# 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.
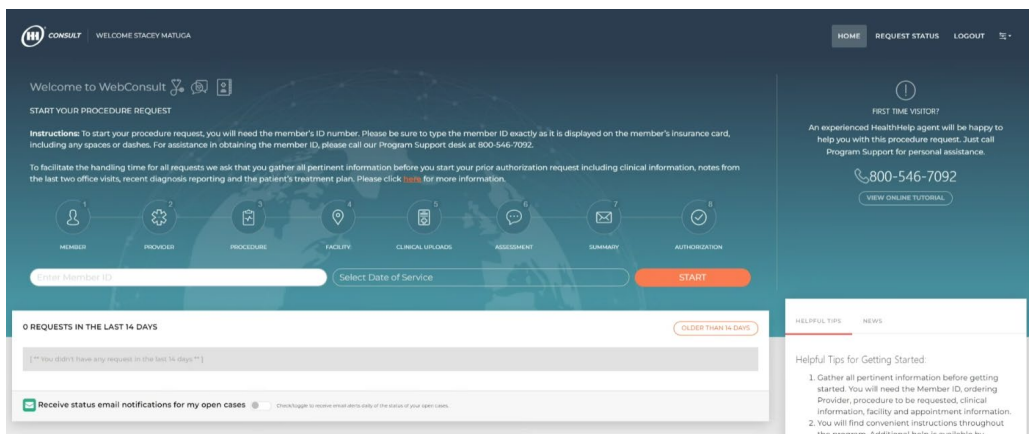
- Log into NaviNet
- Select Highmark Health Options as the Health Plan
- Select **HealthHelp** from **Workflows for this Plan**
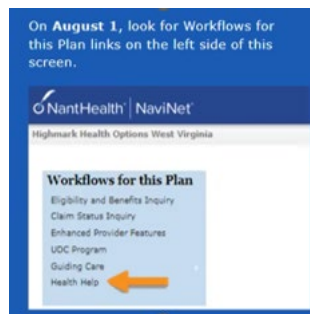
- If you're a first time SSO user, you will need to register with an email and password.
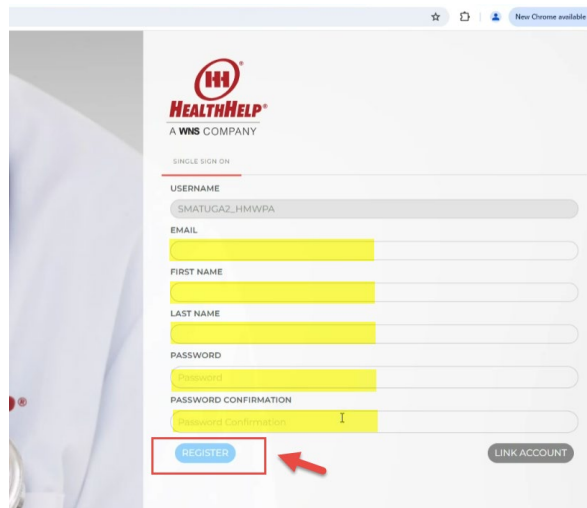
- Click register and you will be immediately connected to HealthHelp to enter your authorization request.

*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**.

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

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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.