

Special Bulletin

For professional and facility providers

June 23, 2023

Reminder: Submitting Auth Requests for Medical Injectables in NaviNet

When using [NaviNet](#)[®] to submit authorization requests for outpatient injectable drugs (J and Q codes), please be sure to select “Medical Drug” from the dropdown menu for **Category** on the **Auth Submission screen**. This will ensure your request is routed properly for processing and will help prevent delays in receiving a determination.

The screenshot shows the NaviNet Selection Form interface. At the top, there is a navigation bar with 'NantHealth | NaviNet' and menu items for 'WORKFLOWS', 'HEALTH PLANS', and 'ADMINISTRATION'. Below the navigation bar, the form is titled 'Selection Form' and contains three steps:

- Step 1:** 'Please select a Referred from Service Provider and enter the Proposed Date of Service (both are required):'. It includes a dropdown for 'Service Provider' and a text input for 'Proposed Date of Service'.
- Step 2:** 'For faster results, enter Member ID with Date of Birth and/or Member First Name:'. It includes text inputs for 'Member ID', 'Member Date of Birth', 'Member First Name', and 'Member Last Name'.
- Step 3:** 'Please select a Category and then a Service from the selections below:'. It features a 'Category' dropdown menu with 'Medical Drug' selected and highlighted. Other options include 'Please choose one.', 'Inpatient', 'Physical Medicine', 'Outpatient', and 'Advanced and Cardiac Imaging'. Below the dropdown is an 'Add Category/Service' button. To the right is a 'Service' dropdown menu with 'Request' selected.

At the bottom of the form, there is a link 'Submitting a Physical Medicine authorization?' and two buttons: 'Submit' and 'Save'.

[NaviNet](#) is the **preferred method** for submitting authorizations for all required services, including medical injectables and other drugs. Authorizations should only be faxed if [NaviNet](#) is unavailable. If necessary, the designated fax number for medical injectables is 833-581-1861. Updated fax forms can be found online on the Highmark Provider Resource Center, select **Forms** from the left menu and then click **Medical Injectable Drugs**. If you have not yet signed up for NaviNet, click [here](#).

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