Special Bulletin

For professional and facility providers **June 5, 2023**

NEW! Enhanced Clinical Documentation for Continued Stay Review in NaviNet

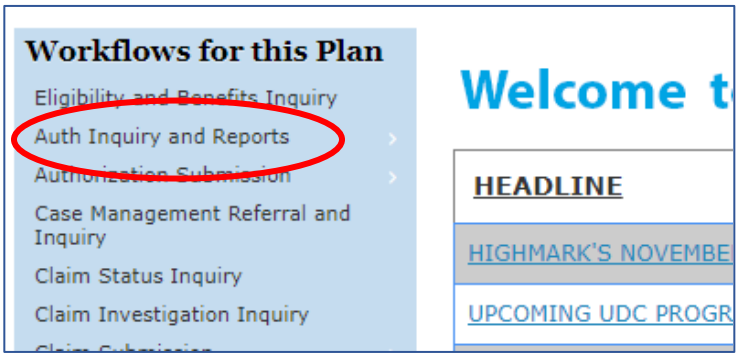
Providers can now check MCG® criteria for inpatient urgent submissions when initiating a continued stay review to Highmark via NaviNet®. This will eliminate the need for providers to fax clinical documentation in support of these continued stay reviews. Providers are encouraged to check the appropriate clinical indications and use the text boxes to augment with patient-specific information to support the continued stay.

Earlier this year, Highmark incorporated MCG Health clinical guidelines into our criteria of clinical decision support, replacing Change Healthcare (InterQual).

Below is step-by-step guide for how to complete a concurrent review for inpatient urgent authorizations.

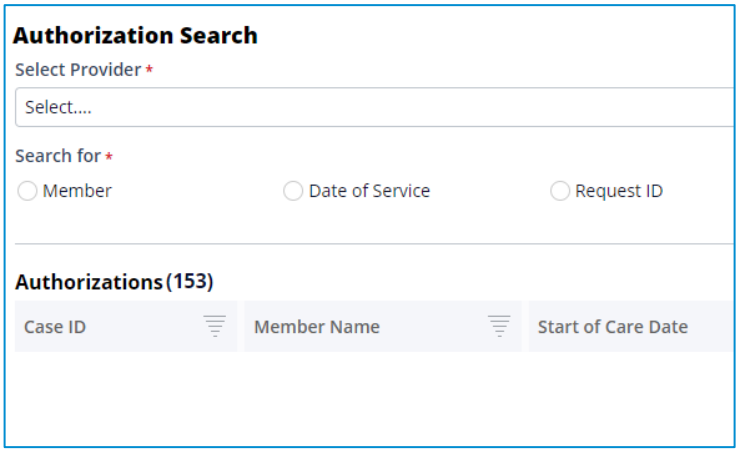
1. Log Into NaviNet

After logging into NaviNet and choosing the Highmark plan, select **Auth Inquiry and Reports**.



2. Search Authorizations

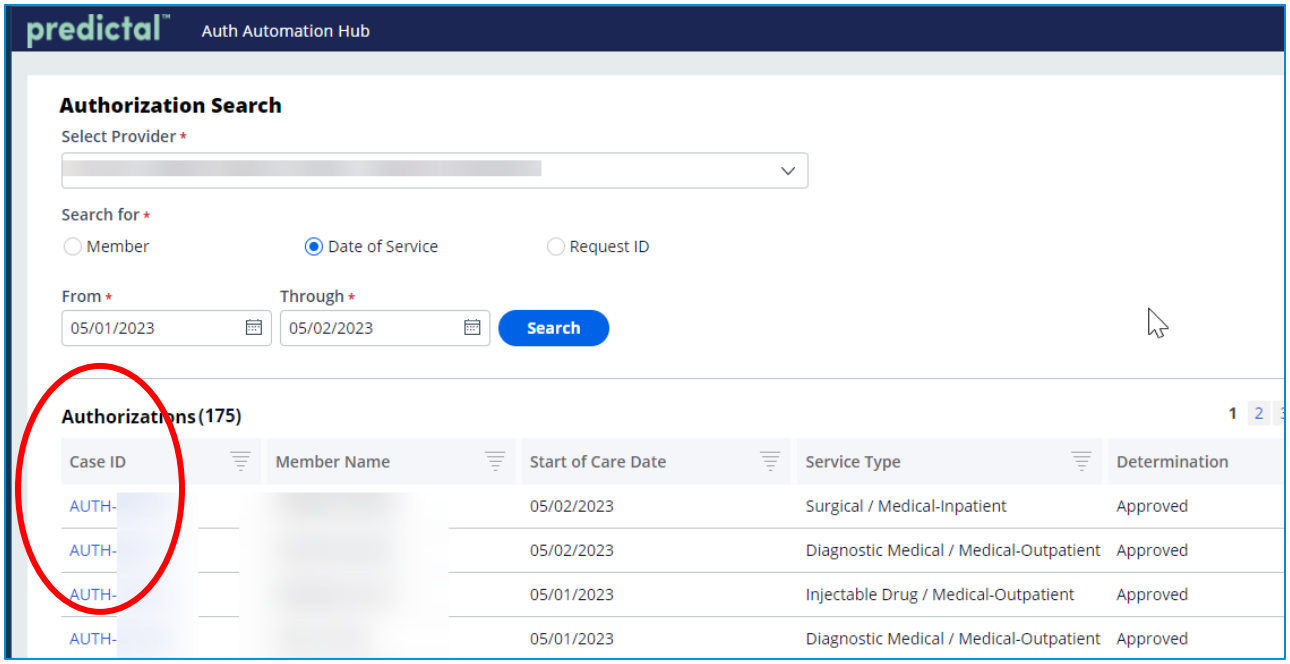
Search for authorizations previously submitted in the last 30 days.



3. Choose Authorization

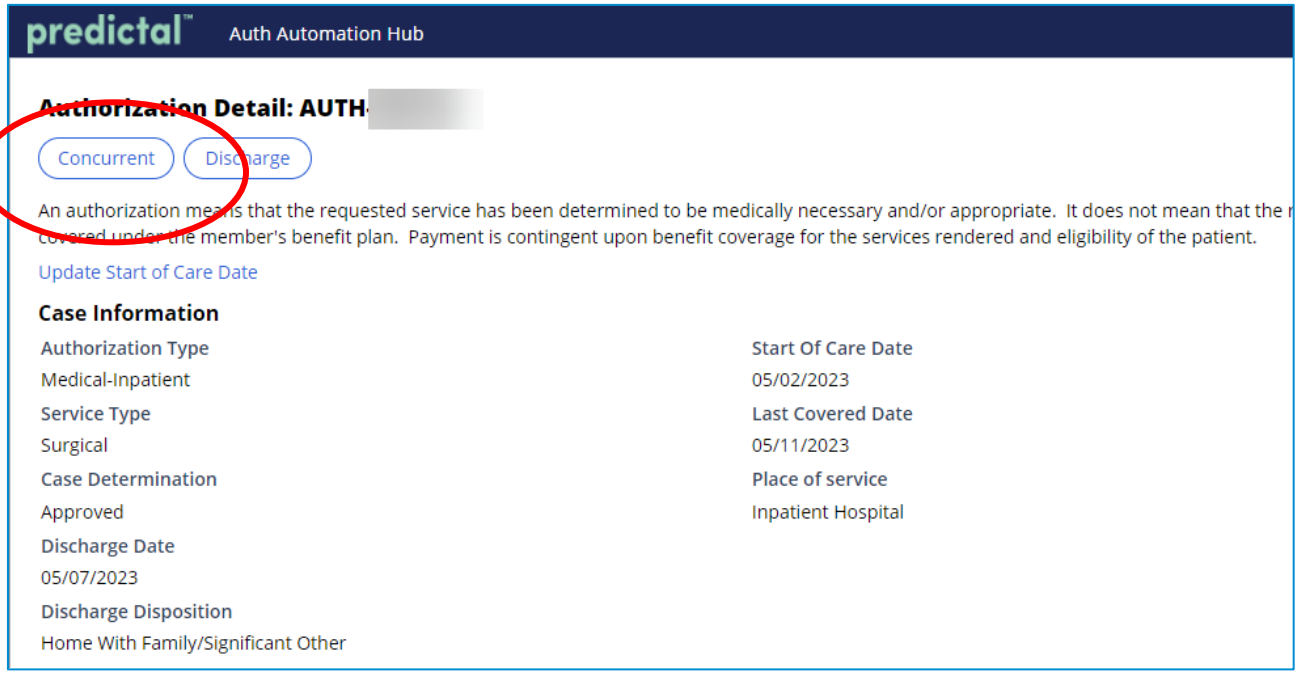
Select the authorization that you would like to submit for concurrent review by clicking the Case ID (Auth) number.

Concurrent review cannot be added to a pending authorization.



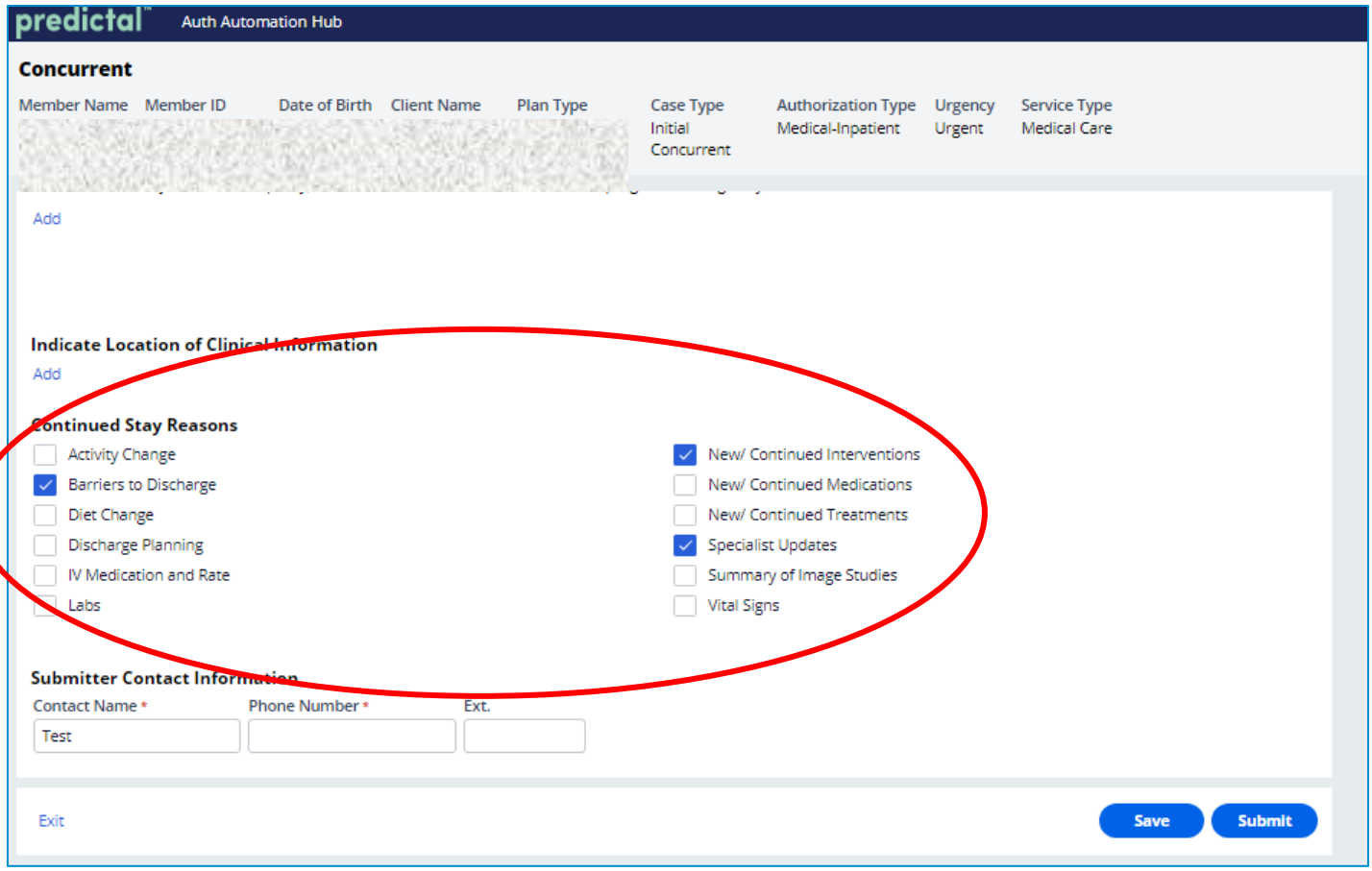
4. Choose Concurrent Review

Under Authorization Detail and Auth number, click **Concurrent**.



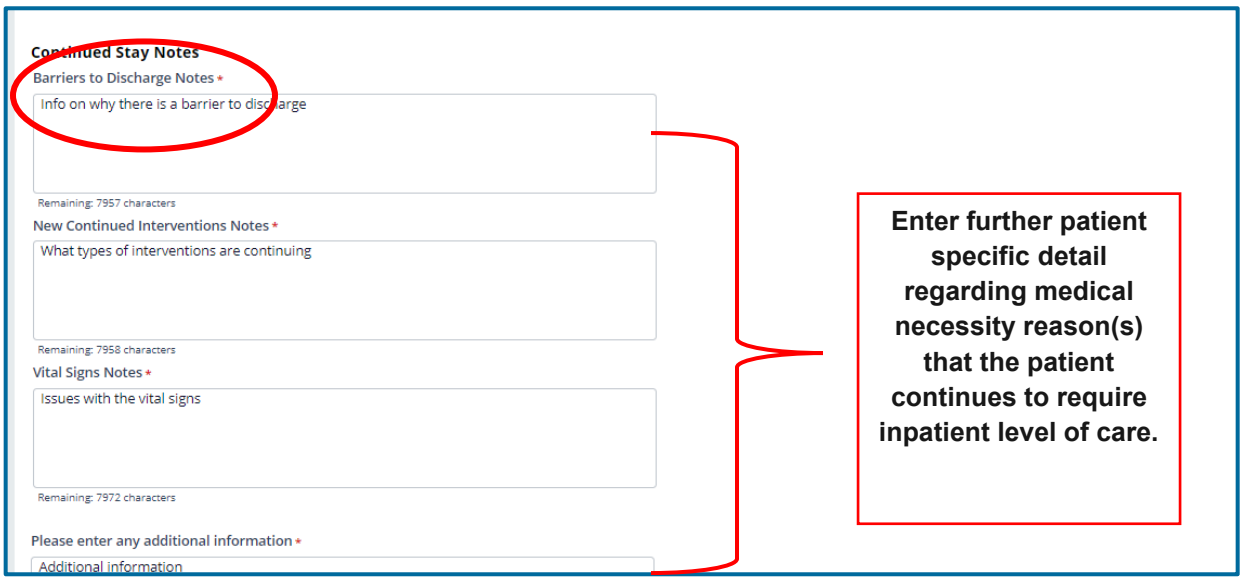
5. Enter Continued Stay Reasons (New)

At the bottom of that screen, select the **Continued Stay Reasons**.



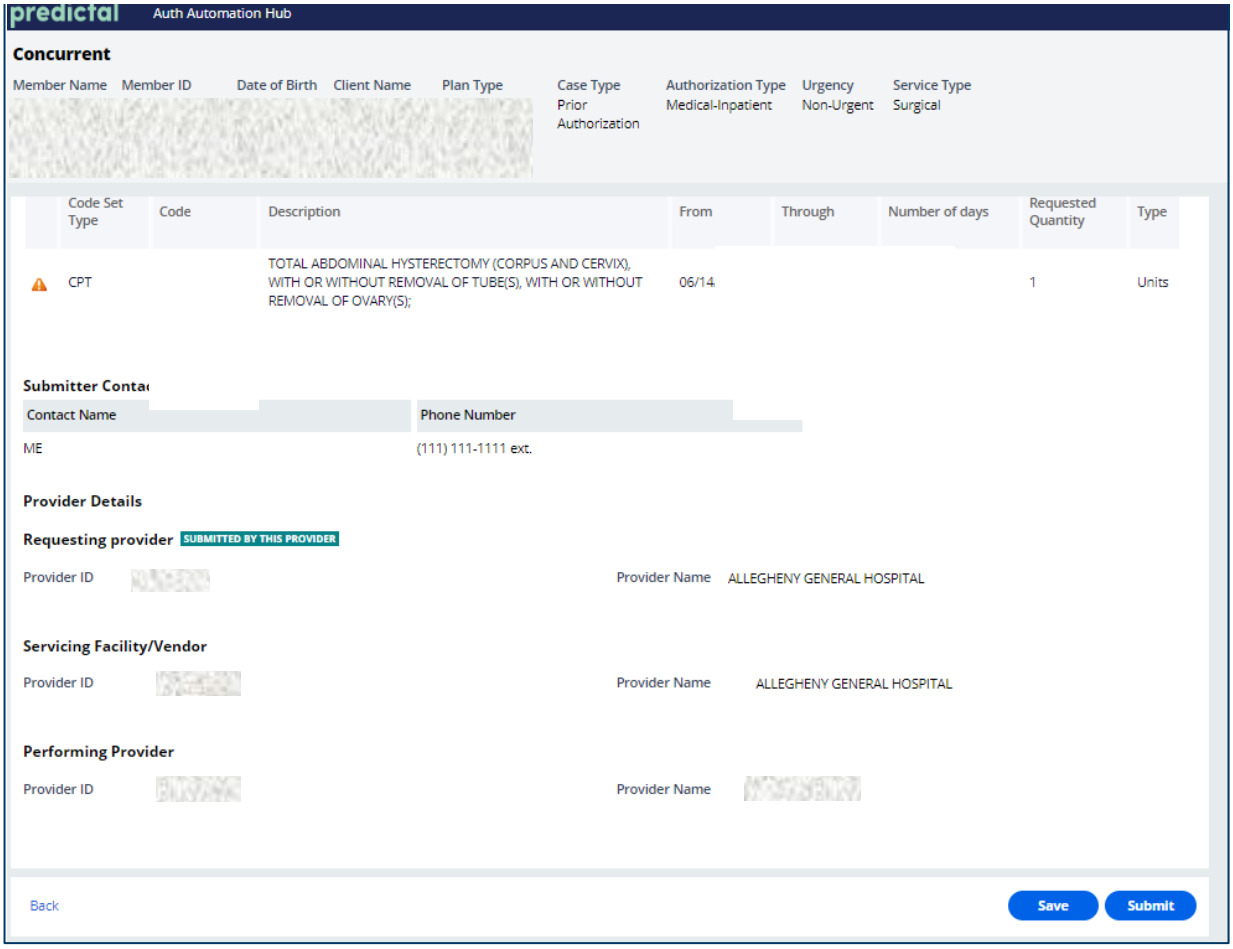
6. Enter Details Regarding Medical Necessity (New)

Explain in further detail the reason(s) for selecting the continued stay reasons you chose (i.e., relevant information about the member's clinical signs and symptoms, continuing treatment, discharge plans, etc.). **8,000-character limit.**



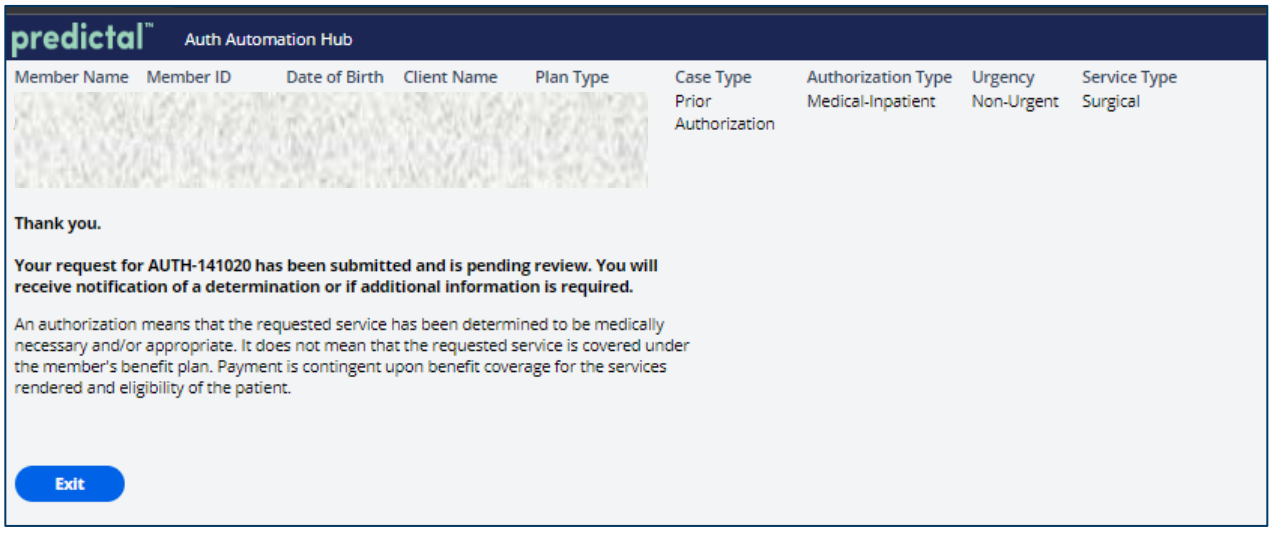
7. Review Details

After clicking submit, you will be returned to the Authorization Review screen to review all information and submit or save Concurrent request.



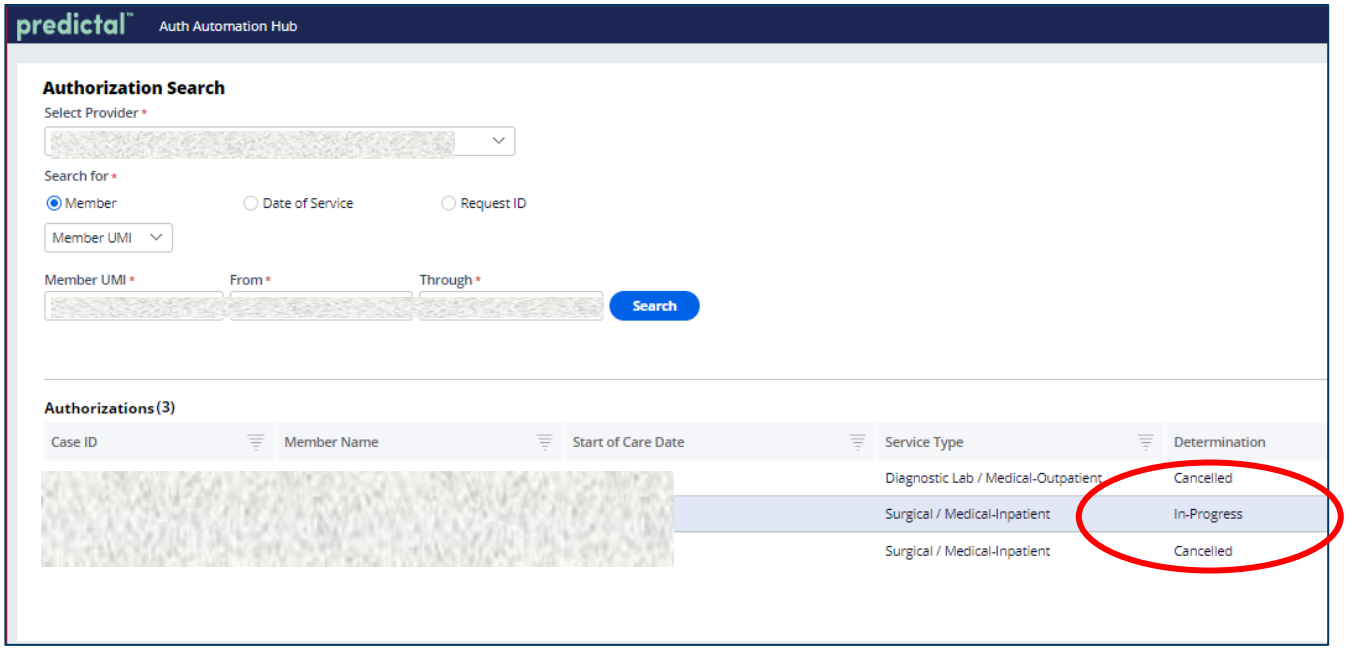
8. Confirmation

You will receive a message that your request has been submitted.



9. Check Approval Status

Go back to the Authorization Search to view the authorization status in the determination column.



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