

Oracle Health Claims, Prior Authorizations, and Payments

Intelligent Prior Authorization Provider User Guide



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Oracle Health Claims, Prior Authorizations, and Payments Intelligent Prior Authorization Provider User Guide, 2026.Q1
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Get Started

Information is available to assist you with getting started with Oracle Health Intelligent Prior Authorization.

The Get Started section contains the following sections:

- [Introduction](#)
Oracle Health Intelligent Prior Authorization is a cloud-based application that provides both healthcare provider organizations (providers) and utilization management organizations (payers) with features to manage the prior authorization lifecycle.
- [Activate Your Account](#)
Not applicable
- [Sign In](#)
Before you get started, you need to sign in to Oracle Health Intelligent Prior Authorization.
- [Oracle Health Intelligent Prior Authorization Requirements](#)
Before you get started, ensure that you have met all the prerequisites for Oracle Health Intelligent Prior Authorization.

Introduction

Oracle Health Intelligent Prior Authorization is a cloud-based application that provides both healthcare provider organizations (providers) and utilization management organizations (payers) with features to manage the prior authorization lifecycle.

For providers, the following functionality is included:

- A list of patients with outstanding prior authorization requests, along with status indicators is displayed.
- Logic to help providers understand if prior authorization is required for a patient's healthcare service.
- Necessary information to justify the medical necessity.
- Submit the request to the patient's health insurance.
- Receive responses for the prior authorization requests that are submitted for the patient.
- Assign tasks to yourself or others depending on your user permissions.
- The medical necessity status is displayed based on Centers for Medicare & Medicare Services (CMS), National Coverage Determination (NCD), and Local Coverage Determination (LCD) guidelines.
- View an AI-generated summary of prior authorization requests.

Activate Your Account

Not applicable

Sign In

Before you get started, you need to sign in to Oracle Health Intelligent Prior Authorization.

To access Oracle Health Intelligent Prior Authorization:

1. Open Oracle Health Intelligent Prior Authorization using the web address that Oracle provided.
2. Log in using your Millennium Platform credentials.

Oracle Health Intelligent Prior Authorization Requirements

Before you get started, ensure that you have met all the prerequisites for Oracle Health Intelligent Prior Authorization.

To use Oracle Health Intelligent Prior Authorization:

- Provide Oracle with a list of usernames and the requested access for each user based on your integrated IAM system (for example, Millennium Identify and Access Management or Oracle Cloud Infrastructure Identity and Access Management).
- Provide Oracle with an extract of your site's order catalog using Content Manager (ContentManager.exe).
- Provide Oracle with an extract of Charge Services using Discern Analytics 2.0 (DA2.exe).
- Provide Oracle with extract of the Charge Services Bill Item Audit report.

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Create Prior Authorization Requests

You can create prior authorization requests in Oracle Health EHR.

This section contains the following tasks:

- [Create a Request Using Orders](#)
You can request prior authorization using orders in Oracle Health EHR.

Create a Request Using Orders

You can request prior authorization using orders in Oracle Health EHR.

To request prior authorization using orders:

1. Access Oracle Health EHR and open the applicable patient record.
2. Place an applicable order.

The Prior Authorization Required icon is displayed. A badge under the title of the request displays the medical necessity status of the request.

3. Sign the order.

The Prior Authorization Requested icon is displayed in the order summary.

4. To review the prior authorization request, select the prior authorization case link in the order summary.

Once the payer approves the prior authorization request, the Prior Authorization Approved icon is displayed in the order summary.

See [Orders User Guide](#) for information about placing orders using Oracle Health EHR.

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Manage Prior Authorization Requests

You can manage prior authorization requests in Oracle Health EHR.

This section contains the following tasks:

- [View Prior Authorization Requests](#)
You can view prior authorization requests in Oracle Health EHR.
- [Review Prior Authorization Request Details](#)
You can review prior authorization request details in Oracle Health EHR.
- [Submit Prior Authorization Requests](#)
You can submit prior authorization requests in Oracle Health EHR.
- [Add and View Notes to Prior Authorization Requests](#)
You can add notes to prior authorization requests.

View Prior Authorization Requests

You can view prior authorization requests in Oracle Health EHR.

To view prior authorization requests:

1. With Oracle Health EHR open, access the Prior Authorization Management worklist.
2. Review the details for requests, such as the associated patient name, request status, health plan, service requested, and so on.
3. To sort the list, select one of the following column headers:
 - Patient
 - Time in Queue
 - Request Priority
 - Status
 - Assigned To
4. To open a prior authorization request, select the patient name.

You can also use Ask Oracle to interact with the Prior Authorization Management worklist. See [Ask Oracle User Guide](#).

Review Prior Authorization Request Details

You can review prior authorization request details in Oracle Health EHR.

Note

Oracle Health Intelligent Prior Authorization uses generative AI to draft summaries of prior authorizations and request details. Additionally, if a payer provides a questionnaire, you can use generative AI to generate answers and view evidence related to the generated answers. Ensure that you review any generated information for accuracy.

To review prior authorization request details:

1. Access the Prior Authorization Management worklist and open the prior authorization request that you want to review.
2. Review the information on the Prior Authorization Request Details page. The following information is available, depending on the request:
 - Summary
 - Response
 - Requested Services
 - Patient Insurance
 - Request Form
 - Questionnaire
 - Attachments

Note

When attachments are automatically added by the AI agent, and summary of the reason why is displayed in the Attachments section.

- Conversations and Follow-Ups

Submit Prior Authorization Requests

You can submit prior authorization requests in Oracle Health EHR.

Note

Oracle Health Intelligent Prior Authorization uses generative AI to draft prior authorization summaries and request details. Review the generated details on the prior authorization request for accuracy and make any required changes before submitting the request.

To submit prior authorization requests:

1. Access the Prior Authorization Management worklist and open the prior authorization request that you want to submit.
2. Ensure that the information on the Prior Authorization Request Details page is complete and accurate.
3. Select **Preview & Submit**.
4. On the Preview Prior Authorization Details page, add comments as appropriate in the Comments box.
5. Select **Submit Electronically**.
6. Select **Download PA Packet** to download a PDF version of the prior authorization request.

Add and View Notes to Prior Authorization Requests

You can add notes to prior authorization requests.

To add notes to prior authorization requests:

1. With Oracle Health EHR open, access the Prior Authorization Management worklist.
2. Select a request from the worklist.
3. Select **Actions (...)** next to the title of the request, then, select **Notes**.
4. Select **Add Note**.
5. Select a note type, enter a note title, and either select a template or add a free-text note.
6. When you have finished the note, select **Sign**.

The note is added to the patient's chart. You can select the note in the Notes drawer to view its details.

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Provider FAQs by Topic

This page contains answers to frequently asked questions (FAQs) by topic for Oracle Health Intelligent Prior Authorization. If you do not find an answer to your question, you can log a product-specific service record (SR) in eService.

To be determined.

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Additional Resources

See the following resources for additional information on how to use Intelligent Prior Authorization.

- [About Oracle Health Intelligent Prior Authorization](#)
- [Intelligent Prior Authorization Release Notes](#)
- [Oracle Health EHR Help](#)

Glossary

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