



PROVIDER UPDATE

The policies below have been updated:

Effective August 1, 2025

Prior authorization is required for **all oncology medications**. Failure to obtain authorization will result in a claim denial. The prior authorization process will apply to **all Highmark Health Options members**. This does not apply to Highmark Health Options Duals.

HealthHelp® will be managing oncology prior authorization requests for Highmark Health Options (HHO) in Delaware. Previously, prior authorization was not required for these services.

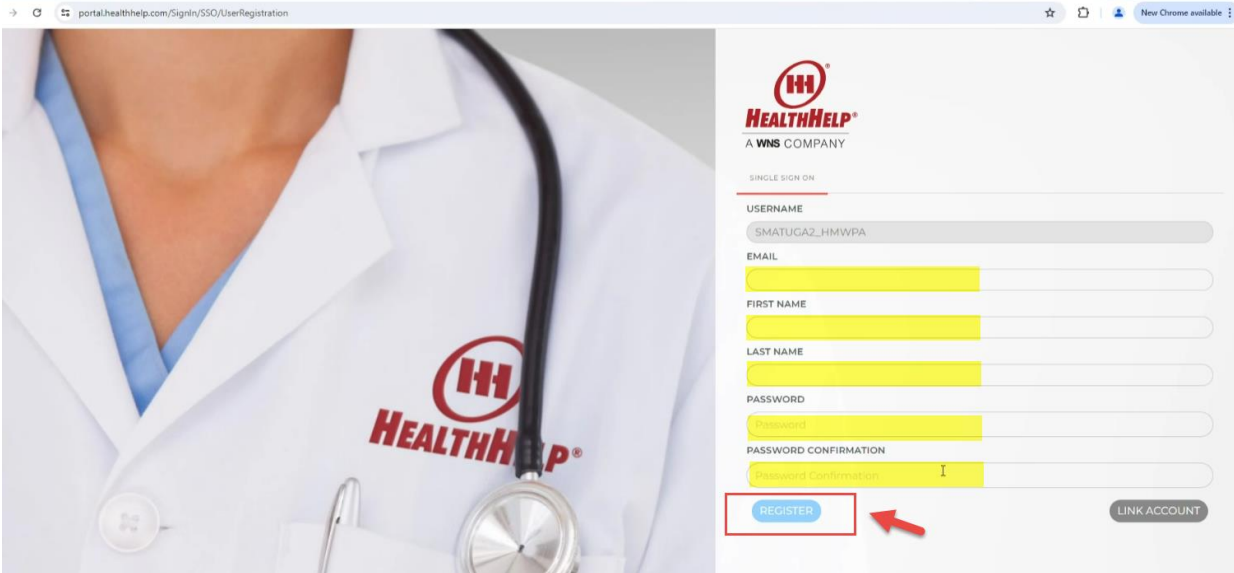
For a complete list of prior authorization requirements, visit the [Prior Authorization Code Lookup page](#) on the provider HHO website.

Process for Highmark Health Options (Medicaid) Providers

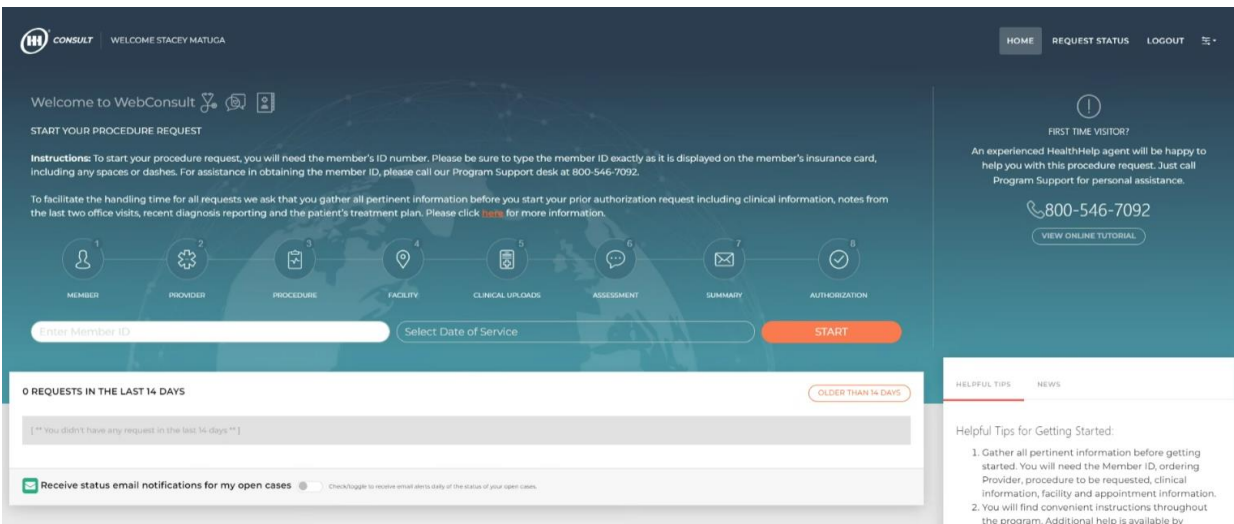
To help streamline how you manage these requests for your Highmark Health Options patients, HealthHelp has implemented Single Sign-On (SSO) capability within NaviNet.

If you are an existing NaviNet user, you will need to:

1. Log in to NaviNet with your credentials.
2. Under the drop-down menu for Health Plans, select **Highmark Health Options**.
3. From there, select **HealthHelp** from **Workflows for this Plan** on the left-side menu.
4. If you're a first time SSO user, you will need to register with an email and password.



5. Click register and you will be immediately connected to HealthHelp to enter your authorization request.



***Note:** If you already have an email on file, you will need to click “link account”.

Training Webinar for Submitting Oncology Requests

Please register for Highmark - How to submit your Medical Oncology Request on WebConsult on Jul 25, 2025 at 11:00 AM CDT / 12:00 Noon ET at:

<https://attendee.gotowebinar.com/register/6758828166112096863>

After registering, you will receive a confirmation email containing information about joining the webinar.

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Registering for NaviNet

If you do not already have a NaviNet account for other health plans, you will need to register to access HealthHelp SSO for prior authorization requests.

[Get started with NaviNet today.](#)

Prior authorization requests for the above services for your HHO patients can also be submitted to HealthHelp **by fax at 877-637-6934 or by phone at 877-761-1444.**

For questions or information regarding this change or general policy and procedures, contact a Highmark provider representative at **844-325-6251 for Highmark Health Options** or at **833-841-8075 for Highmark Health Options Duals (D-SNP).**

Representatives are available 8 a.m. to 4:30 p.m., Monday - Friday. TTY users call 711.

Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association. Highmark Health Options Duals is offered by Highmark Blue Cross Blue Shield. Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield offers HMO plans with a Medicare Contract. Enrollment in these plans depends on contract renewal.

HealthHelp is a separate company that offers education and guidance from specialists in sleep, cardiology, radiation oncology, musculoskeletal, diagnostic imaging, and physical medicine for Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

NaviNet® is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield such as routine eligibility, benefits and claims status inquiries.

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.

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All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.