

# Special Bulletin

For professional and facility providers

June 28, 2024

## Electronic Authorization Tool Update: Enhanced Functionality and Important Reminders

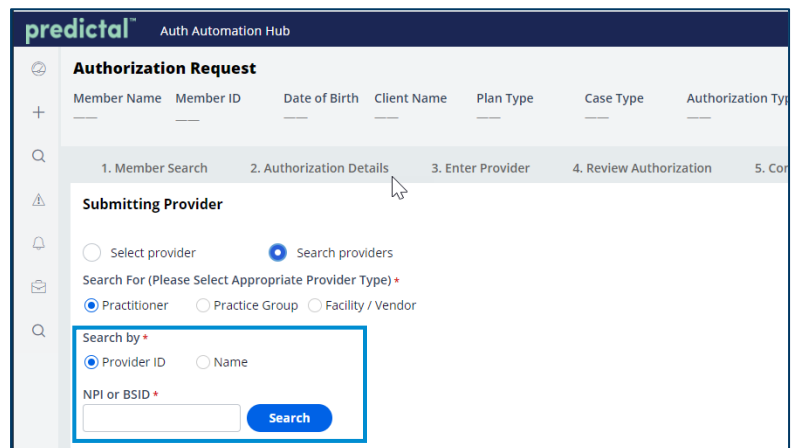
We are pleased to announce recent updates to Highmark's Electronic Authorization Tool, Predictal, available through [Availity Essentials](#). They were designed to improve your experience and streamline the authorization process, and they are available **now** for you and your staff to start exploring.

### Key Enhancements

- **Searchable Provider Dropdown:**

The dropdown list for selecting providers is now searchable by practitioner or group, enabling you to find the submitting provider quickly and addressing a previous limitation of the dropdown not showing more than 300 providers.

*Tip: Search by the practitioner's NPI or Highmark Blue Shield ID (BSID) for the most precise results.*

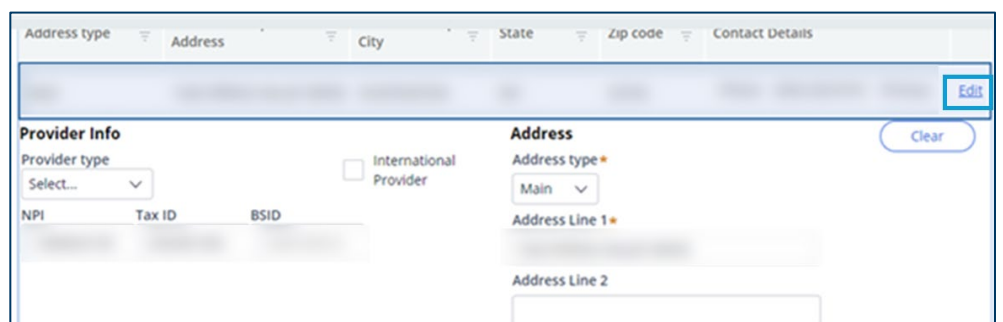


The screenshot shows the 'Authorization Request' interface in Predictal. The 'Submitting Provider' section is highlighted with a red box. It includes a search bar with a dropdown menu for 'Search by' (Provider ID selected) and a 'Search' button. The search criteria are 'Practitioner' (selected), 'Practice Group', and 'Facility / Vendor'. The search bar also contains the text 'NPI or BSID \*'.

- **Contact Information Edits:**

You can now edit the submitting provider's contact information directly within the tool.

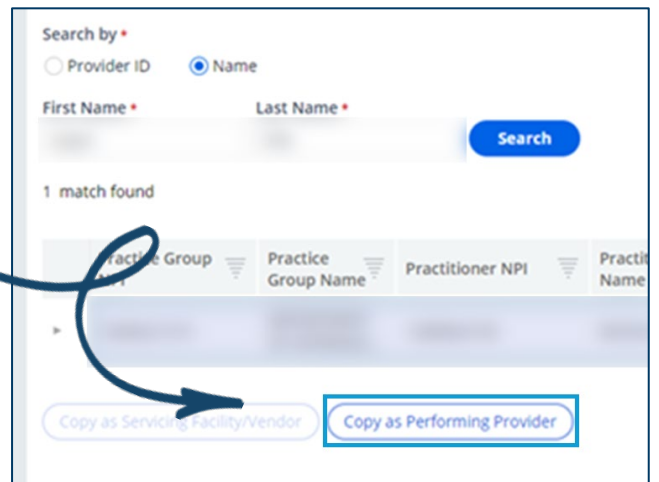
*Tip: These changes only apply to the authorization being submitted and will need to be*



The screenshot shows the 'Provider Info' form in Predictal. The 'Address' section is highlighted with a red box. It includes a dropdown menu for 'Address type' (Main selected) and a 'Clear' button. The form also includes fields for 'Address Line 1' and 'Address Line 2'. The 'Provider Info' section includes fields for 'Provider type', 'NPI', 'Tax ID', 'BSID', and 'International Provider'.

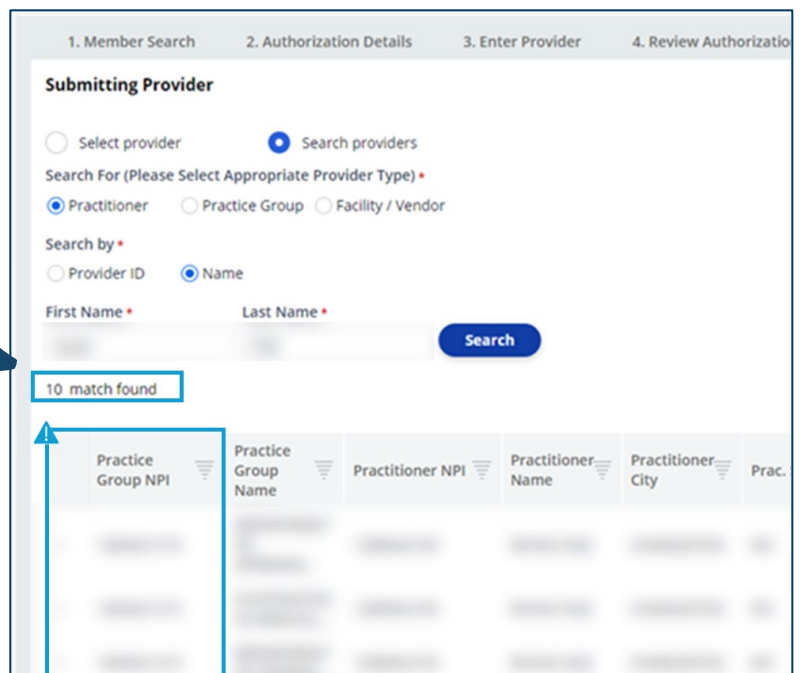
*reentered for any subsequent authorizations. For a permanent change, you must update your Highmark demographic profile. More information on how to do so below under "Important Reminders."*

- **"Copy as Performing Provider" Feature:** You can now easily copy the information from the "Submitting Provider" screen to the "Performing Provider" section – if they are the same – saving you time and effort.



## Important Reminders

- **Contact Information:** Remember that editing contact information within the tool does not update your official Highmark demographic file – yet. (We're working on a possible future capability to do just that.) To update your provider file, sign into *Availity Essentials* > *Choose State* > *Select Highmark Blue Shield or Highmark Blue Cross Blue Shield Payer Spaces* > *Applications* > *Provider Data Management*.
- **Practice/Facility Selection:** If the submitting or performing provider is associated with multiple practices or facilities, carefully select the correct location when using the search feature to avoid errors when submitting your authorization.



## Never Used Availity or Need Help?

- **Get Registered:** If your organization is not already registered with [Availity](#), go to the [Register and Get Started with Availity Essentials](#).
- **Authorization Submission Guidance:** To learn more about how to submit an electronic authorization, refer to the following resources:

- [Inpatient Authorization Submission Guide](#)
- [Outpatient Authorization Submission Guide](#)
- “Availity Essentials Introduction for Highmark Providers - Recorded Webinar” – Find this course with guidance on submitting authorizations by searching the Availity Learning Center (ALC). The authorization content starts at 00:29:38 in this video.

We encourage you to explore the updated features and take advantage of the enhanced functionality. Thank you for your feedback as we continue to improve our tools.

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