

Special Bulletin

For professional and facility providers

Nov. 10, 2025

Authorization Process: Workflow Updates and Expedited Decision-Making

Starting Nov. 11, 2025, providers in Delaware (DE), Pennsylvania (PA), and West Virginia (WV) will begin seeing changes in the authorization workflow to improve the process and facilitate quicker decisions, as informed by your feedback. For providers in New York (NY), the transition to the authorization submission workflow in [Availity Essentials](#)® occurred on **Nov. 5, 2025**.

- [Updated Workflow for Initial Medical Authorization Requests](#)
- [Expedited Authorization Review for Advanced Imaging, Cardiology, and Musculoskeletal Services](#)
- [Live Training and On-Demand Resources](#)

Updated Workflow for Initial Medical Authorization Requests

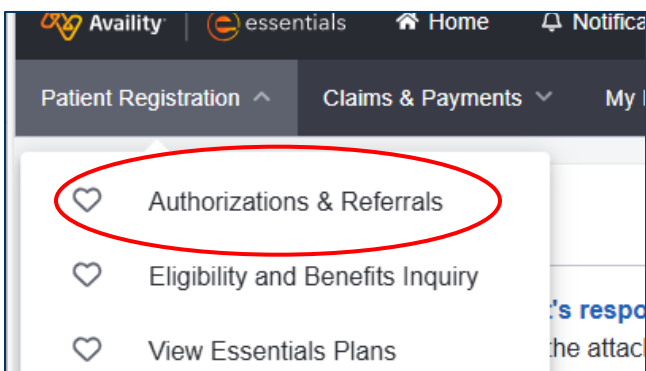
Providers must submit all **INITIAL** medical authorization requests via the Authorizations & Referrals process in [Availity](#). This includes initial authorization requests for inpatient and outpatient services, as well as retrospective pre-claim reviews and claim reviews.

This updated workflow is the first phase of a multi-pronged initiative to make the authorization process more intuitive and efficient for you, including:

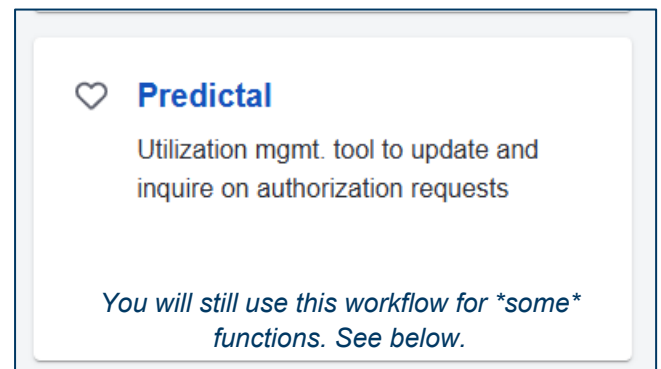
- Attach supporting medical documentation electronically.
- Access Availity's Authorization Dashboard for a centralized view of auth status from multiple payers.



Authorization & Referrals Workflow



Payer Spaces Workflow



Which functions will you continue to perform using the Payer Spaces Workflow?

- Submitting requests for concurrent reviews.
- Viewing phone and fax authorizations (currently only available in Predictal).

- Reviewing approval and denial letters.
- Submitting discharge and extension requests.
- Responding to requests for additional information.

Expedited Authorization Review for Certain Services

To assist us with providing you with quicker decisions regarding your authorization request for the services listed below, Highmark will collect additional information during the initial submission process. Completing these questions upon submission will reduce the amount of follow-up communications, ultimately resulting in faster determinations. These changes will take effect on the following dates:

For DE, PA, and WV

- Advanced Imaging and Cardiology (RadCard) authorization requests – **Dec. 2, 2025**

For NY

- RadCard authorization requests – **Nov. 5, 2025**
- Musculoskeletal (MSK) authorization requests – **Nov. 17, 2025**

Live Training and On-Demand Resources

Many providers have already attended live training sessions for the **Authorizations & Referrals** process. Two more are scheduled on the dates below. To register, log into [Availity](#) and click [this link](#) to choose the session you would like to attend:

- Thursday, Nov 13, 1:30 – 2:30 p.m. ET
- Tuesday, Nov 18, 12 – 1 p.m. ET

You can also access a recording of a live training webinar on the Availity Learning Center (ALC):

- Log into [Availity](#). Go to the **Help & Training** tab on the homepage.
- Click **Get Trained** from the dropdown menu to view recorded demos and webinars.
- Select [Authorization Request and Follow-up for Highmark Providers – Recording](#).

Questions

If you need help with submitting an authorization via the Availity workflow, use the **Help and Training** tab in Availity. You can also call 800-282-4548 (800-AVAILITY). For Predictal-related issues, contact Highmark's [Provider Service](#).

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield. The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

