Provider Training
CMDM Referrals

2024

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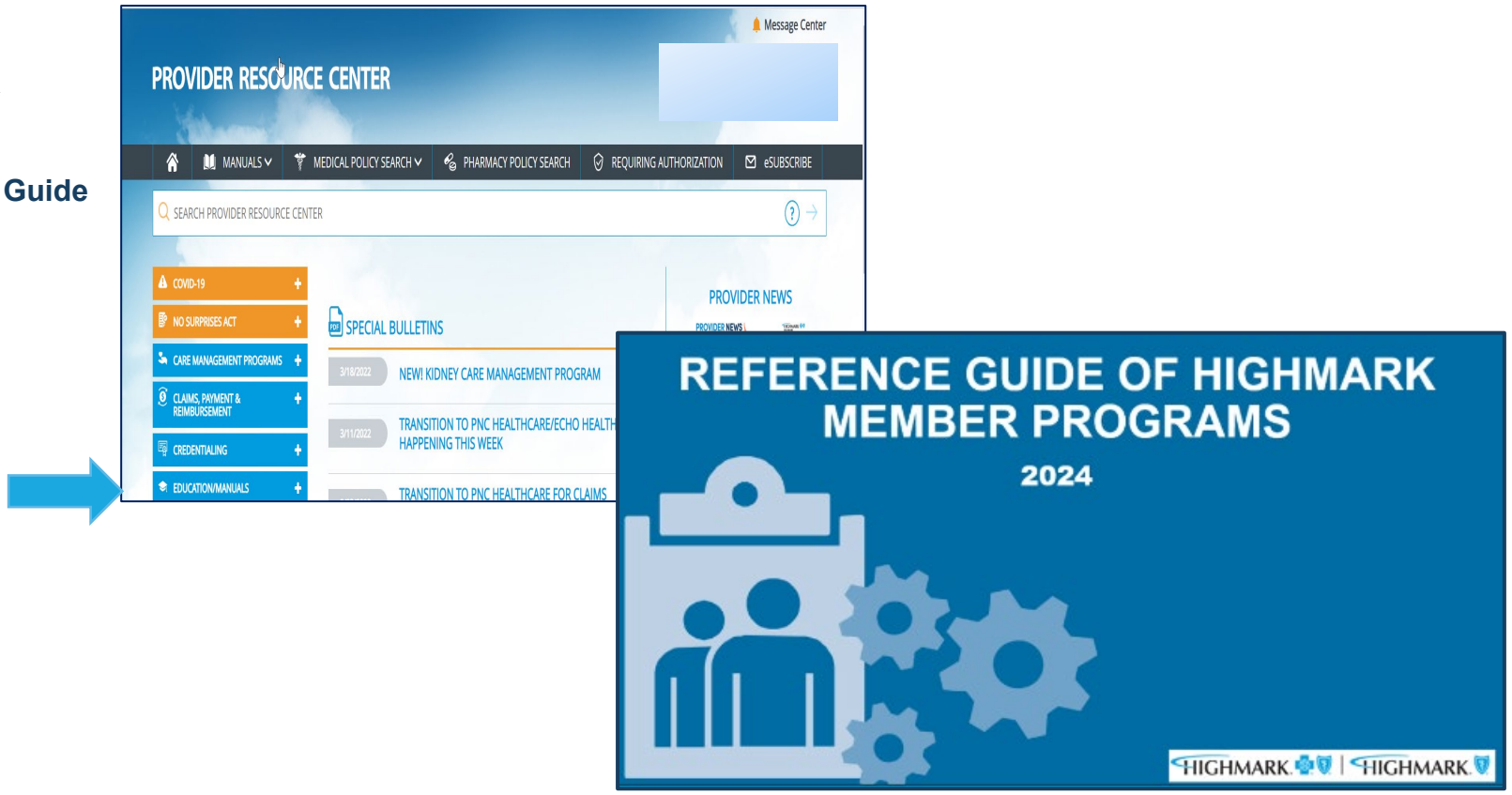
Highmark Clinical Care & Wellness

Clinical Programs & Services for Highmark Members Reference Guide available on the Provider Resource Center

- Click **EDUCATION/MATERIALS**
- Click **Reference Guide of Highmark Member Programs**
- Click the link for the **2024 Reference Guide of Highmark Member Programs**



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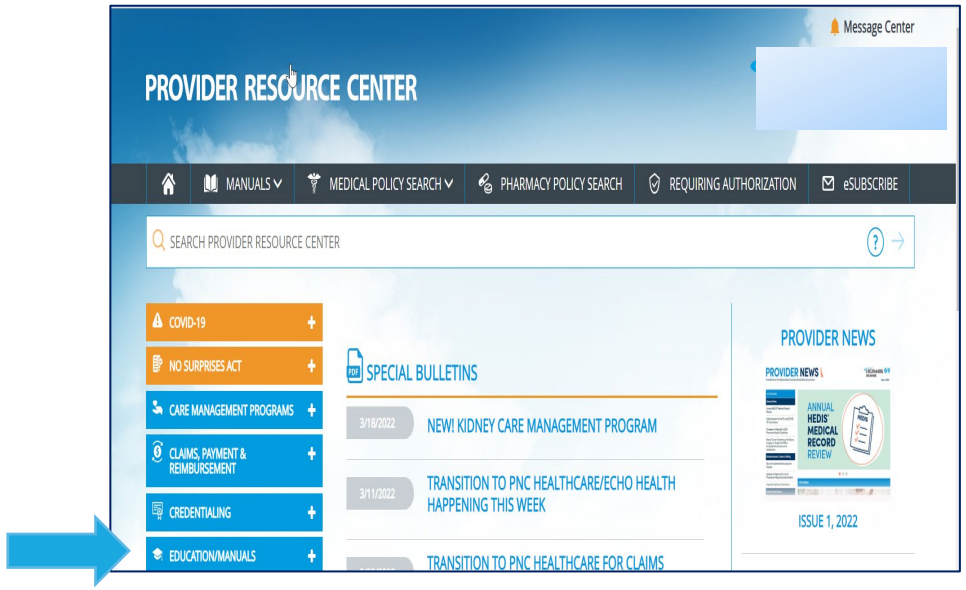
Highmark Clinical Care & Wellness

Clinical Programs & Services for Highmark Members Reference Guide is also available on Population Health University

- Click **EDUCATION/MATERIALS**
- Click **Population Health University**
- **Click on All Resources A-Z**
- Click the link for the **Reference Guide of Highmark Member Programs**



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Highmark Clinical Care & Wellness

Clinical Care & Wellness Services	Line of Business			Region*			
	Commercial	Medicare Advantage	ACA	PA	WV	DE	NY
WELLNESS & PREVENTION							
BLUE 365 Member Discount Program This program is an online national discount directory that gives members exclusive access to discounts and savings from leading national companies. Discount categories include fitness, nutrition, hearing, vision, massage, acupuncture, chiropractic, etc. Members can access information regarding these type of programs on the Highmark member website by selecting Member Discounts and clicking on Blue365 Discounts.	✓	✓	✓	✓	✓	✓	✓
Fitness Your Way One of the Blue365 member discounts is Fitness Your Way by Tivity Health. The offering allows eligible members to join a network of fitness facilities nationwide at a discounted rate so they can work out anywhere when it's convenient for them (Tivity membership fees apply). Fitness Your Way also offers On-demand videos 24/7 and live virtual classes led by wellness professionals.	✓	✓	✓	✓	✓	✓	✓

Clinical Care & Wellness Services	Behavioral Health Disorders				Eligibility				Region			
	Depression/ Anxiety	OCD	PTSD/ Panic Disorder	Eating Disorder	Age	Comm	Med Adv	ACA	PA	WV	DE	NY
Provides virtual therapy and medication services for adults and therapy services for children ages 10-17. Primary focus of treatment is depression and anxiety. Average time to appointment is generally within one week. This visit requires an applicable copay/coinsurance as noted by your coverage. Therapy Ages 10+ Medication Management 18+ Self-Referral: Well360 Virtual Health App, https://well360virtualhealth.com/landing.html Highmarkbcbs.com "Schedule a Telemedicine Appointment" Self-Referral AHN: 412-DOCTORS (appointment line) AHNVirtualHealth.org *Nationwide	✓	✓	✓	✓	10+	✓*		✓	✓	✓	✓	
NOCD NOCD is a telehealth provider that specializes in obsessive-compulsive disorder (OCD). NOCD provides Highmark members with live one-on-one video therapy with Exposure and Response Prevention (ERP)-trained therapists, access to a peer community and a personalized self-management tool. Self-Referral : 312-766-6780 or www.treatmyocd.com Provider Referral: 312-766-6780 or www.treatmyocd.com or email care@nocdhelp.com		✓			5+	✓		✓	✓	✓	✓	

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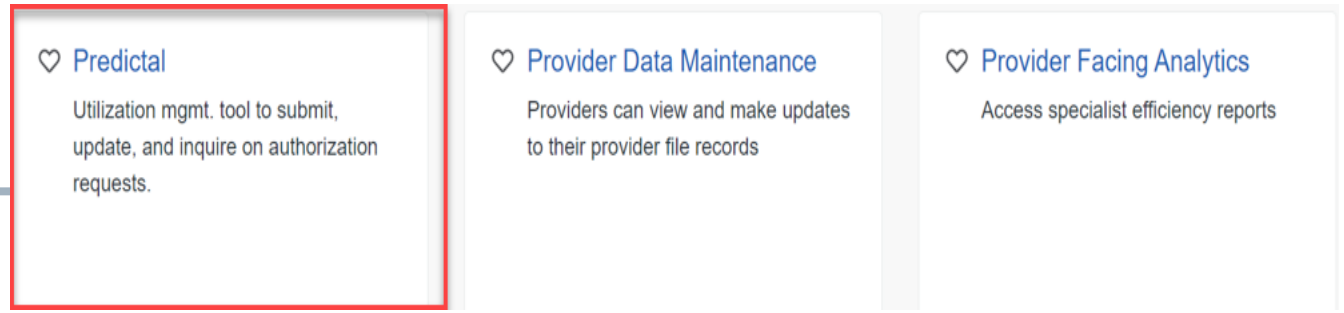
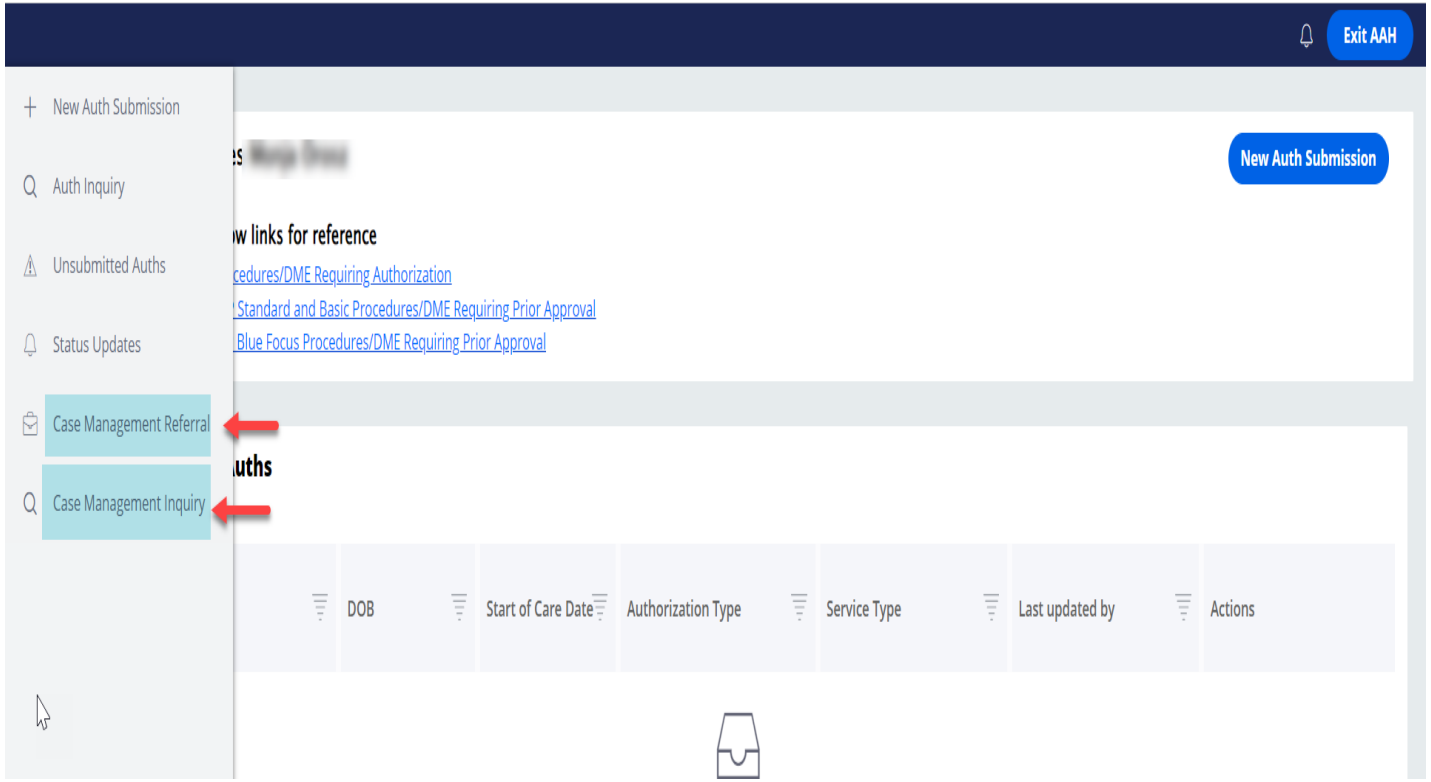
How It Works



To access the feature:

- Log into Availity
- Select the Predictal tab
- Providers will see two options:
  - Case Management Referrals
  - Case Management Inquiry
- Follow the steps to submit a CM/DM referral or complete an inquiry



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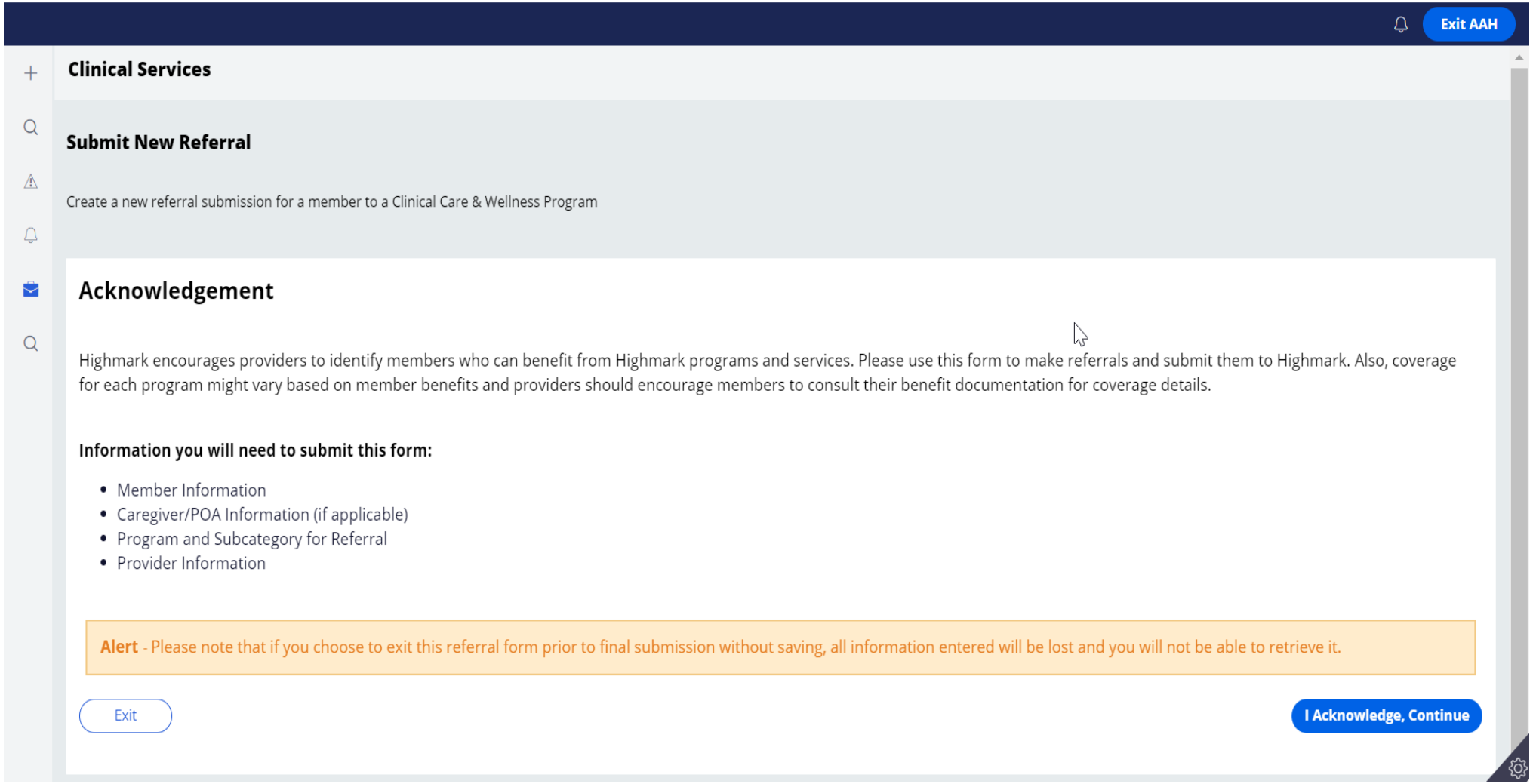

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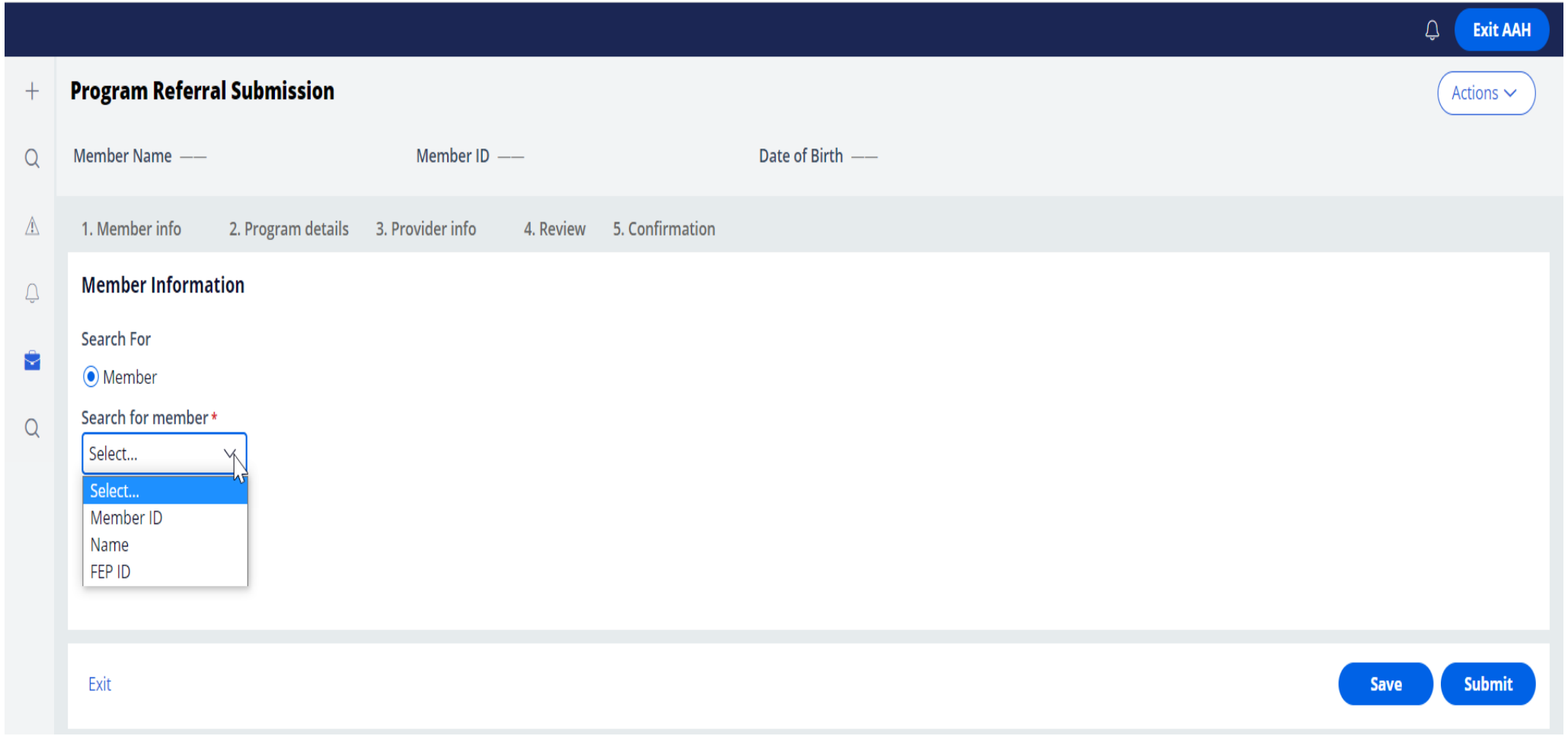

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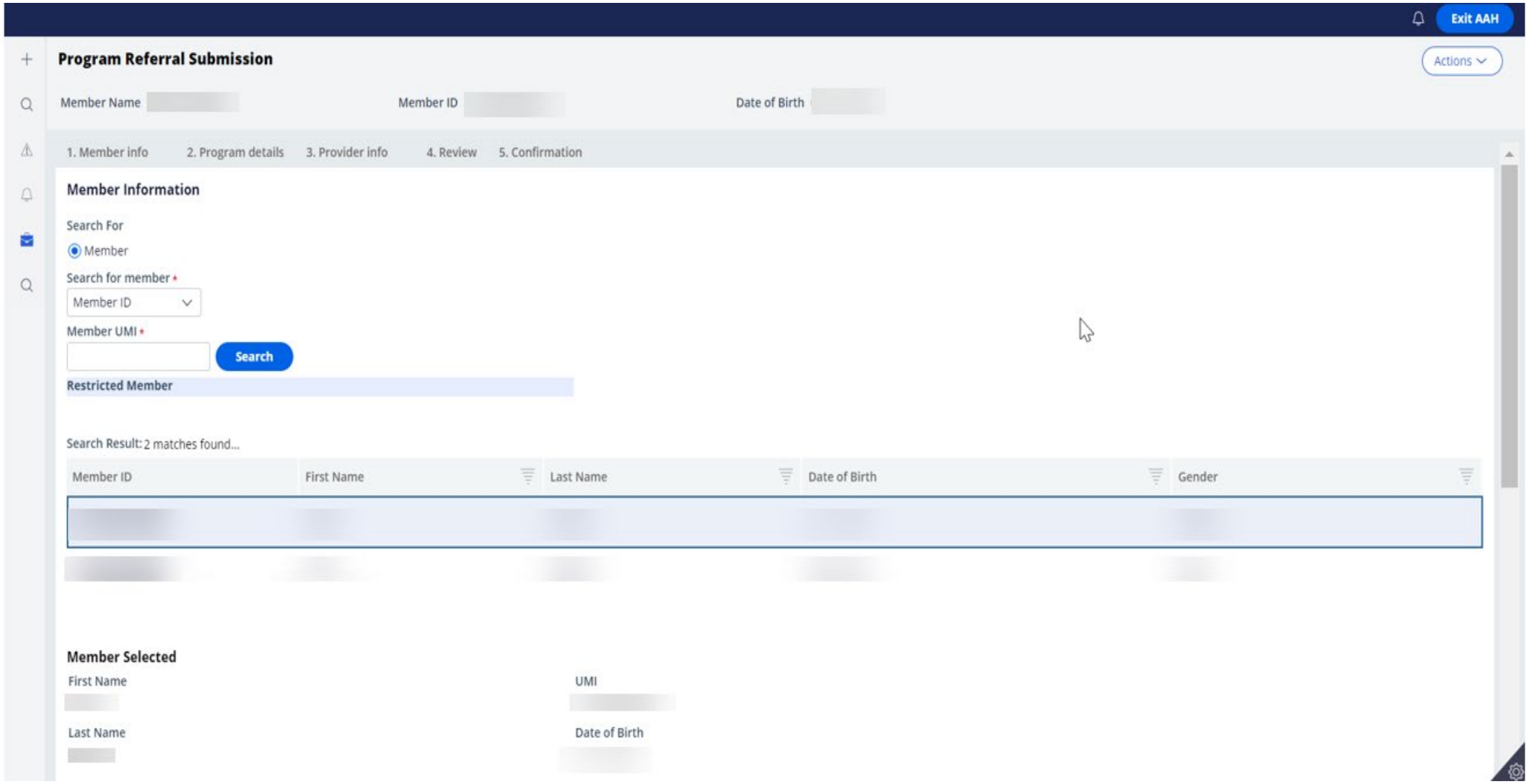

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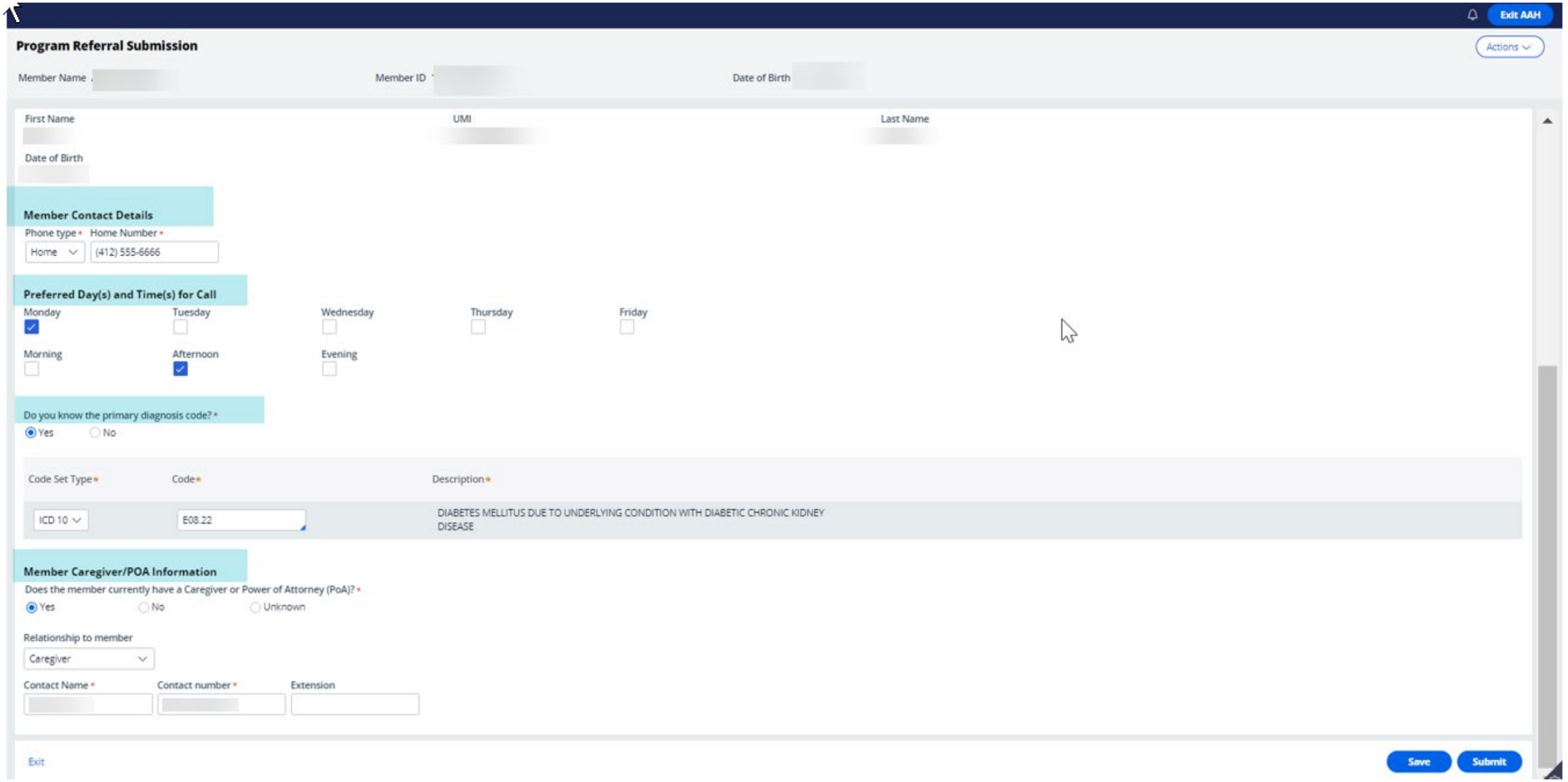

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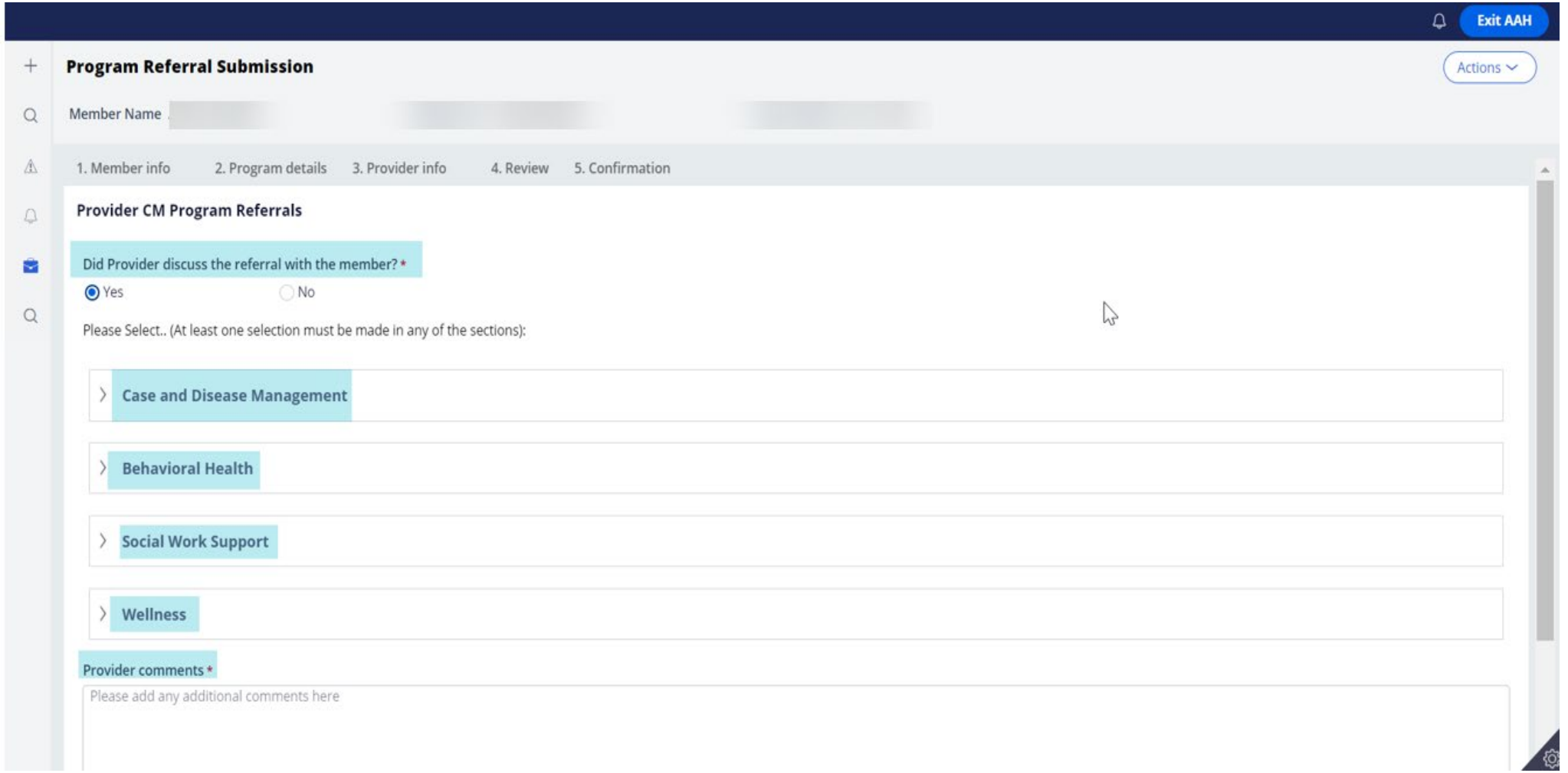

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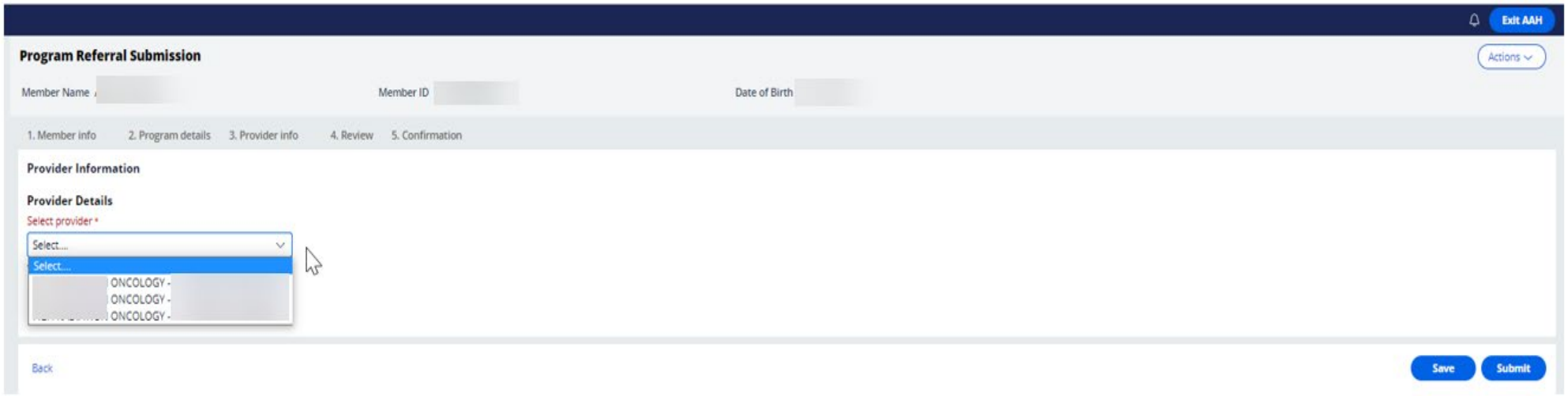

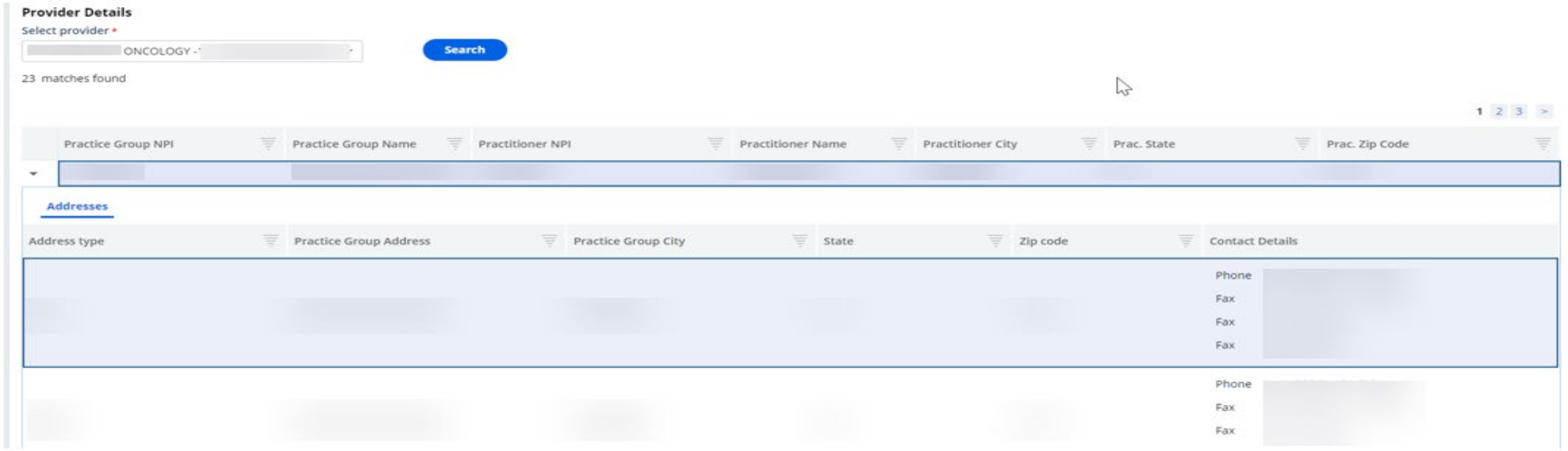

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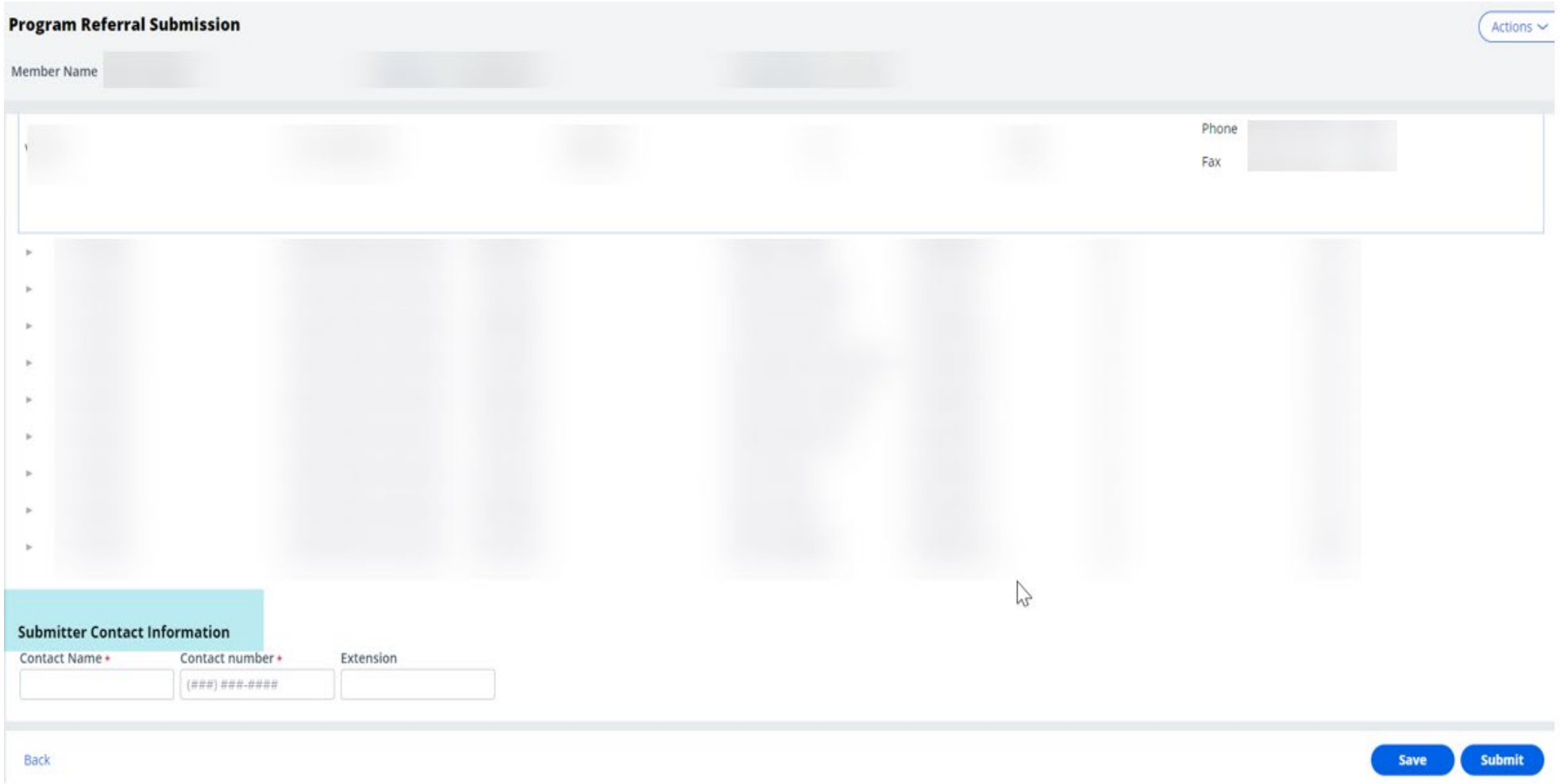

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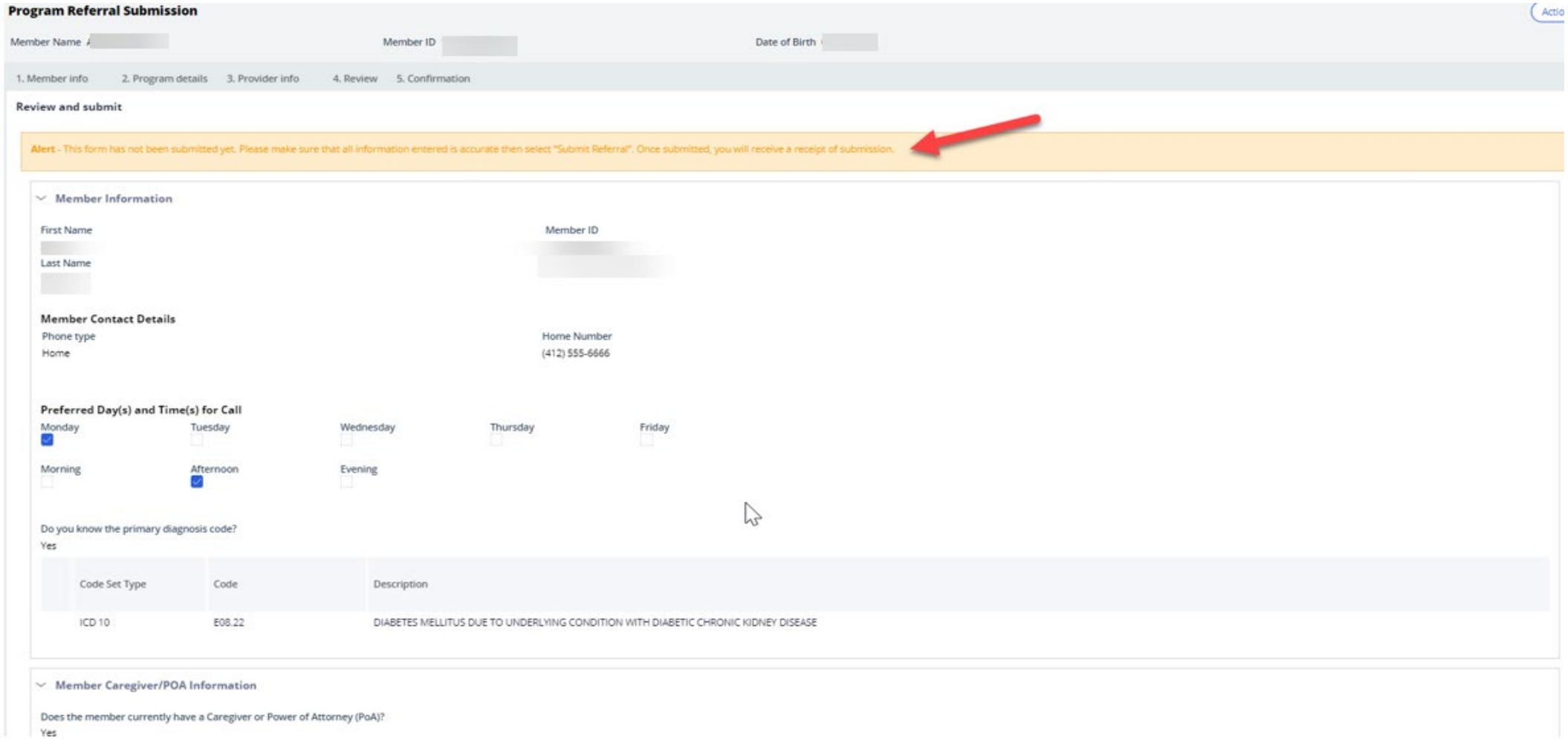

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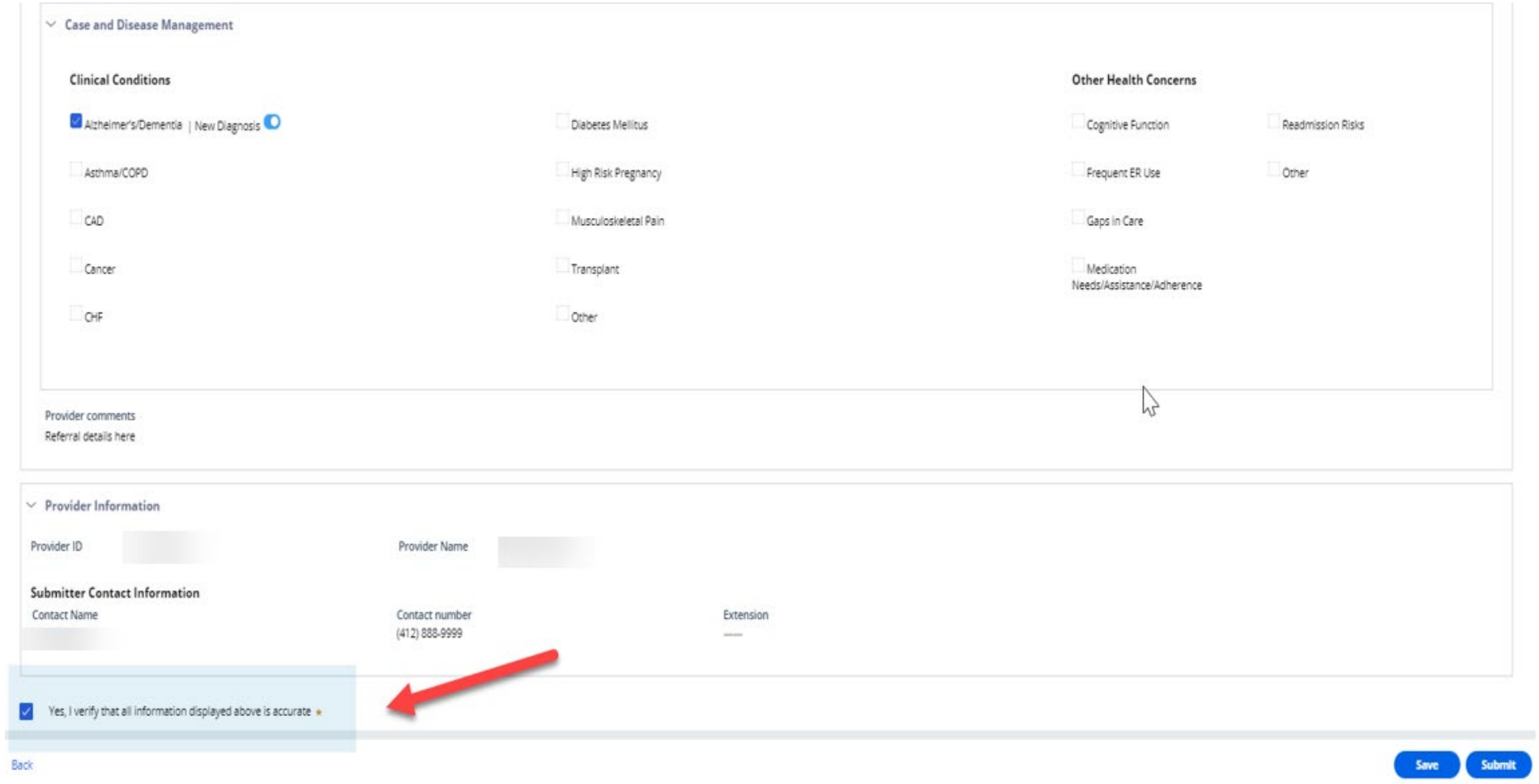

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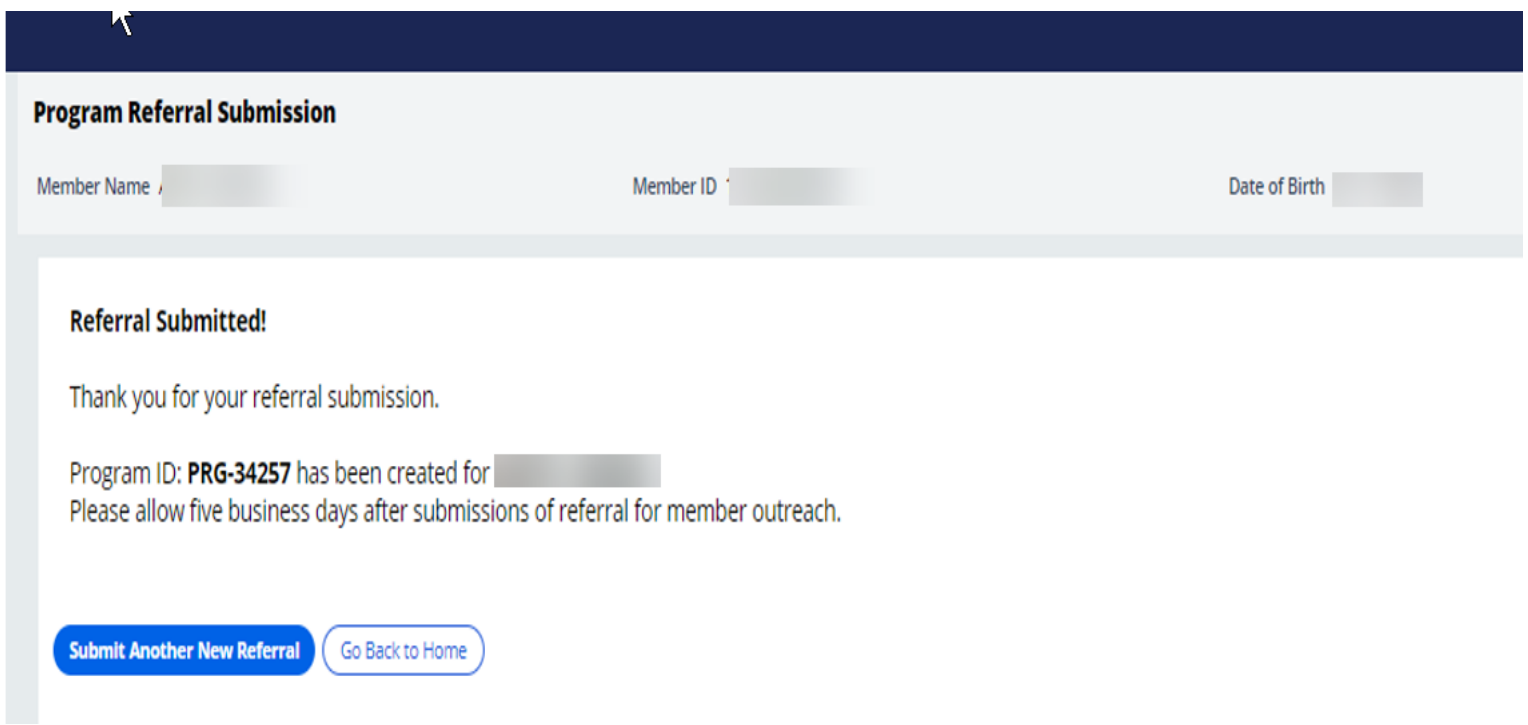

IMPORTANT

Please ensure the individual you are referring is aware a referral is being made and that a Highmark nurse may be reaching out to them.

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Inquiry of Member Involvement in CC&W

- Ability to search for information on a member's involvement in CC&W programs.

- This will display all open and closed programs for a member. Programs with sensitive diagnoses will display as "Other Program".

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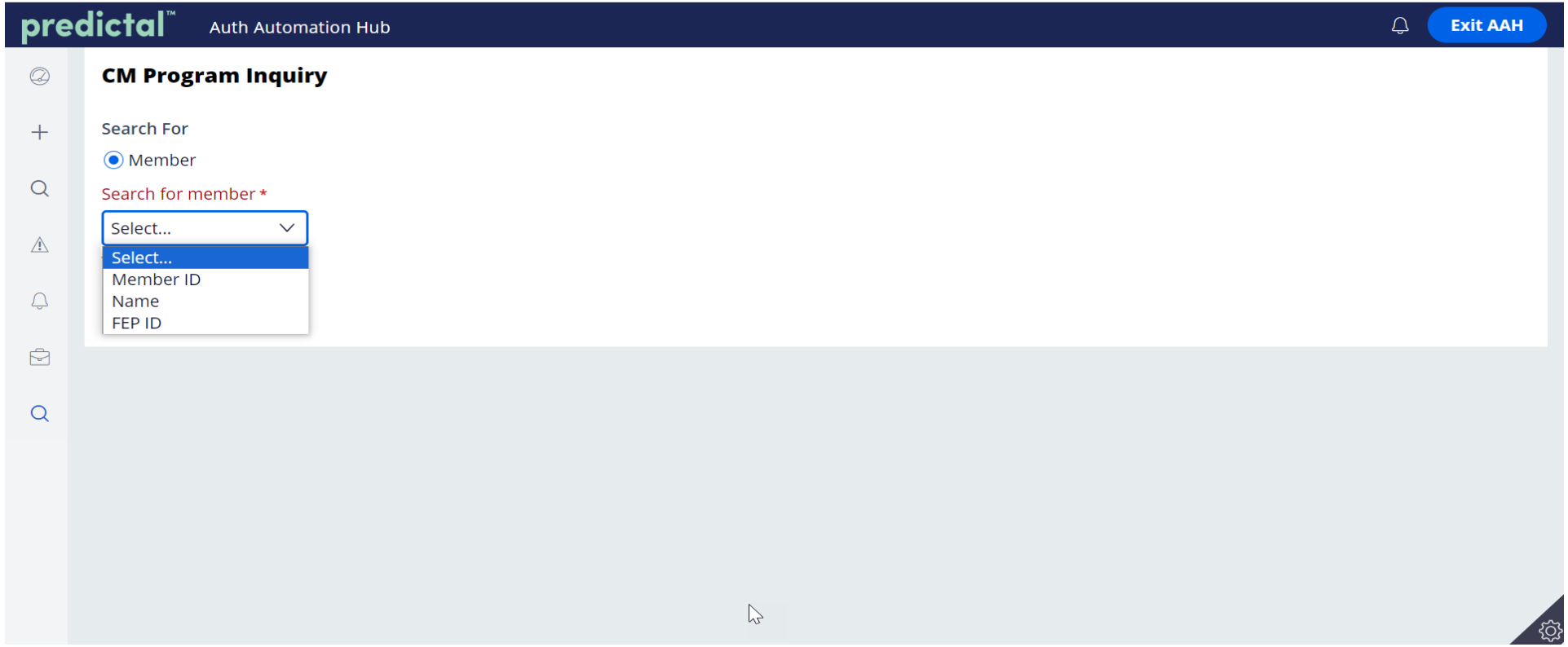
Providers can perform a CM Program Inquiry by using one of the following member identifiers:

- Member ID (UMI)
- Name
- FEP ID (R#)



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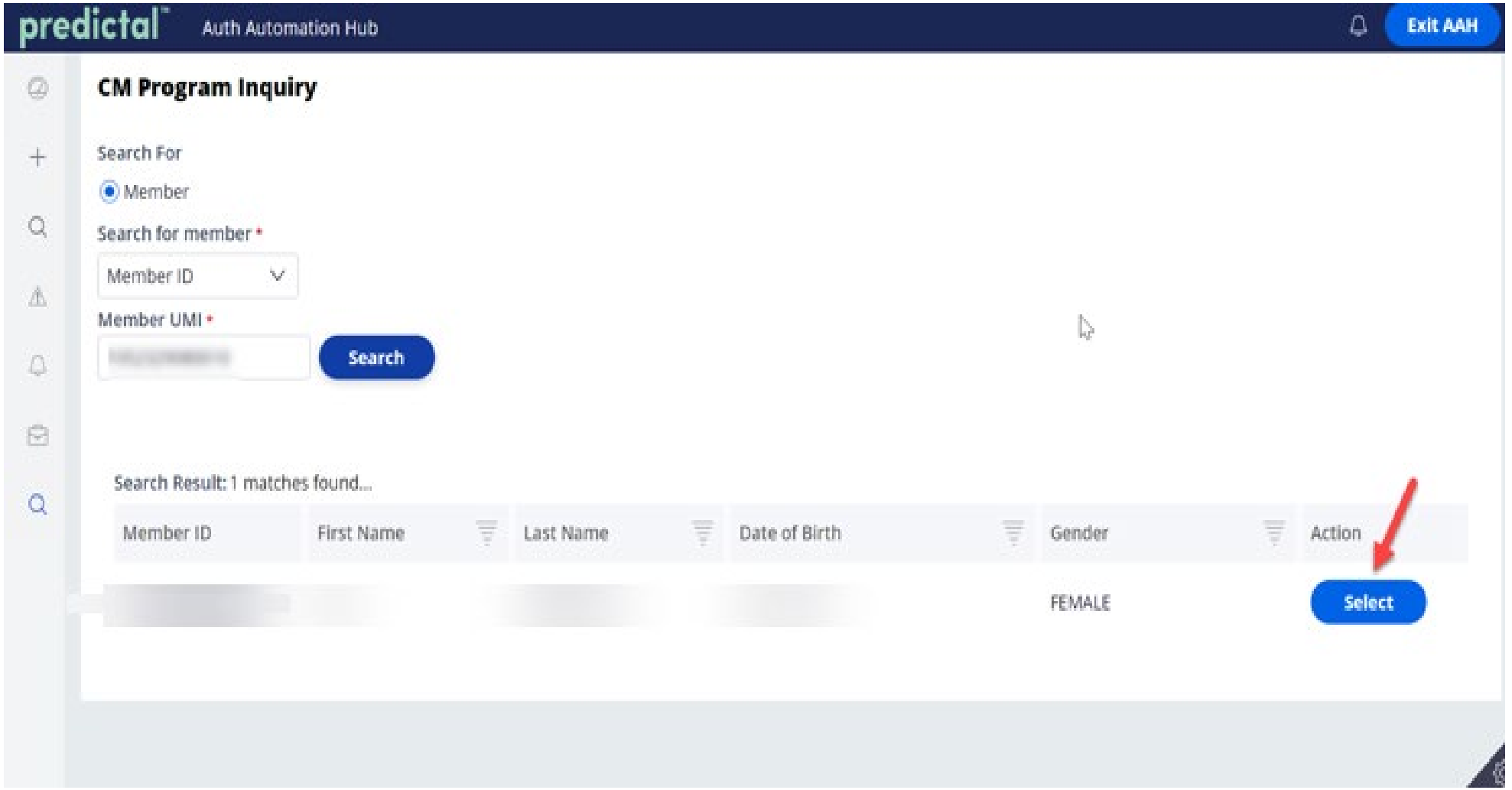

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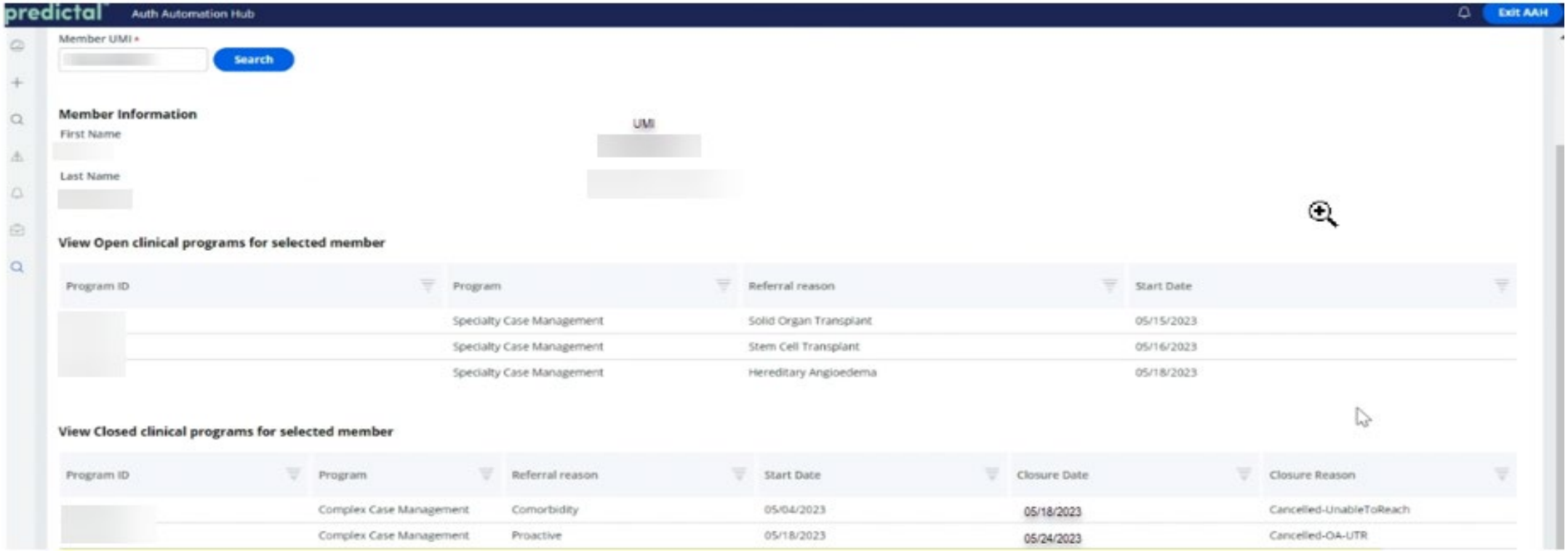
Providers can view Open and Closed Clinical Programs

- **Open Programs (Program ID, Program Name, Referral Reason, Start Date)**

- **Closed Programs (Program ID, Program Name, Referral Reason, Start Date, Closure Date, Closure Reason)**
  Note: Two years of history are displayed for closed programs.



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Questions?

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