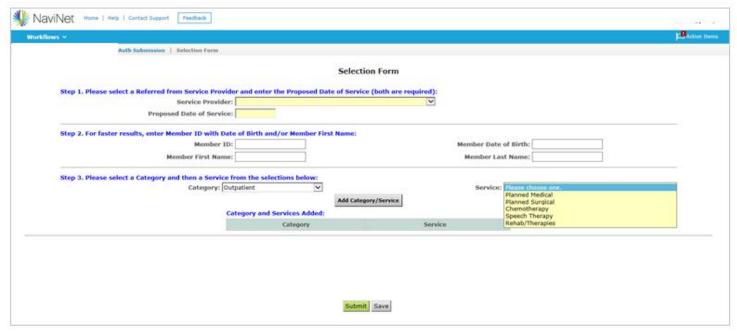
## **TODAY'S MESSAGE**

## UPGRADING TO SERVE YOU BETTER: HIGHMARK NAVINET® SYSTEM ENHANCEMENTS COMING 4/24/17

In recent months, we have launched upgrades to our utilization management system to improve your experience with submitting authorization requests for your Highmark patients. Effective April 24, 2017, we're making some enhancements to the Highmark NaviNet system to make submission of your authorization requests faster and easier. The following information explains some of these upcoming system improvements.

**Chemotherapy drugs:** Instead of chemotherapy drugs being listed individually, the **Chemotherapy** category will now be in the dropdown menu associated with the category of **Outpatient.** The individual drugs will be entered using the procedure code field on the Request Form (Please see sample screenshot below).



(continued)



**Oxygen and enteral formulae:** Instead of oxygen and enteral formulae listed individually, the Durable Medical Equipment (DME) category will now include only the services of **Purchase** and **Rental.** All DME will be entered using the procedure code field on the Request Form (Please see sample screenshot below).

s v					F
Auth Submission   Selection Form					
		Selection Form			
		0.000			
Step 1. Please select a Referred from Service Provid	AND RESIDENCE OF THE PARTY OF T	te of Service (both are req	Total Control of the		
Service Provider			<u> </u>		
Proposed Date of Service					
Step 2. For faster results, enter Member ID with Da	e of Birth and/or Member Firs	t Name:			
Member 1D			Member Date	e of Birth:	
Member First Name			Member Le	ast Name:	
Step 3. Please select a Category and then a Service	from the colortions below:				
Category: Durable Medical Equipment			Service	Please choose one.	
8230E05-	property and the Control of the Cont	Add Category/Service		Purchase Rental	
c	stegory and Services Added:				
	Category		Service		

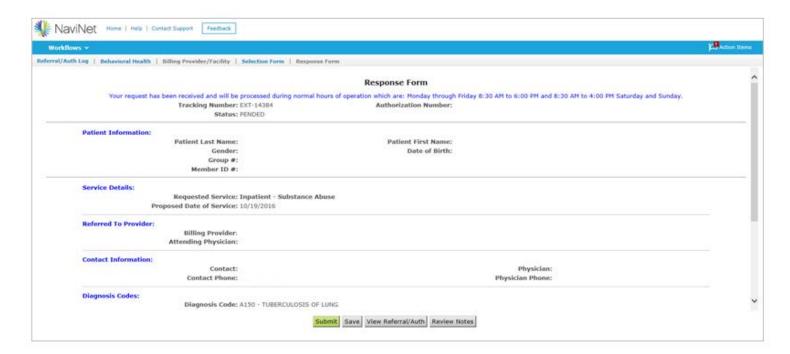
**Procedure code field:** The enhanced procedure code field is shown below in this sample screen shot.

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Auth Submission   Selection Form   Request Form	W-11-10
Search Type: ICD-10 ♥	
Diagnosis Code: 1234 Optional Search Description:	
Add Diagnosis Code	
Additional Information:	
Please enter additional information about the service/request in the fields below.  To add additional procedure codes, click the "Add Procedure Codes" button.	
Procedure Code: 12345 Optional Search Description:	
Procedure Code 2: 67890 Optional Search Description:	
Procedure Code 3: Optional Search Description:	
Procedure Code 4: Optional Search Description:	
Add Procedure Codes	
View Details	
Referred From Provider Information:	
Billing Provider Name:	
Address:	
Service Provider:	

(continued)



**NaviNet authorization numbers:** As shown in the sample screen shot below, NaviNet authorization numbers will begin with the prefix "EXT." For NaviNet-enabled providers, continued stay review decisions will be posted on NaviNet in the same location as inpatient authorization requests, regardless of how the continued stay review has been submitted.



**NaviNet enhanced inpatient review:** There will be no change to current processes for requesting *initial* authorizations. The preferred method remains through NaviNet, although authorization requests may also be submitted via phone or fax. With the NaviNet enhancements, certain ambulatory care sensitive conditions that meet InterQual® screening criteria will have a status of "Pended" for additional review by our Utilization Management team to ensure appropriate use of the observation level of care for hospital stays typically less than 48 hours. Diagnoses include – but are not limited to – abdominal pain, atrial fibrillation/flutter, cellulitis, chest pain, dizziness, hypertension, nausea and vomiting, palpitations, kidney stones, syncope, TIA, UTI, dehydration, headache, seizures, simple pneumonia, and medical back pain.

The Discharge Planning Information Survey will not be available in NaviNet beginning April 24, 2017. Continued stay reviews may be phoned in or faxed. Please watch for a new continued stay review template to be available on Plan Central beginning in April.

