



June 16, 2014

Announcement 756

## Additional Special Characters Allowed on Online Prior Authorizations

On June 16, 2014, the Provider Web Portal online prior authorization system was updated to allow additional special characters in the medical justification field:

- Acceptable characters include [a-z], [A-Z], [0-9], spaces and characters ' . ? ! , ( ) - + : ; \_ % / \ = & # \* \$ ^ @

If a character other than the ones listed above are entered in the medical justification field, the following error message will appear:

- **The text field contains invalid characters. Acceptable characters include [a-z], [A-Z], [0-9], spaces and characters ' . ? ! , ( ) - + : ; \_ % / \ = & # \* \$ ^ @.**

Please note: If you are cutting and pasting from Microsoft® Word, you will encounter “invalid character” errors if the following characters are used:

- Dash
- ' Single quote
- “ Double quote

If your medical justification contains these characters, you can type over them after pasting in the text box and the error message will clear.