

PROVIDER UPDATE

Prior Authorization Update for January 1

On **January 1, 2025**, HealthHelp® will be managing prior authorization requests for Highmark Health Options (HHO) and Highmark Health Options Duals (HMO-SNP) D-SNP members in Delaware. The following services will require prior authorization from HealthHelp:

- Musculoskeletal: Spine, knee, hip surgeries
- Pain Management
- Advanced Imaging: CT scans, PET scans, MRIs, etc.
- Cardiology
- Sleep Studies
- Radiation Oncology

Previously, prior authorization requests for these services were managed by eviCore. After January 1, eviCore will no longer be managing prior authorization 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 Duals (D-SNP) and Dual-Contracted Providers (HHO and HHO Duals)

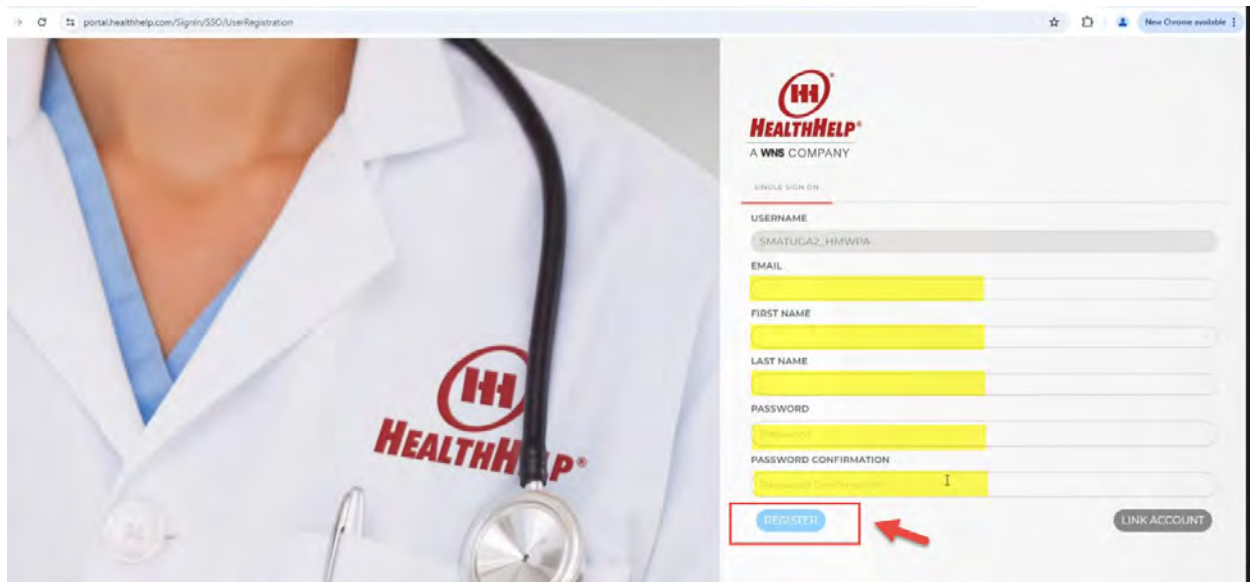
To help streamline how you manage these requests for your Highmark Health Options Duals patients, HealthHelp is implementing Single Sign-On (SSO) capability within NaviNet on January 1.

NOTE: If you are contracted with both HHO Duals and HHO, you will have access to SSO through NaviNet. Authorization requests for HHO (Medicaid) patients can be put through by selecting Highmark Health Options – Delaware D-SNP.

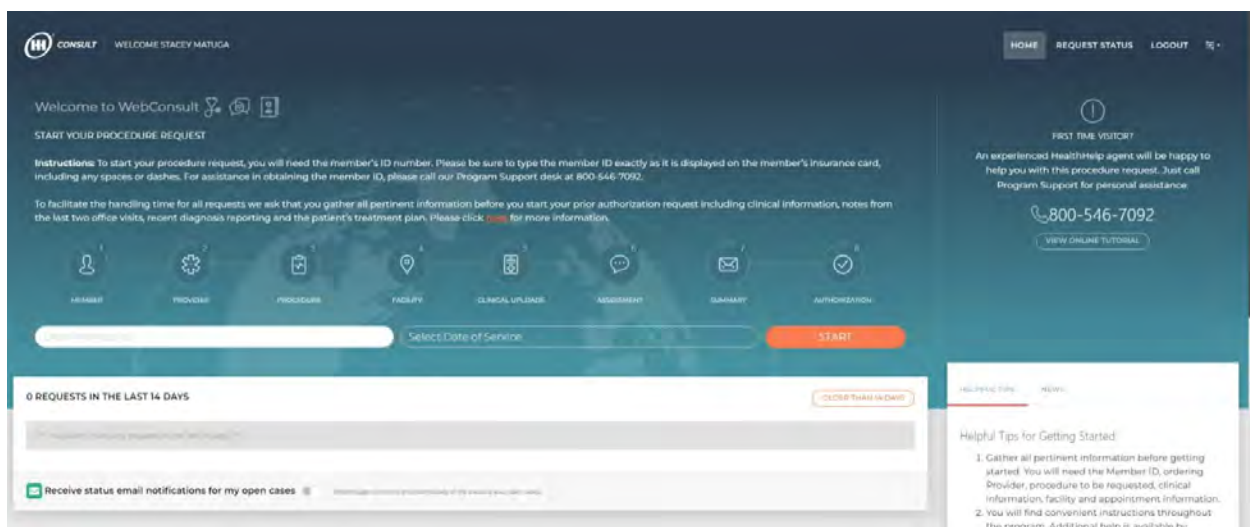
If you are an existing NaviNet user, you will need to:

1. Log in to NaviNet with your credentials.
2. Under the drop-down menu for Health Plans, select **Highmark Health Options – Delaware D-SNP**.
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”.

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.](#)

Process for Highmark Health Options (Medicaid) Providers

If you are contracted with **only** Highmark Health Options, prior authorization requests for the above services for your HHO patients will need to be submitted to HealthHelp **by fax at 877-637-6934 or by phone at 877-761-1444.**

SSO capability for HHO in NaviNet will be available by March 2025. HealthHelp will not appear in the **Workflows for this Plan** menu for HHO on January 1.

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.