

CONTACTING NAVIHEALTH

NAVIHEALTH CONTACT INFORMATION

Authorization requests and status

Facilities can continue to submit authorization requests online via the Referral/Authorization Submission transaction on NaviNet®.

NaviHealth will interface with Highmark's systems to receive and respond to these requests electronically. Facilities can view the status of authorization requests using NaviNet's Referral/ Authorization Inquiry transaction.

Telephone numbers

If your facility does not use NaviNet to submit authorizations, or if you have questions on the status of an authorization for Pennsylvania Medicare Advantage members for inpatient rehabilitation facility (IRF), long term acute care facility (LTAC), or skilled nursing facility services, contact naviHealth using the following toll-free number: **Telephone: 1-844-838-0929**

Hours of availability

Normal business hours for naviHealth are:

- **Monday through Friday:** 8:30 AM to 7:00 PM (EST)
- **Saturday & Sunday:** 8:30 AM to 4:30 PM (EST)

If a member is admitted to a SNF, LTAC or IRF outside of these designated business hours, naviHealth should be contacted as soon as possible on the next available business day.

naviHealth holiday schedule

naviHealth will be closed in observance of the following national holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

If a member is admitted to a SNF, LTAC, or IRF on one of these dates, naviHealth should be contacted as soon as possible on the next available business day following the holiday.

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NAVIHEALTH CONTACT INFORMATION, Continued

Fax numbers When working with naviHealth, you may be asked to fax clinical documentation via fax. Please use the following fax numbers for authorization related requests:

DESCRIPTION OF USE	Toll-Free Fax Number
General Authorization Requests, Prospective	1-844-496-7206
New Authorization for AHN Facilities Only	1-844-206-7050
Continued Stay Review for SNF/IRF/LTAC	1-844-496-7209
To Submit Therapy Billing Logs/Treatment/ Visit Logs to naviHealth	1-844-573-3167 or email: NE_DISCHARGE_INFO@navihealth.com
For Provider Appeals	Call only to discuss: 1-844-838-0929 No fax number available. Must submit to: naviHealth Inc. 210 Westwood Place, Suite 400 Brentwood, TN 37027 Attn: Appeals Department
For Copies of Completed NOMNC Forms	1-844-496-7209

Note: naviHealth will handle appeals after the member has been discharged from the PAC facility and a denial has been received. All expedited appeals will continue to be handled by Highmark.
