

# SPECIAL BULLETIN

**FOR HIGHMARK HEALTH OPTIONS PROVIDERS**

**AUG. 16, 2016**

*ATTN: HOME HEALTH AND ATTENDANT CARE PROVIDERS*

## REMINDER TO TRACK MISSED HOME CARE VISITS FOR HEALTH OPTIONS MEMBERS

Highmark Health Options reminds our home and community-based services providers who attended our spring Provider Forums that we need your help to please track and trend missed visits for home care. We are required to do so according to our contract with the state of Delaware as a Medicaid plan administrator.

Please remember to fax the details regarding missed visits for Health Options members to 1-844-207-0328 when unable to cover shifts. Please include the Health Options member's name, Medicaid ID number (MCI), date and the number of hours not staffed. There is no need to report member cancellations.

We appreciate your help in forwarding this important information, and we thank you for your partnership in serving our members.



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