

SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

NOVEMBER 1, 2019

ATTN: DOCTORS OF CHIROPRACTIC

PHYSICAL MEDICINE MANAGEMENT PROGRAM REQUIREMENTS APPLY TO DOCTORS OF CHIROPRACTIC EFFECTIVE JANUARY 1, 2020

Highmark Blue Cross Blue Shield Delaware's ("Highmark Delaware") Physical Medicine Management Program was developed to ensure Highmark Delaware members receive high quality care that is aligned with evidence-based guidelines. Highmark Delaware contracts with WholeHealth Networks, Inc. (WHN), a subsidiary of Tivity Health Support, LLC., to administer the program.

Effective January 1, 2020, the requirements under the Physical Medicine Management Program will apply to all providers licensed to perform services within the scope of physical therapy practice, including doctors of chiropractic. This program applies to physical and occupational therapy services provided in an outpatient setting. The program **does not apply** to chiropractic spinal manipulation treatment.

The Physical Therapy Management Program includes a registration process, which provides for a total of eight (8) auto-approved visits for physical therapy and/or occupational therapy services to be used in the current calendar year. If the visits approved through registration are used and additional treatment is needed in the same calendar year, authorization is required.

The program is administered on a calendar year basis. The last covered date for registrations and authorizations are given for no later than December 31 of the current year. If additional treatment is needed, a new registration is submitted for eight (8) auto-approved visits for the next calendar year.

RESOURCES AVAILABLE ON THE PROVIDER RESOURCE CENTER

Please visit the Highmark Delaware Provider Resource Center for complete program information. Select **CARE MANAGEMENT PROGRAMS**, and then click on **Physical Medicine Management Program**.

Resources available on this site include:

- The [Physical Medicine Management Program Administrative Guide](#), which includes program details and step-by-step instructions for submitting registrations and authorization requests via NaviNet®
- Frequently Asked Questions
- Support tools and forms

