

# TODAY'S MESSAGE

## HIGHMARK'S MEDICAL MANAGEMENT & POLICY HOLIDAY SCHEDULE

In observance of Highmark's holiday schedule, Highmark's Medical Management & Policy (MM&P) Utilization Management department will be adjusting its hours on the following dates:

Holiday	Schedule
Thanksgiving day, Nov. 24, 2016	Closed
Day after Thanksgiving, Nov. 25, 2016	Open 8:30 a.m. – 5 p.m.
Dec. 23, 2016	Open 8:30 a.m. – 5 p.m.
Christmas eve, Dec. 24, 2016	Closed
Christmas day, Dec. 25, 2016	Closed
Dec. 26, 2016	Open 8:30 a.m. – 5 p.m.
New Year's eve, Dec. 31, 2016	Open 8:30 a.m. – 4:30 p.m.
New Year's day, Jan. 1, 2017	Closed
Day after New Year's day, Jan. 2, 2017	Closed

The adjustment to regular business hours for MM&P applies to medical, pharmacy, and behavioral health requests. Although MM&P will either be closed or have limited hours on these dates, providers still have access to eligibility, benefits, claim status, and other key information through NaviNet®. Where applicable, facilities can also use the Automated Care Management functionality to request authorization of inpatient admissions and post-acute transfers.

We wish you a joyous holiday season and a new year filled with happiness and good health.