Special Bulletin

DELAYED: Pharmacy Authorization Submissions Moving to New Auth Automation Hub

Highmark previously announced that electronic authorization requests for Pharmacy will be automatically routed to our Auth Automation Hub, effective August 11, 2023. The implementation date for this change has been delayed.

Highmark will communicate the new go-live date once a new date has been determined. Below is the original communication from July 27, 2023, that outlined the now delayed changes.

Effective **August 11, 2023,** electronic authorization requests for Pharmacy will be automatically routed to our Auth Automation Hub.

The Auth Automation Hub enables offices to submit, update, and query medical authorization requests. It features an easy-to-use interface that allows for faster reviews and greater transparency around the status of authorization requests.

As of **August 11, 2023**, the following authorization request types can be completed using the Auth Automation Hub, which is accessible via NaviNet®:

Inpatient Urgent	Inpatient Non-Urgent	Outpatient
• Urgent Admission • Newborn	• Planned Medical • Planned Surgical • Large Joint Procedures* • Spine Surgery Procedures* • Chemotherapy • Skilled Nursing Facility • Acute Rehab • Long Term Acute Care	• Planned Medical • Planned Surgical • Speech Therapy • CORF – Physical Therapy • CORF – Occupational Therapy • Home Health Care • Hospice • Large Joint Procedures • Spine Surgery Procedures • Pain Management Procedures • Lab Management – Genetic Testing

	*Highmark managed only.	• Advanced & Cardiac Imaging – Request • Radiation Therapy – All Services • Medical Drug and Chemotherapy • Pharmacy

The preferred method for requesting a pharmacy authorization electronically is through CoverMyMeds. The new Auth Automation Hub is another electronic option available for providers.

Reference Guides

We have a number of step-by-step reference guides available on the Provider Resource Center (PRC) to assist you with the authorization process:

Pharmacy/Formulary
- [Understanding Formulary Restrictions and Requesting an Authorization](#)

Authorizations
- [Auth Automation Hub Frequently Asked Questions](#)

- Inpatient Authorization Guides:

    o [Non-Urgent Inpatient Authorization Submission](#)

    o [Urgent Inpatient Authorization Submission](#)

- [Outpatient Authorization Guide](#)

Resources

For additional resources on the Provider Resource Center, go to **AUTHORIZATIONS** on the left menu, click on **Procedures/Service Requiring Prior Authorization**. If you need assistance regarding electronic authorization workflows, you can email us at [ElecAuthSubmit@highmark.com.](mailto:ElecAuthSubmit@highmark.com)

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