

SPECIAL BULLETIN

FOR HEALTH OPTIONS PROVIDERS

FEBRUARY 9, 2015

REMINDER: AUTHORIZATION REQUIREMENTS FOR HEALTH OPTIONS MEMBERS ARE IN PLACE

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) now offers Medicaid benefits to Delawareans through Health Options. As you know, Health Options benefits were effective on Jan. 1, 2015.

We know that adapting to a new process can be a challenge, and our goal has been to minimize impact and ensure continuity for all necessary care. That's why we relaxed the authorization requirements for Health Options members during the month of January. (See Special Bulletin PR 14-80 for more details.)

Now, the transition period has ended and you need to obtain any necessary authorizations for your Health Options patients. **Please read the following information about authorization requests closely—it could save you time and effort in the future.**

BY FAX

Authorization requests should be faxed, using the *Transition Prior Authorization Form*, to the Health Options Utilization Management Department at 1-855-445-4086. (This number is for **faxes only**.)

The form is available online at **www.highmarkhealthoptions.com**. Select *Providers* from the menu at the top of the screen, choose *Providers Forms* from the menu on the left, and then click on *Transition Prior Authorization Form*.

BY PHONE

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

We encourage you to review Chapter 5, Unit 1 of the Health Options provider manual for more information about prior authorization requirements. You can find the provider manual online, under *Providers > Training* at **www.highmarkhealthoptions.com**.

Health Options – Prior Authorization Contact Information

Fax	Phone
1-855-445-4086 Please use the <i>Transition Prior Authorization</i> form, which is available under the Providers Forms section of www.highmarkhealthoptions.com .	1-844-325-6254 M – F, 8 a.m. to 5 p.m.

(over, please)



Highmark Blue Cross Blue Shield Delaware

INFORMATION FOR HEALTH OPTIONS PROVIDER DIRECTORY AND NAVINET®

We are currently experiencing delays with loading provider information to our online Health Options provider directory and to Health Options NaviNet. Please know that we are working diligently to find a solution to this issue, and that we apologize for any inconvenience it has caused.

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

As always, thank you for your support. If you have any questions, please contact Health Options Provider Service at 1-844-325-6252.