

# Special Bulletin

For professional and facility providers

September 7, 2023

## Highmark Introducing New Process for Physical Medicine Management Program

In **December 2023**, Highmark will transition utilization management of outpatient physical medicine services – physical therapy, occupational therapy, and manipulation services – from Tivity® to Helion Arc.

Helion Arc is integrated with the Predictal™ Utilization Management (UM) tool and enables offices to submit, update, and query medical authorization requests. The application supports the management of members' care from end-to-end – including submission, case review and decision-making, and prescribed treatment programs.

The move to Helion Arc is the result of Highmark's long-term commitment to enhancing the overall provider experience.

### Provider Impact

While this does represent a change in the way that providers request prior authorizations for physical medicine services, the goal is to minimize provider disruption and ensure that the transition to Helion Arc is as seamless as possible. Aside from some minor differences in the user interface design, the overall process will remain very similar.

Providers who previously qualified for the Tivity Provider Pathways Program for 2024 can expect a similar level of self-management under the new process. Qualifying providers may still receive up to 20 auto-approved visits for each member without medical necessity review.

### Additional Information

Prior to the transition to Helion Arc, Highmark will provide additional information on the Provider Resource Center websites.

For immediate questions, please contact the Ancillary Provider Contract Administration Team via email:

[AncillaryProviderContractAdministration@Highmark.com](mailto:AncillaryProviderContractAdministration@Highmark.com).

**Note:** *This change impacts providers in Delaware, Pennsylvania, and West Virginia only.*

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Tivity is a separate company that provides medical necessity review and authorization of physical medicine services for some Highmark members.

