

# SPECIAL BULLETIN

**FOR HIGHMARK HEALTH OPTIONS PROVIDERS**

**FEB. 27, 2017**

*ATTENTION LONG-TERM SERVICES AND SUPPORT PROVIDERS:*

## PROVIDER PLAN OF CARE PROCESS ENHANCED

Highmark Health Options is improving the way it sends patients' Provider Plan of Care (PPOC) to Long-Term Services and Support (LTSS) providers. Health Options' member associates will now forward the PPOC through email to the LTSS provider. This ensures that providers receive the most up-to-date information about their patients' plan of care that they are receiving through Health Options' LTSS program.

The email will instruct the LTSS provider to respond either by email or fax if they approve or reject the PPOC. If Health Options does not receive a PPOC within 7 days, a second notice will be sent. If a response is not received after three notices, Health Options will consider the provider's lack of response as an acceptance.

Assisted living LTSS providers will receive the PPOC in a manual form through email or fax. If the provider does not respond within 7 days, Health Options will send a second notice. If the provider does not respond after three notices, Health Options will consider their lack of response as an acceptance.

If you are returning the signed PPOC instead of using the email response option, please attach the signed PPOC and email it to [SupportCenter@highmarkhealthoptions.com](mailto:SupportCenter@highmarkhealthoptions.com).

If you have any questions about the new process, please call a member associate at 1-844-325-6258.

