

SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

SEPT. 6, 2018

ATTENTION: PHYSICAL THERAPISTS AND DOCTORS OF CHIROPRACTIC MEDICINE

HIGHMARK TO INTRODUCE NEW PHYSICAL THERAPY AND CHIROPRACTIC NETWORKS ON JAN. 1, 2019

Highmark is committed to partnering with health care providers to guarantee that our members, your patients, receive high-quality, cost-effective care in the most appropriate setting. To align with this commitment, we want to ensure that our patients are able to access providers that plan and manage care in an efficient, cost-effective manner with high quality standards.

Using a specific set of performance metrics, Highmark measured the components of the care provided by current participating physical therapists and doctors of chiropractic medicine across the network. As a result of that review, Highmark determined that while all participating physical therapists and doctors of chiropractic medicine provide quality care, some providers had a lower adherence to clinical protocols, higher than average cost, and a higher number of visits than average — all of which can lead to higher costs for members and a less than optimal patient experience.

As a result, beginning Jan. 1, 2019, only those participating physical therapists and doctors of chiropractic medicine who met or exceeded Highmark's performance benchmarks will be included in the new Physical Therapy Network or new Chiropractic Network. These providers will also be placed at the highest benefit tier for commercial tiered products using the new networks. Approximately 75 percent of participating physical therapists and 70 percent of participating doctors of chiropractic medicine in Pennsylvania will be included in the new networks.

We look forward to your continued assistance in ensuring that Highmark members receive appropriate, medically necessary services in a quality, clinically appropriate fashion. We appreciate your support and the high-quality, cost-effective care you provide to our members and your patients.

We will provide additional information about our new Physical Therapy Network and new Chiropractic Network as we get closer to the Jan. 1, 2019, implementation date. Watch for information on the Highmark Provider Resource Center for everything you'll need to know.

PRODUCTS FEATURING THE NEW PHYSICAL THERAPY AND CHIROPRACTIC NETWORKS

Participating providers selected for inclusion in the new Physical Therapy Network or Chiropractic Network will constitute the entire network for members who have the following Highmark products:



Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

- Commercial Affordable Care Act (ACA) my Direct Blue products
- Medicare Advantage Community Blue

Providers who are not selected for the new Physical Therapy or Chiropractic Network will be considered out-of-network providers for these Highmark products.

PRODUCTS WITH TIERED BENEFITS

Commercial Connect Blue Products:

Connect Blue
 Connect Blue EPO
 Conemaugh Region Connect Blue EPO

Connect Blue has three levels of benefits that align with provider participation levels: the Preferred level, Enhanced level, and Standard level. The Preferred level has the highest level of benefits, meaning that the member will have the lowest level of cost sharing when receiving covered services from providers in this tier.

The Enhanced level has a lower level of benefits than the Preferred level. The Standard level has the lowest level of benefits, and members will have the highest cost sharing amounts when receiving covered services from providers in this tier.

For 2019, network physical therapists and doctors of chiropractic medicine designated to participate at the Preferred level will include approximately 75 percent of participating physical therapists and 70 percent of participating doctors of chiropractic medicine. The participating physical therapists and doctors of chiropractic medicine not designated for the Preferred level will participate at the Enhanced level of benefits.

Commercial Community Blue Products:

Community Blue Flex
 Community Blue Flex PPO
 Community Blue Flex EPO
 Community Blue Flex PA Mountains Healthcare Region (PMHR) EPO
 Community Blue Flex PMHR PPO
 Community Blue Flex Total Health
 Performance Flex Blue EPO (July 2019)
 Performance Flex Blue PPO (July 2019)

Community Blue Flex has two levels of benefits that align with provider participation levels: the Enhanced level of benefits and the Standard level of benefits. The Enhanced level has the highest level of benefits, meaning that the member will have the lowest level of cost sharing when receiving covered services from providers in this tier.

For 2019, Highmark found that approximately 75 percent of participating physical therapists and 70 percent of participating doctors of chiropractic medicine will participate at the Enhanced level of benefits, which will result in members who use them experiencing the lowest cost sharing amounts. The participating physical therapists and doctors of chiropractic medicine not selected will participate at the Standard level of benefits.

For both types of tiered benefits, members will have access to quality providers at varying benefit levels. Choosing a provider who participates at the highest level of benefits will result in the lowest cost sharing amounts for members.

The changes Highmark is making to tier participating physical therapy providers and doctors of chiropractic medicine will not affect the amount of reimbursement from Highmark for the services provided. Rather, only the member's cost share will differ based on the benefit level the provider has been assigned.

Questions about the new Physical Therapy Network or Chiropractic Network may be sent to AncillaryProviderContractAdministration@Highmark.com.