

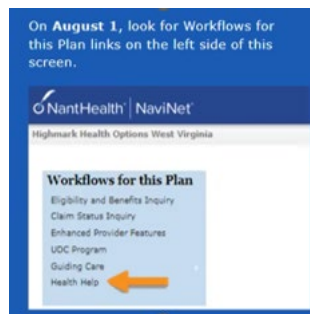
HealthHelp: Single Sign-On Capabilities

Highmark Health Options, in collaboration with HealthHelp®, has implemented Single Sign-On (SSO) for your use. This will streamline your process to manage the prior authorization requirements for the following services:

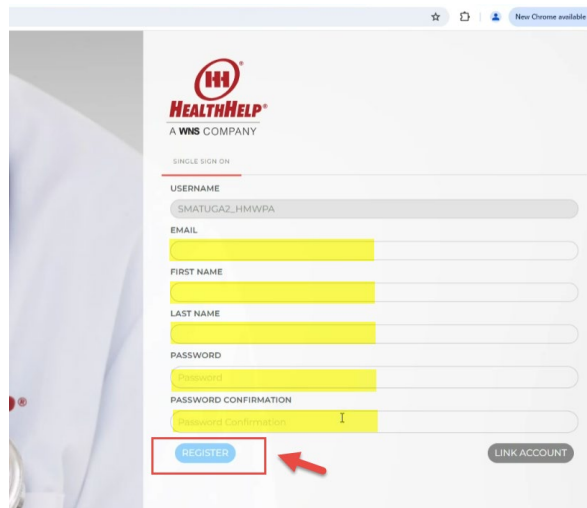
- Musculoskeletal: spine, knee, hip surgeries
- Interventional Pain Management Services
- Trigger Point Injections
- Outpatient Diagnostic Imaging Services: CT scans, PET scans, MRIs, etc.
- Physical Therapy/Speech Therapy/Occupational Therapy
- Cardiology
- Sleep Studies (members ages 18 and older)
- Radiation Oncology (members ages 18 and older)

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

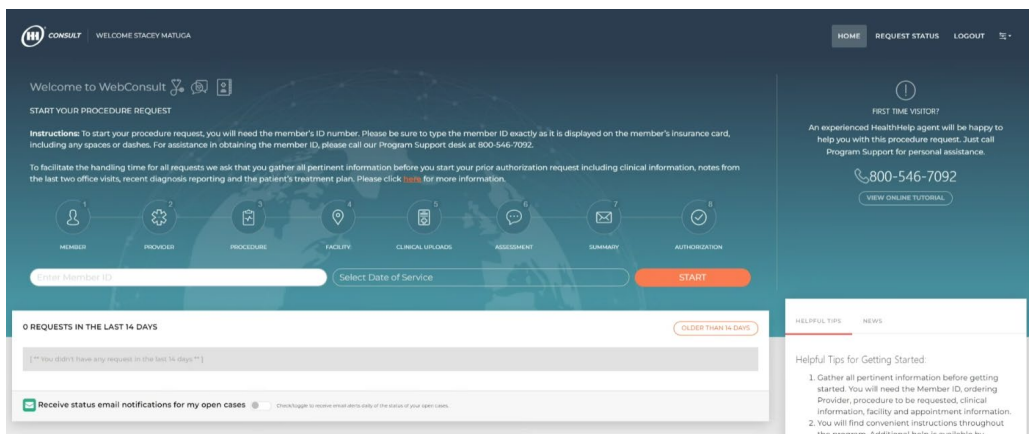
- Log into NaviNet
- Select Highmark Health Options as the Health Plan
- Select **HealthHelp** from **Workflows for this Plan**



- 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”.

A list of procedure codes requiring authorization through HealthHelp and the link to register for a training webinar can be found at <http://www.healthhelp.com/highmarkhealthoptionsWV>.

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.



IMPORTANT ANNOUNCEMENTS:

HealthHelp will be completing prior authorization reviews for Cardiology, Sleep, Radiation Oncology, Musculoskeletal/Interventional Pain Management, Physical Medicine, and Diagnostic Imaging beginning 8/1/2024.

NEW - Important Information about providing your clinical documentation. See the tutorial [HERE](#)

[Check Out What's New with WebStatus](#)

CONSULT



All services for Sleep, Cardiology, Radiation Oncology, Musculoskeletal/Interventional Pain Management, Physical Medicine, and Diagnostic Imaging will require an authorization beginning 8/1/2024.

For questions or information regarding general policy and procedures, contact a Highmark Health Options provider representative at 1-833-957-0020, Monday – Friday, 8 a.m. to 5:00 p.m. TTY users call 711.

NaviNet® is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark Health Options such as, routine eligibility, benefits and claims status inquiries. HealthHelp is a separate company that offers education and guidance from specialists in sleep, cardiology, radiation oncology, physical medicine, diagnostic imaging, and musculoskeletal and interventional pain management for Highmark Health Options.

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.