

# News for all provider types

January 8, 2024

## Issues Identified: Advanced Imaging Auth Requests and eviCore Listed Incorrectly

Highmark Blue Shield and eviCore are currently in the process of transitioning the management of Advanced Imaging and Cardiology services from eviCore to Highmark Blue Shield for the New York markets, **effective January 1, 2024**.

### Issues Identified

We are currently experiencing the following issues:

- **Service Type** – The Highmark Blue Shield system is currently not accepting certain Service Types. **Important:** *When selecting a Service Type for Advanced Imaging authorization submissions, please select “Diagnostic Medical.”* This will ensure that your authorization request is processed correctly.
- **eviCore Listed on Members’ Benefits** – When checking members’ benefits, eviCore may still be listed as managing Advanced Imaging and Cardiology. This is incorrect. **All requests should be submitted to Highmark Blue Shield.** We are currently working diligently to resolve this issue.

We apologize for any inconvenience these issues may cause.

Please watch the provider portal for further updates.

*For a comprehensive list of Advanced Imaging and Cardiology services that may require prior authorization, please see the [Prior Authorization List](#) posted on the [Provider Resource Center](#).*

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