

Special Bulletin

For professional and facility providers

November 01, 2022

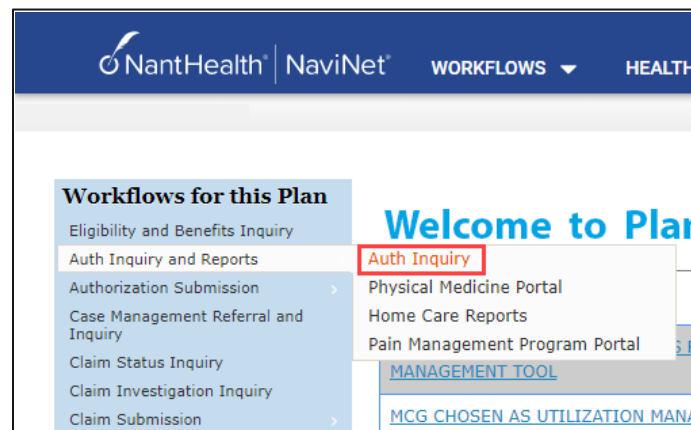
Authorization Letters Available in NaviNet for Inpatient Services

Beginning **October 20, 2022**, providers who submit an inpatient authorization request will be able to see the detailed member authorization determination letter in NaviNet®. The letter will now be available electronically within 2-3 days after it has been created (it may initially take up to 10 days, but this is expected to be remedied shortly). This allows you to review Highmark's approval/denial letters for an authorization request sooner. Highmark will continue to mail the authorization determination letter to the member and requesting provider. As this capability is expanded to other types of authorization requests, you will be updated accordingly.

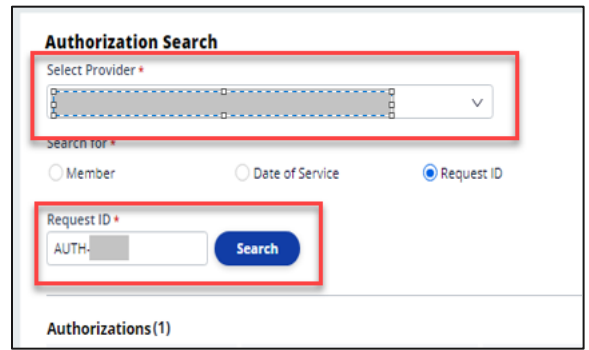
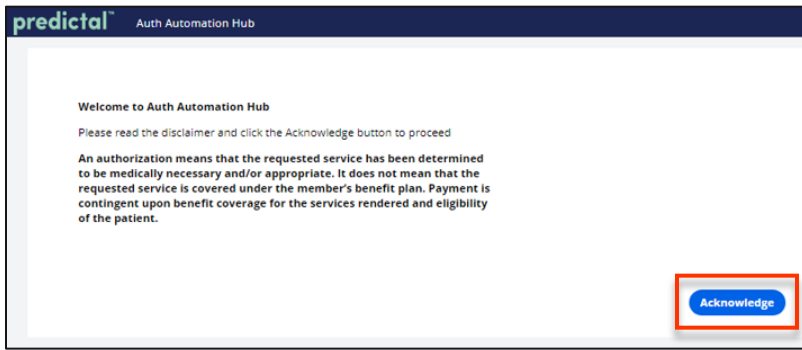
IMPORTANT: The letter that is available in NaviNet is a copy of the letter Highmark sent to the **member** that the provider also receives. There will not be a separate provider specific letter.

Locating the Authorization Letter

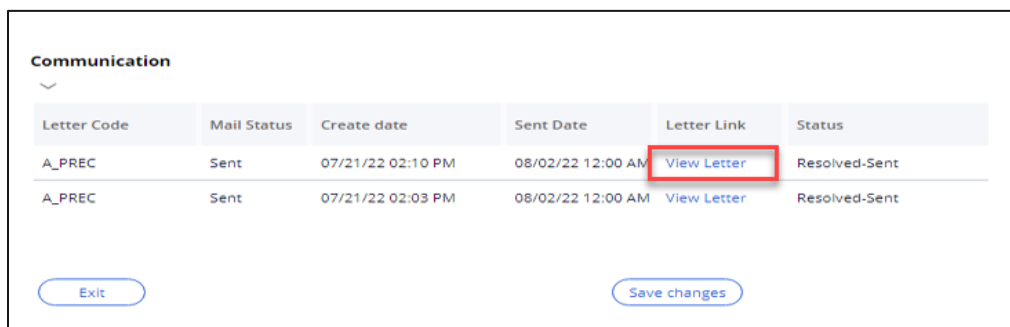
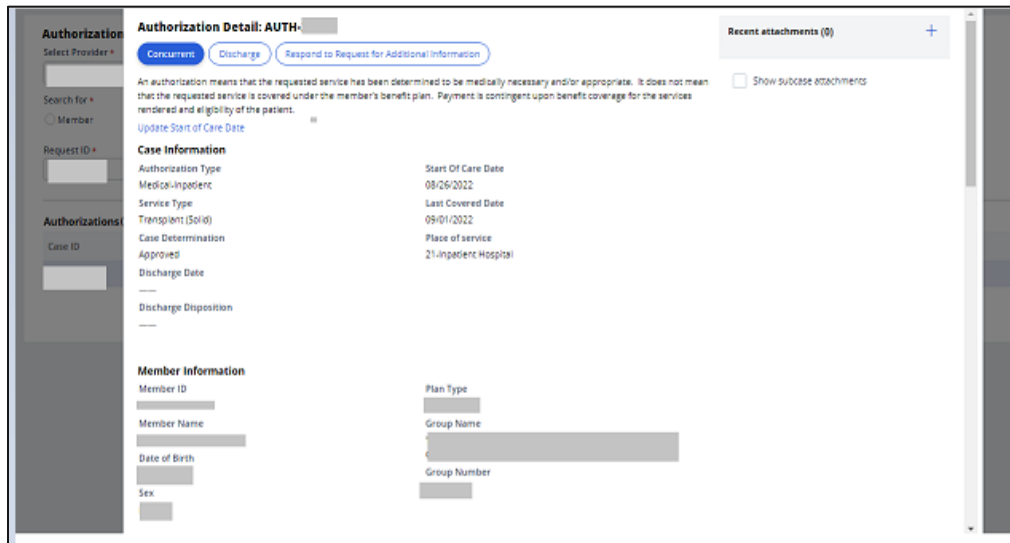
1. Once you have logged into Highmark's NaviNet portal, hover over **Auth Inquiry and Reports** and select **Auth Inquiry** from the list that appears to the right.



2. Once you click **Acknowledge** on the next screen, you will be taken to the **Authorization Search Screen**. On this screen, select the provider from the **Select Provider drop down** and type the authorization number in the **Request ID Field** and click **Search**.



- Once you select the authorization, you will be taken to the **Authorization Detail** page for that specific authorization. Scroll down to the **Communication** section of this page and click the **View Letter Link** in the table for the authorization you are reviewing.



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