



PROVIDER UPDATE

The new provider portal launches this winter, replacing NaviNet, the Enhanced Provider Portal, and parts of Highmark's Provider Resource Center.

You told us you wanted one efficient workflow to communicate with payers. So, we teamed up with HealthTrio to streamline the process and give you new tools. Training will be available at a later date, when we'll show you how to register, get started, and get the most from the tools available.

What can you expect?

- Simplified navigation, including easier, immediate access to tools all in one place, accessible on both desktop and mobile.
- Pop-up notifications and personalized messages based on specialty.
- Secure digital forms instead of paper forms to download and fax or mail in.

Upcoming changes to the way you request authorizations.

Starting **Oct. 22, 2021**, authorization submissions will no longer be accepted through NaviNet.

While the new provider portal is being developed, temporary manual processes will be in place for:

- **Medication authorizations (medical benefit J codes).** Submit by fax to 1-855-476-4158 or call the Pharmacy Department at 1-844-325-6251 Monday–Friday, 8 a.m.–5 p.m.
- **All other authorizations.** Submit authorizations by calling Utilization Management at 1-844-325-6251, Monday–Friday, 8 a.m.–5 p.m.
- **Appeals and claims disputes.** Fax Appeals and Grievances appeals to 1-833-841-8073 and claims disputes to 1-833-202-9390.

After Oct. 22 and during transition to the new provider portal, you can continue to use NaviNet for eligibility inquiry, claims inquiry, updates, and more. The temporary manual process will be in place until new online tools are available.

Highmark Health Options is available to:

- Answer your calls, receive incoming faxes, and build the authorization shells.
- Provide an automatic approval authorization without a clinical review in accordance with established guidelines, in some instances.
- Update you on your appeals and claims disputes submissions.

If you have questions or concerns, contact Provider Services at 1-844-325-6251.