



PROVIDER UPDATE

Now Available: Authorizations and Care Plans through NaviNet

On Nov. 6, 2023, providers can access prior authorizations and member care plans for Highmark Health Options through NaviNet.

In the Authorization Portal, providers can:

- Enter authorization requests.
- Respond to secure messages via the Authorization Portal from the Highmark Health Options Utilization Management reviewer.
- Add additional information to authorizations (e.g., medical information, discharge date, etc.).
- Receive immediate authorization approval or view the status of an authorization that is being processed.
- Request a peer review.
- Withdraw an authorization.

In Population Health, providers can:

- View a member's care plan.
- Share feedback on a care plan.



Trainings for the Authorization Portal and Population Health are now available on the Provider Training website. To access the training, visit hho.fyi/provider-training or scan the QR code.

If you have any questions as you use the portal, contact your Provider Account Liaison or call Provider Services at 1-844-325-6251, Monday – Friday, 8 a.m. – 5 p.m.