

Auth Automation Hub

Frequently Asked Questions

March 2023

Q. How can I be sure that my procedure requires an authorization?

A. Please check the List of Procedures/DME Requiring Authorization on the Provider Resource Center (PRC) to view the most up-to-date list of outpatient procedures that require an authorization. The list can be found by clicking on **REQUIRING AUTHORIZATION** in the top website menu and scrolling down the Procedures/Service Requiring Prior Authorization page to PRIOR AUTHORIZATION CODE LISTS.



Q. Can I change the Date of Service for an authorization request?

A. Yes, you can update the Start of Care Date of an approved authorization request. Instructions on how to update the Start of Care Date can be found within the Inpatient and Outpatient Authorization Guides, which can be found on the PRC by clicking on **REQUIRING AUTHORIZATION** in the top website menu and scrolling down the Procedures/Service Requiring Prior Authorization page to OBTAINING AUTHORIZATIONS.

Q. When entering a Speech Therapy Authorization, why am I not able to add an attachment?

A. Your Speech Therapy request will automatically route to the Helion Arc technology platform where you will add clinical information – including any attachments.

Q. For a Medical Injectable Drug request, I usually enter in the Billing Provider information into NaviNet®. Where do I enter this information in the Auth Automation Hub workflow?

A. “Drug Supplier” will replace Billing Provider in the new Auth Automation Hub workflow. This functionality will become available in the next few weeks. For now, please note the Drug Supplier in the Notes section.

Please enter any additional information *

Drug Supplier will be...

Remaining: 7976 characters

Q. Am I able to view the approval or denial letters online?

A. Yes, after a letter has been generated, you are able to view the online copy through Auth Inquiry. The letter link will be at the bottom of the page. (Image on next page.)

Communication

Letter Code	Mail Status	Create date	Sent Date	Letter Link	Status
M_PREC	Sent	03/02/23 12:37 PM	03/02/23 04:35 PM	Download Letter	Resolved-Sent

Q. Can I submit for a Continued Stay Request or Send a Discharge Disposition through the Auth Automation Hub?

A. Yes, you can submit either of these by searching for your initial AUTH in the Auth Automation Hub. You will see an option to start a Concurrent or Discharge.

Authorization Detail: AUTH-

Concurrent

Discharge

Respond to Request for Additional Information

Q. Can I update a provider on a previously submitted authorization request?

A. No, not yet. This capability will be added in the future.

Q. Can I respond to a request for additional information through the Auth Automation Hub?

A. Yes, when the fax is received, you can respond to the request by finding your AUTH number in Auth Inquiry and selecting "Respond to Request for Additional Information."

Q. How can I be sure that Highmark received the clinical documentation that I attached on my authorization request?

A. Right now, you are not able to see the attachments you added. We are working on adding that capability. In the meantime, you can assume that the attachment went through unless you receive a Request for Additional Information.

Q: Who can I contact if I still need assistance?

A: If you need assistance regarding electronic authorization workflows, you can email us at ElecAuthSubmit@highmark.com

***Please note** that for Home Health prior authorization requests, the following steps are required:

- **NaviNet:** The Home Health agency providing services must be entered.
- **Auth Automation Hub (AAH):**
 - Ordering/Attending Provider - Only Professional can be searched/entered.
 - This must be the physician ordering the Home Health.
 - Servicing Facility - Defaulted as selected in NaviNet.
 - This must be the Home Health agency providing the care.
 - Performing Provider - Only Professional can be searched/entered.
 - This can be left blank or you may enter the physician ordering the Home Health.

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