Prior Authorization “View Authorization Status” Page Enhancement

On September 2, 2016, an enhancement was made to the Prior Authorization “View Authorization Status” page in the Provider Web Portal to add a new “Status Information” section. The “Status Information” allows users to filter prior authorizations (PAs) to include only PAs that contain a specified service line status. The drop-down status list contains the following values:

- Cancel
- Certified In Total
- Modified
- Not Certified
- Pended

View Authorization Status:

Note: Please allow up to one hour after the time of your PA submission before trying to search using “Status Information.”
When the status search is used, the search results will display service lines of all PAs with the specified status. The service dates displayed in the search results are the service dates on the service line and not the overall service dates of the PA. The results will also display the service line details including the Procedure or Revenue Code.

PA searches done without selecting a status will not display status information in the search results. The service dates displayed in the search results are the overall service dates of the PA.
**Note:** The prior authorization status will **not** be displayed on the “Your Member Authorizations” section on the Member Focus View page.

The “Create Prior Authorization” pages were updated with the following changes:

- **Create Authorization Step 1 “Applied Behavioral Analysis (ABA)”** was changed to “Applied Behavior Analysis (ABA)” on the Authorization Type and Service Type drop-down lists.
- **Create Authorization Step 2 “Diagnosis Type”** will default to ICD-10-CM. You can still select ICD-9-CM from the drop-down box as needed.
- **Create Authorization Step 2 “Surgical Procedure Type”** will default to ICD-10. You can still select ICD-9 from the drop-down box as needed.