



August 20, 2013
Announcement 628

New, Helpful Error Messages in Online Prior Authorization System

When submitting or resubmitting a prior authorization on the Provider Web Portal, you must click the "Add Service" button to add a service line to the authorization. Currently, for new authorizations when the first service line information is entered and not saved by clicking the "Add" button before clicking the "Submit" button, the following error message is displayed:

Error
At least one Service Detail must be entered.

The prior authorization system will now also display the following pop-up error message when service line information is entered but not added to the authorization:

- For new a prior authorization request when at least one service line has been entered and there is another service line added but not saved by clicking the "Add" button before clicking the "Submit" button, then the following error message will be displayed after the "Submit" button is clicked:



- For a resubmitted prior authorization request when the service line information has been entered and not saved by clicking the "Add" button before clicking the "Submit" button, then the following error message will be displayed after the "Submit" button is clicked:

