

Special Bulletin

For professional and facility providers

November 1, 2022

New Go-Live Date! Authorizations Required for OOA and OON Musculoskeletal, Genetic Testing, and Radiation Oncology Services

Effective **December 1, 2022**, authorizations will be required for out-of-area (OOA) and out-of-network (OON) musculoskeletal (MSK), genetic testing, and radiation oncology services managed by eviCore.

Highmark's prior authorization requirements ensure that our members receive the most appropriate care delivery in alignment with nationally accepted evidence-based guidelines. These requirements for OOA/OON providers will assure that the care our members receive while living and traveling outside of Highmark's service areas is managed consistently as it is within our service areas.

Prior authorization will now be required for the following OOA/OON services:

Musculoskeletal Inpatient and Outpatient	Genetic Testing Outpatient only	Radiation Oncology Outpatient only
Large joint replacement surgery	Heredity cancer screening	Radiation therapy/treatment
Spine Surgery	Carrier screening	
Interventional pain management	Neurologic disease testing	

For dates of service on or after **December 1, 2022**:

- OOA prior authorization requests:** They must be submitted for the services listed above to eviCore either online via [NaviNet®](#) or by calling **1-888-564-5492**. eviCore is available for telephonic case initiation Monday through Friday, 7 a.m. – 7 p.m. CST.
- OON prior authorization requests:** These may be requested by calling eviCore at **1-888-564-5492**.

Submitting Online OOA Authorization Requests

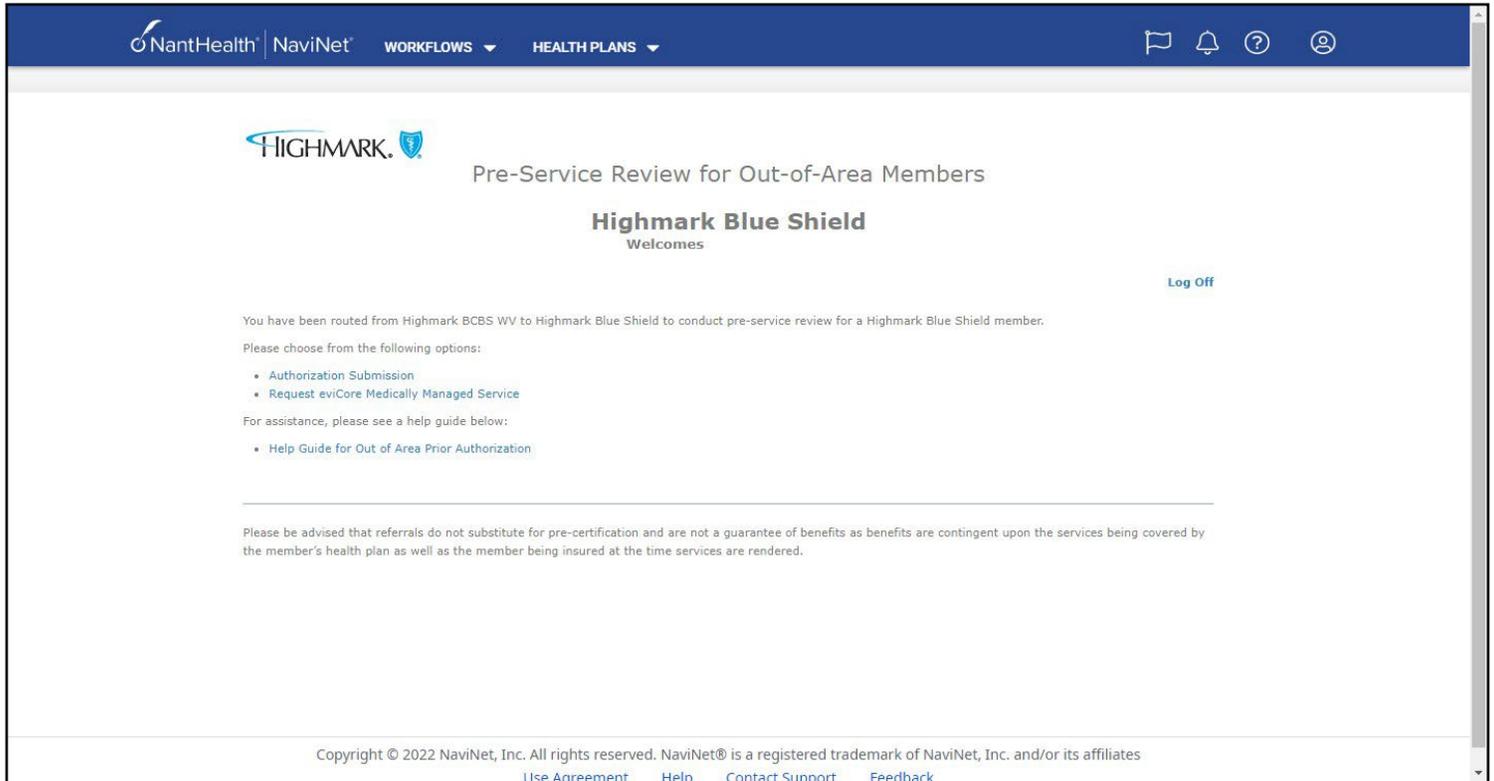
Online submissions are the quickest and most efficient way to request prior authorization.

To accommodate electronic submission of authorization requests, Highmark is enabling our NaviNet portal functionality, so providers may utilize the pre-service review for out-of-area members in their local Plan's portal. Providers will need to enter the Highmark member's 3-character prefix, and then will be

routed to the pre-service review capabilities available to Highmark's local providers.

Once you are directed to Highmark's NaviNet portal, you will first see a welcome screen. Click on Authorization Submission to begin the authorization request.

- Go through your typical process for requesting prior authorizations.
- Select Pre-Service Review for Out-of-Area Members to arrive at the screen below.



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