

Special Bulletin

For professional and facility providers

February 28, 2023

Authorizations For Home Health, Hospice & Outpatient Therapy Routed to New UM Tool

Home Health, Hospice Care and Outpatient Therapy electronic authorization requests are now being automatically routed to Highmark's new utilization management (UM) tool.

The new UM tool enables offices to submit, update, and query medical authorization requests. It supports management of members' care from end-to-end, including submission, case review and decision-making, prescribed treatment programs, and discharge care.

The tool is integrated with [NaviNet®](#) and Helion Arc for a seamless workflow.

Reference Guides

We have several step-by-step reference guides available to assist providers in the authorization process within the new utilization management tool. You can view the guides using the links below:

- [Inpatient Authorization Submission Guide](#)
- [Outpatient Authorization Submission Guide](#)
- [Helion Arc Authorization Submission Guide](#)

Future Enhancements

Additional service types will continue to move to the new utilization management tool through the first half of 2023, including:

- Medical Injectable/Specialty Drug
- Pharmacy

Resources

For additional resources on the Provider Resource Center, go to **AUTHORIZATIONS** on the left menu, click on **Procedures/Service Requiring Prior Authorization**. If you need assistance regarding electronic authorization workflows, you can email us at ElecAuthSubmit@highmark.com

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