Enhancements to the Online Prior Authorization System

The following enhancements were implemented in the online prior authorization system on August 13, 2012:

- Providers have the option of copying data from a resubmitted authorization of one recipient and using the data to begin an authorization for another recipient. When the “Copy” button is selected (see Table 1 below), a new error message will pop up to remind providers to review the new authorization to make sure all required information is entered before submission.

Table 1.

The new error message providers will see after “Copy” is selected is: “You have chosen to copy existing authorization data to a different member. Please review the copied services as some data might be different from what was originally submitted. Enter or revise the required and optional fields as needed.”

- Providers have the ability to view the denial information for any service line that shows “Not Certified” or “Modified Decision” for inpatient, outpatient and ancillary authorizations. To review the detail, select the “View Denial Information” button as shown in Table 2 below.

Table 2.