

Important Provider Notice



November 2023

Providers Will Have Access to New Clinical Platform, GuidingCare, Starting Jan 1

Beginning January 1, 2024, Highmark Wholecare will launch the GuidingCare Clinical platform. GuidingCare will offer providers access to a new **Authorization Portal**, which will be available via NaviNet.

The **Authorization Portal** will feature the following capabilities:

- Ability to quickly enter patient authorization requests
- Real-time updates from Highmark Wholecare regarding authorization requests
- Updates can be made to requests based on Highmark Wholecare's feedback, such as medication history, discharge date, etc.
- Providers can respond to messages from Highmark Wholecare
- The Highmark Wholecare UM team will notify providers if additional review is required
- Providers can withdraw a previously submitted authorization
- Ability to request a PEER review
- Interface with InterQual to proactively review clinical criteria recommendations based on the clinical information supplied

To learn more about accessing and using this new platform, please review the provider guide found here: <https://content.highmarkprc.com/Files/Wholecare/docs/GuidingCareUserGuide.pdf>. If you have any questions at all, please contact your Provider Account Liaison.

Your Partner in Health,

Highmark Wholecare

NaviNet® is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark Wholecare such as routine eligibility, benefits and claims status inquiries.

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”).