

SPECIAL eBULLETIN

FOR FACILITY PROVIDERS

JUNE 17, 2022

AFTER-HOURS AND WEEKEND NOTIFICATION OF URGENT AND UNPLANNED ADMISSIONS

EFFECTIVE JUNE 24, 2022

To request an unplanned or urgent **medical** admission authorization after business hours or on the weekend, providers should use NaviNet® or fax Highmark at **800-416-9195**. Providers who choose to use the telephone will be directed to leave a confidential voicemail message with member information. Clinical information to support the **medical** admission should be faxed to **800-416-9195**.

BEHAVIORAL HEALTH

To request an urgent **behavioral** health admission after business hours or on the weekend, providers should use NaviNet® or fax Highmark at **877-650-6112**. Providers who choose to use the telephone will be directed to leave a confidential voicemail message with member information.

IMPORTANT: Observation stays do not require notification. Only contact Highmark if you are requesting an inpatient admission authorization.

HIGHMARK BUSINESS HOURS

Follow normal processes during regular business hours, 8:30 a.m. – 5 p.m., Monday through Friday.



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.