



PROVIDER UPDATE

The policies and HCPCS codes below have been updated:

Delayed until January 1, 2026

Expansion of prior authorization to include all **oncology medications for Highmark Health Option Duals D-SNP (Medicare) has been delayed from 10/1/2025 to 1/1/2026**. This has been in place for Highmark Health Options (Medicaid) since 8/1/2025. Starting on 1/1/26, failure to obtain authorization will result in a claim denial for D-SNP (Medicare) members. The prior authorization process will apply to all **Highmark Health Options Duals D-SNP (Medicare) members starting 1/1/2026**.

HealthHelp® manages oncology prior authorization requests for Highmark Health Options (HHO) Medicaid in Delaware and **will manage this service for Highmark Health Options (HHO) Duals D-SNP starting on 1/1/2026**. Currently, prior authorization is only required for some medical oncology services and Highmark Health Options (HHO) D-SNP manages the pharmacy oncology prior authorizations. HealthHelp has implemented Single Sign-On (SSO) capability within 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 your HHO patients can also be submitted to HealthHelp **by fax at 877-637-6934 or by phone at 877-761-1444**.

Check if a code requires Prior Authorization by using our Lookup Tool [Prior Authorization Lookup Tool](#)

For questions or information regarding these 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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