Quick Reference Guide on Outpatient Prior Auth Submissions

For providers in Delaware, Pennsylvania, and West Virginia

Note: The following data is **test only**. All screenshots below are included in Training Videos on the Provider Resource Center (PRC). Please see direct links to these videos at the bottom of this document.

- Please make all **Sub-Service Type** selections by using the **ADD** button in Predictal.

- Ensure all applicable codes are included on the authorization request before submission.

- If any of the sub-services during the treatment are not listed under the sub-service type, please confirm the procedure code does not require authorization on the Provider Resource Center (PRC).
  - Direct links to PRC region sites are below.

- If two providers are treating the same patient, you will need to submit separate authorization requests.
  - Example: PT and OT are seeing the same patient. You need to submit an authorization for PT, and another authorization for OT. Your authorization should be submitted through Availity – using Predictal/Helion Arc.

*For Outpatient Physical Medicine, Occupational Therapy, and Chiropractic authorizations submitted between **11/4/23 – 07/4/24** that were partially denied for no authorization due to the inability to submit for additional sub-service codes – these will be re-processed correctly for payment. Providers do **NOT** need to take any action.

In Predictal, Select **Medical-Outpatient** under Authorization Type.

Select **Rehabilitation** under Service Type.

Select all Sub-service Type selections by using the ADD button in Predictal.
- Please ensure **all applicable codes** are included on this authorization request before submission. If any of the services you will perform during the treatment are not listed, an authorization is not required for those codes.

predictal™ Auth Automation Hub 🔔 **Exit AAH**

Authorization Request

Member Name	Member ID	Date of Birth	Client Name	Plan Type	Case Type	Authorization Type	Service Type
BOE I HEFLEN	1146374850010	04/30/1969	The Acutronic Company Active	Commercial	Prior Authorization	Medical-Outpatient	——

⚠ If any of the services you will perform during treatment are not listed, there is not an authorization for them. Please ensure all applicable codes are included on this authorization request.

Sub-service Type * | Proposed date of service * | Is this a primary service?
Chiropractic ⌄ | 02/07/2024 📅 | ✅ | Remove

⚠ This selection includes the following procedure codes: 98940, 98941, 98942, 98943.

Sub-service Type * | Proposed date of service * | Is this a primary service?
Physical Medicine ⌄ | 02/07/2024 📅 | ☐ | Remove

⚠ This selection includes the following procedure codes: 97010, 97012, 97014, 97016, 97018, 97022, 97024, 97026, 97028, 97032, 97033, 97034, 97035, 97036, 97039, 97110, 97112, 97113, 97116, 97124, 97139, 97140, 97150, 97164, 97750, 97799, 98925, 98926, 98927, 98928, 98929, G0283.

Add

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Authorization Request

Member Name	Member ID	Date of Birth	Client Name	Plan Type	Case Type	Authorization Type	Service Type
BOE I HEFLEN	1146374850010	04/30/1969	The Acutronic Company Active	Commercial	Prior Authorization	Medical-Outpatient	——

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Sub-service Type * | Proposed date of service * | Is this a primary service?
Physical Medicine ⌄ | 02/07/2024 📅 | ☐ | Remove

⚠ This selection includes the following procedure codes: 97010, 97012, 97014, 97016, 97018, 97022, 97024, 97026, 97028, 97032, 97033, 97034, 97035, 97036, 97039, 97110, 97112, 97113, 97116, 97124, 97139, 97140, 97150, 97164, 97750, 97799, 98925, 98926, 98927, 98928, 98929, G0283.

Sub-service Type * | Proposed date of service * | Is this a primary service?
Occupational Therapy ⌄ | 02/07/2024 📅 | ☐ | Remove

⚠ This selection includes the following procedure codes: 97129, 97130, 97168, 97530, 97533, 97535, 97537, 97542, 97755, G0515.

Add

Additional Educational Materials

Please visit your region's Provider Resource Center (PRC) to view the detailed **training videos, tip sheet, and FAQs**. Select **Care Management Programs** on the left-hand navigation menu and select **Physical Medicine Management**.

- Highmark Blue Cross Blue Shield (DE)　　https://hdebcbs.highmarkprc.com/
- Highmark Blue Cross Blue Shield (PA)　　https://hbcbs.highmarkprc.com/
- Highmark Blue Shield (PA)　　https://hbs.highmarkprc.com/
- Highmark Blue Cross Blue Shield (WV)　　https://hwvbcbs.highmarkprc.com/

Check Status of Authorization

You can check the status of your authorization or submit an authorization within Availity by following these steps:

- Choose your state from the top navigation bar.

- Click Payer Spaces in the lower navigation bar.

- Select the Highmark Payer Spaces for the appropriate health plan.

- Once within the Payer Spaces section, look under Applications and click Predictal.

Predictal Auth Automation Hub

- The left-hand navigation panel includes links to the functions available within Predictal.

- Select Auth Inquiry to check auth status, change/update start of care date, review approval/denial letters, etc.

- Search for the authorization by member, date of service, or request ID.

- View the authorization status by clicking on the authorization number.

- Search for the authorization by member, date of service, or request ID.