

# SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

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ATTN: MEDICARE ADVANTAGE CHIROPRACTIC PROVIDERS

## UPDATED: PRIOR AUTHORIZATIONS NOW REQUIRED FOR SPINAL MANIPULATIONS

Beginning **October 1, 2022**, WholeHealth Networks, Inc. (WHN), a subsidiary of Tivity Health Support, LLC will manage spinal manipulation prior authorization requests for Highmark Blue Cross Blue Shield Delaware Medicare Advantage members. Prior authorizations should be submitted via [NaviNet®](#). Prior to **October 1**, spinal manipulation will be added as a service within the authorization submission workflow as appears below.

The screenshot shows the NaviNet Selection Form interface. The form is titled "Selection Form" and is part of the "Auth Submission" workflow. It contains three steps:

- Step 1:** "Please select a Referred from Service Provider and enter the Proposed Date of Service (both are required):" with fields for "Service Provider:" and "Proposed Date of Service:".
- Step 2:** "For faster results, enter Member ID with Date of Birth and/or Member First Name:" with fields for "Member ID:", "Member Date of Birth:", "Member First Name:", and "Member Last Name:".
- Step 3:** "Please select a Category and then a Service from the selections below:" with a "Category:" dropdown set to "Physical Medicine" and a "Service:" dropdown. The "Service:" dropdown is open, showing options: "Please choose one.", "Please choose one.", "Physical Medicine", "Occupational Therapy", and "Spinal Manipulation". The "Spinal Manipulation" option is highlighted in blue. A red circle highlights the "Service:" dropdown and its options.

Below the dropdowns, there is a table titled "Category and Services Added:" with columns for "Category" and "Service".

NaviNet is the preferred method of prior authorization submission for fast, convenient responses, but you may also submit your request by calling WHN at **1-866-656-6072** if necessary. To register for [NaviNet](#), you can call Highmark's Provider Service Center or go to [navinet.net](http://navinet.net), and then click on the **REGISTER FOR A NEW ACCOUNT** button.

For further guidance on how to submit physical medicine prior authorizations, review the [Physical Medicine Management Program Administrative Guide](#) on the Provider Resource Center.

