

# FERA – Prior Authorization (PA) stuck in "Pending" Status.

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Title

FERA – Prior Authorization (PA) stuck in "Pending" Status.

Purpose:

Follow this procedure when a user reports that in FERA, Prior Authorization (PA) Status is stuck at "Pending" and are user is unable to place the order in eCube Clinicals.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberClinic ProdPatient Name/MRNDetailed Description of the IssueScreenshot of FERA showing PA Status and Date

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Check in FERA for Appeal/Submission date for the FERA Item

If appeal/submission date is within last 5 business days, direct the user to contact PA team at MedicationsAuthorizations@FreseniusMedicalCare.com for status updates and close the ticket.

5.

If the PA Appeal/Submission has been stuck in this Pending status for over 5 business days, escalate to the DTI-EUX-Help Desk-Clinical Java Review – L1 for further investigation

6.

If user states that they have contacted the PA Team at MedicationsAuthorizations@FreseniusMedicalCare.com and have been informed to submit a Helpdesk Ticket, be sure to include in the ticket:

Expected PA StatusCommunication from the PA Team (email/screenshots) andRoute to DTI-EUX-Help Desk-Clinical Java Review – L1 for review.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA Core Services

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

FERA Core Services

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Help Desk-Clinical Java Review – L1

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