

Special Bulletin

Updated: November 22, 2023

For professional and facility providers

September 7, 2023

Physical Medicine Management – Training Webinars on Nov. 28 and Dec. 7

On **December 4, 2023**, Highmark will transition utilization management (UM) of outpatient physical medicine services — physical therapy, occupational therapy, and manipulation services — from Tivity® to Helion Arc.

This change impacts providers in Delaware, Pennsylvania, and West Virginia only.

To assist providers, Highmark will offer training webinars on **November 28, 2023**, and **December 7, 2023**, with one-hour sessions scheduled for 10 a.m. and 1 p.m. (EST) on both days. The same material will be presented in all four sessions.

To register for a webinar, click the date that you would like to attend:

- [November 28, 10 a.m.](#)
- [November 28, 1 p.m.](#)
- [December 7, 10 a.m.](#)
- [December 7, 1 p.m.](#)

Additional Training Support

While registration for each session is limited, a recorded version of the training webinar will be made available on the Provider Resource Center (PRC), following the November 27 sessions.

Transition Timeline

Starting on **December 4, 2023**, providers should contact Highmark regarding the following processes:

Process	How to Contact Highmark
Retrospective Reviews	Medical Review PO Box 890392 Camp Hill, PA 17089-0392
Appeals	Appeal instructions are provided on both the denial notification AND in the “Standard Provider Appeal Process” section of the <i>Highmark Provider Manual</i> , Chapter 5, Unit 5. To access the

	manual, go to the PRC, select MANUALS from the task bar, and then click HIGHMARK PROVIDER MANUAL .
Peer-to-Peer Request	To initiate the request, providers should call the dedicated, peer-to-peer phone number: 866-634-6468. Hours of operation are from 8:30 a.m. to 4:30 p.m. (EST), Monday through Friday.
Date Change, Extensions, etc.	All other requests should be directed to Highmark Utilization Management at the dedicated number: 800-452-8507.

The Physical Medicine Management Program page, including all documents, will be removed from the PRC effective **December 4, 2023**.

Additional Resources

To learn more about the change to Helion Arc, see the October article in *Provider News* and/or read the [FAQs](#) on the PRC. To access *Provider News*, go to the PRC, choose **NEWSLETTERS/NOTICES** from the left menu, and then click **Provider News**. Once on the page, select the October issue.

For immediate questions, please contact the Ancillary Provider Contract Administration Team via email: AncillaryProviderContractAdministration@Highmark.com.

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.

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

