



NEWS FOR **ALL PROVIDER TYPES**

Posted on 06-07-2022

ISSUES RESOLVED: AUTHORIZATIONS IN NAVINET AND PREDICTAL

Highmark has resolved an issue with the Auth Inquiry function within NaviNet® that was keeping providers from searching the status of their authorization. There was also an issue with authorizations submitted in Predictal.

Functionality has been fully restored, and both issues have been resolved.

We apologize for the inconvenience and appreciate your patience with us as we resolved these issues.



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.