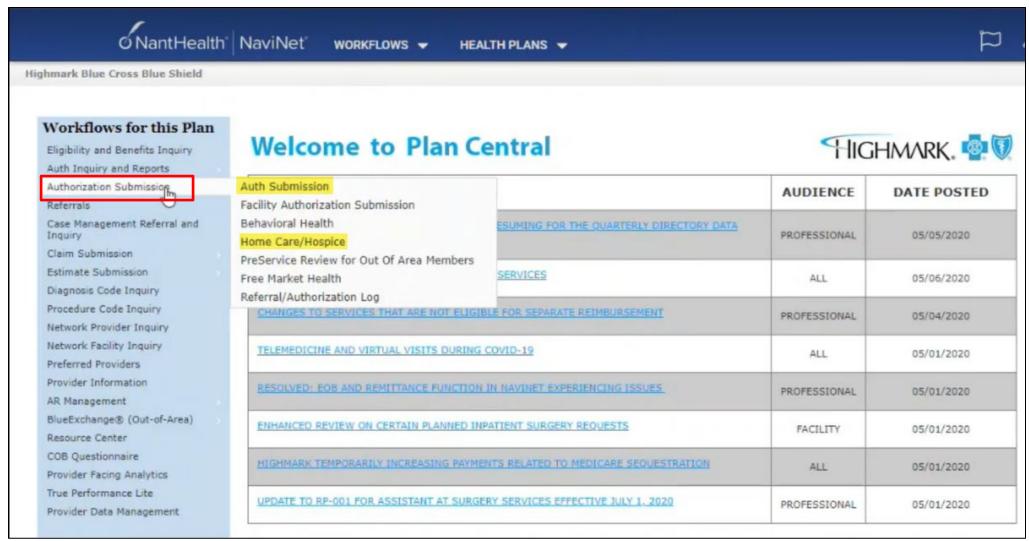# NaviNet® Provider Portal and Helion Arc Authorization Submission

HIGHMARK®

On Plan Central, scroll down to 'Authorization Submission' under 'Workflows for this Plan'
For Home Health or Hospice, select "Home Care/Hospice" from the pop-out menu
For Speech Therapy, select "Auth Submission" from the pop-out menu

On the Selection Form page, use the dropdown to find the appropriate 'Referred From Facility' and fill out the Eligibility Date (2-digit month, 2-digit day, 4-digit year)

Also enter in or copy/paste the Member ID and hit 'Submit' at the bottom of the screen

At the Patient Search screen, select the appropriate member using the 'Select' button on the right-hand side of the screen

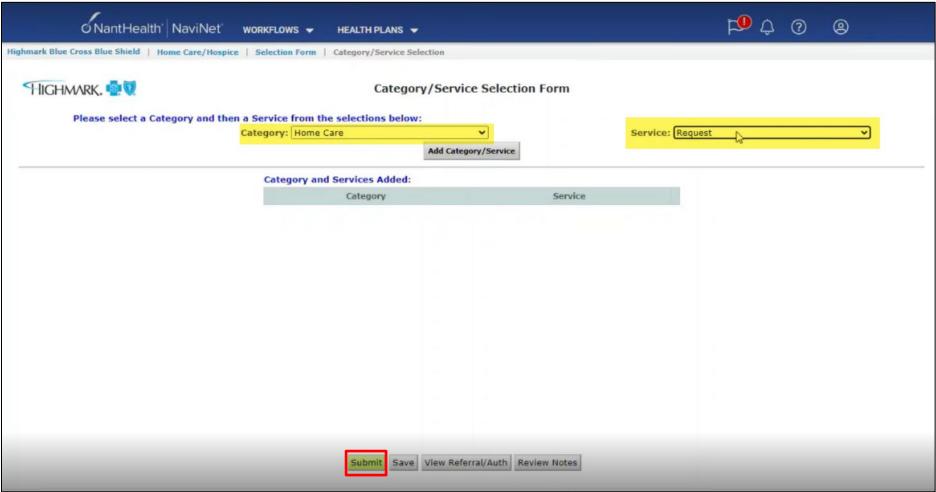On the Category/Service Selection Form, make the appropriate Category selection using the drop-down option.

Service will automatically populate with the only option, 'Request'

Hit submit

You will be taken to the welcome page of the Auth Automation Hub. Please review and click the Acknowledge button to continue

On the Authorization Search screen, select the 'Create New Authorization' button to start a new authorization

Provider and Member information will be pulled forward

Enter the appropriate diagnosis code under the Diagnosis Information section

Under Service Information, select the 'Sub-service Type' using the drop-down selection and hit 'Submit'

Under Provider Details, select the appropriate Provider Type for the Ordering/Attending Practitioner

Enter in the appropriate name and make the correct selection in the results box that populates below

Make the appropriate address line selection

At the bottom of the screen, you can use the 'Copy as Performing Provider' to copy the information down into the Servicing Facility/Vendor section

Validate the Performing Provider information is correct

Use the drop-down to fill out the 'Authorization Request Submitted By" field and then hit Submit

This last page is read-only. Validate all information entered is correct. If edits need to be made, use the 'Back' option at the bottom of the screen to navigate back to the appropriate area.

If all information is accurate, hit Submit

You will get a notification that the request is incomplete until Helion criteria is entered.

Hit submit

You will be automatically logged out of the AAH portal and taken directly to Helion Arc

You are logged out.

Click here to login

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Once in Helion Arc, you will receive a message regarding the Authorization Request Time Limit, which indicates you have 25 minutes to complete and submit the authorization.

Click Continue

(Content may differ between requested services)

You can upload your Plan of Care. This can be uploaded as a PDF file.

This is a review screen. You can edit any information using the Edit button located in each section. If all information looks correct, hit Submit

The request will be "Approved" or "Pended"

If the authorization does not meet medical necessity through Helion Arc, it will be pended to a clinician at the Health Plan for review. You will be notified of the final determination via NaviNet.

Click "Submit To Insurer"

You will be directed to the Helion Arc dashboard, where you can view all active authorization requests. Clicking the arrow will open the patient and request information.

Clicking on either View Patient or View Request will open the Authorization Request Details.

You can see the Auth # at the top, as well the Requested Services, Status, and any Documentation that has been uploaded

The panels on the right-hand side of the screen show you Patient Details, Submission Details, and an audit history under 'Authorization Request Activity'

This completes the submission process for a Home Health request.

You can now close out of any browser tabs as needed using the 'x' on each tab.

Helion Arc Service Desk Overview

Overview

- Customer Support is requested and resolved through the Helion Service Desk: (https://helionhc.atlassian.net/servicedesk/customer/portal/2)

- Inquiries can also be submitted through the Helion Service Desk general inbox at support@helionhc.atlassian.net. This is recommended for customers that are unable to access the main service desk due to technology.

- The Product and Technology service request type is (currently) open to the public.

- Within the Product and Technology request type, customers can 1) submit tickets, 2) request training, or 3) report an issue.

- Our Service Desk is offered through the existing Jira Service Management, which allows us to categorize tickets, provide/publish resources, and guides for customers, and track various SLAs within one place.
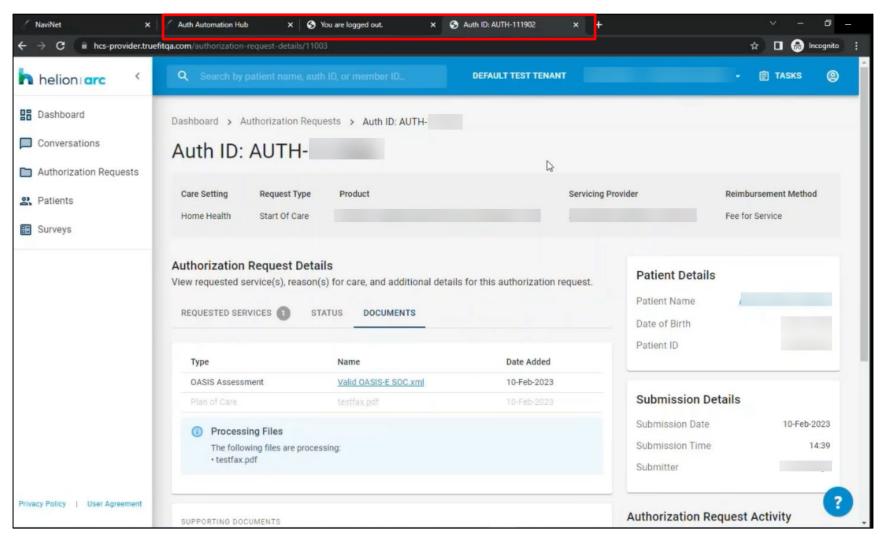
- The Helion Service Desk is monitored Monday-Friday from 9:00am – 4:00pm (EST), excluding holidays. Inquiries received outside of our standard hours of operation will be prioritized on the next business day.

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Ticket Types

Customer Inquiries within the Product and Technology vertical are categorized and triaged under the following request types:

- *Analytics and Reporting*
  - Creation/Changes/ Enhancement of reports
  - Request access to any dashboard
  - Reporting assistance or Questions

- *Portal Enhancement*
  - Report an issue submitting an Enhancement/Change request to Helion portal (e.g.: *.homehealthum.com)

- *Training*
  - Request training for the Helion Portal
  - Any questions regarding the Helion portal

- *Report an issue*
  - Any issues or problems that you would like to bring to the attention of the team

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Left panel

Helion Service Desk

Hello! How can we help? Please select the category that best applies to your inquiry and submit a ticket with the Helion Service Desk.

The Helion Service Desk is monitored Monday-Friday from 9:00am – 4:00pm (EST), excluding holidays. Inquiries received outside of our standard hours of operation will be prioritized on the next business day.

▽ Contact us about

Helion Provider Portal (HHUM) Access
Request initial access, Check/modify user permissions, Request temporary password, Remove/disable user account   ›

Helion Provider Portal (HHUM) Technical Issues
Report an issue submitting an authorization request, Report Oasis upload error, Report issue within Navinet   ›

Reporting and Analytics
Having issues accessing your performance analytics (scorecard, metrics, reporting)? Request assistance., Have data level questions (PCP Metric, HEDIS)? Request the contact information for your designated Network Performance Manager.   ›

General Inquiries
Other   ›

Product and Technology
Analytics and Reporting, Portal Enhancement, Report an issue, Training   ›

Right panel

Helion Service Desk

Hello! How can we help? Please select the category that best applies to your inquiry and submit a ticket with the Helion Service Desk.

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Contact us about

Product and Technology ⌄

What can we help you with?

Analytics and Reporting
Submission of PHI/PII is strictly prohibited. For issues where PHI/PII is necessary, please direct your inquiry to HelionNetworkOperations@highmark.com.

Portal Enhancement
Submission of PHI/PII is strictly prohibited. For issues where PHI/PII is necessary, please direct your inquiry to HelionNetworkOperations@highmark.com.

Report an issue
Submission of PHI/PII is strictly prohibited. For issues where PHI/PII is necessary, please direct your inquiry to HelionNetworkOperations@highmark.com.

Training
Submission of PHI/PII is strictly prohibited. For issues where PHI/PII is necessary, please direct your inquiry to HelionNetworkOperations@highmark.com.

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