

ATTENTION: Changes to the e-PA web Application

The e-PA web application used by providers has been changed to introduce two new features to improve submissions of prior authorization requests for consideration.

- A confirmation-page that will give providers the ability to review the Prior Authorization request for completion, and return to update the request or cancel the request outright before submitting to Unisys, and
- The Electronic Prior Authorization (ePA) application has been enhanced with a new confirmation process to facilitate editing requests before submitting for review. Once a user submits a request, a confirmation message will be displayed that will allow the following actions:
 - Submit (Complete) the request. This will finalize the request and send it for review.
 - Go back and modify the request. This will allow users to correct any information on the request before submitting the request.
 - Cancel the request. This will finalize the request and no further action will be taken.

The following policies have been enacted:

- Users can modify a request as many times as they need to, but will only have 30 days to submit or cancel a request. After 30 days, the request will expire
- Once submitted, users will have 3 days to send attachments. If attachments have not been received within 3 days, the request will be cancelled and a new request will be required.
- If attachments are received after 3 days, the request will be cancelled by Unisys and a new request will be required.
- A Prior Authorization number will not be assigned until attachments have been received. The attachments must be received within 3 days of the submission of the request.

Additional statuses have been added to facilitate the confirmation process.

208 - Submission Process Not Complete. Expires <30 days from initial request date>.

209 - Cancelled by User. A New Request is Required.

210 - Submitted. Attachments Not Received. Expires <3 days from submission date>.

211 - Cancelled by Unisys. Attachments Not Received Within 72 Hours. A New Request is Required.

212 - Attachments Received.

213 - Cancelled by Unisys. Attachments Received After 72 hours. A New Request is Required.

214 - Request Has Expired. A New Request is Required.

Please be sure to review the on-line manual to assist with the new changes to this web application.