

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

April 8, 2022

## NEW! INTERACTIVE VOICE RESPONSE FOR INPATIENT PLANNED AUTHORIZATIONS

Beginning **April 11, 2022**, Highmark is introducing a new Interactive Voice Response (IVR) for Inpatient Planned Authorizations to expedite and enhance authorization requests. The IVR is meant for authorization status for **Inpatient Planned requests only**. All other authorization types and authorization inquiries will be transferred to a Customer Support Representative.

When calling in about an authorization status, listen to the updated prompts. After you select “Provider” from the first prompt, you will be given the following selections:

- For COVID-19, press 1
- Authorization requirements or status, press 2
- All other callers, press 3 or remain on the line

To access the IVR, press 2 and complete your request. **You must have your reference number to obtain authorization status via the IVR.** 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. If you used NaviNet® for your original authorization request, you will obtain the reference number at the end of your submission. If you phone in, your Customer Service Representative will provide you with a reference number.

**IMPORTANT:** To start, the IVR will only be able to tell you about your **Inpatient Planned Authorization** status, but we will extend the IVR to authorization requirements and other authorization types in the future. For now, if you want to know about authorization requirements or Non-Inpatient Planned Authorizations, press 2 and you will be redirected to a Customer Service Representative to help you complete your request.



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