# TODAY'S MESSAGE

## AUTH SUBMISSION UPDATE: SOME SYSTEM UPGRADES DELAYED

As announced recently, we are upgrading our utilization management systems to serve you better and improve your future authorization submission experience.

On Jan. 30, 2017, the enhancements were completed. However, the previously announced upgrades to our NaviNet® system will be done at a later date to allow our team to become more proficient in the new system. In the days ahead, we'll announce new effective dates for the NaviNet enhancements, so please watch for updates.

We apologize in advance for any inconvenience, and we thank you for your patience as we improve our capabilities and position ourselves to better meet your needs now and into the future.

**Please remember that NaviNet is the preferred resource for your authorization submissions. NaviNet offers the fastest and most efficient response to your authorization requests and related status inquiries.**