NEWS FOR
ALL PROVIDER TYPES

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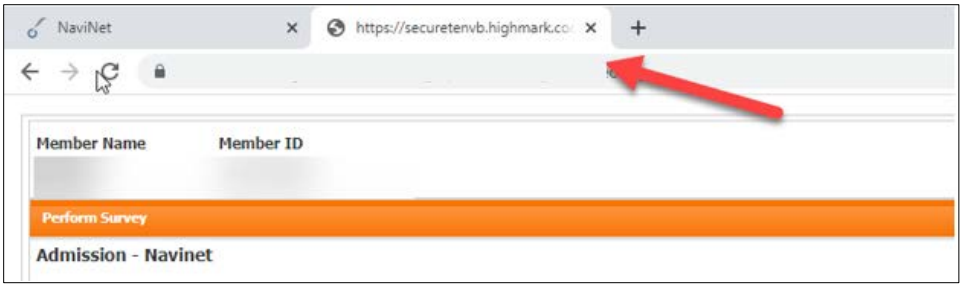
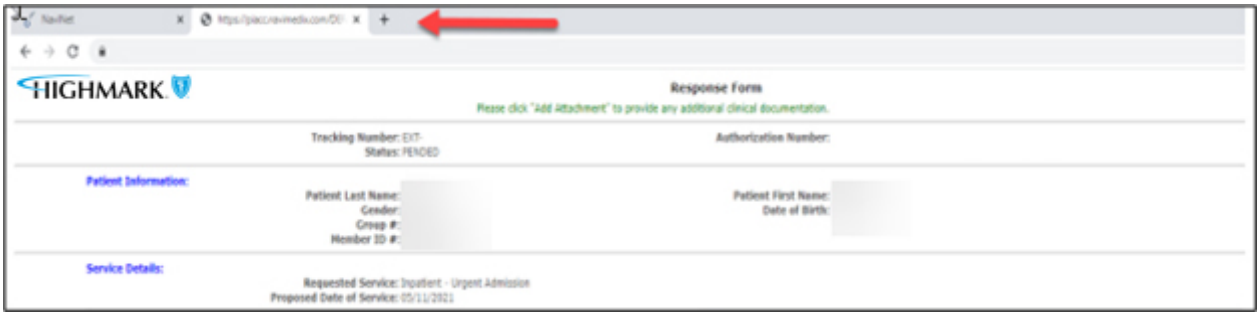
CHANGES TO THE AUTHORIZATION WORKFLOW

Effective **May 17, 2021**, a new window will open whenever you complete a survey in the authorization workflow. This will affect authorizations through NaviNet including InterQual, eviCore, and Tivity.



Once you submit the authorization, the response form will appear in the new window.



Once you have received the response form and your authorization has been submitted, you will need to close out of the open response form window.

When you return to the original NaviNet window, it will appear as a blank page. You must click on “NantHealth/NaviNet” or re-select Highmark from your Health Plan menu to return to Highmark’s Plan Central page.

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