

TODAY'S MESSAGE

AUTHORIZATION REQUESTS

REMINDER: NAVINET IS THE PREFERRED METHOD OF OBTAINING AUTHORIZATIONS

As you know, Highmark requires the authorization of certain services before they are performed. To ensure your requests are handled in a timely and efficient manner, it's essential that you follow the process for requesting prior authorization that is outlined in the *Highmark Blue Shield Office Manual*.

Please remember:

- NaviNet® is the **preferred** method of obtaining authorizations.
- The HIPAA Health Service Review (278) electronic transaction can also be used for some types of authorizations.
- Providers who don't have NaviNet access should call Medical Management & Policy (MM&P) using the phone numbers published in the *Highmark Blue Shield Office Manual*.
- Never fax a request for authorization or information related to an authorization to Highmark unless instructed to do so by MM&P.

Information about precertification and prior authorization can be found online in the *Highmark Blue Shield Office Manual (Chapter 4, Unit 3)* and is available on the Provider Resource Center.