

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

AUGUST 17, 2022

## INTERACTIVE VOICE RESPONSE EXPANSION: INPATIENT PLANNED AUTHORIZATIONS

Starting **August 22, 2022**, you can use Highmark's interactive voice response (IVR) for **all inpatient service types** to check authorization status. (Previously, only inpatient planned authorization status could be obtained this way.)

**You must have your reference number to obtain authorization status via the IVR.** You will receive your reference number when:

- **NaviNet:** you have completed your submission.
- **Fax:** you receive a fax notification following your submission with the reference number for your request.
- **Phone:** your Customer Service Representative provides you with a reference number.

When you call your [regional Clinical Services phone number](#) to inquire about an authorization status, listen to the updated prompts. After you select "Provider" from the first prompt, press 2 to access the IVR.



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