LTSS PROVIDER AUTHORIZATION UPDATE

Highmark Health Options is committed to providing care to our members and maintaining strong partnerships with our providers. As a provider of LTSS, your organization was previously notified, of a delay in the authorization process in a June 15, 2015 communication. Due to this delay, the LTSS Support Center has been supplying LTSS providers with a reference number to allow for continuity of care.

Effective January 1, 2018, a Highmark Health Options authorization for all services will be required. This includes first time authorizations for new services and re-authorizations for services already in place. Pre-existing authorizations will remain in effect and unchanged until the member's re-assessment has been completed.

Providers that do not have a current authorization or have an authorization about to expire should contact the Support Center at:
- 1-844-325-6258
- SupportCenter@highmarkhealthoptions.com
- You may also contact the LTSS Case Manager.

Providers will no longer receive a daily authorization report from the LTSS Support Center. Also, please remember to look for the authorization in the Provider Portal.

NOTE: Services for transitioning members from United Health Group will remain in effect and unchanged until the LTSS Case Manager has completed the member's initial assessment. Once the initial assessment has been completed a new authorization will be provided for that member to the LTSS provider. Please remember to look for the authorization in the Provider Portal.

REMINDER:
- Care to LTSS membership should not be interrupted
- Please do not terminate services for any of our members unless you receive a termination letter from the LTSS Support Center
- Any questions or concerns regarding an authorization may be addressed by either the LTSS Case Manager or the LTSS Support Center
- You may contact the Support Center at:
    - **1-844-325-6258 or SupportCenter@highmarkhealthoptions.com**

Highmark Health Options is an independent licensee of the Blue Cross and Blue Shield Association