

SPECIAL BULLETIN

FOR HEALTH OPTIONS PROFESSIONAL LTSS PROVIDERS

July 2, 2015

ATTN: PROVIDERS OF LONG TERM SERVICES AND SUPPORTS (LTSS)

AUTHORIZATION UPDATE

Highmark Health Options is committed to providing all needed care to our members who require LTSS. As a provider of LTSS services, your organization has been advised that authorizations would be required for some services beginning June 15, 2015. **This process has been delayed.** In the interim, we ask that you continue to provide needed services to our LTSS population without interruption. During this transition, Highmark Health Options will not require authorization for LTSS services.

We realize that this unanticipated delay may cause your organization inconvenience, and we apologize. Please be assured that the interruption in the transmission and availability of LTSS authorizations is only temporary. We will communicate the resolution of the issue in future bulletins.

PLEASE REMEMBER:

- **Care to LTSS membership should not be interrupted.**
- **Authorizations for LTSS Services will not be required for claims payment until the issue is resolved.**
- **If you have concerns regarding authorizations you have or have not received, please send inquiries to dpecoraro@highmarkhealthoptions.com.**
- **Please do not terminate services for any of our members unless you receive a termination from the support center.**
- **All other program requirements apply.**

Please contact Provider Services at 1-844-325-6252 with questions. You may also contact your Provider Relations Representative with concerns or issues. Thank you for your participation in Highmark Health Options.