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.

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.

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."