

Special Bulletin

For professional and facility providers

November 18, 2022

Enhancements to eviCore Authorization Process

Beginning November 18, 2022, authorizations for eviCore-managed services – including musculoskeletal, genetic testing, radiation oncology, and radiology and cardiology – will route through Predictal, a new utilization management tool, to complete those requests.

Providers should be able to access eviCore seamlessly from [NaviNet®](#). However, if you experience an issue, please access eviCore directly at www.evicore.com.

Providers can also contact eviCore at the following numbers:

- **Phone:** 888-564-5492
- **Fax:** 800-540-2406

For more information about Predictal, please reference the [November 14, 2022, Special Bulletin](#), which includes step-by-step instructions and valuable tips.

Future Predictal Enhancements

On November 21, 2022, authorization requests for ancillary and durable medical equipment (DME) services will also route to Predictal.

Additional service types will continue to move to Predictal throughout the first half of 2023, including:

- Behavioral Health
- Medical Injectable/Specialty Drug
- Pharmacy

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.