

# Product Requirements Document

## Provider Portal Dashboard

**Version:** 1.0 **Date:** December 15, 2025 **Status:** Implementation Complete **Target Audience:** Technical Leads & Developers

### Table of Contents

- 1. [Executive Summary](#)
- 2. [User Personas](#)
- 3. [Business Context](#)
- 4. [Feature Requirements](#)
- 5. [State Machines & Workflows](#)
- 6. [Data Models](#)
- 7. [API Specifications](#)
- 8. [UI/UX Requirements](#)
- 9. [Technical Architecture](#)

## 1. Executive Summary

### 1.1 Product Overview

The Provider Portal Dashboard is a web-based application designed for healthcare providers (physicians, office staff) to manage Prior Authorization (PA) requests, Peer-to-Peer (P2P) reviews, Additional Documentation Requests (ADR), and support tickets with health insurance payers.

### 1.2 Business Objectives

- **Reduce administrative burden** on provider office staff by centralizing PA management
- **Improve transparency** into PA determination status and next steps
- **Streamline P2P scheduling** to expedite appeals for non-affirmed decisions
- **Decrease turnaround time** for PA determinations through efficient documentation submission

### 1.3 Key Terminology

Term	Definition
PA (Prior Authorization)	Pre-approval required from payer before medical service
UTN (Unique Tracking Number)	14-digit identifier assigned at determination
P2P (Peer-to-Peer)	Phone consultation between provider and payer's Medical Director
ADR (Additional Documentation Request)	Request for supplemental clinical records
Affirmed	PA request approved
Non-Affirmed	PA request denied
Partial Affirmation	PA request partially approved (some services approved, others denied)

## 2. User Personas

### 2.1 Primary Persona: Office Staff (Jane Smith)

Role: Medical Office Administrator  
Organization: Orthopedic Surgery Practice  
Experience: 5+ years in healthcare administration

Goals:

- Submit PA requests efficiently with minimal errors
- Track status of all pending PAs in one place
- Quickly identify PAs requiring action (P2P scheduling, resubmission)
- Respond to ADRs before deadlines

Pain Points:

- Multiple payer portals with different interfaces
- Difficulty tracking which PAs need attention
- Manual phone calls to schedule P2P reviews
- Lost or delayed determination letters

Daily Tasks:

1. Check dashboard for new determinations
2. Submit new PA requests for upcoming surgeries
3. Schedule P2P calls for non-affirmed PAs
4. Upload additional documentation when requested
5. Track support ticket responses

2.2 Secondary Persona: Physician (Dr. Smith)

Role: Orthopedic Surgeon  
Organization: Orthopedic Surgery Practice  
Experience: 15 years in practice

Goals:

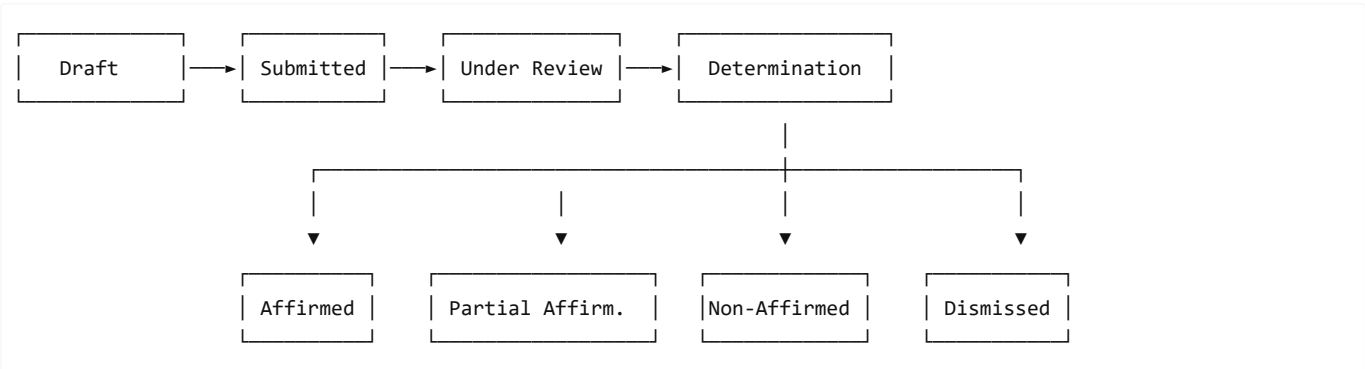
- Review non-affirmed cases before P2P calls
- Understand denial reasons to provide better clinical justification
- Minimize time spent on administrative tasks

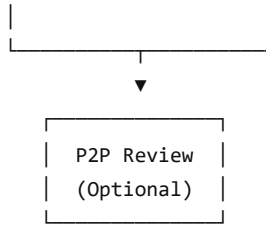
Pain Points:

- Limited time between patient appointments
- Need quick access to PA status before surgery scheduling
- Want to see determination rationale for appeals

3. Business Context

3.1 PA Lifecycle Overview





### 3.2 Business Rules

#### UTN Assignment

- UTN is assigned **only** when a determination is made
- UTN format: 14 numeric digits
- UTN is required for resubmissions to link to original PA

#### P2P Eligibility

- P2P can be requested for: `Non-Affirmed` or `Partial Affirmation` status
- P2P **cannot** be requested if there's an active P2P (status = Requested or Scheduled)
- Multiple P2P requests are allowed (after previous P2P is Completed)

#### Resubmission Rules

- Resubmission requires original UTN
- Resubmission creates new PA with `parentPaId` reference
- Available for: `Non-Affirmed` or `Partial Affirmation` status

## 4. Feature Requirements

### 4.1 Dashboard (Home)

**Purpose:** Provide at-a-glance summary of items requiring attention

#### Summary Cards

Card	Data Source	Click Action
Under Review	Count of PAs with status <code>Under Review</code>	Navigate to PA Search filtered
Recent Determinations	Count of Affirmed + Non-Affirmed in last 7 days	Navigate to PA Search
Open Support Tickets	Count of tickets not <code>Resolved</code>	Navigate to Support Tickets
P2P Scheduled	Count of P2P calls with status <code>Scheduled</code>	Navigate to PA Search with P2P filter
P2P Requested	Count of P2P calls with status <code>Requested</code>	Navigate to PA Search with P2P filter

#### Recent Activity Feed

- Shows last 15 activity items across all modules
- Activity types: PA status changes, P2P updates, ADR submissions, Support tickets
- Clickable rows navigate to relevant detail view

### 4.2 PA Search & Status

**Purpose:** Search, filter, and manage all PA requests

#### Search & Filter Controls

Filter	Type	Options
--------	------	---------

Search	Text	PA ID, Patient Name
Status	Dropdown	All, Draft, Submitted, Under Review, Affirmed, Non-Affirmed, Partial Affirmation, Dismissed
P2P Activity	Dropdown	All, P2P Requested, P2P Scheduled, P2P Completed, No P2P Activity
Request Start Date	Date Picker	Filters on requestDate
Request End Date	Date Picker	Filters on requestDate

#### Grid Columns

Column	Description	Notes
PA ID	Clickable link to detail view	Shows parent PA link if resubmission
UTN	14-digit tracking number	Only displayed after determination
Patient Name	Abbreviated (e.g., "John D.")	Privacy consideration
Service Type	Procedure description	
Request Date	Date PA was submitted	MM/DD/YYYY format
Current Status	Status chip with color coding	
P2P Activity	P2P status chip with icon	Only shown if P2P exists
Determination Date	Date determination was made	"-" if not yet determined
Records	Count of submitted documents	
Actions	Context menu	Options based on status

#### Context Menu Actions by Status

Status	Available Actions
Draft	Continue Draft
Submitted	Upload Additional Documents, View Supporting Records
Under Review	Upload Additional Documents, View Supporting Records
Affirmed	View Determination Letter, View Supporting Records
Non-Affirmed	View Determination Letter, Request P2P*, Resubmit PA, View Supporting Records
Partial Affirmation	View Determination Letter, Request P2P*, Resubmit PA, View Supporting Records
Dismissed	View Determination Letter, View Supporting Records

\*P2P request only available if no active P2P (Requested/Scheduled)

### 4.3 PA Detail View

**Purpose:** Display comprehensive PA information and enable actions

#### Sections

##### 1. PA Overview

- PA ID, UTN (if determined), Status chip

- Determination date (if applicable)
- Requesting provider name

## 2. Patient Information

- Name, DOB, Gender
- Member ID, Address, Phone, Email
- Diagnosis codes

## 3. Service Details

- Procedure codes
- Date of service
- Location of service
- Clinical justification

## 4. P2P Activity (conditional)

- Displayed for: Non-Affirmed, Partial Affirmation, Affirmed (with P2P history)
- Shows all P2P calls with status, dates, outcome
- Call-to-action button for requesting new P2P

## 5. Resubmission Information (conditional)

- Displayed if PA is a resubmission
- Link to parent PA

## 6. Documentation

- List of uploaded files with download links
- Upload date for each file

## 7. PA History / Audit Trail

- Chronological list of all status changes
- Event date, description, internal notes

### Action Buttons (Conditional)

Button	Condition
Request Peer-to-Peer	Status is Non-Affirmed or Partial Affirmation AND no active P2P
Request Another P2P	Same as above but has completed P2P
Upload More Documents	Status is Submitted or Under Review AND has missing documents
Submit Resubmission	Status is Non-Affirmed or Partial Affirmation
Continue Draft	Status is Draft

## 4.4 PA Submission Form

**Purpose:** Multi-step wizard for submitting new PA requests

### Step 1: Patient & Service Details

#### Section A: Submission Details

Field	Type	Required	Notes
Submission Type	Dropdown	Yes	Initial, Resubmission
Location of Service	Dropdown	Yes	Office, Outpatient, Inpatient, Home, Other

Previous UTN	Text (14 digits)	If Resubmission	Auto-populated from URL params
Submitted Date	Date	Yes	<b>Auto-populated, read-only</b> (current date)
Anticipated Date of Service	Date	No	

#### Section B: Procedure Codes (up to 4)

Field	Required
Procedure Code	Yes (first row)
Modifier	No
Units	Yes (first row)
Diagnosis Code	No

#### Step 2: Provider & Facility Info

##### Section A: Facility Information

Field	Required
Facility Name	Yes
Facility NPI	Yes
Facility CCN	No
Address Line 1	Yes
Address Line 2	No
City	Yes
State	Yes
ZIP	Yes

##### Section B: Physician/Requester

Field	Required
Physician Name	Yes
Physician NPI/PTAN	Yes
Requester Name	Yes
Requester Phone	Yes
Requester Email	Yes

#### Step 3: Diagnosis & Justification

Field	Required
Diagnosis Codes	Auto-populated from Step 1
Clinical Justification	Yes (multiline text)

#### Step 4: File Uploads

- Drag-and-drop or click to upload
- Accepted formats: PDF, JPG, PNG, DOC, DOCX
- Max file size: 10MB per file
- Progress indicator for each file
- Required: At least 1 file

#### Step 5: Review & Submit

- Summary of all entered information
- Edit buttons to return to specific steps
- Submit button (disabled until all required fields complete)

### 4.5 P2P Scheduling

**Purpose:** Request Peer-to-Peer review call with Medical Director

#### Form Fields

Field	Type	Required	Notes
Associated PA ID	Dropdown	Yes	Only shows Non-Affirmed or Partial Affirmation PAs
Physician Name	Text	Read-only	Auto-filled from profile
Contact Phone	Text	Yes	Pre-filled, editable
Contact Email	Text	Yes	Pre-filled, editable
Preferred Date 1	Date	Yes	
Time Slot 1	Dropdown	Yes	30-minute intervals (9:00-11:30, 13:00-16:30)
Preferred Date 2	Date	No	
Time Slot 2	Dropdown	No	Must differ from Slot 1 if same date
Preferred Date 3	Date	No	
Time Slot 3	Dropdown	No	
Reason for Request	Multiline text	Yes	

#### Time Slot Options

09:00, 09:30, 10:00, 10:30, 11:00, 11:30  
13:00, 13:30, 14:00, 14:30, 15:00, 15:30, 16:00, 16:30

### 4.6 ADR Management

**Purpose:** View and respond to Additional Documentation Requests

#### Grid Columns

Column	Description
Claim ID	Unique identifier
Patient Name	
Request Date	Date ADR was created

Due Date	Deadline for response
Status	Requested, Submitted, Under Review, Completed
Actions	Upload Documents

4.7 Support Tickets

**Purpose:** Submit and track support inquiries

Categories

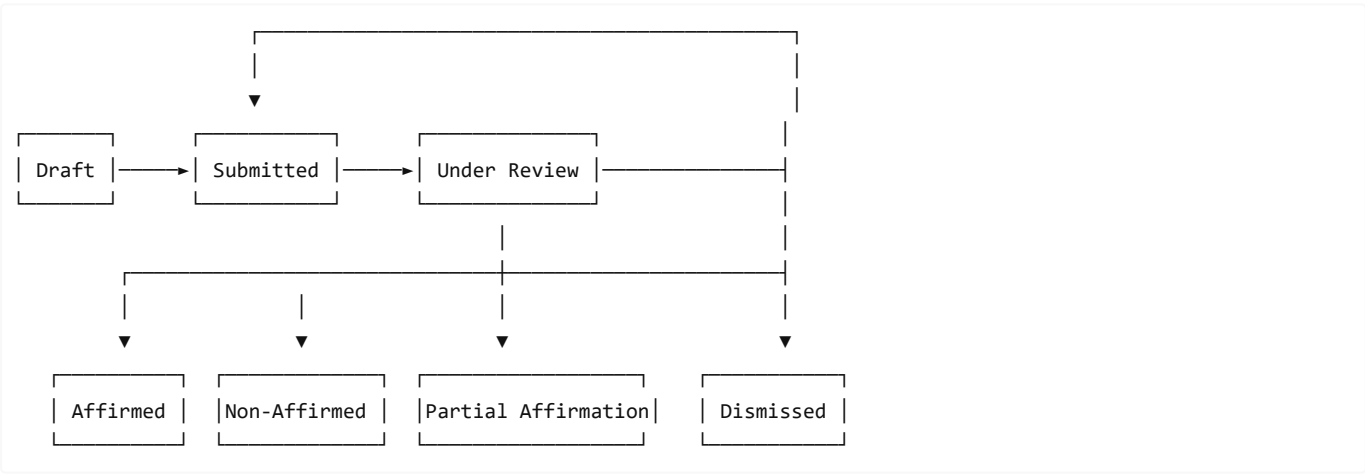
- General Inquiry
- Technical Issue
- Benefit Question

Ticket Statuses

- Open
- In Progress
- Awaiting Provider Response
- Resolved

5. State Machines & Workflows

5.1 PA Status State Machine

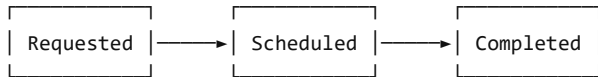


Valid Transitions:

From	To	Trigger
Draft	Submitted	User submits form
Submitted	Under Review	Payer begins review
Under Review	Affirmed	Payer approves
Under Review	Non-Affirmed	Payer denies
Under Review	Partial Affirmation	Payer partially approves
Under Review	Dismissed	Duplicate/invalid request

5.2 P2P Status State Machine





**P2P is independent of PA status.** A PA can remain "Non-Affirmed" even after P2P completion if the outcome is "Upheld."

#### P2P Outcomes:

- **Affirmed** - Original decision overturned, PA approved
- **Upheld** - Original decision maintained

### 5.3 P2P Request Workflow

1. User views Non-Affirmed or Partial Affirmation PA
2. System checks: Is there an active P2P? (status = Requested or Scheduled)
  - └ YES: Hide "Request P2P" button
  - └ NO: Show "Request P2P" button (or "Request Another P2P" if has completed P2P)
3. User fills P2P scheduling form
4. System creates P2P record with status = "Requested"
5. Payer schedules call → status = "Scheduled" (with date/time/MD info)
6. Call occurs → status = "Completed" (with outcome and notes)
7. If outcome = "Affirmed":
  - PA status may be updated to "Affirmed"
  - Revised determination letter issued

## 6. Data Models

### 6.1 PA Record (Search Grid)

```
interface PAREcord {
  id: string;           // e.g., "PA-001234"
  patientName: string;  // e.g., "John D."
  requestDate: string;   // ISO date
  serviceType: string;   // e.g., "Spinal Fusion"
  status: PAStatus;
  determinationDate?: string; // ISO date, only if determined
  submittedRecords: number;
  utn?: string;          // 14 digits, only if determined
  parentPaId?: string;   // If this is a resubmission
  p2pCalls?: P2PCall[];
}

type PAStatus =
  | 'Draft'
  | 'Submitted'
  | 'Under Review'
  | 'Affirmed'
  | 'Non-Affirmed'
  | 'Partial Affirmation'
  | 'Dismissed';
```

### 6.2 PA Detail

```

interface PADetail {
    paId: string;
    utn?: string;
    currentStatus: PAStatus;
    determinationDate?: string;
    requestingProvider: string;
    parentPaId?: string;
    patientInfo: {
        name: string;
        dob: string;
        gender: string;
        memberId: string;
        address: string;
        phone: string;
        email: string;
        diagnosisCodes: string[];
    };
    serviceDetails: {
        codes: string[];
        dateOfService: string;
        location: string;
    };
    clinicalJustification: string;
    submittedFiles: {
        fileName: string;
        fileUrl: string;
        uploadDate: string;
    }[];
    paHistory: {
        eventDate: string;
        eventDescription: string;
        internalNotes: string;
        statusChange: string;
    }[];
    p2pCalls?: P2PCall[];
    missingDocuments?: boolean;
}

```

### 6.3 P2P Call

```

interface P2PCall {
    id: string; // e.g., "P2P-001"
    status: P2PStatus;
    requestedDate: string; // When provider requested P2P
    scheduledDate?: string; // When call is scheduled
    scheduledTime?: string; // e.g., "10:00 AM"
    contactNumber?: string; // Number to call
    medicalDirectorName?: string; // Payer's MD
    completedDate?: string;
    outcome?: P2POutcome;
    notes?: string;
}

```

```
type P2PStatus = 'Requested' | 'Scheduled' | 'Completed';
type P2POutcome = 'Affirmed' | 'Upheld';
```

### 6.4 Dashboard Summary

```
interface DashboardSummary {
  underReviewCount: number;
  recentDeterminationsCount: number;
  openTicketsCount: number;
  p2pScheduledCount: number;
  p2pRequestedCount: number;
  affirmedLast7Days: number;
  nonAffirmedLast7Days: number;
}
```

## 7. API Specifications

### 7.1 Endpoints Overview

Method	Endpoint	Description
GET	/api/pa/records	List PA records with pagination
GET	/api/pa/details/:paId	Get PA detail by ID
POST	/api/pa/submit	Submit new PA request
POST	/api/pa/p2p/request	Request P2P review
GET	/api/dashboard/summary	Get dashboard counts
GET	/api/dashboard/recent-activity	Get recent activity feed
GET	/api/adr/records	List ADR records
POST	/api/adr/upload/:claimId	Upload ADR documents
GET	/api/support/tickets	List support tickets
POST	/api/support/tickets	Create support ticket
GET	/api/user/profile	Get current user profile

### 7.2 Response Format

```
interface ApiResponse<T> {
  status: 'success' | 'error';
  data?: T;
  error?: {
    code: string;
    message: string;
  };
}
```

### 7.3 Pagination

```
interface PaginatedResponse<T> {
  status: 'success';
  data: {
    totalRecords: number;
    pageSize: number;
    currentPage: number;
    records: T[];
  };
}
```

## 8. UI/UX Requirements

### 8.1 Status Color Coding

All status indicators must meet **WCAG AA contrast requirements** (4.5:1 ratio).

Status	Background	Text Color	Use Case
Draft	#E0E0E0	#424242	PA not yet submitted
Submitted	#E3F2FD	#0D47A1	PA sent to payer
Under Review	#FFF8E1	#E65100	Payer reviewing
Affirmed	#E8F5E9	#1B5E20	Approved
Non-Affirmed	#FFEBEE	#B71C1C	Denied
Partial Affirmation	#FFF3E0	#E65100	Partially approved
Dismissed	#ECEFF1	#37474F	Invalid/duplicate
Requested (P2P)	#EDE7F6	#4527A0	P2P pending scheduling
Scheduled (P2P)	#E3F2FD	#1565C0	P2P date confirmed
Completed (P2P)	#E8F5E9	#2E7D32	P2P finished

### 8.2 Date Format

- Display format: MM/DD/YYYY (US format)
- API format: YYYY-MM-DD (ISO 8601)

### 8.3 Responsive Breakpoints

Breakpoint	Width	Layout
xs	0-599px	Single column, stacked cards
sm	600-899px	2 columns for cards
md	900-1199px	3 columns for cards
lg	1200px+	Full desktop layout

### 8.4 Navigation Structure

- └─ Dashboard (/)
- └─ Prior Auth

```
|   ├── PA Search (/pa/search)
|   ├── PA Detail (/pa/details/:paId)
|   ├── New PA (/pa/new)
|   └── P2P Request (/pa/p2p/:paId)
└── ADR Management (/adr/management)
    └── Support Tickets (/support/tickets)
```

## 9. Technical Architecture

### 9.1 Technology Stack

Layer	Technology
Frontend Framework	React 18 with TypeScript
UI Components	Material UI (MUI) v6
State Management	React hooks (useState, useEffect)
Routing	React Router v6
Data Grid	MUI X DataGrid
Date Handling	date-fns with MUI X Date Pickers
API Mocking	Mock Service Worker (MSW)
Build Tool	Vite

### 9.2 Project Structure

```
src/
├── api/                # API client functions
│   └── pa.ts
├── components/
│   ├── layout/        # Shared layout components
│   │   └── PageLayout.tsx
│   ├── pa/            # PA-specific components
│   │   ├── SubmissionDetailsSection.tsx
│   │   ├── BeneficiaryInfoSection.tsx
│   │   └── ...
│   ├── DashboardLayout.tsx
│   ├── PADetailView.tsx
│   ├── PriorAuthSearchPage.tsx
│   ├── PriorAuthSubmissionPage.tsx
│   ├── PeerToPeerRequestPage.tsx
│   └── ...
├── mocks/              # Mock API data
│   ├── mock-api.ts
│   ├── paRecordsApi.json
│   └── ...
├── types/              # TypeScript interfaces
│   ├── pa.ts
│   └── dashboard.ts
├── utils/
│   └── statusStyles.ts # Status color mappings
```

```
| └─ dateFormat.ts      # Date formatting utilities
└─ App.tsx
```

### 9.3 Key Implementation Notes

1. **P2P Independence:** P2P status is tracked separately from PA status. A PA can have multiple P2P calls over its lifetime.
2. **UTN Assignment:** UTN is only present in the data model after determination. UI should handle null/undefined UTN gracefully.
3. **Conditional Rendering:** Many UI elements are conditional based on PA status:
  - P2P section: Only for Non-Affirmed, Partial Affirmation, or Affirmed with P2P history
  - Action buttons: Based on status and P2P state
  - UTN column: Only shown if status is a determination status
4. **Form Auto-population:**
  - Submitted Date: Always current date, read-only
  - Resubmission: Pre-fill submission type and UTN from URL params
  - Provider info: Pre-fill from user profile

## Appendix A: Glossary

Term	Definition
Affirmed	PA request approved by payer
ADR	Additional Documentation Request
CCN	CMS Certification Number
Determination	Final decision on PA request
Medical Director	Payer's physician who reviews clinical cases
Non-Affirmed	PA request denied by payer
NPI	National Provider Identifier
P2P	Peer-to-Peer review (phone call with Medical Director)
PA	Prior Authorization
Partial Affirmation	PA request partially approved
PTAN	Provider Transaction Access Number
Resubmission	New PA referencing a previous denied PA
Upheld	P2P outcome where original denial is maintained
UTN	Unique Tracking Number (14 digits)

## Appendix B: Status Reference Quick Guide

### PA Statuses and Allowed Actions

Status	Can Request P2P?	Can Resubmit?	Has UTN?	Has Determination Letter?
Draft	No	No	No	No

Submitted	No	No	No	No
Under Review	No	No	No	No
Affirmed	No	No	Yes	Yes
Non-Affirmed	Yes*	Yes	Yes	Yes
Partial Affirmation	Yes*	Yes	Yes	Yes
Dismissed	No	No	Yes	Yes

\*Only if no active P2P (status = Requested or Scheduled)

### P2P Statuses

Status	Description	Next Status
Requested	Provider submitted P2P request	Scheduled
Scheduled	Payer confirmed date/time	Completed
Completed	Call finished	(Terminal)

---

Document generated: December 15, 2025