



Provider Notification Revision

New Authorization Requirements for Sleep, Radiation Oncology and Cardiology

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) that improve quality and reduce the cost of care by providing expert peer consultation and the latest evidence-based medical criteria for **outpatient** Sleep, Radiation Oncology and Cardiology procedures. **Please note the revised effective dates for this new authorization program are listed below.**

- **3/21/2022** HealthHelp system open for providers to submit requests
- **4/1/2022** Start of claims processing requiring a prior authorization

Highmark Wholecare is committed to ensuring that you receive information about process changes that may affect your office operations. You are receiving this notification because you have members in your practice who may be affected by this change. This new program is designed to improve health care, patient safety, utilization, and cost through the application of clinical criteria.

The HealthHelp authorization process for this program will involve collecting relevant clinical information from the ordering/treating physician's office, reviewing this information alongside current evidence-based guidelines, and if necessary, providing physician-to-physician consultation on treatment and/or test appropriateness and patient safety. If the requested service does not meet evidence-based guidelines, a HealthHelp specialist will have a provider-to-provider conversation with the requesting physician to consider alternatives.

Implementation of this collaborative and educational authorization program will ensure that **Highmark Wholecare** members receive clinically appropriate and medically necessary services.

For the effective dates listed above, all requests for the following tests and procedures will go through HealthHelp, except services rendered for emergency level of care:

- **Sleep:** Sleep Testing, PAP Therapy, Oral Appliances
- **Radiation Oncology:** 2D3D, Brachytherapy, Stereotactic, Proton Beam, IMRT, IGRT
- **Cardiology:** Peripheral Revascularization, Cardiac Devices, Ablation/EPS

A list of procedure codes requiring authorization can be found at www.healthhelp.com/HighmarkWholecare.



How to request and obtain an authorization

Step 1: Requesting Authorization

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

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

The most efficient method for obtaining an authorization number is through the web. Please contact HealthHelp program support at **1-800-546-7092** if you need assistance with setting up web access.

Step 2: Receiving Authorization

- Web: If the ordering provider chooses to submit the request through the web, authorization will be available online to print.
- Fax: If the ordering provider chooses to submit the request via fax, a faxed copy of the authorization will be sent to the fax number provided on the request submission form.
- Phone: If an ordering provider chooses to submit their request via phone, a HealthHelp client service representative will provide a verbal authorization for an approved request. A faxed confirmation will also be faxed to the ordering provider's office.

HealthHelp representatives are available Monday–Friday, from 8 a.m. to 6 p.m. Eastern Standard Time. After-hour requests may be submitted by fax or via web portal.

For a medically necessary request that requires **immediate handling** due to an unforeseen illness, injury, or condition affecting the patient, a **phone call to 888-265-0072 is the fastest way to process that urgent request**. If you choose to fax the request, please ensure that legible contact information is included for the ordering provider/designee. It should also state how the provider may be reached within the next 24 hours, in case additional clinical information is needed to complete the review.

All urgent requests will be handled within the appropriate state-specific or federal program–mandated expedited time frames. HealthHelp strives to complete all expedited requests for review within 24 hours of the request's receipt, unless a more stringent time frame is mandated by specific state regulations.

Educational materials and program implementation information will be posted in the coming weeks.

For questions or information regarding general policy and procedures, contact a Highmark Wholecare provider representative at: Medicaid 1-800-392-1147, Medicare Assured 1-800-685-5209. Representatives are available 8 a.m. to 4:30 p.m., Monday - Friday. TTY users call 711.

Thank you.



HealthHelp Webinars

Learn more about HealthHelp’s authorization process by signing up for a system demo hosted by HealthHelp.

The webinar will include a system demonstration with user experience insight on how to appropriately enter procedure requests, along with additional program information such as the Highmark Wholecare procedure code list, support tools and HealthHelp contact information.

Register for your preferred session using the link shown below.

For additional questions contact HealthHelp Program Support: RCSupport@HealthHelp.com, 1-800-546-7092. Please visit <http://www.healthhelp.com/HighmarkWholecare> for additional information and provider reference material.

Highmark Wholecare– Getting Started with Cardiology Authorizations (recorded sessions)

<https://attendee.gotowebinar.com/rt/2023285431918075920>

Friday February 25, 2022 12:00 p.m. Eastern

Highmark Wholecare – Getting Started with Radiation Oncology Authorizations (recorded sessions)

<https://attendee.gotowebinar.com/rt/7848785008410270992>

Friday February 18, 2022 12:00 p.m. Eastern
Thursday February 24, 2022 12:00 p.m. Eastern

Highmark Wholecare – Getting Started with Sleep Authorizations (recorded sessions)

<https://attendee.gotowebinar.com/rt/5090685376287792139>

Tuesday February 22, 2022 11:30 a.m. Eastern

Quick and Easy Authorization Status and Next Steps in WebStatus

<https://attendee.gotowebinar.com/rt/1153814726994369806>

Thursday March 3, 2022 12:30 p.m. Eastern
Friday March 18, 2022 12:00 p.m. Eastern
Tuesday March 29, 2022 8:00 a.m. Eastern

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”).