

# Special Bulletin

For professional and facility providers

October 31, 2023

## Self-Service Tools for Authorization Status

Has it been a while since you tried using our provider portal or Interactive Voice Response (IVR)? Highmark continues to enhance its self-service tools to deliver a simpler, better coordinated experience for providers. The provider portal and IVR can help providers reduce administrative costs, improve office workflows, and assist in the collection of claim payments.

**Starting November 13, 2023**, we are encouraging providers to use these tools as the **primary way to check authorization status and submit authorizations** for the quickest answers/determinations.

### Provider Portal

#### Availity

Providers who currently use [Availity® Essentials](#) for other payers will now be able to access Highmark in the regions in which they are contracted. *(Providers who are newly contracted with Highmark may also register to use Availity at this time.)*

You can easily check the status of your authorization or submit an authorization within Availity by following these steps:

- Choose your state.
- Click **Payer Spaces** in the navigation bar.
- Select the **Highmark logo**.
- Under Applications in the Highmark Payer Space, click **Predictal™**.

#### Helpful Resources

Highmark offers guides for various authorization types located on its Provider Resource Center. Choose **Authorizations** in the left-hand navigation bar.

Availity shares recorded trainings – including how to navigate to Predictal – by logging into Availity Essentials and then choosing **Help & Training > Get Trained**.

*More information about the Availity transition can be found on the Provider Resource Center. Click Availity in the left-hand navigation bar.*

#### NaviNet

If you are not currently registered with Availity to transact with other payers, you can continue to check authorization status or submit an authorization in NaviNet until **February 5, 2024**, when your access to Availity will begin. In the meantime, you can check authorization status in NaviNet by following these steps:

#### Check Authorization Status

- Click **Auth Inquiry and Reports** in the left-hand navigation under Workflows for this Plan.
- Select **Auth Inquiry**.

- Search for the authorization by member, date of service, or request ID.
- View the authorization status by clicking on the authorization number and checking the Case Determination field.

### Submit Authorization

- Click **Authorization Submission** in the left-hand navigation under Workflows for this Plan.
- Complete the fields on the NaviNet screen – selecting the appropriate Category and Service.
- You will be routed to Predictal to complete the authorization.

### Interactive Voice Response (IVR) System

Highmark’s automated, interactive Voice Response (IVR) telephone system is available 24 hours a day, 7 days a week and allows providers to inquire about authorization status.



- Call the [Provider Service Center](#) for your region.
- Enter the provider’s NPI number.
- Enter the member’s Highmark ID or social security number.
- Enter or say the member’s birthdate.
- Say “Authorization.”
- Say “Check Status” press “1.”
- Enter authorization reference number (skipping any letters or symbols).



### IVR Tip - Have your reference number ready.

- If you used the portal for your original authorization request, you obtained the reference number at the end of your submission.
- If you phoned in, your Provider Service Representative provided you with a reference number.
- If your original authorization request was received via fax, you will receive a fax notification following your submission with the reference number for your request.

### Highmark’s Provider Resource Center

More information about the end-to-end authorization process, including workflow guides, may be found on our Provider Resource Center (PRC). Look under **AUTHORIZATIONS** > Procedures/Service Requiring Authorization. You will also find details regarding the Availity transition on the PRC.

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

Availity is an independent company that contracts with Highmark to offer provider portal services.