

# Special Bulletin

For professional and facility providers

October 17, 2022

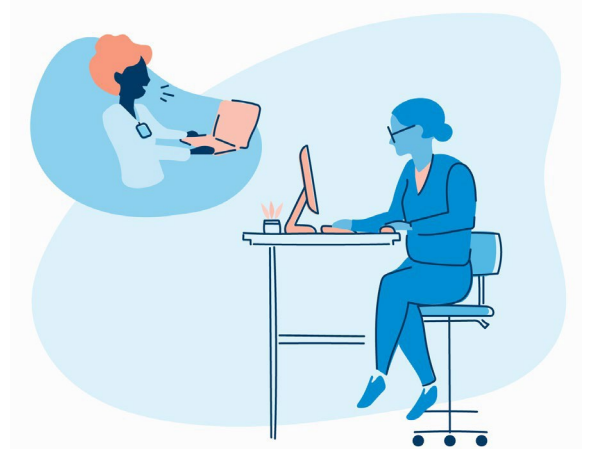
## Pre-Approvals Not Required for Authorizations Submitted Between 8/22 – 10/3\*

Due to an influx of authorization requests, **Highmark is temporarily allowing providers who submitted authorization requests between August 22, 2022 and October 3, 2022** to render the services related to those authorization requests before receiving an authorization number from Highmark. We want to ensure members' care continues to take priority during this time.

### What This Means for Providers

If you have submitted an authorization request to Highmark between August 22, 2022 and October 3, 2022 and have not received a prior authorization decision:

1. **Provide the service** to our member – there is no need to wait for Highmark's approval prior to providing the clinically-indicated service to the member. The member's care should not be impeded waiting for the prior authorization.
2. **Submit the claim** as usual after providing the service(s). During this time, Highmark will not send your claim to retrospective review for providing care prior to receiving an authorization number.
3. **Highmark will send you the authorization number** as soon as possible (if the service is covered under the member's benefits and adheres to Highmark's medical policies).
  - This may happen *after* the service is rendered.
  - The authorization number will be sent to you via the method in which the request was received (NaviNet or fax).



**\*Please be advised that members' benefits and medical necessity standards still apply.** If you have questions regarding a member's benefits, please call the [Highmark Provider Service Center](#). For more information about our medical policies, view the "Medical Policy Search" on the homepage of Highmark's Provider Resource Center.

Providers who have submitted/will submit authorizations after October 3, 2022, should follow the normal process and wait for an authorization number before providing those services to members.

## Questions

If you need additional information, please reach to your Provider Account Liaison or [Highmark Clinical Services](#) (phone numbers start toward the bottom of page one).

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