

Provider Update

Special Edition

June 1, 2016

Re: Readmissions and Retrospective Authorizations

Dear Health Options Provider:

Our Focus is on Quality

As of July 1, 2016, we will be stopping all second admissions within 10 days of a prior admission as a readmission when the claim is submitted. These will be denied “**D176- READMISSION MEDICAL RECORDS REQUIRED FOR REVIEW. SEND FULL RECORDS FOR BOTH THIS DATE OF SERVICE AND THE PRIOR ADMISSION**”. If you agree that the readmission was clinically related and/or preventable, there is no action required from you. The claim will remain denied. If you dispute that the second admission was not a clinically related and/or preventable readmission and was not for a condition that should have or could have been treated during the first admission, you may file an appeal. You can send your appeal to:

Health Options
Attn: Readmissions
P.O. Box 22278
Pittsburgh, PA 15222
Or Fax to 855-501-3904

What happens next?

Please take time to review our full Readmission Policy for DRG Based Providers located here:
<https://www.highmarkhealthoptions.com/providers>

Reminder on Authorizations

Please take time to review Health Options’ Provider manual regarding prior authorizations. Our manual requires you to submit authorizations in advance. In the event of an emergency, you must submit the authorization within two (2) business days. Failure to prior authorize may result in an administrative

denial with no review of medical necessity. Retrospective Authorization Request Claims will be denied “**D170- AUTHORIZATION NOT TIMELY**”. If you are submitting for an exception appeal, please make sure you supply records showing why such as a copy of the incorrect insurance information you were provided, records that the member was incapacitated, etc.

You can find the provider manual here: <https://www.highmarkhealthoptions.com/providers/training>

We are here to help you

If you have any questions regarding this notice, please call Gateway Provider Services Department.

- Health Options’ Provider Services Department hours of operation are 8:30AM-4:30PM Monday through Friday
- You can call us at: 1-844-325-6252

Sincerely,

Highmark Health Options©