UPDATE:



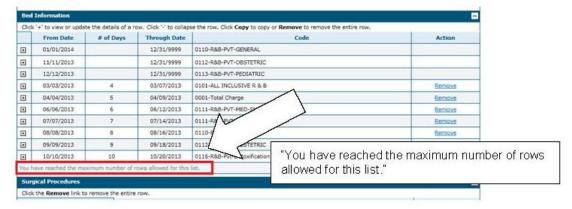
Effective September 16, 2013, the issue regarding the online prior authorization system error message has been resolved.

August 29, 2013

Announcement 634

Online Prior Authorization System Error Message Issue

HP Enterprise Services (HPES) is aware of an issue in the online prior authorization system when the maximum number of service lines has been saved. When submitting or resubmitting a prior authorization on the Provider Web Portal when the maximum number of service lines has been saved, the following message is currently being displayed: "You have reached the maximum number of rows allowed for this list."



After the maximum number of service lines has been saved and the "Submit" button is clicked, the following error message is being displayed.



HPES is working to resolve this issue as soon as possible. In the meantime, you can disregard this message if all of your service lines have been added, click "OK" to continue, and then click the "Confirm" button to submit the prior authorization.