

Special Bulletin

For professional and facility providers

June 23, 2023

Reminder: Submitting Auth Requests for Medical Injectables in NaviNet

When using [NaviNet](#)[®] to submit authorization requests for outpatient injectable drugs (J and Q codes), please be sure to select “Medical Drug” from the dropdown menu for **Category** on the **Auth Submission screen**. This will ensure your request is routed properly for processing and will help prevent delays in receiving a determination.

The screenshot shows the NaviNet Selection Form interface. At the top, there is a navigation bar with the NantHealth logo and NaviNet text, followed by menu items: WORKFLOWS, HEALTH PLANS, and ADMINISTRATION. Below the navigation bar, there are icons for a flag, a bell, a question mark, and a user profile. The main content area is titled "Selection Form" and contains three steps:

- Step 1. Please select a Referred from Service Provider and enter the Proposed Date of Service (both are required):**
 - Service Provider: [Dropdown menu]
 - Proposed Date of Service: [Text input field]
- Step 2. For faster results, enter Member ID with Date of Birth and/or Member First Name:**
 - Member ID: [Text input field]
 - Member Date of Birth: [Text input field]
 - Member First Name: [Text input field]
 - Member Last Name: [Text input field]
- Step 3. Please select a Category and then a Service from the selections below:**
 - Category: [Dropdown menu with "Medical Drug" selected and a list of other categories visible: Please choose one., Inpatient, Physical Medicine, Outpatient, Advanced and Cardiac Imaging, Medical Drug, Durable Medical Equipment, Prescription Drug, Lab Management, Outpatient Radiation]
 - Service: [Dropdown menu with "Request" selected]
 - Buttons: "Add Category/Service" and "Service" (highlighted)

At the bottom of the form, there is a link "Submitting a Physical Medicine authorization?" and two buttons: "Submit" and "Save".

[NaviNet](#) is the **preferred method** for submitting authorizations for all required services, including medical injectables and other drugs. Authorizations should only be faxed if [NaviNet](#) is unavailable. If necessary, the designated fax number for medical injectables is 833-619-5745. Updated fax forms can be found online on the Highmark Provider Resource Center, select **Forms** from the left menu and then click **Medical Injectable Drugs**. If you have not yet signed up for NaviNet, click [here](#).

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