

Special Bulletin

For professional and facility providers

December 27, 2022

Behavioral Health Will Soon Be Routed to New Utilization Management Tool

This year, Highmark has rolled out a new utilization management tool (UM) for the submission of authorization requests. Effective **January 9, 2023**, authorization requests for Behavioral Health services will also route to the new clinical platform.

What is Predictal?

- Predictal is Highmark’s utilization management tool that allows offices and hospitals to submit, update, and inquire on medical authorization requests.
- The tool is integrated with [NaviNet®](#) for seamless workflow.
- It enables management of members’ care from end-to-end, including submission, case review and decision-making, prescribed treatment programs and discharge care.

How do I use Predictal?

You will 1) log into NaviNet as usual, 2) choose the type of authorization submission, and 3) complete the Selection Form as you do today. *[Image below.]*

The screenshot shows the NaviNet interface for the 'Selection Form' under 'Authorization Submission'. The form includes the following fields and sections:

- Navigation:** NaviNet logo, WORKFLOWS, HEALTH PLANS, ADMINISTRATION, and utility icons (flag, bell, help).
- Section Header:** Selection Form
- Required Fields:** 'Select a Referred from Facility and enter the Proposed Date of Service (both are required):' with a dropdown for 'Referred From Facility' and a date input for 'Proposed Date of Service'.
- Member Information:** 'For results, enter Member ID with Date of Birth and/or Member First Name:' with inputs for Member ID, Member Date of Birth, Member First Name, and Member Last Name.
- Category and Service Selection:** 'Select a Category and then a Service from the selections below:' with a dropdown for 'Category' (set to 'Inpatient') and a text input for 'Service' (set to 'Planned Medical').
- Action:** 'Add Category/Service' button.
- Summary Table:** 'Category and Services Added:' with a table header showing 'Category' and 'Service'.

Once you submit the Selection Form, you will be redirected to Predictal. When it launches, the data you entered on the previous screen will transfer over to Predictal. You do not need to confirm or re-enter any of that information.

Reference Guides

We have several step-by-step reference guides available to assist providers in the authorization process within Predictal. You can view the guides using the links below:

- [Inpatient Authorization Guide](#)
- [Outpatient Authorization Guide](#)

Tips and Tricks



1) **Place of Service:** Most of the data fields are the same as they were in the previous utilization management tool, with the following exception: you must pick your Place of Service. Options may include “office”; (patient’s) “home”; “outpatient hospital”; “independent clinic”; “ambulatory surgical center” and “comprehensive outpatient rehabilitation facility.”

2) **Diagnosis Code:** Must contain a decimal place (e.g., E34.4)

3) **Attachments:** You may attach clinical information, or any supporting documentation to the authorization by clicking the “+” sign on the righthand side of every screen.

4) **Validation:** Before you submit your authorization, validate your information on the Review Screen. If you need to make edits, you can use the “back” button to navigate backwards through the authorization and make any necessary changes.

Future Enhancements

Additional service types will continue to move to Predictal through the first half of 2023, including:

- Medical Injectable/Specialty Drug
- Pharmacy

Questions

If you need assistance regarding Predictal workflows, you can email us at ElecAuthSubmit@highmark.com.

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