

Special Bulletin

For professional providers

May 31, 2024

Physical Medicine Management: New High Performing Provider Program to Launch Jan. 1, 2025

On Dec. 4, 2023, Highmark transitioned utilization management (UM) of outpatient physical medicine services for physical therapy, occupational therapy, and manipulation services from Tivity® to Helion. With that change, Highmark also eliminated the Tivity Pathways Program effective Dec. 31, 2023.

While Pathways-qualified providers were still afforded greater self-management for 2024, the metrics used by Tivity were also eliminated for the 2024 performance year.

For 2025, Highmark will launch its **High Performing Provider Program**, which like the Pathways Program, allows greater self-management for providers who meet certain performance metrics.

To qualify, providers must have:

- At least 20 Highmark members (18+ years old) during the annual performance period
- An Average Visits per Member less than the 80th percentile
- At least 90% of prior authorizations submitted electronically via Predictal and Helion Arc

For more information on the program, please refer to the [Frequently Asked Questions document](#) posted on the Provider Resource Center.

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Tivity is a separate company that provides medical necessity review and authorization of physical medicine services for some Highmark members.

Helion is a health care technology and services company that helps payers cultivate high-performing networks while empowering providers to operate at their best – and in doing so, help patients heal better.

