

# Special Bulletin

Updated: November 22, 2023

For professional and facility providers

September 7, 2023

## Physical Medicine Management – Training Webinars on Nov. 28 and Dec. 7

On **December 4, 2023**, Highmark will transition utilization management (UM) of outpatient physical medicine services — physical therapy, occupational therapy, and manipulation services — from Tivity® to Helion Arc.

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

To assist providers, Highmark will offer training webinars on **November 28, 2023**, and **December 7, 2023**, with one-hour sessions scheduled for 10 a.m. and 1 p.m. (EST) on both days. The same material will be presented in all four sessions.

To register for a webinar, click the date that you would like to attend:

- [November 28, 10 a.m.](#)
- [November 28, 1 p.m.](#)
- [December 7, 10 a.m.](#)
- [December 7, 1 p.m.](#)

### Additional Training Support

While registration for each session is limited, a recorded version of the training webinar will be made available on the Provider Resource Center (PRC), following the November 27 sessions.

### Transition Timeline

Starting on **December 4, 2023**, providers should contact Highmark regarding the following processes:

Process	How to Contact Highmark
Retrospective Reviews	Medical Review PO Box 890392 Camp Hill, PA 17089-0392
Appeals	Appeal instructions are provided on both the denial notification AND in the “Standard Provider Appeal Process” section of the <i>Highmark Provider Manual</i> , Chapter 5, Unit 5. To access the

	manual, go to the PRC, select <b>MANUALS</b> from the task bar, and then click <b>HIGHMARK PROVIDER MANUAL</b> .
<b>Peer-to-Peer Request</b>	To initiate the request, providers should call the dedicated, peer-to-peer phone number: 866-634-6468. Hours of operation are from 8:30 a.m. to 4:30 p.m. (EST), Monday through Friday.
<b>Date Change, Extensions, etc.</b>	All other requests should be directed to Highmark Utilization Management at the dedicated number: 800-452-8507.

The Physical Medicine Management Program page, including all documents, will be removed from the PRC effective **December 4, 2023**.

**Additional Resources**

To learn more about the change to Helion Arc, see the October article in *Provider News* and/or read the [FAQs](#) on the PRC. To access *Provider News*, go to the PRC, choose **NEWSLETTERS/NOTICES** from the left menu, and then click **Provider News**. Once on the page, select the October issue.

For immediate questions, please contact the Ancillary Provider Contract Administration Team via email: [AncillaryProviderContractAdministration@Highmark.com](mailto:AncillaryProviderContractAdministration@Highmark.com).

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

