



August 14, 2014

Announcement 787

Updating Inpatient Prior Authorizations in the Provider Web Portal

HP Enterprise Services (HPES) recently updated the online prior authorization system to add new prior authorization (PA) types. (See [Web Announcement 755](#).) When the new Medical/Surgical (M/S) Inpatient and Behavioral Health (BH) Inpatient authorization types were added to the prior authorization system, an issue was identified with updating previously submitted inpatient PA requests that contained facility types that are no longer available. Users were not able to edit the PA and add additional information to PA requests. This issue has been resolved. M/S Inpatient and BH Inpatient prior authorizations with facility types that are no longer available can be updated in the Provider Web Portal.