

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

DECEMBER 30, 2019

HIGHMARK'S NEW PARTNERSHIP WITH BRIGHT HEART HEALTH BEGINNING JANUARY 1, 2020

At Highmark we believe we have to put patients first. To do this, we are continuing to partner with you to provide the most appropriate care possible.

Whether it's making it easier to schedule a doctor appointment, ensuring access to nearby hospitals, or providing answers over the phone, we work with providers to help patients get the right care at the right time.

To that end, Highmark Blue Cross Blue Shield West Virginia will partner with Bright Heart Health to provide comprehensive addiction treatment services for opioid use disorder including medication assisted treatment via telemedicine beginning on **January 1, 2020**. Bright Heart Health providers will work collaboratively with our existing Behavioral Health providers to fill in gaps where they exist.

We look forward to your continued assistance in ensuring that Highmark members receive appropriate, medically necessary care. We appreciate your support and the high-quality, cost-effective care you provide to our members and your patients.

BRIGHT HEART HEALTH SERVICES

Bright Heart Health, provides:

- Telepsychiatric medication assisted treatment
- Comprehensive outpatient service (counseling, case management and medication monitoring)
- Easy Access (below) from your office, hospital, or ER

REFERRING A PATIENT TO BRIGHT HEART HEALTH

You can refer your patient to Bright Heart Health in one of three ways:

- 1) Have the patient call Bright Heart Health at (844) 884-4474
- 2) Complete the Referral Form on the Bright Heart Health [website](#)
- 3) Fax the patient information to (415) 458-2691

MORE INFORMATION

For more information on Bright Heart Health, you can:

- Review the Bright Heart Health Frequently Asked Questions on the **Provider Resource Center**
- Call Bright Heart Health at: (844) 458-2691 or
- Visit the [Bright Heart Health website](#)

