

LTSS service authorizations extension.

On Oct. 25, 2021, Highmark Health Options launched a new care management platform to help streamline complex workflows, facilitate coordination among clinical resources, accelerate quality improvement, and promote provider and member engagement. With the launch of the new platform, the current LTSS authorization process with Shared Health migrated to the Highmark Health Options Support Center.

While we continue to adjust to the new processes and platform, your current LTSS service authorization in the Enhanced Provider Portal will be extended an additional 120 days from the current expiration date. Although you will not see the expiration date change, please continue to utilize the authorization as we transition to our new platform. In the coming weeks you will receive an updated authorization completed in our new platform.

While your authorization notice may look a little different, the notice will include all necessary authorization information and the authorization number. Please do not discontinue any services unless directed to by notice from the Support Center.

If you have any questions or concerns about authorizations, call the LTSS service line at 1-844-325-6258 or email the Support Center at HHO-SupportCenter@highmark.com.

Thank you for your patience and understanding!