

Special Bulletin

For professional and facility providers

March 14, 2023

Update: Medical Injectable/Specialty Drug Authorization Submissions

Highmark is aware of an error in [NaviNet](#)[®] when some providers submit a Medical Injectable Drug authorization that causes a blank page to appear after submitting the authorization. We are working to resolve this issue as quickly as possible.

If you have experienced this issue when submitting a Medical Injectable Drug authorization request, please fax your request with the accompanying preauthorization form to **833-581-1861**. You may find the form on the **Provider Resource Center > FORMS > Medical Injectable Drugs**.

We appreciate your patience as we work to resolve this issue.

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