

# Special Bulletin

For professional and facility providers

April 13, 2023

## Transition to New Utilization Management Tool Happening April 24

Highmark Blue Cross Blue Shield of Western New York will transition to our new Auth Automation Hub/electronic utilization management (UM) tool on **April 24, 2023**. Once the transition takes place, [NaviNet®](#) will automatically route electronic authorization requests submitted by Highmark Blue Cross Blue Shield of Western New York providers to the new tool.

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.

The benefits of submitting electronic authorization requests include:

- **Faster reviews and responses** – Highmark receives necessary data to quickly and accurately review the request (no phone or fax wait times).
- **Easy to use** – Modern and easy-to-use interface using leading technology.
- **One-stop shop** – All data can be submitted directly into the new UM tool, including attachments.
- **Status updates** – Notifications share real-time status changes with a link to view authorization details.

### Authorization Requests

The following authorization request types can be completed using the Auth Automation Hub:

Inpatient Urgent	Inpatient Non-Urgent	Outpatient
<ul style="list-style-type: none"><li>• Urgent Admission</li></ul>	<ul style="list-style-type: none"><li>• Planned Medical</li><li>• Planned Surgical</li><li>• Large Joint Procedures*</li><li>• Spine Surgery Procedures*</li><li>• Chemotherapy</li></ul> <p>*Highmark managed only.</p>	<ul style="list-style-type: none"><li>• Planned Medical</li><li>• Planned Surgical</li><li>• Speech Therapy</li><li>• Medical Drug and Chemotherapy</li><li>• Advanced and Cardiac Imaging – Request</li></ul>

## Reference Guides

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

- [Auth Automation Hub Frequently Asked Questions](#)
- Inpatient Authorization Guides:
  - [NY Non-Urgent Inpatient Authorization Submission](#)
  - [NY Urgent Inpatient Authorization Submission](#)
- [NY Outpatient Authorization Guide](#)

We also have additional resources on MCG clinical guidelines, which are incorporated into Highmark Blue Cross Blue Shield of Western New York's criteria of clinical decision support.

- [MCG Guidelines Product Acronym List](#)
- [MCG Instructional Video](#)

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

## Future Enhancements

Pharmacy electronic authorization requests will move to the Auth Automation Hub later this year. We will communicate that transition date to you on the Provider Resource Center (PRC) and in NaviNet.

**Note:** *The transition to the Auth Automation Hub/electronic UM tool was initially communicated on the Provider Resource Center on February 6, 2023, and updated on February 17, 2023, when the implementation was delayed.*

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