

# Home & Community Care Transitions Contact Information

## Authorization requests and status

Facilities can continue to submit authorization requests online.

You can access the Home & Community Care Transitions' Access online portal through a link within the Availity Essentials provider portal. Choose your state from the top website menu, then navigate to Highmark's Payer Spaces for the appropriate health plan. Scroll down through Applications to the Home & Community Care Transitions tile.

That will take you to Access, the Home & Community Care Transitions' online portal. You will need separate credentials to log into the site.

## Telephone numbers

If your facility does not use Availity to submit authorizations, or if you have questions on the status of an authorization for Pennsylvania Medicare Advantage members for inpatient rehabilitation facility (IRF), long term acute care facility (LTAC), or skilled nursing facility (SNF) services, contact Home & Community Care Transitions using the following toll-free number: **844-838-0929**

## Hours of availability

Normal business hours for Home & Community Care Transitions are:

- **Monday through Friday:** 8:30 a.m. to 7 p.m. (ET)
- **Saturday & Sunday:** 8:30 a.m. to 4:30 p.m. (ET)

If a member is admitted to a SNF, LTAC or IRF outside of these designated business hours, Home & Community Care Transitions should be contacted as soon as possible on the next available business day.

## Home & Community Care Transitions holiday schedule

Home & Community Care Transitions will be closed in observance of the following national holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

If a member is admitted to a SNF, LTAC, or IRF on one of these dates, Home & Community Care Transitions should be contacted as soon as possible on the next available business day following the holiday.

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The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. 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 Cross 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.

Availity is an independent company that contracts with Highmark to offer provider portal services.



## Home & Community Care Transitions Contact Information, Continued

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**Fax numbers** When working with Home & Community Care Transitions, you may be asked to fax clinical documentation via fax. Please use the following fax numbers for authorization related requests:

DESCRIPTION OF USE	Toll-Free Fax Number
General Authorization Requests, Prospective	844-496-7206
New Authorization for AHN Facilities Only	844-206-7050
Continued Stay Review for SNF/IRF/LTAC	844-496-7209
To Submit Therapy Billing Logs/Treatment/ Visit Logs to Home & Community Care Transitions	844-573-3167 or email: <a href="mailto:Nh_dischargeinfo@optum.com">Nh_dischargeinfo@optum.com</a>
For Provider Appeals	Call only to discuss: 844-838-0929. No fax number available. Must submit to: Home & Community Care Transitions Inc. 210 Westwood Place, Suite 400 Brentwood, TN 37027 Attn: Appeals Department
For Copies of Completed NOMNC Forms	844-496-7209

**Note:** Home & Community Care Transitions will handle appeals after the member has been discharged from the post-acute care (PAC) facility and a denial has been received. All expedited appeals will continue to be handled by Highmark.

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