

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

AUGUST 17, 2022

INTERACTIVE VOICE RESPONSE EXPANSION: INPATIENT PLANNED AUTHORIZATIONS

Starting **August 22, 2022**, you can use Highmark's interactive voice response (IVR) for **all inpatient service types** to check authorization status. (Previously, only inpatient planned authorization status could be obtained this way.)

You must have your reference number to obtain authorization status via the IVR. You will receive your reference number when:

- **NaviNet:** you have completed your submission.
- **Fax:** you receive a fax notification following your submission with the reference number for your request.
- **Phone:** your Customer Service Representative provides you with a reference number.

When you call your [regional Clinical Services phone number](#) to inquire about an authorization status, listen to the updated prompts. After you select "Provider" from the first prompt, press 2 to access the IVR.



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