

Special Bulletin

For professional and facility providers

October 17, 2022

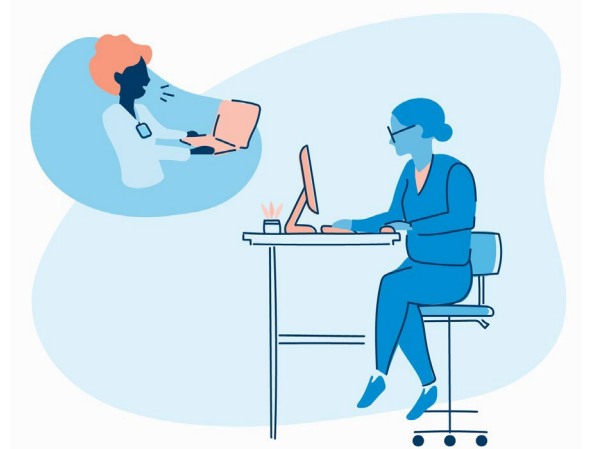
Pre-Approvals Not Required for Authorizations Submitted Between 8/22 – 10/3*

Due to an influx of authorization requests, **Highmark is temporarily allowing providers who submitted authorization requests between August 22, 2022 and October 3, 2022** to render the services related to those authorization requests before receiving an authorization number from Highmark. We want to ensure members' care continues to take priority during this time.

What This Means for Providers

If you have submitted an authorization request to Highmark between August 22, 2022 and October 3, 2022 and have not received a prior authorization decision:

1. **Provide the service** to our member – there is no need to wait for Highmark's approval prior to providing the clinically-indicated service to the member. The member's care should not be impeded waiting for the prior authorization.
2. **Submit the claim** as usual after providing the service(s). During this time, Highmark will not send your claim to retrospective review for providing care prior to receiving an authorization number.
3. **Highmark will send you the authorization number** as soon as possible (if the service is covered under the member's benefits and adheres to Highmark's medical policies).
 - This may happen *after* the service is rendered.
 - The authorization number will be sent to you via the method in which the request was received (NaviNet or fax).



***Please be advised that members' benefits and medical necessity standards still apply.** If you have questions regarding a member's benefits, please call the [Highmark Provider Service Center](#). For more information about our medical policies, view the "Medical Policy Search" on the homepage of Highmark's Provider Resource Center.

Providers who have submitted/will submit authorizations after October 3, 2022, should follow the normal process and wait for an authorization number before providing those services to members.

Questions

If you need additional information, please reach to your Provider Account Liaison or [Highmark Clinical Services](#) (phone numbers start toward the bottom of page one).

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