

# NaviNet® Provider Portal and Helion Arc Authorization Submission

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

The screenshot shows the NantHealth NaviNet interface. The top navigation bar includes 'NantHealth | NaviNet', 'WORKFLOWS', and 'HEALTH PLANS'. The main header area displays 'Highmark Blue Cross Blue Shield' and 'Welcome to Plan Central' with the Highmark logo. On the left, a sidebar titled 'Workflows for this Plan' lists various workflow categories. 'Authorization Submission' is highlighted with a red box, and its dropdown menu is open, showing options like 'Auth Submission', 'Home Care/Hospice', and 'Referral/Authorization Log'. On the right, a table lists updates with columns for 'AUDIENCE' and 'DATE POSTED'.

	AUDIENCE	DATE POSTED
<a href="#">RESUMING FOR THE QUARTERLY DIRECTORY DATA</a>	PROFESSIONAL	05/05/2020
<a href="#">SERVICES</a>	ALL	05/06/2020
<a href="#">CHANGES TO SERVICES THAT ARE NOT ELIGIBLE FOR SEPARATE REIMBURSEMENT</a>	PROFESSIONAL	05/04/2020
<a href="#">TELEMEDICINE AND VIRTUAL VISITS DURING COVID-19</a>	ALL	05/01/2020
<a href="#">RESOLVED: FOB AND REMITTANCE FUNCTION IN NAVINET EXPERIENCING ISSUES</a>	PROFESSIONAL	05/01/2020
<a href="#">ENHANCED REVIEW ON CERTAIN PLANNED INPATIENT SURGERY REQUESTS</a>	FACILITY	05/01/2020
<a href="#">HIGHMARK TEMPORARILY INCREASING PAYMENTS RELATED TO MEDICARE SEQUESTRATION</a>	ALL	05/01/2020
<a href="#">UPDATE TO RP-001 FOR ASSISTANT AT SURGERY SERVICES EFFECTIVE JULY 1, 2020</a>	PROFESSIONAL	05/01/2020

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

NantHealth | NaviNet | WORKFLOWS | HEALTH PLANS

Highmark Blue Cross Blue Shield | Home Care/Hospice | Selection Form

**HIGHMARK.** Selection Form

**Step 1. Please select a Referred from Facility and enter the Eligibility Date (both are required):**

Referred From Facility: [dropdown]

Eligibility Date: 02082023

**Step 2. For faster results, enter Member ID with Date of Birth and/or Member First Name:**

Member ID: [text field]

Member Date of Birth: [text field]

Member First Name: [text field]

Member Last Name: [text field]

Submit Save

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

**Highmark Blue Cross Blue Shield** | Home Care/Hospice | Selection Form

**HIGHMARK.**

### Patient Search

Member ID Number:  Member DOB:   
Member Last Name:  Member First Name:   
Eligibility Date:

**Search** **Clear**

Multiple records were found. Please select a record or search again.

Records 1-3 of 3, page: 1

Member Name	Group #	Gender	Patient Date of Birth	
<input type="text"/>	<input type="text"/>	MALE	11/12/1968	<b>Select</b>
<input type="text"/>	<input type="text"/>	FEMALE	07/17/1999	<b>Select</b>
<input type="text"/>	<input type="text"/>	FEMALE	09/02/1979	<b>Select</b>

Records 1-3 of 3, page: 1

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

The screenshot shows the NantHealth NaviNet interface for the 'Category/Service Selection Form'. The breadcrumb trail indicates the path: Highmark Blue Cross Blue Shield > Home Care/Hospice > Selection Form > Category/Service Selection. The form title is 'Category/Service Selection Form'. Below the title, there is a instruction: 'Please select a Category and then a Service from the selections below:'. There are two dropdown menus: 'Category' with 'Home Care' selected and 'Service' with 'Request' selected. A yellow highlight is present on both dropdown menus. Below the dropdowns is an 'Add Category/Service' button. Underneath, there is a section titled 'Category and Services Added:' which contains a table with two columns: 'Category' and 'Service'. The table is currently empty. At the bottom of the form, there are four buttons: 'Submit' (highlighted with a red box), 'Save', 'View Referral/Auth', and 'Review Notes'.

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

**PEGA** Auth Automation Hub

**Welcome to Auth Automation Hub**

Please read the disclaimer below and select the action you want to perform.

**An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.**

Acknowledge

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

The screenshot shows the Predictal Auth Automation Hub interface. At the top left, the logo 'predictal' and 'Auth Automation Hub' are visible. In the top right corner, there is a user profile icon and an 'Exit AAH' button. The main section is titled 'Authorization Search'. It includes a 'Select Provider \*' dropdown menu. Below that, the 'Search for +' section has three radio buttons: 'Member' (selected), 'Date of Service', and 'Request ID'. A 'Member UMI' dropdown menu is also present. The search criteria section includes 'Member UMI \*', 'From \*' (with a date input 'mm/dd/yyyy' and a calendar icon), and 'Through \*' (with a date input 'mm/dd/yyyy' and a calendar icon). A blue 'Search' button is located to the right of the date inputs. A yellow button labeled 'Create New Authorization' is highlighted. Below the search section, there is a table header for 'Authorizations ()' with columns: 'Case ID', 'Member Name', 'Start of Care Date', 'Service Type', 'Determination', and 'Actions'. The table body is empty, showing a folder icon and the text 'No items'.

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'

The screenshot displays the Predictal Auth Automation Hub interface for an Authorization Request. The header includes the Predictal logo and 'Auth Automation Hub' with an 'Exit AAH' button. The main title is 'Authorization Request' with an 'Actions' dropdown. Below the title is a summary table with the following data:

Member Name	Member ID	Date of Birth	Client Name	Plan Type	Case Type	Authorization Type	Urgency	Service Type
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Commercial	Prior Authorization	—	Non-Urgent	—

Below the summary table is a progress bar with four steps: 1. Authorization Details, 2. Enter Provider, 3. Review Authorization, and 4. Confirmation. The main form area is divided into three sections:

- Case Information:** Includes 'Urgency' with radio buttons for 'Urgent' and 'Non-Urgent' (selected).
- Request Information:** Includes 'Start of Care Date' with a date picker set to 02/08/2023.
- Diagnosis Information:** A table with columns for 'Code Set Type', 'Code', and 'Description'. One entry is shown: ICD 10, I48.0, PAROXYSMAL ATRIAL FIBRILLATION. A 'Remove' button is next to the entry.
- Service Information:** Includes 'Sub-service Type' with a dropdown menu set to 'Skilled Nursing' and 'Proposed date of service' with a date picker set to 02/08/2023. A 'Remove' button is next to the date.

At the bottom of the form, there are 'Exit', 'Save', and 'Submit' buttons. The 'Submit' button is highlighted with a red box.



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

**predictal** Auth Automation Hub Exit AAH

### Authorization Request

Member Name: [Redacted] Member ID: [Redacted] Date of Birth: [Redacted] Client Name: [Redacted] Plan Type: Commercial Case Type: Prior Authorization Authorization Type: Medical-Outpatient Urgency: Non-Urgent Service Type: Home Health Care

1. Authorization Details 2. Enter Provider 3. Review Authorization 4. Confirmation

**Provider Details**  
**Ordering/Attending Practitioner**  
Search For (Please Select Appropriate Provider Type)  
 Practitioner  Practice Group  
Search by  
 Provider ID  Name  
First Name: [Redacted] Last Name: [Redacted] Search  
15 matches found

Practice Group NPI	Practice Group Name	Practitioner NPI	Practitioner Name	Practitioner City	Prac. State	Prac. Zip Code
[Redacted]	[Redacted]	[Redacted]	[Redacted]	PITTSBURGH	PA	15212
[Redacted]	[Redacted]	[Redacted]	[Redacted]	PITTSBURGH	PA	15212
[Redacted]	[Redacted]	[Redacted]	[Redacted]	PITTSBURGH	PA	15212
[Redacted]	[Redacted]	[Redacted]	[Redacted]	PITTSBURGH	PA	15212
[Redacted]	[Redacted]	[Redacted]	[Redacted]	PITTSBURGH	PA	15212

Make the appropriate address line selection

**predical™** Auth Automation Hub Exit AAH

### Authorization Request

Member Name Member ID Date of Birth Client Name Plan Type Case Type Authorization Type Urgency Service Type  
Commercial Prior Authorization Medical-Outpatient Non-Urgent Home Health Care

Provider ID  Name

First Name \* Last Name \* Search

15 matches found

Practice Group NPI	Practice Group Name	Practitioner NPI	Practitioner Name	Practitioner City	Prac. State	Prac. Zip Code
				PITTSBURGH	PA	15212
				PITTSBURGH	PA	15212

**Addresses**

Practice Group Tax ID	Practice Group BSID	Practitioner BSID	Affiliation ID

Address type	Practice Group Address	Practice Group City	State	Zip code	Contact Details
Main		PITTSBURGH	PA	15212	

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

The screenshot shows the 'predical Auth Automation Hub' interface. At the top, there's a header with the logo and 'Auth Automation Hub' text, along with a user icon and an 'Exit AAH' button. Below the header is the 'Authorization Request' section, which contains a table with the following columns: Member Name, Member ID, Date of Birth, Client Name, Plan Type (Commercial), Case Type (Prior Authorization), Authorization Type (Medical-Outpatient), Urgency (Non-Urgent), and Service Type (Home Health Care). Below this is a 'Vendor' section with a table listing vendor details. A red box highlights a blue button labeled 'Copy as Performing Provider' located below the vendor list. At the bottom, there is a 'Servicing Facility/Vendor' section with a table showing search results.

Member Name	Member ID	Date of Birth	Client Name	Plan Type	Case Type	Authorization Type	Urgency	Service Type
				Commercial	Prior Authorization	Medical-Outpatient	Non-Urgent	Home Health Care

Vendor	Address	City	State	Zip	Phone	Primary
	320 EAST NORTH AVENUE	PITTSBURGH	PA	15212	(412) 359-8900	Primary
		PITTSBURGH	PA	15212		
		PITTSBURGH	PA	15212		
		PITTSBURGH	PA	15212		
		PITTSBURGH	PA	15212		
		PITTSBURGH	PA	15212		
		EAST WINDSOR	NJ	08520		
		FAIR LAWN	NJ	07410		

Facility / Vendor NPI	Facility / Vendor Name	Facility / Vendor Address	Facility / Vendor City	State	Zip code
			PITTSBURGH	PA	15212

Validate the Performing Provider information is correct

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

**predictal** Auth Automation Hub

**Authorization Request** Actions

Member Name: [REDACTED] Member ID: [REDACTED] Date of Birth: [REDACTED] Client Name: [REDACTED] Plan Type: Commercial Case Type: Prior Authorization Authorization Type: Medical-Outpatient Urgency: Non-Urgent Service Type: Home Health Care

**Performing Provider**

Search for:  Practitioner  Practice Group

Search by:  Provider ID  Name

First Name: [REDACTED] Last Name: [REDACTED] Search

1 match found

Practice Group NPI	Practice Group Name	Practitioner NPI	Practitioner Name	Practitioner City	Prac. State	Prac. Zip Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PITTSBURGH	PA	15212

Copy as Ordering/Attending Practitioner

Authorization Request Submitted By \*

- Select...
- Select...
- Ordering/Attending Practitioner
- Servicing Facility/Vendor
- Performing Provider

Save 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

**predical** Auth Automation Hub Exit AAH

### Authorization Request

Member Name	Member ID	Date of Birth	Client Name	Plan Type	Case Type	Authorization Type	Urgency	Service Type
GODRIC AALVATORE	1337598830010	11/12/1968	WPAHCA Together Blue EPO Gold 0 ONXLBase	Commercial	Prior Authorization	Medical-Outpatient	Non-Urgent	Home Health Care

#### Service Information

Sub-Service Type	Proposed date of service
Skilled Nursing	2/8/23

#### Provider Details

**Requesting provider** SUBMITTED BY THIS PROVIDER

Provider ID	Provider Name
1023085719	JOHN SMITH

**Servicing Facility/Vendor**

Provider ID	Provider Name
1285667493	ALLEGHENY GENERAL HOSPITAL

**Performing Provider**

Provider ID	Provider Name
1023085719	JOHN SMITH


Back Save Submit

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

Hit submit

The screenshot shows the Predictal Auth Automation Hub interface. At the top, there is a header with the Predictal logo and 'Auth Automation Hub'. Below this is a section titled 'Authorization Request' with a table of fields: Member Name, Member ID, Date of Birth, Client Name, Plan Type (Commercial), Case Type (Prior Authorization), Authorization Type (Medical-Outpatient), Urgency (Non-Urgent), and Service Type (Home Health Care). A message box contains the text: 'Thank you.', 'THIS REQUEST IS INCOMPLETE UNTIL YOU ENTER HELION CRITERIA', and 'Your authorization number is AUTH-111902. Please select the submit button to launch Helion Portal.' A blue 'Submit' button is highlighted with a red rectangle. Below the message box is a section titled 'Review Authorization Details' with sub-sections: Case Information (Authorization Type: Medical-Outpatient, Urgency: Non-Urgent), Request Information (Start of Care Date: 02/08/2023), Member Information (First Name, Last Name, Member ID), Group Information, and Detail Information (Place of Service: Home, Service Type: Home Health Care).

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)

The screenshot displays a multi-step process in Helion Arc. The steps are: 1. Documents, 2. Status, 3. Requested Services (current step), 4. Review, and 5. Results. A modal dialog box titled "Authorization Request Time Limit" is centered on the screen. It contains an information icon and the text "25-minute time limit". Below this, it reads: "Please be aware, you have 25 minutes to complete and submit this authorization request. If more time is needed you may cancel the request and start over when you have dedicated time." At the bottom of the dialog, there is a checkbox labeled "Don't show again." and a blue "CONTINUE" button. In the bottom right corner of the interface, a timer shows "24 min 52 sec Time Limit" next to a question mark icon. A notification bar at the bottom indicates "This step missing req'd items!". Navigation buttons include "CANCEL", "BACK", and "NEXT".



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

1 Documents

2 Status

3 Requested Services

4 Review

5 Results

Plan of Care Required

Please provide an updated plan of care.

Maximum file size: 10MB

Filename	Actions
no file chosen	REMOVE

Drop PDF file here, or click to select.

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

Documents Status Requested Services **Review** Results

Patient Name Date of Birth Patient ID Auth ID Request Type Method  
Start Of Care Fee for Service

### Review

Note: After submitting to see Results you will NOT be able to make edits to this request.

Documents ✓ 3 of 3 Required Items Complete **EDIT**

Assessment ✓ ^

OASIS XML File

Filename  
Valid OASIS-E SOC.xml

Supplementary Assessment Items ✓ ^

CANCEL ← BACK **SUBMIT**

22 min 33 sec Time Limit ?

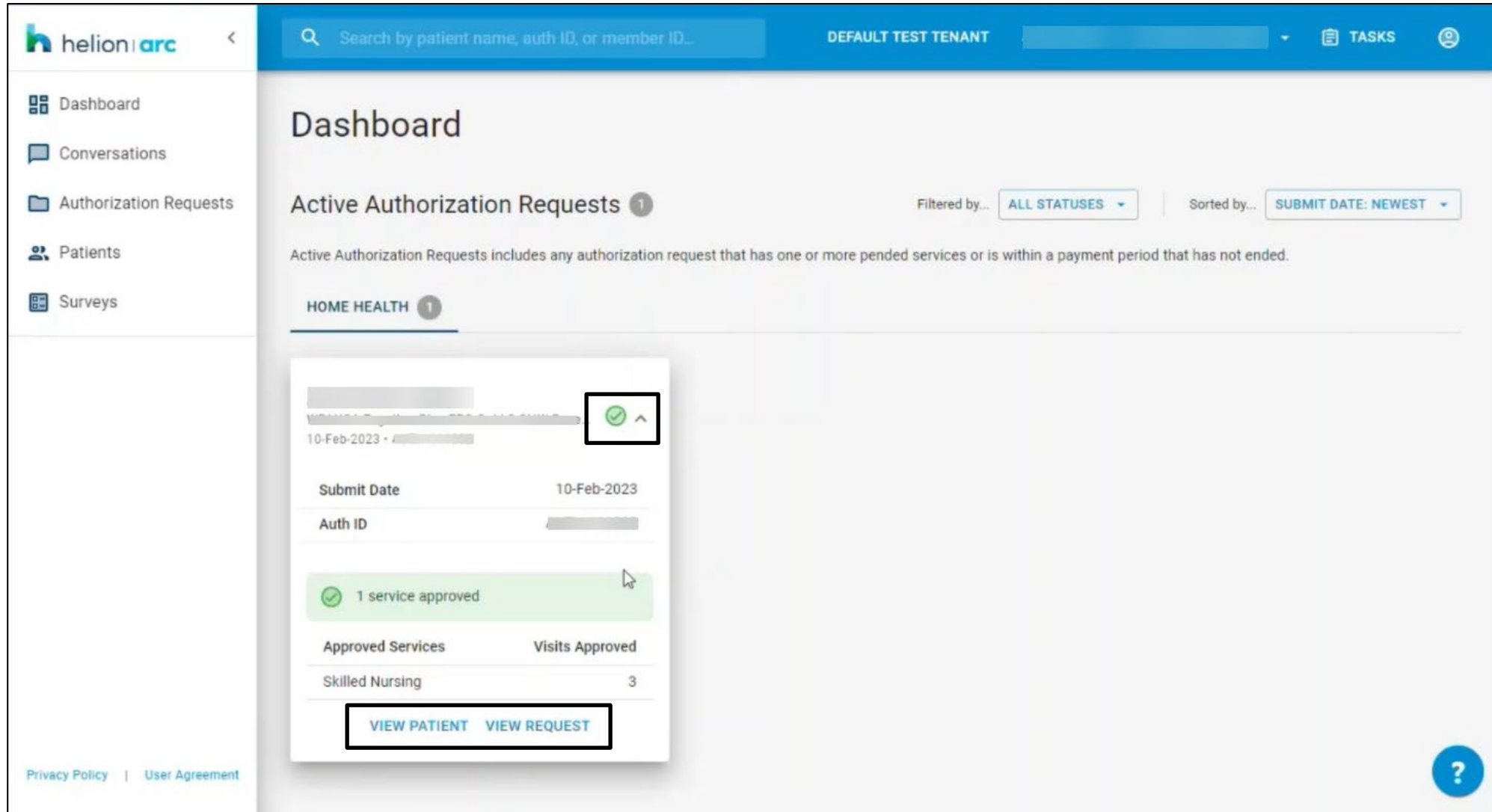
The request will be “Approved” or “Pended”

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”

The screenshot shows a web application interface with a progress bar at the top. The progress bar has five steps: Documents (checked), Status (checked), Requested Services (checked), Review (checked), and Results (5). Below the progress bar is a disclaimer box with a warning icon and text: "One or more services on this authorization request will be approved. This Notice of Coverage Approval is not a guarantee of payment. This approval is based on the information available to us at the time it is issued (including information regarding eligibility for coverage and/or the availability of benefits). If the information later proves to have been incorrect, incomplete or otherwise different than what was represented or if it changes, we may still ultimately deny payment of the claim." Below the disclaimer is a blue note box: "Note: You must click the 'Submit to Insurer' button below to finalize this authorization request." The main content area is titled "Requested Services" and includes the text "Please allow time for the review process and determination." Below this is a card for "Skilled Nursing" with a green checkmark icon, "Approved: 2 visits", and a field for "\* Requested visits" with the value "2". At the bottom of the interface is a large blue button labeled "SUBMIT TO INSURER" with a hand cursor over it. In the bottom right corner, there is a timer showing "18 min 26 sec Time Limit" and a help icon (question mark).

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

helion|arc

Search by patient name, auth ID, or member ID...

DEFAULT TEST TENANT

TASKS

Dashboard > Authorization Requests > Auth ID: AUTH-1

Auth ID: AUTH-1

Care Setting	Request Type	Product	Servicing Provider	Reimbursement Method
Home Health	Start Of Care			Fee for Service

### Authorization Request Details

View requested service(s), reason(s) for care, and additional details for this authorization request.

**REQUESTED SERVICES** 1 | STATUS | DOCUMENTS

#### Skilled Nursing

START CONVERSATION

✔ This requested service has been approved. See additional information below.

Visits Approved	Visits Requested	Last Covered Date	Proposed Date of Service
3	3	05-Apr-2023	08-Feb-2023

#### Reasons For Care

#### Ongoing Assessment Needs

#### Patient Details

Patient Name

Date of Birth

Patient ID

#### Submission Details

Submission Date: 10-Feb-2023

Submission Time: 14:39

Submitter

Authorization Request Activity

Privacy Policy | User Agreement

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

helion | arc

Search by patient name, auth ID, or member ID... DEFAULT TEST TENANT TASKS

View requested service(s), reason(s) for care, and additional details for this authorization request.

REQUESTED SERVICES 1 STATUS DOCUMENTS

Type	Name	Date Added
OASIS Assessment	<a href="#">Valid OASIS-E SOC.xml</a>	10-Feb-2023
Plan of Care	testfax.pdf	10-Feb-2023

**Processing Files**  
The following files are processing:  
• testfax.pdf

SUPPORTING DOCUMENTS

Name	Date Added
No documents uploaded	

Drop PDF, DOC, or DOCX file here, or click to select.

**Patient Details**

Patient Name  
Date of Birth  
Patient ID

**Submission Details**

Submission Date: 10-Feb-2023  
Submission Time: 14:39  
Submitter

**Authorization Request Activity**

Stay up to date on status changes specific to this authorization request.

- Approved by Insurer  
Approved  
Skilled Nursing
- Request Submitted by Provider

Privacy Policy | User Agreement

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.

The screenshot shows a web browser window with three tabs: 'NaviNet', 'Auth Automation Hub', and 'You are logged out.'. The active tab is 'Auth ID: AUTH-111902'. The browser address bar shows the URL 'hcs-provider.truefitqa.com/authorization-request-details/11003'. The application header includes the 'helion arc' logo, a search bar, 'DEFAULT TEST TENANT', and 'TASKS'. The left sidebar contains navigation links for Dashboard, Conversations, Authorization Requests, Patients, and Surveys. The main content area displays 'Auth ID: AUTH-...' and a summary table with columns: Care Setting (Home Health), Request Type (Start Of Care), Product, Servicing Provider, and Reimbursement Method (Fee for Service). Below this is the 'Authorization Request Details' section with tabs for REQUESTED SERVICES (1), STATUS, and DOCUMENTS. The DOCUMENTS tab is active, showing a table with columns Type, Name, and Date Added. The table contains two rows: 'OASIS Assessment' with a link to 'Valid OASIS-E SOC.xml' and 'Plan of Care' with 'testfax.pdf'. A 'Processing Files' section indicates that 'testfax.pdf' is being processed. To the right, 'Patient Details' and 'Submission Details' are shown. 'Patient Details' includes Patient Name, Date of Birth, and Patient ID. 'Submission Details' includes Submission Date (10-Feb-2023), Submission Time (14:39), and Submitter. At the bottom, there are links for 'Privacy Policy' and 'User Agreement', a 'SUPPORTING DOCUMENTS' section, and an 'Authorization Request Activity' section with a help icon.



# Helion Arc Service Desk



# 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](mailto: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.

# 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



## 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



## 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

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.