

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

SEPTEMBER 21, 2016

ATTN: SNFs, LTACs, IRFs

HIGHMARK, NAVIHEALTH PARTNER TO ENHANCE POST-ACUTE CARE

POST-ACUTE CARE MANAGEMENT PROGRAM COMING FOURTH QUARTER OF 2016

Highmark began its collaboration with naviHealth to provide post-acute care management for our Pennsylvania Medicare Advantage members in 2014. The Post-Acute Care Management program has been so successful that it is being expanded to all of our markets, including ACA individual and small group members, effective Nov. 21, 2016.

naviHealth is a national post-acute care management company that uses decision-support technology and its post-acute analytics platform to coordinate long-term acute care (LTAC), inpatient rehabilitation facility (IRF), swing bed admissions, and skilled nursing facility (SNF) utilization, as well as oversee proper care transitions to and from these facilities. Through a highly collaborative process, this partnership enables us to increase member satisfaction, lower readmission rates and improve clinical outcomes. Highmark Delaware's partnership with naviHealth brings personalized support to align patient needs.

Through this effort, naviHealth care coordinators, who are licensed nursing and therapy professionals with experience in acute and post-acute care settings, will work closely with your patients, facility caregivers, facility care managers and you to plan care transitions and provide authorizations on behalf of Highmark Delaware for post-acute care services.

This service, which is currently performed by Highmark, will become a part of our ACA individual and small group members' existing benefit plan effective Nov. 21, 2016, at no additional charge. **Prior authorization must be obtained from naviHealth for Highmark Delaware's ACA individual and small group members, in the fourth quarter, for new admissions to and concurrent stays at SNFs, LTAC hospitals, and IRFs.**

While naviHealth will authorize facility-based post-acute care services for our members, Highmark Delaware will continue to directly manage authorizations for other post-acute services, such as durable medical equipment, home health agency services, and other products and services provided in the patient's home.



WHAT YOU NEED TO KNOW

As part of the discharge planning process, naviHealth will collaborate with you and your patients with the goal of ensuring that Highmark Delaware's ACA individual and small group members receive care at the least restrictive, most appropriate site to enable them to regain functional status most effectively.

You should continue to submit authorization requests via NaviNet® for post-acute care managed by naviHealth. Highmark Delaware encourages the continued use of NaviNet as the most efficient way to submit authorization requests and view the status authorization determinations.

MORE INFORMATION ON PROGRAM COMING SOON

To serve as a reference for you about this program, a new page will soon be added to our NaviNet online Provider Resource Center. We'll let you know when this page has been launched. Please also watch NaviNet's Plan Central message board for the go-live date and more information about educational opportunities to learn more about naviHealth and the process that will support coordination of post-acute care for our Highmark Delaware ACA individual and small group members. Please share this information with others who may be impacted.

For more information about naviHealth, visit navihealth.us.