

Updates for HealthHelp

Great News! On **May 1, 2024**, Highmark in partnership with HealthHelp® successfully deployed the implementation of Single Sign-On for your use going forward. This will streamline your process to manage the prior authorization requirements for the following services:

- Musculoskeletal: Spine, knee, hip surgeries
- Pain Management
- Advanced Imaging: CT scans, PET scans, MRIs, etc.
- Physical Therapy/Speech Therapy/Occupational Therapy
- Cardiology (now includes members under the age of 18 as of May 1, 2024)
- Sleep Studies
- Radiation Oncology

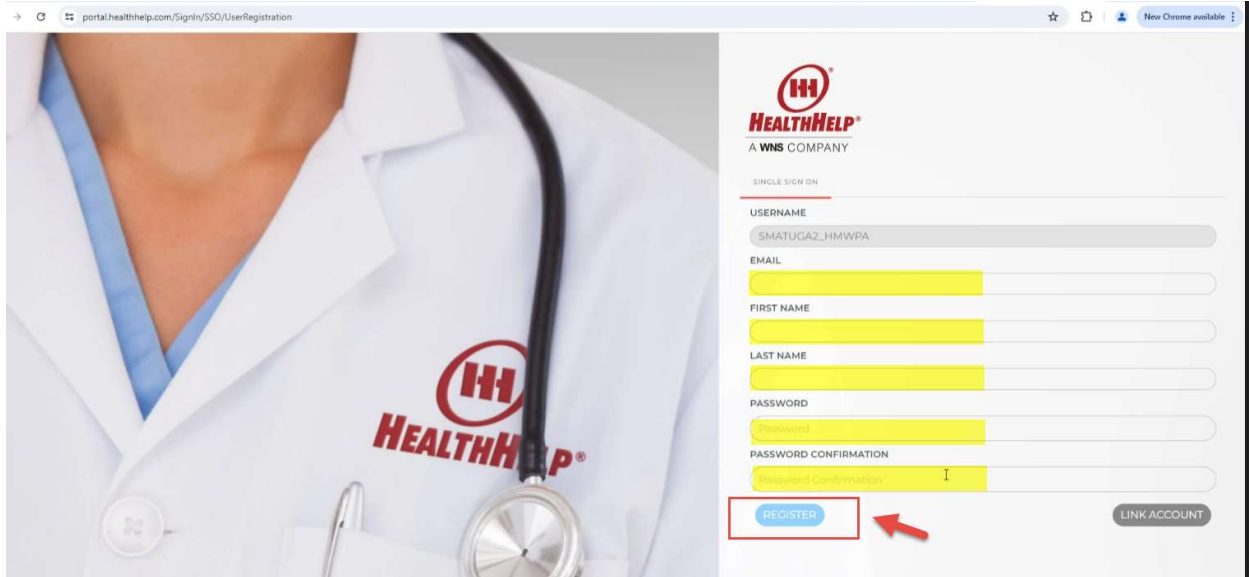
You can now request prior authorizations and check status via SSO through NaviNet.

- Log into NaviNet
- Select Wholecare as the Health Plan
Select **HealthHelp** from **Workflows for this Plan**

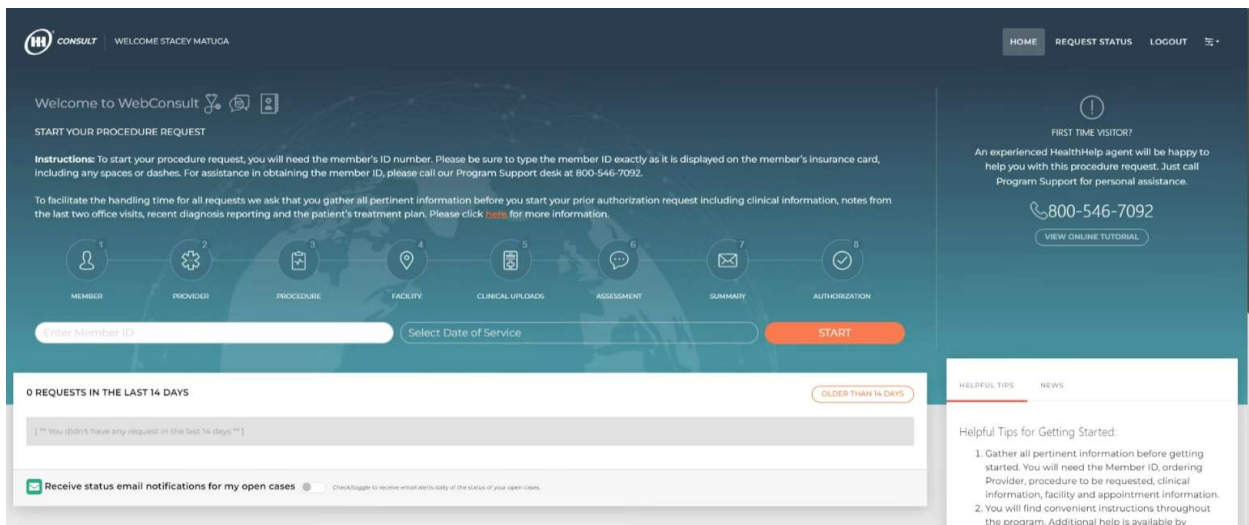
The screenshot shows the NaviNet web application interface for Highmark WholeCare. The browser address bar displays `navinet.navimedix.com/plan-central/ghp#/?`. The page header includes the NantHealth and NaviNet logos, along with navigation tabs for 'WORKFLOWS' and 'HEALTH PLANS'. The main content area is divided into three sections:

- Workflows for this Plan:** A vertical menu on the left containing links for 'Claim Status Inquiry', 'Eligibility and Benefits', 'Provider Directory', 'NIA Refill Authorizations', 'Enhanced Highmark WholeCare Provider Features', 'UDC Program', 'Guiding Care', and 'Health Help'. The 'Health Help' link is highlighted with a red box and a red arrow points to it.
- Important Announcements - Please Review All Contents:** A table listing several announcements with a 'Link' column for each. The announcements include:
 - Assistance for Highmark Wholecare Participating Providers Impacted by Change Healthcare Cyber Event
 - NEW Provider Notice - New Authorization Process for Family Planning
 - NEW Provider Notice - New Authorization Process for Cardiology
 - Highmark Wholecare to Launch Guiding Care Clinical Platform
 - Highmark Wholecare is Moving to Email
 - Change Healthcare Incident: Highmark Wholecare Claims/Remittance Update (3/5/24)
 - 2024 Provider Accessibility Audit
 - NEW Provider Notice - New Authorization Requirements for MSK/Pain Management/Diagnostic Imaging/ & Physical Medicine
- Plan Logo:** A section on the right containing:
 - Hours of Availability: Mon-Fri: 7:00am-5:00pm ET
 - Resources: Accessibility to Care Standards, Find a Provider, Find a Pharmacy, Model of Care, OTC Benefit Catalog
 - Forms: Medicaid Forms and Reference Materials, Medicare Forms and Reference Materials

- If you're a first time SSO user, you will need to register with an email and password.



- Click register and you will be immediately connected to HealthHelp to enter your authorization request.



*Note: If you already have an email on file, you will need to click “link account”.

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.