NEWS FOR FACILITY PROVIDERS ONLY (HIPAA 837I Claim Submitters)

ENHANCEMENTS TO TOOLS THAT SUPPORT POST-ACUTE CARE MANAGEMENT

FOR PENNSYLVANIA MEDICARE ADVANTAGE MEMBERS

Highmark continues to work closely with naviHealth and facilities that provide post-acute care to Pennsylvania Medicare Advantage members. As a result, recent enhancements being introduced and outlined below are in direct response to provider feedback. Two of the changes support authorizations requested via NaviNet® and are implemented to improve the provider experience.

REVISED SURVEY LAUNCHING SOON

When accessing NaviNet to submit an authorization request for Post-Acute Care, facilities complete the PAC Survey for Medicare Advantage to furnish patient clinical information. The current survey will be replaced on Saturday, December 13, 2014 with one that is similar but includes improved presentation and navigation. Click here to view an outline of the survey that includes all possible questions and helpful tips related to its completion and submission.

SYSTEM UPGRADE

Recent system updates have improved the timeliness and accuracy of data exchange between naviHealth and Highmark. This improvement is reflected in the authorization information returned to you and viewable within NaviNet's Referral/Auth Inquiry transaction.

REFERENCE SOURCES AVAILABLE ON THE PROVIDER RESOURCE CENTER

A dedicated page within the Provider Resource Center serves as a reference source for providers to learn about the Post-Acute Care Management Program and includes Frequently Asked Questions and other helpful information. This page is now available via both NaviNet and www.highmarkbcbs.com. From the Resource Center, select *Clinical Reference Materials*, and then *Post-Acute Care Management for Medicare Advantage Members.*

ONGOING SUPPORT

Highmark appreciates your collaboration in helping patients experience better outcomes during the implementation of this program, and we will continue to support your work into 2015.

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