

# Special Bulletin

For professional and facility providers

November 23, 2022

## Outpatient Services, Ancillary, DME and eviCore Authorizations Routed to New Utilization Management Tool

Earlier this year, Highmark launched a new utilization management tool, Predictal, for the submission of inpatient authorization requests. Authorization requests for the following services will **now** also route providers to the new clinical platform to complete those requests:

- Outpatient
  - Planned Medical
  - Planned Surgical
  - Speech Therapy
  - Comprehensive Outpatient Rehabilitation Facility (CORF) – Physical Therapy
  - Comprehensive Outpatient Rehabilitation Facility (CORF) – Occupational Therapy
- Ancillary
- Durable Medical Equipment (DME)
- eviCore
  - Musculoskeletal
  - Genetic Testing
  - Radiation Oncology
  - Radiology and Cardiology

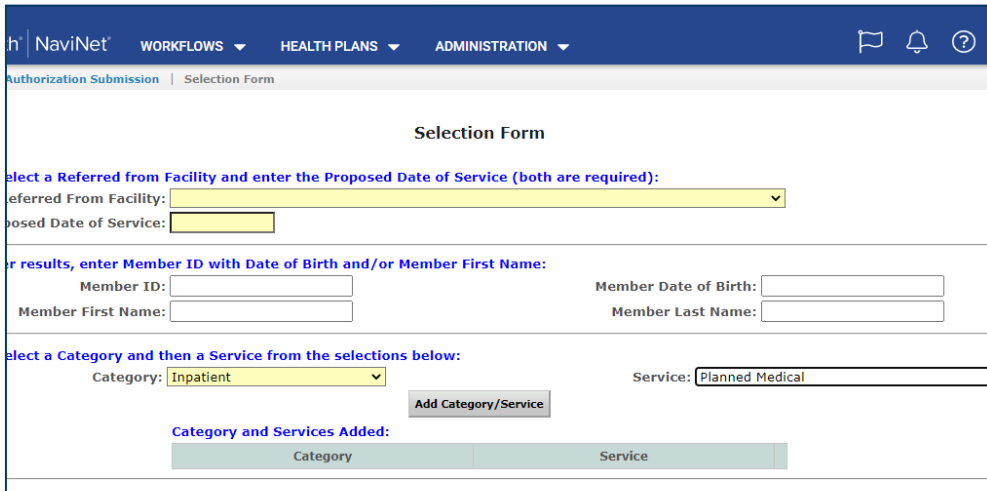


### What is Predictal?

- 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. The top navigation bar includes 'NaviNet', 'WORKFLOWS', 'HEALTH PLANS', and 'ADMINISTRATION'. The main content area is titled 'Selection Form' and contains the following fields and instructions:

- Instruction: "Select a Referred from Facility and enter the Proposed Date of Service (both are required):"
- Field: "Referred From Facility:" (dropdown menu)
- Field: "Proposed Date of Service:" (text input)
- Instruction: "For results, enter Member ID with Date of Birth and/or Member First Name:"
- Fields: "Member ID:", "Member Date of Birth:", "Member First Name:", "Member Last Name:" (all text inputs)
- Instruction: "Select a Category and then a Service from the selections below:"
- Field: "Category:" (dropdown menu, currently showing 'Inpatient')
- Field: "Service:" (text input, currently showing 'Planned Medical')
- Button: "Add Category/Service"
- Section: "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.

## eviCore Information

Providers should be able to access eviCore seamlessly from [NaviNet®](#). However, if you experience an issue, please access eviCore directly at [www.evicore.com](http://www.evicore.com). Providers can also contact eviCore at the following numbers:

- Phone: 888-564-5492
- Fax: 800-540-2406

## Future Enhancements

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

- Behavioral Health
- Medical Injectable/Specialty Drug
- Pharmacy

## Questions

If you need assistance regarding Predictal workflows, you can email us at [ElecAuthSubmit@highmark.com](mailto:ElecAuthSubmit@highmark.com).

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