

# Gold Carding Program

## Frequently Asked Questions

September 2024

### Why do clinicians still need to submit a prenotification to Highmark once Gold Carded?

- Highmark requires Gold Carded clinicians to submit a prenotification that includes the member information, procedure code, and diagnosis code for the order. This process takes approximately three minutes end-to-end. Compare that to our normal authorization submission process, which can take up to 20 minutes per authorization, depending on the submission channel.
- Prenotification is required for three reasons:
  - 1) The pre-notification process checks eligibility and benefits coverage for the member, which ensures there are no issues with claims payment on the back end.
  - 2) Authorization request volume is a leading metric for the Gold Card program to ensure we are not seeing unexplainable changes in utilization among Gold-Carded clinicians.
  - 3) Authorization data combined with claims data are key sources used to identify members for case and disease management programs.

### What modalities are a part of the Gold Card program?

Treatment Modalities	
CT	Laser Treatment
MRI	Hyperbaric Oxygen
ECHO	Sleep Study
Pain	Septoplasty
Hip	Nasal Endoscopy
Knee	Hysterectomy
PET/PET CT	Genetic Test BCR-ABL
Heart Catheterization	Photo-Chemotherapy
Nuclear Medicine	Confocal Microscopy

### Why does Highmark audit Gold Carded clinicians?

- Highmark conducts monthly random and targeted auditing based on utilization to ensure clinicians are acting in accordance with medical policy or medical necessity requirements. Failure to submit clinical documentation will result in Gold Card rules being temporarily paused, and your subsequent authorization request(s) processed through Utilization Management will require supporting clinical documentation. If it is determined that you are not acting in accordance with our medical policy or medical necessity requirements, Highmark reserves the right to remove you from the program.

- Audits will have no impact on Gold-Carded authorizations that have already been approved.

### **I am not Gold Carded for all modalities. How do I become Gold Carded for additional modalities?**

- Practice and clinician performance to qualify for the Gold Card program is assessed twice annually during Spring and Fall program refreshes.
- Qualifying practices and clinicians will receive communications and be added to the master Gold Card roster found on the Provider Resource Center.

### **Will additional modalities be added to the Gold Card program?**

- Highmark will continue to evaluate the codes eligible for Gold Carding.
- Future changes to the codes eligible for Gold Carding will be added to the Gold Card Program during Spring and Fall program refreshes.

For additional questions or to report an issue, please email [goldcardinquiries@highmark.com](mailto:goldcardinquiries@highmark.com).

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

