



May 13, 2013
Announcement 597

Enhancement to Online Prior Authorization Search Using Service Date

An enhancement has been made to the online prior authorization system to assist providers in searching for prior authorizations (PAs) on file. Previously, a provider needed to know the specific start date of a PA to search using the "Service Date." With this current enhancement, a search will find a match against a PA on file if the "Service Date" entered by the provider is greater than or equal to the PA start date and less than or equal to the PA end date.

For example, if a PA has a start date of 05/01/2013 and an end date of 05/31/2013, a match will occur if any date in May of 2013 is entered.

The screenshot shows the "View Authorization Status" page of the Nevada Department of Health and Human Services. The page includes a navigation menu with "My Home", "Eligibility", "Claims", "Care Management", and "Resources". The "Care Management" section is active, showing "Create Authorization", "View Authorization Status", and "Maintain Favorite Providers". The current page is "View Authorization Status" under "Care Management". The date and time are "Thursday 04/11/2013 01:09 PM PST".

The "View Authorization Status" form has two tabs: "Prospective Authorizations" and "Search Options". Below the tabs, there is a prompt: "Enter at least one of the following fields to search for an authorization." The form is divided into three sections:

- Authorization Information:** Includes fields for "Authorization Tracking Number", "Authorization Status" (dropdown), "Day Range" (with a "QR" icon), and "Service Date" (text input with a calendar icon). The "Service Date" field is highlighted with a red circle and contains the value "05/10/2013".
- Member Information:** Includes a note: "Member information is not mandatory. You can either enter the Member ID; or the Last Name, First Name, and Birth Date." Fields include "Recipient ID", "Last Name", "First Name", and "Birth Date" (with a calendar icon).
- Provider Information:** Includes "Provider ID" (with a search icon) and "ID Type" (dropdown). Below these are radio buttons for "This Provider is the": "Servicing Provider on the Authorization" (selected) and "Referring Provider on the Authorization".

At the bottom of the form are "Search" and "Reset" buttons.

Given the broadened matching criteria, a maximum number of match results will be enforced. If search criteria return more than this maximum number of results, the following error will be returned:

- Error: This search has exceeded the maximum number of results. Please add or update your search criteria so that fewer authorizations are returned.

The screenshot shows the 'View Authorization Status' page with a navigation bar at the top containing 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. Below the navigation bar are links for 'Create Authorization', 'View Authorization Status', and 'Maintain Favorite Providers'. The page title is 'View Authorization Status' and the date is 'Friday 03/22/2013 09:53 AM EST'. The main content area has tabs for 'Prospective Authorizations' and 'Search Options'. A red oval highlights an error message: 'Error: This search has exceeded the maximum number of results. Please add or update your search criteria so that fewer authorizations are returned.' Below the error message is a prompt: 'Enter at least one of the following fields to search for an authorization.' The form is divided into three sections: 'Authorization Information' with fields for 'Authorization Tracking Number', 'Authorization Status', 'Day Range', and 'Service Date'; 'Member Information' with fields for 'Recipient ID', 'Last Name', 'First Name', and 'Birth Date'; and 'Provider Information' with fields for 'Provider ID', 'ID Type', and radio buttons for 'Servicing Provider on the Authorization' and 'Referring Provider on the Authorization'. At the bottom are 'Search' and 'Reset' buttons.

Tip: If you receive the maximum number of results message, you can add “Member Information” (recipient ID or recipient information: first name, last name and birth date) to the search to limit the results. Another option to limit the search results is to include the servicing “Provider ID.”