

Special Bulletin

For professional providers

March 25, 2024

NEW DATE: PT, OT, Chiro, and Home Health: Prior Auth Changes Now Occurring on May 1, 2024

Based on feedback from providers who attended our recent live training webinars on prior authorization submission for outpatient physical medicine and home health services, Highmark Blue Cross Blue Shield has decided to move back the effective date from April 1, as previously announced, to **May 1**.

We are committed to providing you with the best experience possible and this additional time will ensure that providers, practices, and members are prepared for this change.

Effective May 1, 2024, Highmark Blue Cross Blue Shield providers will need to request authorization for these services. Please note, authorization is not required for the initial evaluation.

PT, OT, and Chiro – Commercial Plans

The following outpatient services — for members in **Commercial plans** — will require prior authorization now starting **May 1, 2024**:

- Physical therapy (PT)
- Occupational therapy (OT)
- Chiropractic (Chiro)

**Administrative Services Only (ASO), Federal Employee Program (FEP), and Medicare Advantage are excluded.*

Home Health – Commercial Plans and ASO Groups

For Highmark Blue Cross Blue Shield members in **Commercial plans and ASO groups**, providers will need to request authorization for Home Health (HH), now starting **May 1, 2024**.

Note: Medicare Advantage is excluded from the prior auth requirement; FEP prior auth not required for initial visits, per the plan limit. If a member needs additional visits (beyond the plan limit), then prior authorization is required.

Prior Authorization Requests

Providers will be able to submit electronic prior authorization requests beginning **April 26, 2024**, for services occurring on or after **May 1, 2024**. The original date to begin submitting prior authorization requests was March 21, when implementation was scheduled for April 1.

Training

To help providers with this upcoming change, Highmark and Helion will offer additional free, live training sessions during these dates and times:

- [April 23 at 10 a.m.](#)
- [April 25 at 1 p.m.](#)

To register, click the session you would like to attend.

In addition, recordings of live training sessions are available on the Provider Resource Center by clicking [here](#). The recordings are listed under **Instructional Videos**.

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