

Special Bulletin

For professional and facility providers

December 22, 2023

Utilization Management of Outpatient Speech Therapy Moving to Helion Arc

Attention Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY) providers:

Effective February 1, 2024, Highmark is moving utilization management (UM) of outpatient speech therapy to Helion Arc. This change will result in faster approvals for prior authorization requests, **submitted electronically**, for appropriate services.

Helion Arc is integrated with the Predictal™ Auto Automation Hub and enables offices to submit, update, and query medical authorization requests. The application supports the management of members' care from end-to-end — including submission, case review and decision-making, and prescribed treatment programs.

While this process does represent a change in the way that providers request prior authorizations for outpatient speech therapy services, the goal is to minimize provider disruption and ensure that the transition to Helion Arc is as seamless as possible.

Submitting Authorization Requests via the Provider Portal

On the Provider Resource Center (PRC), there are Authorization Submission Guides that walk you through — step by step — using screenshots and clear language for correctly submitting auth requests utilizing either [Availity®](#) or [NaviNet®](#). Below are the links to the guides:

- [Availity Provider Portal and Helion Arc Authorization Submission](#)
- [NaviNet Provider Portal and Helion Arc Authorization Submission](#)

The submission guides can also be found on the **Procedures/Service Requiring Authorization** page of the PRC. Just click on **REQUIRING AUTHORIZATION** in the top website menu.

What is Helion?

Helion is healthcare technology and services firm that helps payers cultivate high-performing networks while empowering providers to operate at their best — and in doing so, help patients heal better.

You can learn more about Helion [HERE](#).

Transition to Availity in the New Year

As a reminder, Highmark is moving to Availity Essentials. That transition will be completed in **February 2024**. If you do not yet have access to Availity, you may register [HERE](#). For additional information about the transition, please see the Availity section of the PRC:

- [Highmark Blue Cross Blue Shield \(WNY\) Provider Resource Center](#)
- [Highmark Blue Shield \(NENY\) Provider Resource Center](#)

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