Why doesn't the Client Insurance Form show Prior Auth required when it was selected in the Master Insurance record?

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If you have clients in the system with a Client Insurance record already complete for a specific Payer and then you update the Master Insurance Form for that Payer to require Prior Authorization, the Prior Authorization Required checkbox in the Client Insurance record is not automatically checked. This will not retroactively update the clients for who you already completed Client Insurance records for and you will need to update the individual Client Insurance record.

1. Navigate to the Client Insurance Form: **Navigation Form > Client Insurance**.
2. Search for and select the client.
3. Select the **Insurance Name**.
4. Click the **Edit Insurance** button.
5. Click the **Page 2** tab if you use VFO or **Page 3** if you use the VPO Billing Engine.
6. Click the **Edit** button.
7. Select the **Prior Authorization Required?** checkbox.
8. Click the **Save** button.