Special Bulletin

Update: Enhancements to NaviNet Preauthorization Experience

Planned enhancements to our utilization management (UM) tool that were scheduled to go live on January 1, 2023, have been delayed until **February 6, 2023**. These enhancements are intended to streamline your experience with an easy-to-use interface while enabling faster reviews and greater transparency around the status of your authorization requests.

While you will still submit authorization requests via through NaviNet®, your request will be routed to the enhanced UM tool and authorization request screens may look a little different from what you are used to.

You will log into NaviNet as usual, choose the type of authorization, and complete the Select Form as you do today.

Once you submit the Select Form, you will be redirected to the clinical platform and all data entered into the Select Form will transfer and populate.

Webinars on the enhanced UM tool will be offered in January. An invitation to the webinars will be published as a Special Bulletin on the Provider Resource Center and emailed to providers.

Tips for Submitting NaviNet Authorizations on the New Platform

- **Place of Service:** This <u>new</u> field will need to be entered with your place of service; options include "office"; (patient's) "home"; "outpatient hospital"; "independent clinic"; "ambulatory surgical center"; and "comprehensive outpatient rehabilitation facility".

- **Diagnosis Code**: Must contain a decimal place (e.g., E34.4).

- **Attachments**: You may attach clinical (or any supporting) documentation by clicking the "+" sign on the right-hand side of every screen.

- **Validation**: Before you hit submit on your request, validate your information on the Review Screen; if you need to make edits, you can use the "back" button to navigate backwards and make any necessary changes.

For guidance including directions and screen shots, please go to the **Provider Resource Center,** select **AUTHORIZATIONS** from the left menu, choose **Procedures/Service Requiring Prior Authorization**, and then click the links for one or both authorization guides:

- **Inpatient Authorization Guide**
- **Outpatient Authorization Guide**

If you need assistance with the new clinical platform, you can email us at ElecAuthSubmit@highmark.com.

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