



PROVIDER UPDATE

Shared Health Migrated to Highmark Health Options Support Center

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 your authorization notice may look a little different, the notice will include all necessary authorization information and the authorization number.

While we continue to adjust to the new processes and platform, please pardon any delays. Please be patient as the authorizations are completed and notices sent. 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!