

Special Bulletin

For professional and facility providers in New York

June 20, 2025

Expedited Review for RadCard and MSK Authorization Requests

Effective Sept. 20, 2025, providers will experience an enhanced submission process for advanced imaging and cardiology (RadCard) and musculoskeletal (MSK) authorization requests. During the submission process within [Availity Essentials](#)[®], providers may be asked for additional information to assist with quicker decisions regarding the request.

What This Means for Providers

- This change within the authorization submission process may lead to quicker decisions. A Highmark clinical staff member will make the determination for all submitted requests.
- When submitting authorization requests, you may be prompted by Highmark to provide additional information. Providing this information will help accelerate the decision-making process.
- The upgrade is part of the transition from Predictal to Availity **Authorizations & Referrals** for initial medical authorization requests, including RadCard and MSK services.

Learn More

For more details about the workflow transition for authorization requests, see the lead article in April *Provider News* for your region:

- [Highmark Blue Cross Blue Shield \(WNY\)](#)
- [Highmark Blue Shield \(NENY\)](#)

Additional information will be shared in upcoming issues of *Provider News*.

Stay Informed

Sign up for our [mailing list](#) to receive timely updates and announcements via email.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

