

# Special Bulletin

For professional and facility providers

January 9, 2023

## New UM Tool: Faster Response Times for Behavioral Health Authorization Requests

[NaviNet](#)<sup>®</sup> will automatically route electronic authorization requests submitted by Behavioral Health (BH) providers to Highmark's new utilization management (UM) tool beginning on **January 9, 2023**.

The new UM tool enables offices to submit, update, and query medical authorization requests. It supports management of members' care from end-to-end, including submission, case review and decision-making, prescribed treatment programs, and discharge care. The tool is integrated with NaviNet for seamless workflow.

The benefits of submitting electronic authorization requests for BH providers include:

- **Faster reviews and responses** – Highmark receives necessary data to quickly and accurately review the request (no phone or fax wait times).
- **Easy to use** – Modern and easy-to-use interface using leading technology.
- **One-stop shop** – All data can be submitted directly into the new UM tool, including attachments.
- **Status updates** – Notifications share real-time status changes with a link to view authorization details.

### Reference Guides

Two step-by-step reference guides are available on the Provider Resource Center (PRC) to assist providers in the authorization process:

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

For additional resources on the PRC, go to **AUTHORIZATIONS** on the left menu, click on **Procedures/Service Requiring Prior Authorization**. If you need assistance regarding electronic authorization workflows, you can email us at [ElecAuthSubmit@highmark.com](mailto:ElecAuthSubmit@highmark.com).

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