

Special Bulletin

For professional providers

May 31, 2024

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

As of May 1, 2024, utilization management (UM) of outpatient physical medicine services for physical therapy and occupational therapy transitioned to Helion.

For 2025, Highmark will launch its **High Performing Provider (HPP) Program** for practitioners who provide outpatient physical therapy and occupational therapy services. The HPP 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.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

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.

