

Special Bulletin

For professional and facility providers

June 28, 2024

Electronic Authorization Tool Update: Enhanced Functionality and Important Reminders

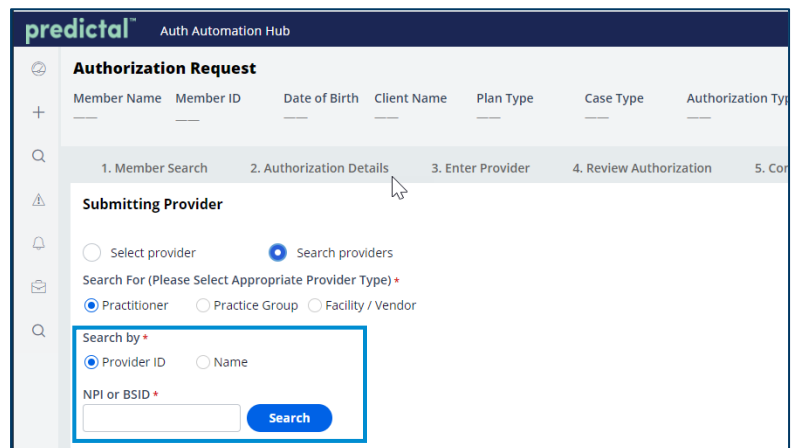
We are pleased to announce recent updates to Highmark's Electronic Authorization Tool, Predictal, available through [Availity Essentials](#). They were designed to improve your experience and streamline the authorization process, and they are available **now** for you and your staff to start exploring.

Key Enhancements

- **Searchable Provider Dropdown:**

The dropdown list for selecting providers is now searchable by practitioner or group, enabling you to find the submitting provider quickly and addressing a previous limitation of the dropdown not showing more than 300 providers.

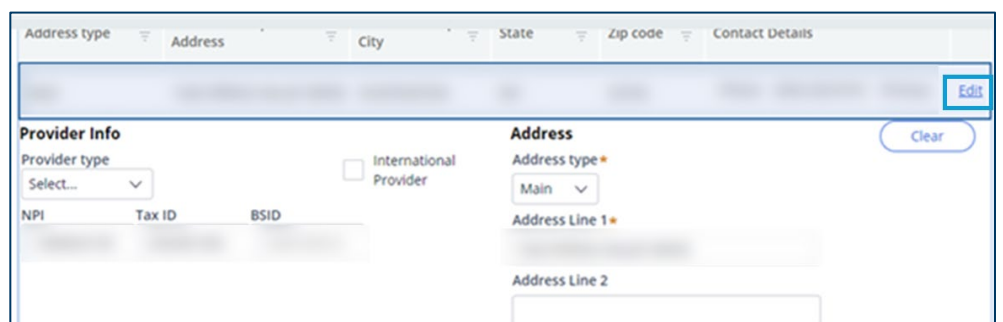
Tip: Search by the practitioner's NPI or Highmark Blue Shield ID (BSID) for the most precise results.



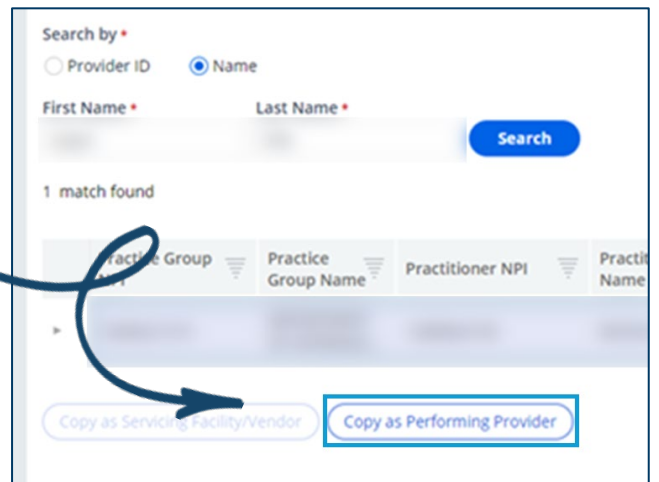
- **Contact Information Edits:**

You can now edit the submitting provider's contact information directly within the tool.

Tip: These changes only apply to the authorization being submitted and will need to be reentered for any subsequent authorizations. For a permanent change, you must update your Highmark demographic profile. More information on how to do so below under "Important Reminders."

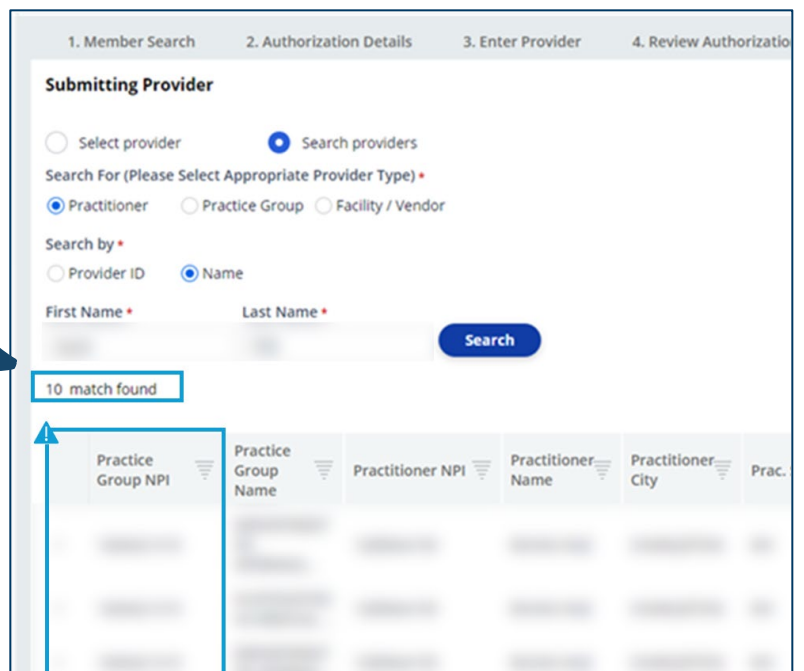


- **"Copy as Performing Provider" Feature:** You can now easily copy the information from the "Submitting Provider" screen to the "Performing Provider" section – if they are the same – saving you time and effort.



Important Reminders

- **Contact Information:** Remember that editing contact information within the tool does not update your official Highmark demographic file – yet. (We're working on a possible future capability to do just that.) To update your provider file, sign into *Availity Essentials* > *Choose State* > *Select Highmark Blue Shield or Highmark Blue Cross Blue Shield Payer Spaces* > *Applications* > *Provider Data Management*.
- **Practice/Facility Selection:** If the submitting or performing provider is associated with multiple practices or facilities, carefully select the correct location when using the search feature to avoid errors when submitting your authorization.



Never Used Availity or Need Help?

- **Get Registered:** If your organization is not already registered with [Availity](#), go to the [Register and Get Started with Availity Essentials](#).
- **Authorization Submission Guidance:** To learn more about how to submit an electronic authorization, refer to the following resources:

- [Inpatient Authorization Submission Guide](#)
- [Outpatient Authorization Submission Guide](#)
- “Availity Essentials Introduction for Highmark Providers - Recorded Webinar” – Find this course with guidance on submitting authorizations by searching the Availity Learning Center (ALC). The authorization content starts at 00:29:38 in this video.

We encourage you to explore the updated features and take advantage of the enhanced functionality. Thank you for your feedback as we continue to improve our tools.

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