



NEWS FOR ALL PROVIDER TYPES

Posted on 07-22-2020

RESOLVED: INTERQUAL ISSUE IDENTIFIED WHEN SUBMITTING AUTHORIZATION REQUESTS IN NAVINET

This InterQual® issue, originally communicated on July 21, 2020, has been resolved. However, we are still working to resolve the issue described below involving an unresponsive submit button when completing surveys in Internet Explorer.

Please submit your authorization requests involving InterQual and surveys via NaviNet using Chrome. We appreciate your patience as we work to resolve the Internet Explorer issue and continue to work as efficiently as possible to process your authorization requests and reduce the backlog associated with these issues.

On July 17, 2020, we informed you of an issue when submitting certain authorizations in NaviNet® using Internet Explorer. The issue involves an unresponsive submit button when users are completing surveys at the end of authorization submissions. Although the problem continues, you can successfully complete your requests using Chrome.

Today, however, we have identified another issue involving authorization submissions that include InterQual. Once the InterQual screens are completed, users are receiving a blank screen when clicking **Save**. This is reported to be occurring using both Internet Explorer and Chrome.

Please hold non-urgent authorization requests until we are able to resolve the InterQual issue. If your request is urgent, **please call or fax only once** to submit your authorization request to help prevent backlogs. We are working as efficiently as possible to process your requests and reduce the backlog associated with these issues.

For authorization requests not involving InterQual, please remember that you are able to submit those requests via NaviNet using Chrome.

We apologize for any inconvenience and thank you for your patience as we work to resolve this InterQual issue as soon as possible. Our expectations are to have resolution within the next day.

Plan Central will be updated as soon as new information is available.