

naviHealth prior authorization submissions now require additional documentation

Effective Dec. 1, 2022, Security Health Plan will require three patient identifiers for naviHealth prior authorization submissions. These three identifiers must be present on faxed documentation submissions and during telephone submissions. The updated requirement is to reinforce naviHealth's continued dedication to protecting patient privacy. Acceptable patient identifiers include:

1. Member first and last name
(Current requirement)
2. Member date of birth
(Current requirement)
3. Member/Beneficiary identification (ID) number
(**New requirement as of Dec. 1, 2022)

To safeguard a patient's private health information (PHI), after Dec. 1, 2022, naviHealth will no longer accept submissions that do not include this information. Your teams will receive enhanced provider resources to assist with this transition.