

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

OCT. 13, 2017

## INTRODUCING THE NEW PHYSICAL MEDICINE PROVIDER PORTAL IN NAVINET

WholeHealth Networks, Inc. (WHN), a subsidiary of Tivity Health Support, LLC, has launched a new provider portal that will improve your experience with WHN. You'll have easy access to the new portal through NaviNet®.

The portal was developed to offer Highmark participating providers a more interactive, efficient, and easy-to-navigate online resource. The portal provides new functionality for Highmark-participating providers' interaction with WHN, including:

- Communication with WHN
- Authorization searches
- Ability to upload medical records and view/download documents

**Note:** The registration/authorization submission process remains unchanged; requests are submitted via the **Authorization Submission** transaction in NaviNet.

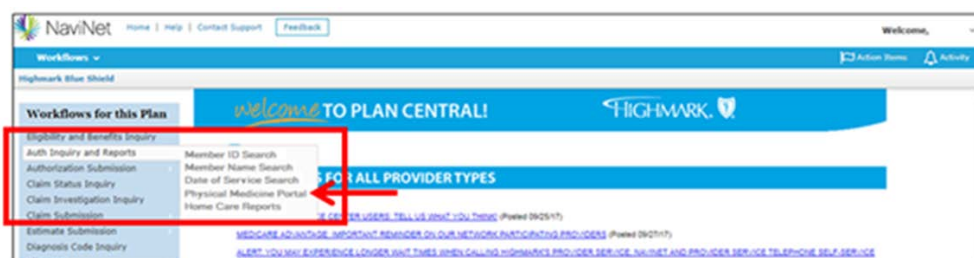
### SELECT YOUR METHOD OF COMMUNICATION — EMAIL OR FAX

You now have a choice of how you communicate with WHN. The portal gives you two options to set your communication preference: email or fax. Email will allow you to receive your utilization management messages directly to your computer or mobile device.

The first time you access the portal, you will choose your communication preference. If you choose email, a confirmation email will be sent to the email address you provide.

### HOW TO ACCESS THE WHN PORTAL

To access the WHN portal through NaviNet, select **Auth Inquiry and Reports**, and then click on **Physical Medicine Portal** on the fly-out menu.



For more detailed information about the new provider portal, please see the **Physical Medicine Management Program Administrative Guide**, available on the Physical Medicine Management Program page on Highmark's Provider Resource Center.

**Please note:** Highmark contracted with Healthways, Inc. in 2012 to administer the registration process for physical medicine services and to provide medical necessity review and authorization, when applicable, for these services under the Physical Medicine Management Program. Earlier this year, Healthways, Inc. changed its name to Tivity Health, Inc. WholeHealth Networks, Inc., a subsidiary of Tivity Health Support, LLC, will continue to provide physical medicine benefit management for Highmark's Physical Medicine Management Program.