

# Special Bulletin

For professional and facility providers

November 14, 2022

## MCG Chosen as Utilization Management Clinical Criteria Vendor

In the October issue of *Provider News*, Highmark announced that we have selected MCG Health as our acceptable use criteria vendor to review utilization management (UM) requests beginning February 2023. MCG Health is part of the Hearst Health network and an industry leader in evidence-based guidance.

Highmark's transition from Change Healthcare (InterQual) to MCG will more fully support our [Living Health](#) strategy and allow us to upgrade our UM capabilities and automation.

These capabilities will enable us to provide:

- **Improved Payer-Provider Collaboration:** MCG is known in the industry as an independent publisher of clinical decision support widely used by both payers and providers alike (nine of the largest U.S. health plans as well as nearly 2,600 hospitals). Working from a common clinical language, Highmark hopes to enhance communication and reduce payer-provider abrasion.
- **Optimized, Evidence-Based Care:** MCG criteria contains thousands of references to the medical literature to provide ample support for appropriate, evidence-based clinical decision-making. MCG updates this content annually as scientific evidence evolves, helping you guide the best care for Highmark members.
- **Efficiency Gains:** Highmark will be integrating an MCG solution which will help automate authorization decisions and provide payer-provider communication between the Pega platform and participating hospital EHRs.



Highmark will work with MCG's education support team to develop training for providers and their staff members. More information will be shared with you as it becomes available.

While the vendor for acceptable use criteria may be changing, the overall process for how Highmark's nurses and medical directors **review and decision authorization requests will not change.**

## Join Our Newsletter

*Provider News* contains valuable news, information, tips and reminders about the products and services of Highmark. To receive *Provider News* in your email inbox, sign up for our eSubscribe list. You can join by clicking eSubscribe in the Quicklinks bar on the Provider Resource Center and completing the form.



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware, and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

