



Important Reminder!

Prior authorization requirements for Sleep, Radiation Oncology and Cardiology began on April 1, 2022

Highmark Wholecare has partnered with specialty benefit management company HealthHelp to provide collaborative authorization programs for Medicaid and Medicare adult members (18 years and older) for outpatient services. A list of procedure codes requiring authorization can be found at www.healthhelp.com/highmarkwholecare.

Ordering providers can request an authorization using one of the following methods:

- Web: www.healthhelp.com/highmarkwholecare
- Phone: 888-265-0072
- Fax: 877-637-6934
- Fax Expedited: 877-637-6935

Please have the following information ready when you login or call

- Member ID and Date of Birth
- Insurance Plan
- Ordering Physician and Practice
- Procedure Code(s)
- Patient Height and Weight
- Indication
- Diagnosis Code - only 1 primary Dx
- Related Clinical Information
- Facility where the service will be performed
- Appointment Date

HealthHelp representatives are available from 8:00 a.m. to 6:00 p.m. EST, Monday through Friday. The website is available seven (7) days a week, 24 hours a day.

To check the status of a request, please go to www.healthhelp.com/webstatus. Login access to WebStatus can be requested at www.healthhelp.com/highmarkwholecare

The fastest and easiest way to submit your authorization request is online. To learn more about WebConsult, attend one of our webinars. More information at: www.healthhelp.com/highmarkwholecare

HealthHelp is a separate company that offers education and guidance from specialists in sleep, cardiology, and radiation oncology for Highmark Wholecare.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").