

TODAY'S MESSAGE

**ATTN: PROVIDERS OF PHYSICAL MEDICINE, OCCUPATIONAL THERAPY, AND
MANIPULATIVE THERAPY SERVICES**

IMPORTANT! UPDATED PHYSICAL MEDICINE MANAGEMENT PROGRAM ADMINISTRATIVE GUIDE IS NOW AVAILABLE ONLINE

NAVINET STEP-BY-STEP SUBMISSION INSTRUCTIONS REVISED

NaviNet® makes it easy to register and request Care Authorizations for Highmark West Virginia members in the Physical Medicine Management Program. Recent changes were made to the screens in the submission process to help Highmark West Virginia and Healthways more easily identify the services for which you are registering or requesting Care Authorization.

To assist you through the changes in the submission process, the [Physical Medicine Management Program Administrative Guide](#) has been revised with detailed instructions in the *Care Registration Process* and *Care Authorization Process* sections. Updated screen images are provided in the revised step-by-step instructions in the guide's *Appendix*. Please view the updated guide for these changes to the submission process and to review program requirements and guidelines. Also, look for the new section in which Healthways offers tips to help improve your experience with the program.

To access the *Physical Medicine Management Program Administrative Guide* and additional program reference materials from the Provider Resource Center, select *Clinical Reference Materials* from the main menu, and then click on *Physical Medicine Management Program*.