

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

April 21, 2022

## INCREASE IN UTILIZATION MANAGEMENT PHONE VOLUMES

Highmark is currently experiencing an unusually high volume of phone authorization requests resulting in long phone wait times for some providers. We are working hard to process your request as quickly as possible. Please refrain from sending duplicate requests which will delay the process further.

Continue to use [NaviNet®](#) as the primary method of authorization submission to have your request routed quickly and easily. Recent enhancements to the portal include:

- Ability for providers to change the date of service, discharge date, and attachments for an authorization already submitted
- Near-real time status of authorizations
- Expanded authorization types available, including concurrent reviews and discharge plans

You may also fax your authorization requests to one of the following departments. The associated preauthorization forms can be found on the **Highmark Provider Resource Center > Forms > Miscellaneous Forms**.

- Behavioral Health: **877-650-6112**
- Gastric Surgery/Therapy/Durable Medical Equipment/Outpatient Procedures **888-236-6321**
- Home Health/Home Infusion Therapy/Hospice: **888-567-5703**
- Inpatient Clinical: **800-416-9195**
- Medical Injectable Drugs: **833-581-1861**
- Musculoskeletal (eviCore): **800-540-2406**

To improve this experience in the future, Highmark continues to evaluate and enhance our automated solutions (return fax receipts, portal workflow upgrades, and interactive voice response (IVR) phone self-service options) and service support models.

We apologize for the inconvenience and appreciate your patience.



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