SPECIAL BULLETIN

NEW FAX NUMBERS AVAILABLE FOR SUBMITTING AUTHORIZATIONS FOR HEALTH OPTIONS MEDICAID PATIENTS

TEMPORARY FAX NUMBER BEING SHUT DOWN JUNE 2, 2016

Highmark Health Options is shutting down the temporary 1-855-445-4086 fax number that you've been using to submit requests for authorizations for your Health Options Medicaid patients. New fax numbers have been developed that are specific to the services you are seeking authorization for.

As of June 2, 2016, the temporary fax number will be inactive. Please submit your authorization requests for the following services to the corresponding fax number.

Service	Fax number
Acute inpatient care	1-855-451-6670
Behavioral health care	1-855-412-7997
Durable medical equipment	1-855-451-6663
Inpatient/outpatient surgery	1-855-451-6665
Maternity/par-elective care	1-855-888-8252
Neonatal intensive care unit	1-855-451-6670
Obstetrical Needs Assessment Form	1-855-501-3903
Outpatient therapy	1-855-451-6664
Post-acute home health care	1-855-451-6667
Sterilization	1-855-412-7996

You may continue to contact the Health Options Utilization Management department by phone for an authorization at 1-844-325-6254.

THE ELECTRONIC OPTION: USE NAVINET TO OBTAIN AUTHORIZATIONS FOR SELECT SERVICES

Health Options providers may also submit authorization requests for certain services electronically via NaviNet® for their Highmark Health Options Medicaid patients. Authorization requests for these services may be submitted through NaviNet:

Over, please

Health Options
Highmark Blue Cross Blue Shield Delaware

- Behavioral health care

- Certain medical care (both inpatient and outpatient)

- Private duty nursing services

- Radiology services that require authorization through National Imaging Associates (NIA)

Note: You cannot submit authorizations for Long Term Services and Supports (LTSS) through NaviNet.

Initiate your authorization requests by selecting *Health Options* under *My Health Plans* after logging in to NaviNet. Next, you'll select *Authorizations* for certain medical care, behavioral health care and private duty nursing services requests. Select *NIA RadMD Authorizations* to submit requests for radiology services.

If you need assistance, Highmark Delaware Provider Relations staff will train you on how to use NaviNet to submit your authorizations. A training guide including detailed instructions will be provided.

If you are not a NaviNet-enabled provider, you can sign up by visiting **navinet.net** and selecting the *Providers: Sign Up for NaviNet* link at the top of the page.

If you have questions about how to submit authorizations electronically, please contact Highmark Health Options Provider Service at 1-844-325-6252.

IMPORTANT REMINDER REGARDING BAYHEALTH MEDICAL CENTER AND HIGHMARK HEALTH OPTIONS

Please note that if the contract termination occurs, it **does not affect patients with Medicaid (through Highmark Health Options)**. These members may continue to receive services at Bayhealth after May 15, 2016, as the hospital continues to be a participating provider for these patients.