



# HOT TOPIC

Posted on 08-20-2020

## **IMPORTANT!** ISSUES IN NAVINET CONTINUE DUE TO RECENT CHROME BROWSER UPDATE Use of Another Browser Recommended

On July 31, 2020, we communicated that a recent Chrome update is causing issues with some of Highmark's functions in NaviNet®. These issues are still occurring as a result of the Chrome browser update.

If you have received this Chrome update, you may be requested to enter a username and password when using certain Highmark functions. This includes authorization request submissions for care management programs managed by eviCore and WholeHealth Networks, Inc., a subsidiary of Tivity Health Support, LLC.

**If this occurs, please use another browser, such as Internet Explorer or Firefox, to access these functions until this issue has been corrected.**

Thank you for your patience as we continue to work through this issue. We will provide an update once this has been resolved.