

Special Bulletin

For professional and facility providers

August 27, 2025

Network Exception Question: Answer “No” Unless Requesting Out-of-Network Exception

Highmark rolled out new functionality in the Predictal Auth Automation Hub that allows providers to request a gap exception/Out of Network referral when submitting a prior authorization request.

However, for the vast majority of prior auth submissions, the answer to the **Network Exception** question is “**No**”. If you select “Yes” incorrectly, it will delay your prior authorization request. For all in-network prior authorization requests, providers should select “**No**”.

The **Network Exception** question appears under **Case Type** question in the prior auth submission flow. See example below.

The screenshot displays a web form for a prior authorization request. It is divided into two main sections: 'Case Information' on the left and 'Request information' on the right. In the 'Case Information' section, 'Authorization Type' has radio buttons for Medical-Inpatient, Medical-Outpatient (selected), Behavioral-Inpatient, Behavioral-Outpatient, and Pharmacy. Below this, 'Case Type' has radio buttons for Prior Authorization (selected), Retrospective Pre-Claim Review, and Retrospective Claim Review. At the bottom of this section, the 'Network Exception' question is shown with radio buttons for Yes and No (selected). The 'Request information' section on the right contains a 'Start of Care Date' field with a calendar icon, showing the date 08/27/2025.

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