

# Provider Tip Sheet – Physical Medicine Authorizations

Physical Medicine Authorizations are now live (effective 12/4/23) in the Predictal Auth Automation Hub and Helion Arc. This includes PT, OT, and Chiro authorizations for PA, WV, and DE providers.

\*Revised January 2024

## FOR NAVINET USERS: Choose Auth Submission

Highmark Blue Shield

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Auth Inquiry and Reports
- Authorization Submission
- Case Management Referral and Inquiry
- Claim Status Inquiry
- Claim Investigation Inquiry
- Claim Submission
- Estimate Submission
- Diagnosis Code Inquiry
- Allowance
- Procedure Code Inquiry
- Network Provider Inquiry
- Network Facility Inquiry
- Provider File Management
- AR Management
- BlueExchange® (Out-of-Area)
- Resource Center
- Claims Dashboard
- COB Questionnaire
- Provider Facing Analytics
- Doctor Match Quiz
- UDC Program
- True Performance Lite
- Provider Data Maintenance

### Welcome to Plan Central

|  | AUDIENCE     | DATE POSTED |
|--|--------------|-------------|
| <a href="#">MONTHLY WEBINAR SERIES ANNOUNCED</a>                                   | PROFESSIONAL | 1/8/2024    |
| <a href="#">DRUGS TO REQUIRE PRIOR AUTHORIZATION</a>                               | ALL          | 12/12/2023  |
| <a href="#">\$50,000 REQUIRED FOR LOCAL AND HOST CLAIMS STARTING AT</a>            | FACILITY     | 12/8/2023   |
| <a href="#">NAVINET OFFLINE FOR REGULAR MAINTENANCE DECEMBER 8-9, 2023</a>         | ALL          | 12/7/2023   |
| <a href="#">ISSUE RESOLVED: PREDICTAL AUTHORIZATION SUBMISSIONS</a>                | ALL          | 12/5/2023   |
| <a href="#">PREDICTAL AUTH AUTOMATION HUB OFFLINE FOR MAINTENANCE THIS WEEKEND</a> | ALL          | 12/1/2023   |

When news items are removed from this page, they will remain on the Plan Central Library page on the Provider Resource Center.

**PROVIDER RESOURCES:**

- [PROVIDER DATA MAINTENANCE \(PDM\) TOOL USER GUIDE](#)

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**COMMUNICATIONS:**

- [PRIOR AUTHORIZATION CHANGES OCCURRING MARCH 1, 2024](#)
- [SELF-SERVICE TOOLS FOR AUTHORIZATION STATUS](#)
- [NEW PROCESS FOR PHYSICAL MEDICINE MANAGEMENT](#)
- [USE OF SELF-SERVICE TOOLS FOR CLAIM STATUS & CLAIM INVESTIGATIONS EXPANDING TO FEP](#)

**UM RESOURCES:**

- USER GUIDES AVAILABLE ON THE [PRIOR AUTHORIZATIONS PAGE](#) OF THE PROVIDER RESOURCE CENTER

[MCG CGT Tool](#) - Provides

## Enter Billing Provider.

Highmark Blue Shield | Auth Submission | Billing Provider Selection Form

### Billing Provider Selection Form

Please select a Referred from Billing Provider:

Referred From Billing Provider:

Submitting a Physical Medicine authorization?

Choose **Physical Medicine** for *Category* and Choose the appropriate *Service*.

The screenshot shows the 'Selection Form' in NantHealth NaviNet. The header includes the NantHealth logo and navigation tabs for 'WORKFLOWS' and 'HEALTH PLANS'. The breadcrumb trail shows 'highmark Blue Shield | Auth Submission | Selection Form'. The form is titled 'Selection Form' and contains three steps:

- Step 1:** 'Please select a Referred from Service Provider and enter the Proposed Date of Service (both are required):'. The 'Service Provider' dropdown is set to 'ROACH, BETH - PHYSIATRY (PHYSICAL MEDICINE & REHABILITATION)'. The 'Proposed Date of Service' is '01022024'.
- Step 2:** 'For faster results, enter Member ID with Date of Birth and/or Member First Name:'. Fields for Member ID, Member Date of Birth, Member First Name, and Member Last Name are present.
- Step 3:** 'Please select a Category and then a Service from the selections below:'. The 'Category' dropdown is set to 'Physical Medicine'. The 'Service' dropdown is open, showing options: 'Please choose one.', 'Please choose one.', 'Physical Medicine', 'Occupational Therapy', and 'Spinal Manipulation'. A 'Submit' button is highlighted.

Below the form, there is a copyright notice: 'Copyright © 2024 NaviNet, Inc. All rights reserved. NaviNet® is a registered trademark of NaviNet, Inc. and/or its affiliates'. Navigation links for 'Use Agreement', 'Help', 'Contact Support', and 'Feedback' are also visible.

When Selecting the *Category* in NaviNet, CORF Providers will pick "Outpatient."

When selecting the *Service* in NaviNet, CORF Providers will pick "CORF."

The screenshot shows the 'Selection Form' in NantHealth NaviNet. The header includes the NantHealth logo and navigation tabs for 'WORKFLOWS' and 'HEALTH PLANS'. The breadcrumb trail shows 'Facility Authorization Submission | Selection Form'. The form is titled 'Selection Form' and contains three steps:

- Step 1:** 'Please select a Referred from Facility and enter the Proposed Date of Service (both are required):'. The 'Referred From Facility' dropdown is set to 'ALLEGHENY GENERAL HOSPITAL'. The 'Proposed Date of Service' is '11/20/2023'.
- Step 2:** 'For faster results, enter Member ID with Date of Birth and/or Member First Name:'. Fields for Member ID, Member Date of Birth, Member First Name, and Member Last Name are present.
- Step 3:** 'Please select a Category and then a Service from the selections below:'. The 'Category' dropdown is set to 'Outpatient'. The 'Service' dropdown is open, showing options: 'Please choose one.', 'Please choose one.', 'Planned Medical', 'Planned Surgical', 'Speech Therapy', 'CORF - Physical Therapy', and 'CORF - Occupational Therapy'. A 'Submit' button is highlighted.

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Once in the Predictal Auth Automation Hub, you will select your unique *Place of Service*.

**Note: If you are an Outpatient Clinic, you can select Independent Clinic.**

The screenshot shows the 'Auth Automation Hub' interface. The header includes the 'predictal' logo and 'Auth Automation Hub' text. The user 'JP' is logged in, and there is an 'Exit AAH' button. The main section is titled 'Authorization Request' and contains a table with the following columns: Member Name, Member ID, Date of Birth, Client Name, Plan Type, Case Type, Authorization Type, Urgency, and Service Type. The table contains one row with the following values: [Redacted], [Redacted], [Redacted], [Redacted], Commercial, Prior Authorization, Medical-Outpatient, Non-Urgent, Rehabilitation. Below the table is a 'Detail Information' section with a 'Place of Service' dropdown menu set to 'Select...' and a 'Service Type' dropdown menu set to 'Rehabilitation'. The 'Place of Service' dropdown is open, showing options: 'Select...', 'Select...', and 'Office'.

If you are a CORF, *Place of Service* will be “Comprehensive Outpatient Rehabilitation Facility” and choose the correct *Service Type*.

**predictal™** Auth Automation Hub Exit AAH

**Authorization Request** Actions

| Member Name | Member ID | Date of Birth | Client Name                  | Plan Type  | Case Type           | Authorization Type | Service Type |
|-------------|-----------|---------------|------------------------------|------------|---------------------|--------------------|--------------|
|             |           |               | The Acutronic Company Active | Commercial | Prior Authorization | Medical-Outpatient | —            |

**Group information**

**Detail Information**

Place of Service \* Service Type \*

Comprehensive Outpatient Rehabilitation Facility Select...

Select...  
 Cardiac Rehabilitation  
 Pulmonary Rehabilitation  
 Rehabilitation

**Diagnosis Information**

| Code Set Type * | Code *                 | Description * |
|-----------------|------------------------|---------------|
| ICD 10          | Enter Code/Description | —             |

Add Remove

When Providers enter *Service Information*, **multiple** sub-services can be added to reflect the appropriate procedure codes.

**predictal™** Auth Automation Hub Exit AAH

**Authorization Request** Actions

| Member Name | Member ID | Date of Birth | Client Name                  | Plan Type  | Case Type           | Authorization Type | Urgency    | Service Type   |
|-------------|-----------|---------------|------------------------------|------------|---------------------|--------------------|------------|----------------|
|             |           |               | The Acutronic Company Active | Commercial | Prior Authorization | Medical-Outpatient | Non-Urgent | Rehabilitation |

**Sub-service Information**

**Sub-service Type \*** Proposed date of service \* Is this a primary service?

Occupational Therapy 01/02/2024  Remove

**Sub-service Information**

**Sub-service Type \*** Proposed date of service \* Is this a primary service?

Physical Medicine 01/02/2024  Remove

Select...  
 Chiropractic  
 Occupational Therapy  
 Physical Medicine

Add Remove

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