

# Gold Carding Program

## Frequently Asked Questions

May 2024

### Why do clinicians still need to submit a prenotification to Highmark once Gold Carded?

- Highmark requires Gold Carded clinicians to submit a prenotification that includes the member information, procedure code, and diagnosis code for the order. This process takes approximately three minutes end-to-end. Compare that to our normal authorization submission process, which can take up to 20 minutes per authorization, depending on the submission channel.
- Prenotification is required for three reasons:
  - 1) Authorization data is a key source used to identify members for case and disease management programs.
  - 2) Checking eligibility and benefits coverage for the member ensures there are no issues with claims payment on the back end.
  - 3) Authorization request volume is a leading metric for the Gold Card Program to verify Highmark is not seeing unexplainable changes in utilization among Gold Carded clinicians.

### What modalities are a part of the Gold Card program?

- CT/CTA
- MRI/MRA/CMRI
- Echo (TTE, TEE, Stress)
- Pain Injection (62323)
- Joint (Total Knee & Total Hip)
- Sleep Studies
- Hysterectomy
- Hyperbaric Therapy
- Nasal Endoscopy
- Sinuplasty

### Why does Highmark audit Gold Carded clinicians?

- Highmark conducts monthly random and targeted auditing based on utilization to ensure clinicians are acting in accordance with medical policy or medical necessity requirements. Failure to submit clinical documentation will result in Gold Card rules being temporarily paused and your following

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authorization request(s) processed through Utilization Management will require supporting clinical documentation. If it is determined that you are not acting in accordance with our medical policy or medical necessity requirements, Highmark reserves the right to remove you from the program.

- Audits will have no impact on Gold Carded authorizations that have already been approved.

**I am not Gold Carded for all modalities. How do I become Gold Carded for additional modalities?**

- Practice and clinician performance to qualify for the Gold Card Program is assessed twice annually during Spring and Fall program refreshes.
- Qualifying practices and clinicians will receive communications and be added to the master Gold Card roster found on the Provider Resource Center.

**Will additional modalities be added to the Gold Card program?**

- Highmark will continue to evaluate the codes eligible for Gold Carding.
- Future changes to the codes eligible for Gold Carding will be added to the Gold Card Program during Spring and Fall program refreshes.

For additional questions or to report an issue, please email [goldcardinquiries@highmark.com](mailto:goldcardinquiries@highmark.com).