Post-Acute Care Authorization Submissions

Initial and Concurrent Processes

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What’s changing?

Beginning **March 1, 2026,** Highmark will no longer utilize naviHealth, Inc. and providers will be required to submit initial and subsequent concurrent authorizations through GuidingCare, via NaviNet®, for Medicare Dual Eligible Special Needs (D-SNP) members.

This change will impact providers in **Pennsylvania and Delaware** who serve D-SNP members at the following locations:

- Skilled Nursing Facilities
- Inpatient Rehabilitation Facilities
- Long-Term Acute Care Hospitals

The authorization submissions process begins by logging into NaviNet® and clicking on the GuidingCare Authorization Portal link. The GuidingCare Authorization Portal enables providers to submit, update, and query medical authorization requests.

Note: Any authorization previously opened via naviHealth will stay with them until discharge.

Demonstration for Authorization Submissions

Feel free to add questions into the
chat feature throughout the presentation.

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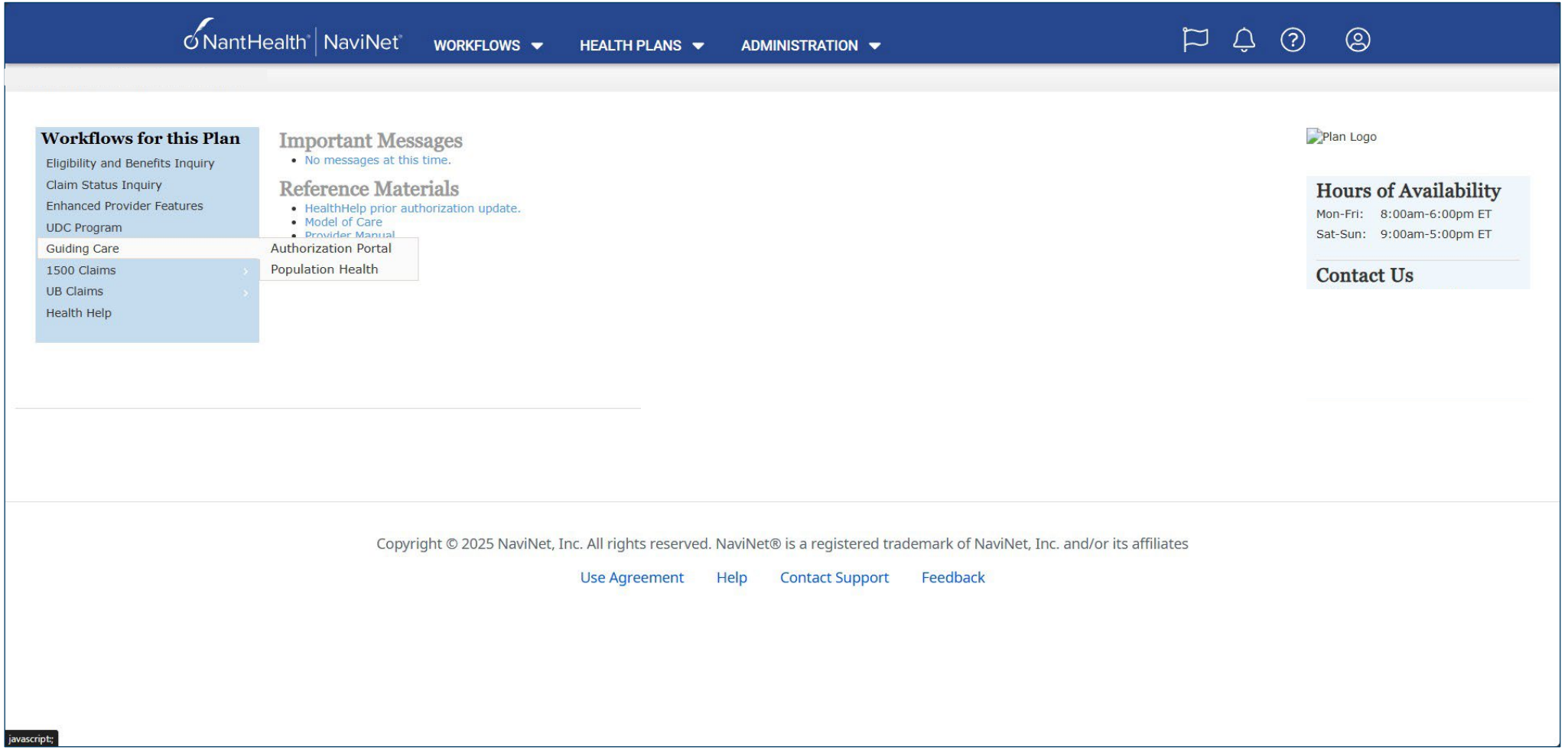
NantHealth | NaviNet
WORKFLOWS
HEALTH PLANS
ADMINISTRATION
Workflows for this Plan
Eligibility and Benefits Inquiry
Claim Status Inquiry
Enhanced Provider Features
UDC Program
Guiding Care
1500 Claims
UB Claims
Health Help
Authorization Portal
Population Health
Important Messages
No messages at this time.
Reference Materials
HealthHelp prior authorization update.
Model of Care
Plan Logo
Hours of Availability
Mon-Fri: 8:00am-6:00pm ET
Sat-Sun: 9:00am-5:00pm ET
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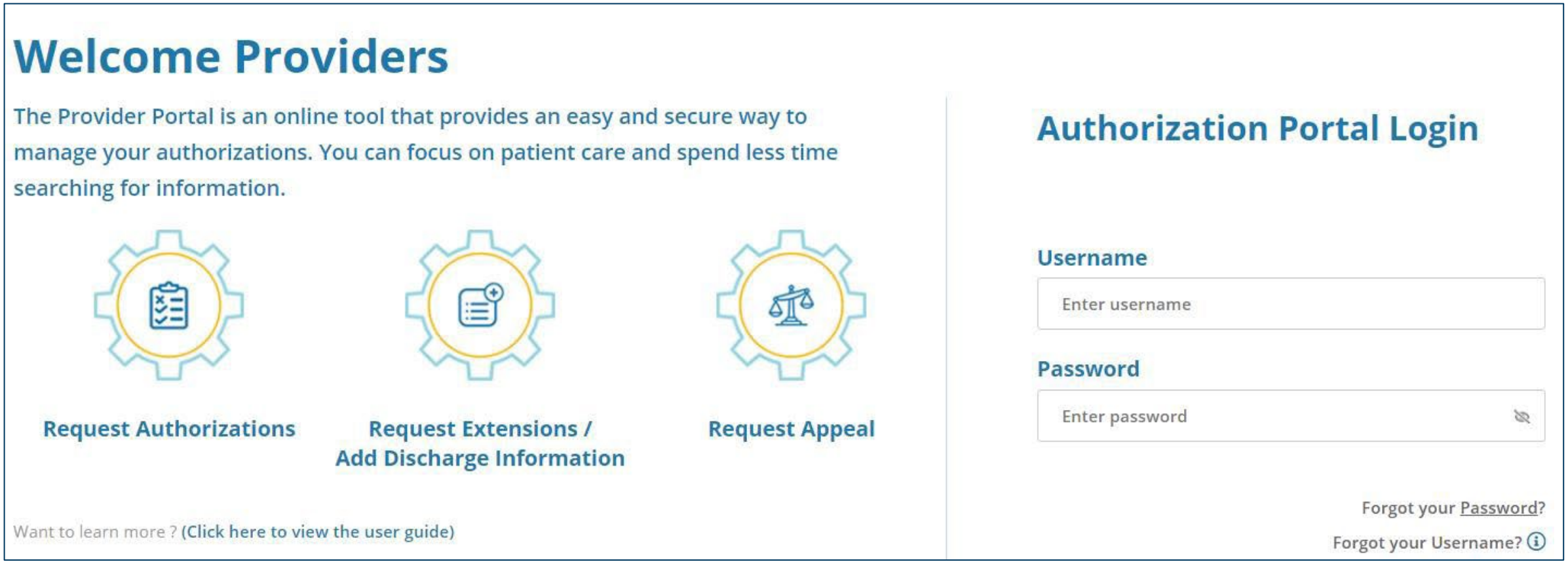
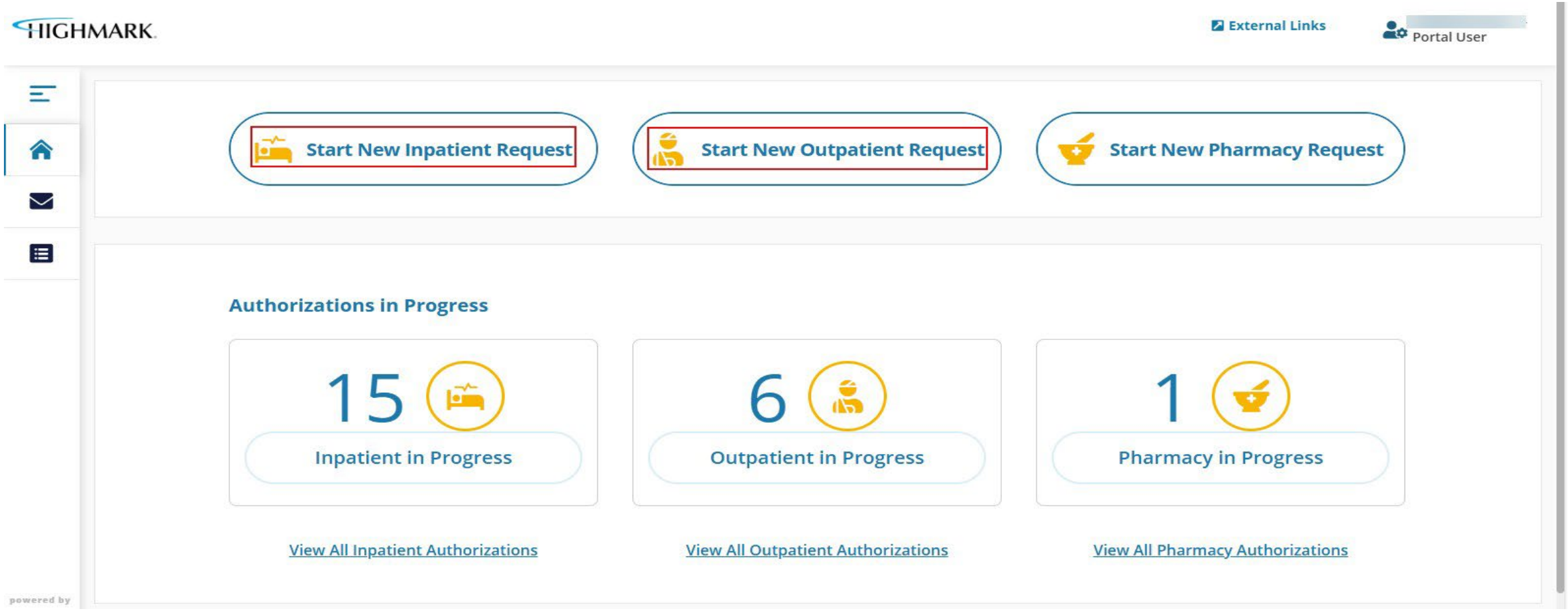
Provider Authorization Portal Log On



Dashboard

Please Note: Fields in Red throughout the following slides are Required Fields



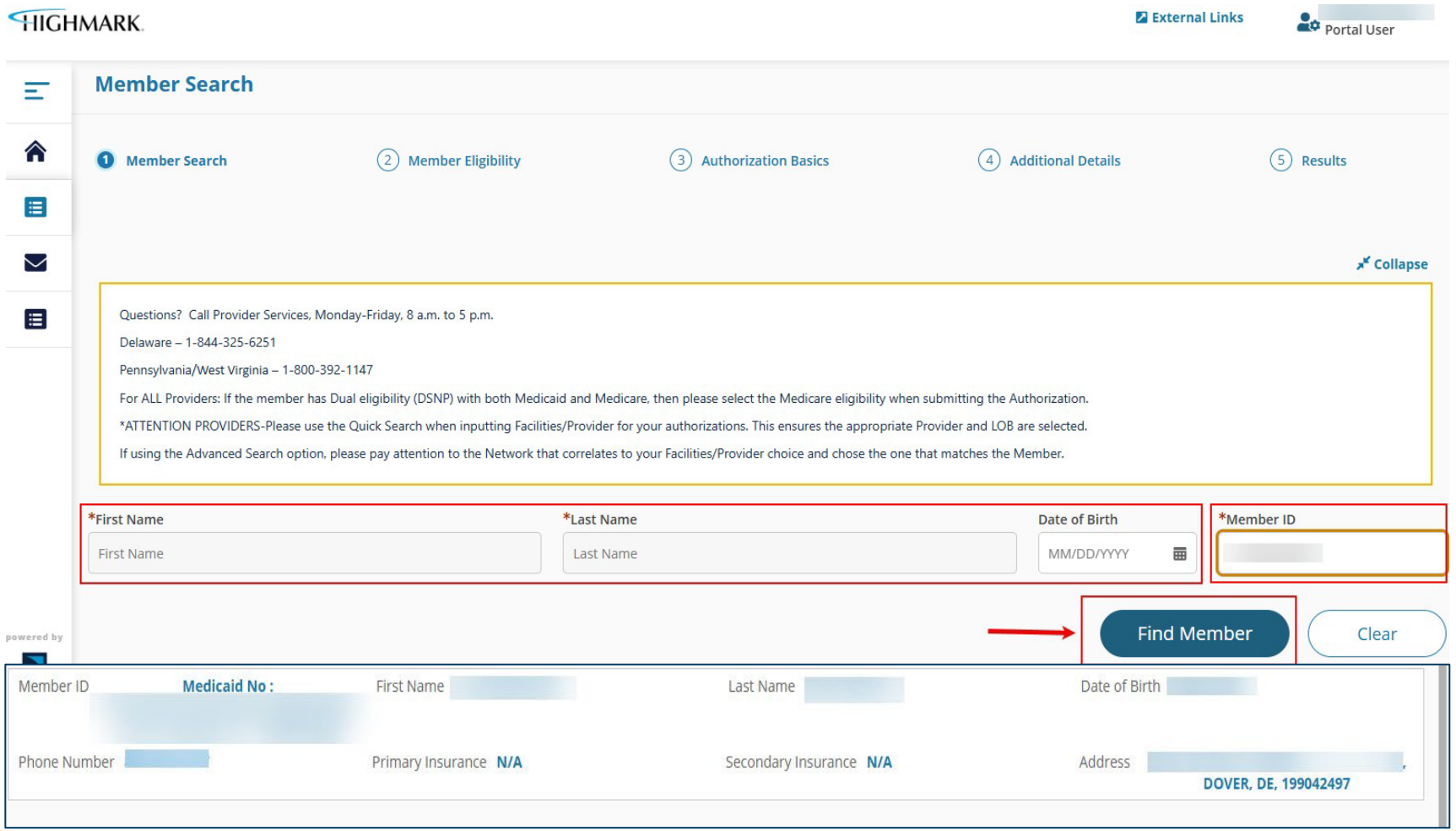
Member Search

Enter Search Criteria:

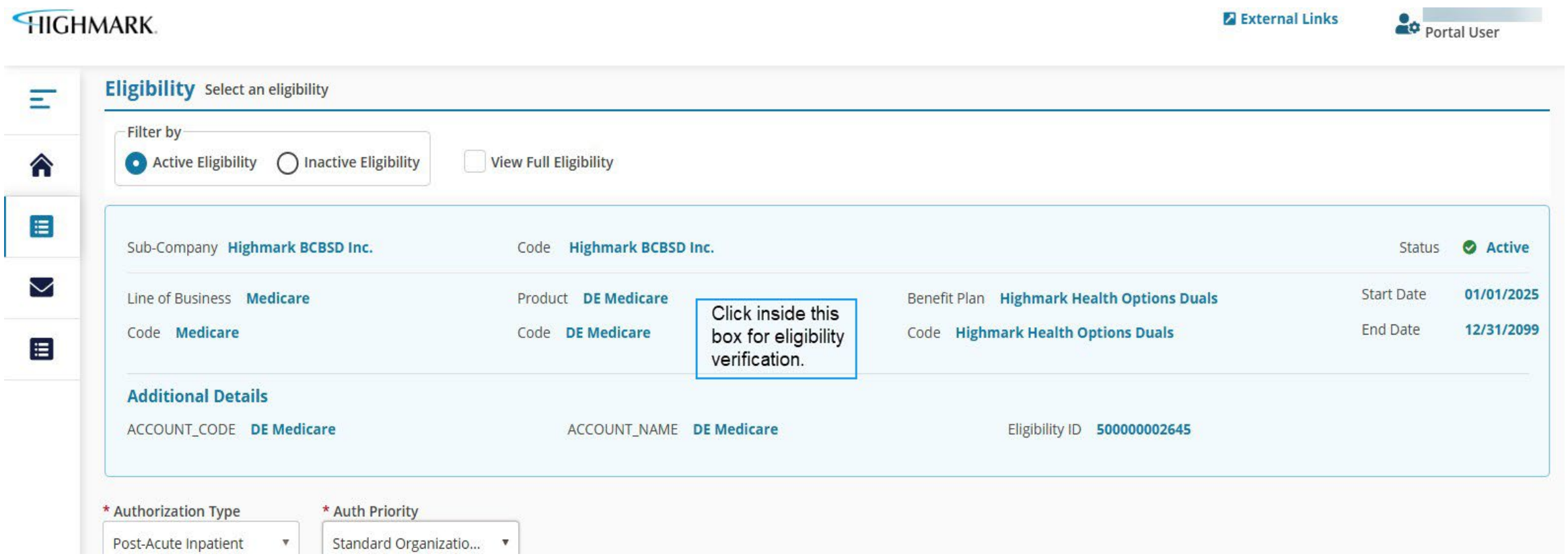
- Member ID, or
- First/Last Name & DOB

Click Find Member

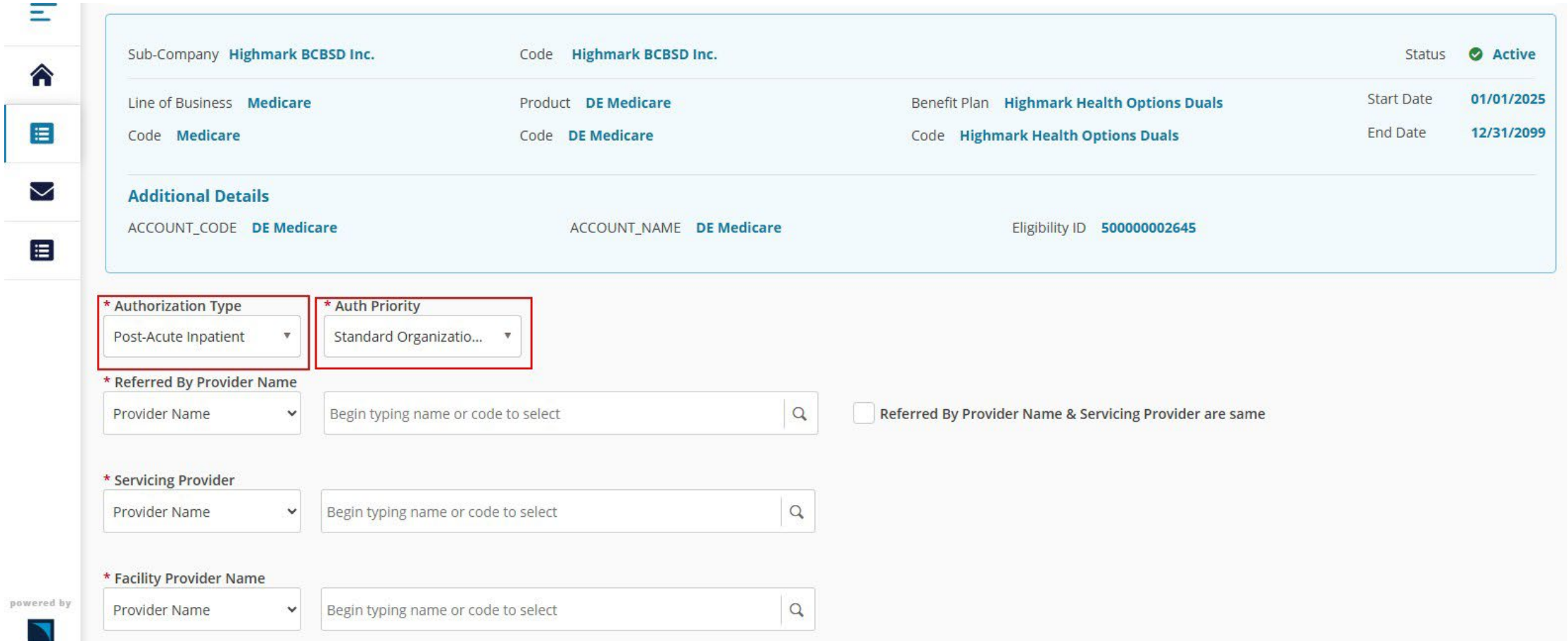
- Click on member banner.



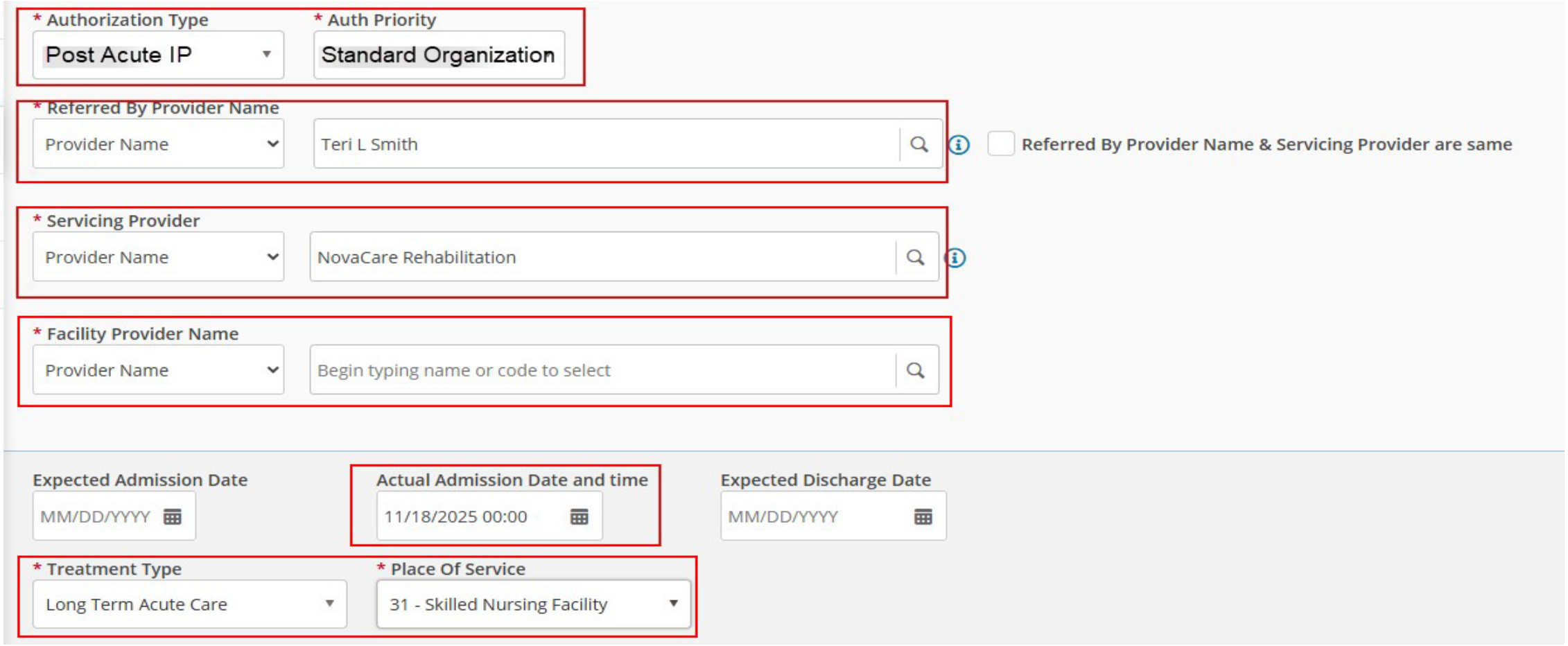
Eligibility



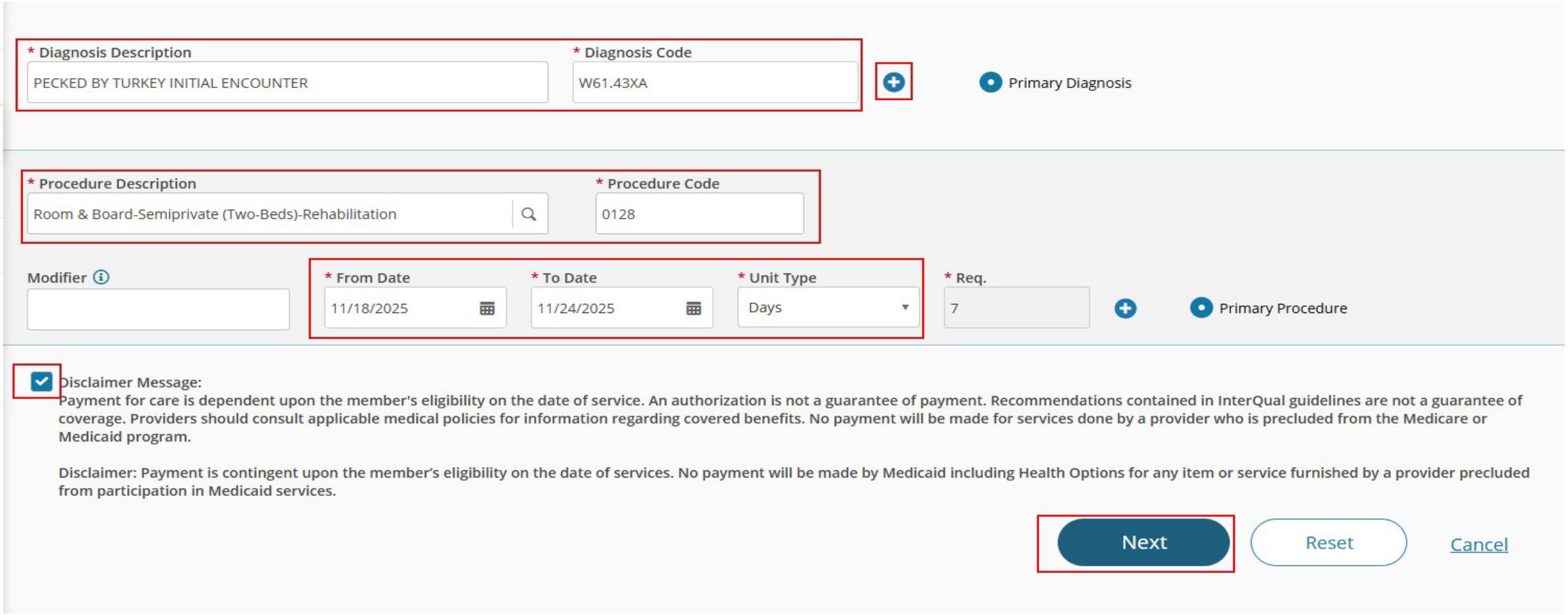
Select Authorization Type



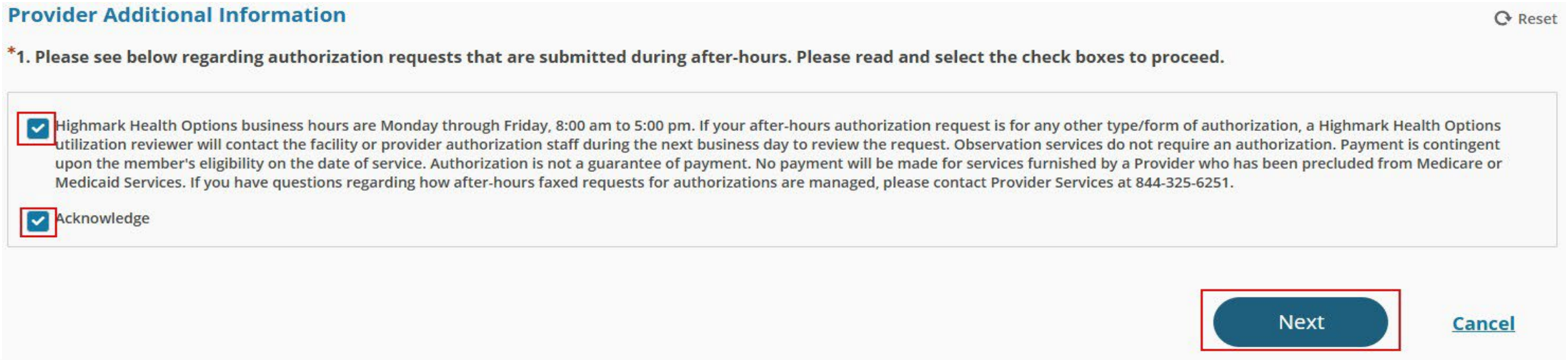
Authorization Details

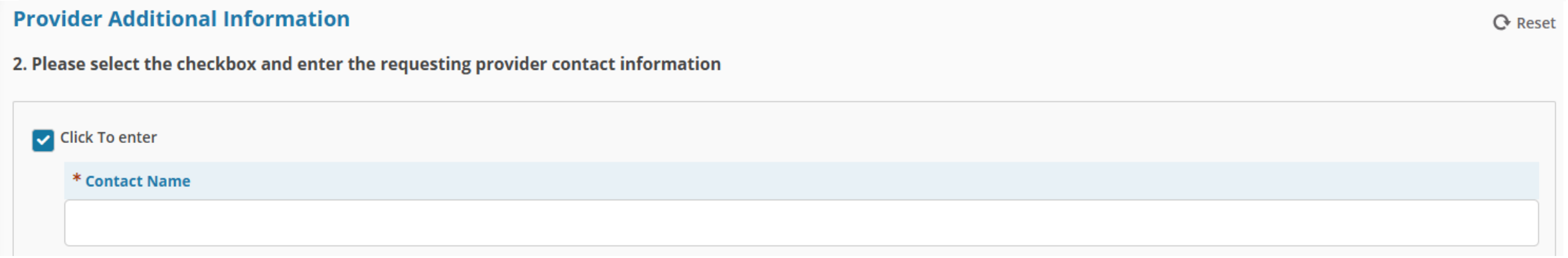


Authorization Details

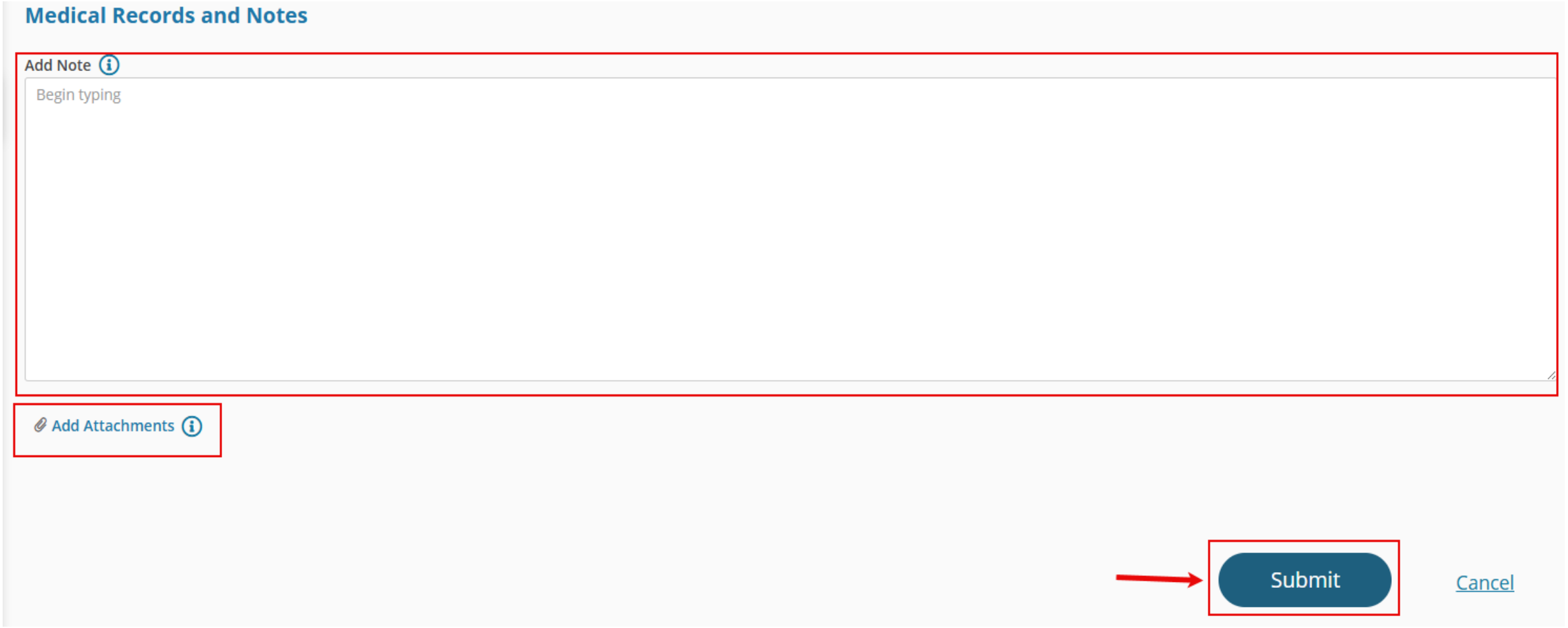


Provider Acknowledgements & Contact



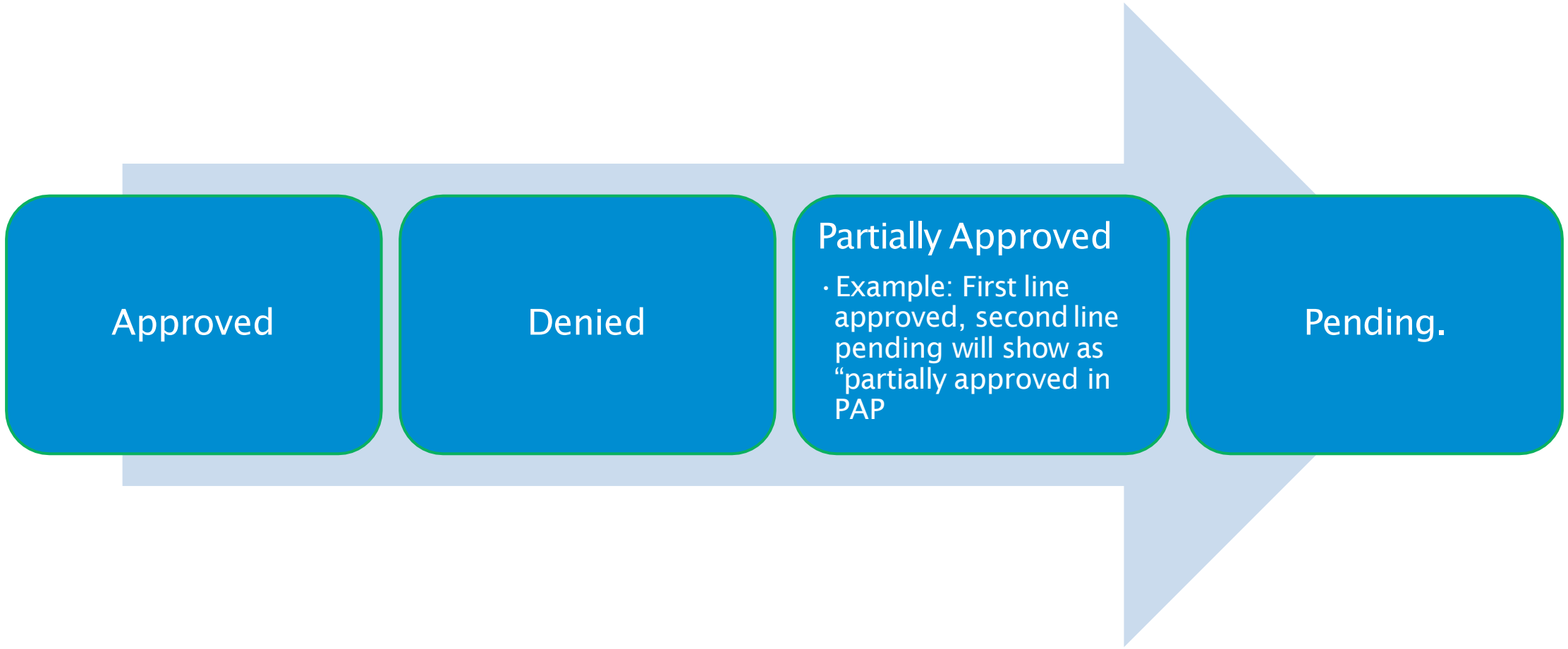


Medical Records & Attachments



Dashboard

Authorization Status



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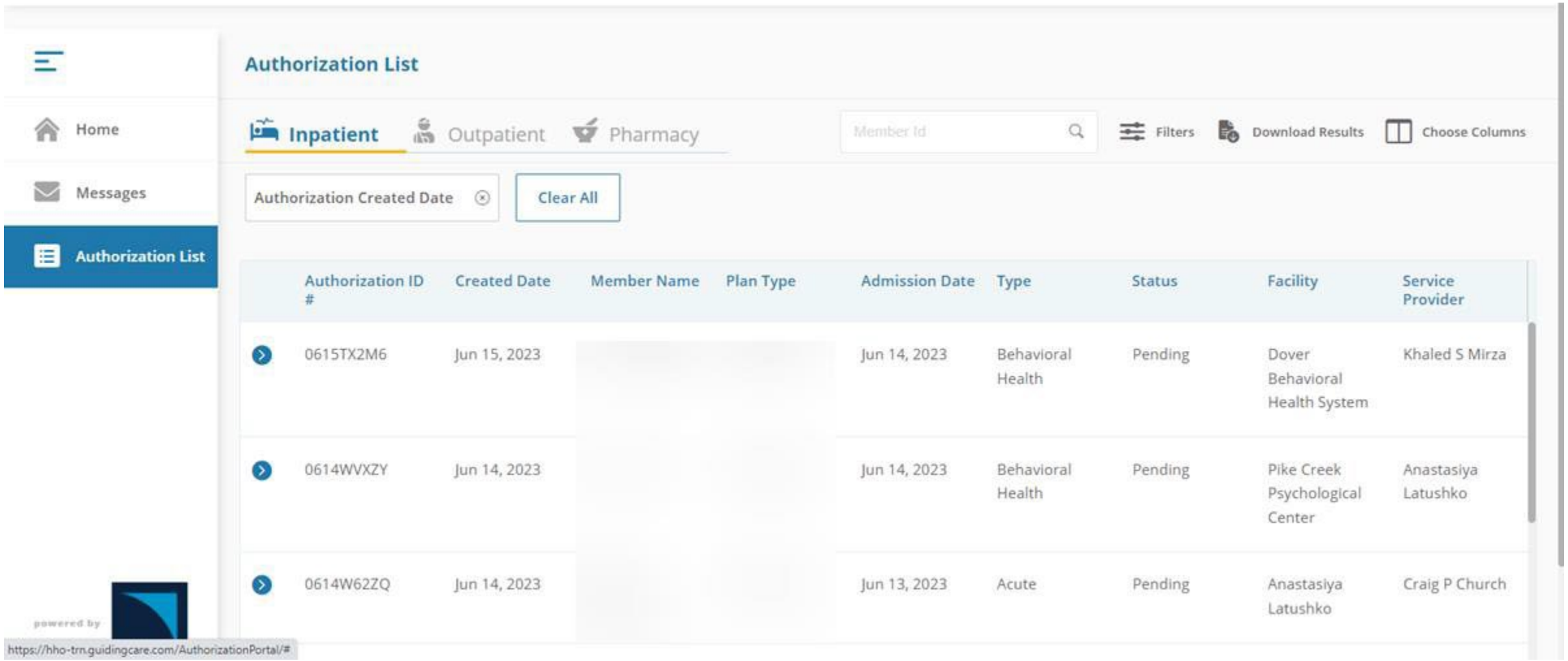
Authorization List
Home
Messages
Authorization List
Inpatient
Outpatient
Pharmacy
Member Id
Filters
Download Results
Choose Columns
Authorization Created Date
Clear All
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Created Date
Member Name
Plan Type
Admission Date
Type
Status
Facility
Service Provider
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Jun 15, 2023
Jun 14, 2023
Behavioral Health
Pending
Dover Behavioral Health System
Khaled S Mirza
0614WVXZY
Jun 14, 2023
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Behavioral Health
Pending
Pike Creek Psychological Center
Anastasiya Latushko
0614W62ZQ
Jun 14, 2023
Jun 13, 2023
Acute
Pending
Anastasiya Latushko
Craig P Church
powered by
https://hho-trn.guidingcare.com/AuthorizationPortal/#

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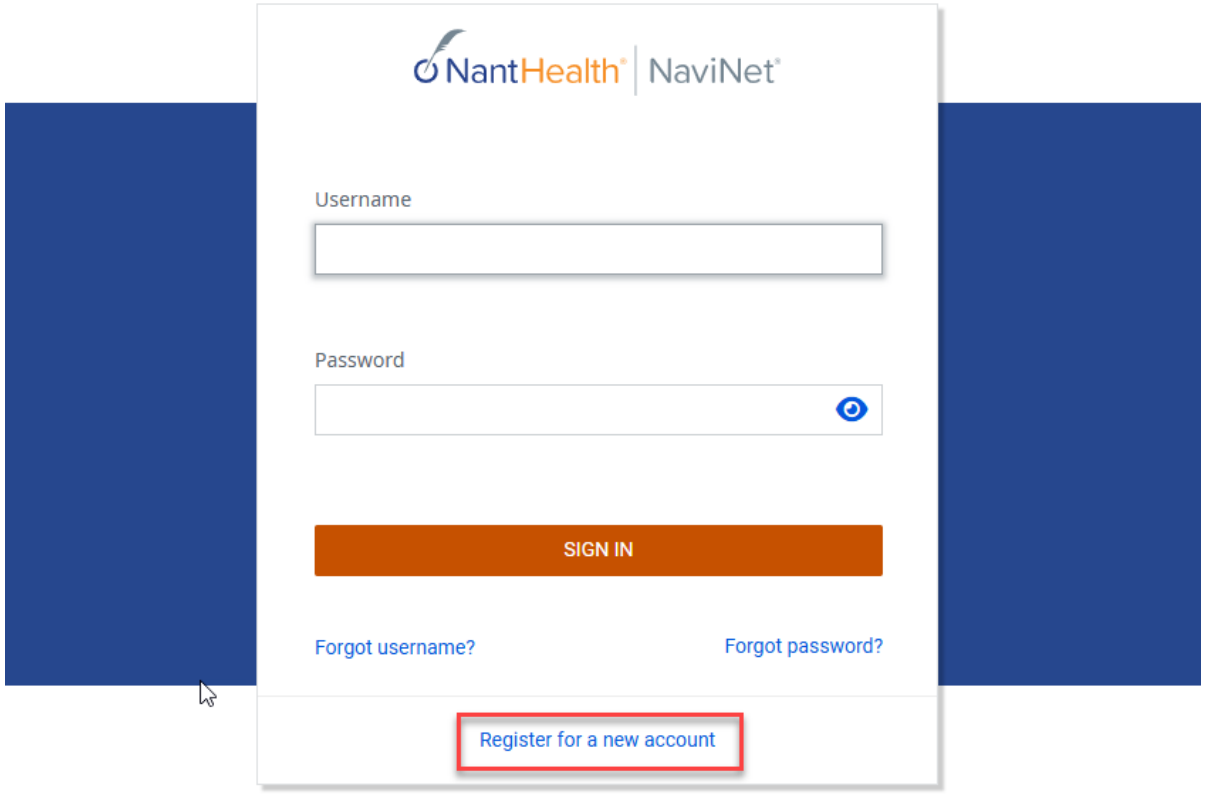

Thank You

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