

Special Bulletin

Updated: February 17, 2023

For professional and facility providers

February 6, 2023

UPDATE: Transition to New Utilization Management Tool On Hold

The transition to our new utilization management (UM) tool is now on hold for Highmark Blue Cross Blue Shield of Western New York. Once we have a new implementation date, we will communicate that to our providers.

Additional Information on the UM Tool

Once the transition takes place, [NaviNet[®]](#) will automatically route electronic authorization requests submitted by Highmark Blue Cross Shield of Western New York providers to our new utilization management (UM) tool.

The new UM tool enables offices to submit, update, and query medical authorization requests. It features an easy-to-use interface that allows for faster reviews and greater transparency around the status of authorization requests.

The benefits of submitting electronic authorization requests include:

- **Faster reviews and responses** – Highmark receives necessary data to quickly and accurately review the request (no phone or fax wait times).
- **Easy to use** – Modern and easy-to-use interface using leading technology.
- **One-stop shop** – All data can be submitted directly into the new UM tool, including attachments.
- **Status updates** – Notifications share real-time status changes with a link to view authorization details.

Reference Guides

Two step-by-step reference guides are available on the Provider Resource Center (PRC) to assist providers in the authorization process:

- [Inpatient Authorization Guide](#)
- [Outpatient Authorization Guide](#)

For additional resources on the PRC, go to **AUTHORIZATIONS** on the left menu, click on **Procedures/Service Requiring Authorization**. If you need assistance regarding electronic authorization workflows, you can email us at ElecAuthSubmit@highmark.com.

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