
Highmark Blue Cross Blue Shield of Delaware and Highmark Health Options have collaborated with Wayspring, an independent company, to offer their axialHealthcare Risk Mitigation Solution to provide analytics and evidence-based support that may reduce opioid misuse. Through this collaboration, the tools available to you include:

- Patient intelligence highlighting patients who fall into certain risk categories, such as patients recommended for evaluation for substance use disorder, opioids received from multiple providers, or benzodiazepine use with opioids. Risk categories are tied to clinical considerations that may help mitigate the risk;
- Patient-specific snapshots of key clinical information that summarize critical diagnoses and recent prescriptions;
- An interactive opioid reduction tool to assess patient readiness and motivation and support the development of patient-centric reduction plans when beneficial;
- Insight into areas of patient risk within a set of clinical measures for opioid prescribing.

Direct Provider Support

Each of these resources is supported by our Clinical Consult Services (CCS) team of mid-level practitioners, clinical pharmacists, nurses, and engagement specialists. The CCS team's goal is to support you in the treatment of complex patients by applying their clinical expertise, offering detailed patient intelligence, and identifying care coordination opportunities and other relevant evidence-based solutions to support optimal patient health outcomes.

Providers can access the various axialHealthcare resources through NaviNet or via authenticated email access. For access support or questions about the program, please contact the axialHealthcare CCS team by calling 412-679-6127 or emailing providersupport@axialHealthcare.com.

HIPAA Compliance

Sharing of protected health information (PHI) with axialHealthcare is facilitated through a Business Associate Agreement with the covered entity—the health plan. axialHealthcare's products and services are HIPAA-compliant, including the storage, utilization and delivery of PHI used to support patient care.

About axialHealthcare

axialHealthcare is a risk management solution that identifies and addresses opioid-related risk in patient populations. The solution provides timely, interactive tools to providers that allow for data-driven decision-making at the point of care. axialHealthcare is the risk mitigation solution of Wayspring, a company that provides end-to-end support for members with substance use disorder.

Learn more at axialHealthcare.com.