



April 6, 2017

Announcement 1342

Reminder: Multiple Attachments Allowed with Online Prior Authorization Requests

Providers are reminded that multiple attachments are allowed when requesting a prior authorization using the Provider Web Portal. The "FA" prior authorization forms can be submitted through the Web Portal Care Management tab as attachments when prior authorization requests are created. This can be done by completing the form, saving it to your desktop, then attaching the document to the prior authorization as an attachment.

Enter the following to include multiple attachments electronically with a prior authorization request:

- Transmission Method EL-Electronically Only
- Upload File – click "Browse" button and locate file to be attached and click to attach
- Attachment type – select from the drop-down box the type of attachment being sent
- Select the "ADD" button to attach your file
- Repeat for additional attachments as needed (Note: the combined size of all attachments cannot exceed 4 MB; users will receive an error message when the limit is reached)
- Once attachments are added, the file name will be visible
- Click the "Remove" link to remove attachments, if you attached something incorrectly

The Provider Web Portal Prior Authorization application displays attachment information on the "View Provider Request" page for all prior authorizations submitted with attachments. The "View Provider Request" page displays the transmission method, file name and attachment type in the attachment section.

Instructions for creating prior authorizations with attachments are available in [EVS User Manual Chapter 4 – Prior Authorization](#).