



February 17, 2012 (Updated February 21, 2012, and March 8, 2012)

Announcement 451

## Enhancements Implemented in the Online Prior Authorization and Electronic Verification Systems

Enhancements were implemented in the online prior authorization system and the Electronic Verification System (EVS) on February 20, 2012, including:

- Ability to submit continued stay or additional service requests on existing prior authorization requests.
- Improved error messaging throughout the system. For example, when you attach documents to a prior authorization request and the 4MB limit (total of all documents) is reached, new messages will inform you when the limit has been exceeded.
- Increased space to add medical justification and goals when submitting prior authorization requests. The "Medical Justification" field will be expanded to a maximum 6,000 characters and the goals field will be expanded to a maximum 200 characters.
- Removal of the "release of information" checkbox for prior authorizations.
- Added "pending eligibility" message when users are verifying eligibility for recipients whose eligibility is pending. **Pending eligibility is available under the "Eligibility" tab using the recipient's ID. Pending eligibility is not currently available using the "Member Focused Viewing" tab.**
- Proper display of Third Party Liability (TPL) data in eligibility responses for dates of service that occurred in the past.