

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY

SEPTEMBER 19, 2022

## NEW! INITIAL INPATIENT AUTHORIZATION APPROVALS VALID LONGER AND CONCURRENT REVIEWS DUE LATER

To help alleviate the current higher than normal call volumes into Highmark's Clinical Services department, we have updated some of the inpatient authorization processes at this time.

### EFFECTIVE IMMEDIATELY:

- **Initial Inpatient Authorizations\***
  - Approval is valid for 10 days (increased from 7 days)
- **Concurrent Reviews or Continued Stay Reviews**
  - Only needed if a member remains hospitalized after 10 days (increased from 7 days)
  - Notify Highmark of discharge date if before the 10<sup>th</sup> day
    1. Complete [Discharge Notification Form](#)
    2. Fax: **800-416-9195** or call: **866-634-6468**

*This does not apply to Highmark Blue Cross Blue Shield of Western New York or Highmark Blue Shield of Northeastern New York.*

\*As a reminder, the preferred—and fastest—method to submit preauthorization requests and receive approvals is [NaviNet®](#). The online portal is designed to facilitate the processing of “preauth” requests in a timely, efficient manner. Other methods, such as the telephone, are more time-intensive and subject to delays due to fluctuations in call volume.

If you are unable to use NaviNet, you may also fax your authorization requests to one of the following departments. The associated preauthorization forms can be found on the Highmark **Provider Resource Center > FORMS > Authorization Forms**. Fax numbers are included on the forms.



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