



NEWS FOR PROFESSIONAL PROVIDERS ONLY (HIPAA 837P Claim Submitters)

PROVIDERS REQUESTING AUTHORIZATION FOR NON-HIGHMARK MEMBERS VIA FAX

AVOID UNAUTHORIZED PHI DISCLOSURES: SUBMIT REQUESTS VIA NAVINET

Did you know that Highmark receives hundreds of faxes each day on patients who are *not* Highmark members? Did you know that faxing Protected Health Information to Highmark on a non-Highmark member could put your practice at risk for an unauthorized PHI disclosure?

To protect our providers from this potential costly HIPAA risk, Highmark recommends the use of NaviNet® as your primary source for requesting authorizations for Highmark members. Using NaviNet allows you to confirm member benefits at the start of the authorization process, and therefore, *helps prevent HIPAA risks while saving you administrative time.*

In addition to improved efficiency, submitting your authorization requests via NaviNet may help you avoid a potential unauthorized PHI disclosure since these requests include member information and clinical data, including diagnosis codes on your non-Highmark member patients. The first step in requesting authorizations via NaviNet is locating the member. If the patient is not a Highmark member, you will not be able to submit an authorization request to Highmark via NaviNet.

Highmark receives numerous faxed requests for authorization for non-Highmark members from our providers. Those faxed requests are returned with the following message:

"A medication / medical service request was received for the person identified. We cannot identify this member as participating in a plan with active coverage. Prior to submitting future requests to Highmark, please log into NaviNet Eligibility and Benefits Transaction to determine the patient is a Highmark member and they have active pharmacy benefits. For assistance using NaviNet, please call 1-888-482-8057. If you have any further questions, please contact us at 1-800-600-2227."

Highmark is taking this opportunity to partner with and protect all of our providers from potential HIPAA risk by encouraging them to use NaviNet to initiate authorization requests; the safest most efficient way to ensure that all faxed requests received are for Highmark members only. If you are unable to locate the member using NaviNet, please confirm the member information, such as member ID and spelling of the patient name, on the member's ID card.