

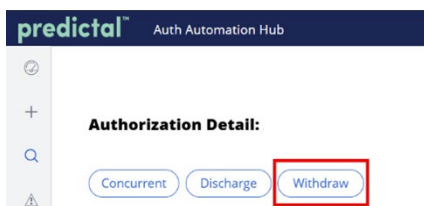
Special Bulletin

For professional and facility providers

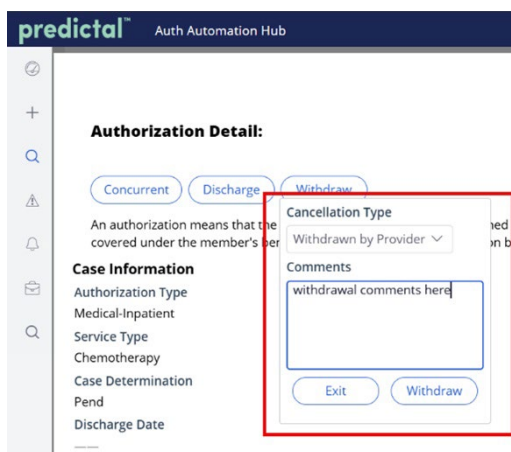
March 11, 2025

New Functionality in Predictal: Ability to Withdraw Pending Authorization Request

With the push of a button in the Predictal Auth Automation Hub, providers can now easily and quickly withdraw a pending authorization request. No need to call Highmark anymore — just click the **Withdraw** button on the **Authorization Detail** page in Predictal via the [Availity](#)® portal.



Once that occurs, the **Cancellation Type** window pops up, with the reason defaulting to **Withdrawn by Provider**. Under **Comments**, practitioners have the option of providing a reason, if they so choose, for the withdrawal.



For more information on submitting authorizations — including videos and guides — visit the [Authorization Training & Resources page](#) on the Provider Resource Center.

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