



HOT TOPIC

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IN CASE YOU MISSED IT...A RECAP OF IMPORTANT NEWS FOR PROVIDERS

We know you're very busy taking care of our members! So it's easy for an important piece of news to slip through unnoticed. To help you out, we're sending this quick summary every two weeks of recent communications that we've either posted online or mailed. Please share with your office staff, including billing staff. Thank you.

News for All Provider Types

- [Guiding Patients with Lower Back Pain](#)
- [Introducing a New Unit in the Highmark Provider Manual!](#)
- [Reminder: Identify Medications Requiring Authorization and Provide Complete Information When Requesting Coverage](#)
- [Photographs No Longer Required for Surgical Treatment of Varicose Veins \(Medical Policy S-55\)](#)
- [September 2019 Medical Policy Update](#)
- [Changes in Authorization Requirements for Out-of-Network Outpatient Services Effective January 1, 2020](#)
- [Prior Authorization List to be Updated on December 1, 2019](#)
- [Highmark's Policies for Correct Coding Guidelines Being Enforced through Pending Claims and Medical Records Review Effective June 1, 2019](#)
- Attention Physical Medicine Providers: Authorization Submission Issue Identified for Physical Medicine Management Program*
- NaviNet System Unavailable October 11, 2019 – October 12, 2019*
- Highmark Issue Impacting Allowance Inquiry Function in NaviNet*
- New Vendor for Highmark Credit Balance and Recovery*
- Attention Home Infusion Therapy Providers: Submit Home Infusion Therapy Claims to Proper Blue Plan Service Areas*
- Update to Medical Policy S-201 Balloon Ostial Dilation of the Sinus and Implantable Sinus Stents*
- Attention Physical Medicine and Chiropractic Providers: Reminder! Select Each Anticipated Procedure Group When Submitting Registrations and Authorization Requests*
- Attention CHIP Providers: Contact Highmark Provider Service for Questions/Issues with PROMISE ID Claims*
- Important Billing Reminders*

* This item is only viewable via NaviNet. Log in to NaviNet, and from **Plan Central**, select **Resource Center**, then the **Plan Central Library**.



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News for Professional Providers Only (HIPAA 837P Claim Submitters)

- [Attention Primary Care Providers: CDC 2019-2020 Flu Season Vaccine Recommendations Now Available](#)
- [Attention: Ophthalmologists Medicare Advantage Providers: Reminder! Prior Authorization Not Required for Intravitreal Avastin](#)
- [Effective Nov. 22, 2019: Multiple Procedure Payment Reduction \(MPPR\) Change for Therapy Services for Medicare Advantage](#)
- Upcoming Appointment Availability Telephone Survey*

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News for Facility Providers Only (HIPAA 8371 Claim Submitters)

- [Changes to Unplanned Inpatient Hospitalization Requests Submitted Through NaviNet Effective 12/1/2019](#)
- [Attention: New Reimbursement Policy for Gene and Cellular Therapy](#)
- [Facility Bulletins on NaviNet Electronic Tool for Reporting Other Insurance End-Dated](#)
- Creation of Reimbursement Policy 050 (RP-050) Inpatient Readmissions*
- Attention Acute Inpatient Hospital Providers: Inpatient Acute Claims Mapper Installation*

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