

Special Bulletin

For professional and facility providers

February 6, 2023
January 11, 2023

POSTPONED: Prior Authorization Changes Coming March 1st, eviCore Training Webinars Available

Highmark Blue Cross Blue Shield of Western New York (BCBSWNY) is postponing the authorization changes outlined below. Educational webinars that were scheduled to begin this week will be rescheduled.

Effective **March 1, 2023**, Highmark Blue Cross Blue Shield of Western New York is making changes to our prior authorization requirements for some musculoskeletal (MSK) procedures and interventional pain management, molecular and genomic testing, and radiation oncology services for all lines of business. New and continuing authorization requirements for these types of services will be managed by eviCore. **Note:** Prior authorization requirements for the services listed above are waived until **March 1, 2023**.

Also, effective **March 1, 2023**, prior authorization requirements for advanced imaging and cardiology services for Medicare Advantage members will be managed by eviCore. Advanced imaging and cardiology services prior authorization requests for all other lines of business migrated to eviCore throughout 2022. **Note:** Prior authorization requirements for the services listed above are waived until **March 1, 2023**.

Requesting Prior Authorization

For **dates of service March 1, 2023, and beyond**, you can begin submitting prior authorization requests for MSK, Laboratory Management and Radiation Oncology programs starting on **February 24, 2023**. The same dates apply for prior authorization requests for advanced imaging and cardiology services for Medicare Advantage members.

As a reminder, you should use [NaviNet®](#) to submit authorization requests. A new drop-down option will be added to the *Authorization Submission* transaction on NaviNet for providers to request authorization for these programs.

You can also use the [eviCore Web Portal](#) to request authorizations or call eviCore directly at **1-888-564-5492**.

For the MSK and Molecular and Genomic Testing programs, you can also fax authorization requests to eviCore at **1-800-540-2406**. Clinical worksheets for fax submissions can be accessed at www.evicore.com.

To view more detailed information on prior authorization for MSK, Laboratory Management and Radiation Oncology through eviCore, you can read our previous communication here:

- [Process and Authorization Requirement Changes](#)

Please note: The Radiation Oncology program **DOES NOT** allow fax submissions – only portal or phone requests.

You can learn more about the programs on the Highmark BCBSWNY Provider Resource Center under **CARE MANAGEMENT PROGRAMS** in the left-hand menu.

Online Orientation Sessions

The online orientation webinars will provide additional details about the preauthorization requirements for the MSK, Laboratory Management and Radiation Oncology programs with a question-and-answer session at the end of each training.

Advance registration is required, and we strongly encourage you to attend. There is no charge to register and each session will be approximately one hour.

Dates and times for each webinar are listed below. [Click here](#) to register.

Be sure to select “Upcoming” and look for the sessions starting with “Highmark BCBSWNY” to attend the correct one.

Highmark Blue Cross Blue Shield of Western New York Radiation Oncology Provider Orientation		
Day of the Week	Date	Time
Monday	February 6, 2023	10AM
Wednesday	February 15, 2023	3PM
Friday	February 24, 2023	1PM
Wednesday	March 1, 2023	11AM

Highmark Blue Cross Blue Shield of Western New York Musculoskeletal Provider Orientation		
Day of the Week	Date	Time
Tuesday	February 7, 2023	11AM
Thursday	February 16, 2023	1PM
Wednesday	February 22, 2023	2PM
Thursday	March 2, 2023	10AM

Highmark Blue Cross Blue Shield of Western New York Laboratory Management Provider Orientation		
Day of the Week	Date	Time
Wednesday	February 8, 2023	11AM

Monday	February 13, 2023	2PM
Tuesday	February 21, 2023	3PM
Friday	March 3, 2023	10AM

Once you've registered for a session, you'll receive an email containing:

- The toll-free meeting phone number
- Meeting number
- Webinar/conference password
- A link to the web portion of the session

Please save the registration email so you will have the link to the Web conference and the call-in number for the session you're registered for.

If you are unable to participate in a session, a copy of the presentation and additional information and documents can be accessed [here](#).

Highmark Blue Cross Blue Shield of Western New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.