

Special Bulletin

For professional and facility providers

March 24, 2023

Medical Injectable/Specialty Drug Authorization Submissions

Highmark is aware of an error in [NaviNet](#)[®] when some providers submit a Medical Injectable Drug authorization that causes a blank page to appear after submitting the authorization. Beginning **March 27, 2023**, these authorizations will begin routing through the new Auth Automation Hub/utilization management (UM) tool, and the switch to the new platform will eliminate the issue that's causing the blank page.

If you must submit a Medical Injectable Drug authorization request before **March 27** please fax with the accompanying preauthorization form to **833-581-1861**. You may find the form on the **Provider Resource Center > Forms > Medical Injectable Drugs**.

Auth Automation Hub Information

The Auth Automation Hub enables offices to submit, update, and query medical authorization requests - and supports management of members' care from end-to-end, including submission, case review and decision-making, prescribed treatment programs, and discharge care.

We have a step-by-step reference guide available to assist providers in the outpatient authorization process within the Auth Automation Hub. You can view it here: [Outpatient Authorization Guide](#)

We also have a list of Auth Automation Hub [Frequently Asked Questions](#).

Please note the following differences in the Medical Injectable Drug authorization workflow:

- For Medical Injectable Drug requests, you no longer need to select the Site of Care in the Service Field. It will default to "Request."
- Outpatient Chemotherapy requests should now be built under the "Chemotherapy" Service. Previously, providers were instructed to build those authorization requests under the "Medicare Care" Service.

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.

Resources

For additional resources on the Provider Resource Center, go to **AUTHORIZATIONS** on the left menu, click on **Procedures/Service Requiring Prior Authorization**. If you need assistance regarding electronic authorization workflows, you can email us at ElecAuthSubmit@highmark.com

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