correct. Please reference the video demonstration: [How to enter a General Prior Authorization in PRISM](#).

Q: How do I upload documents in PRISM?

A: For how to upload any documents in PRISM, please view the guide, [Uploading a Document in PRISM](#). For how to upload and attach a documentation to a claim, please view the elearning module, [Creating a Professional DDE claim](#). In this module, you will learn how to upload supporting documents for a claim that is already submitted and take its printout for your reference.

Q: Where do I find documents?

A: To find documents in PRISM, go to the “External Links” in PRISM and click on “Document Management Portal (DMP)”. Once in DMP you will need to fill out any required fields (marked with an asterisk) and then use either the TCN (Transaction Control Number) or the ACN (Attachment Control Number) to view your documents.