

Special Bulletin

For professional providers in Pennsylvania

December 16, 2024

Physical Medicine Programs for 2025: High Performing Network and High Performing Provider

1. High Performing Network (HPN) Program

Highmark will use the 2024 and 2025 benefit years as a transition period for providers to adjust to using the Helion Arc platform. As such, Highmark will not make any changes to the High Performing Network (HPN) status of our providers during both 2024 and 2025.

Highmark will begin using claims data as well as data derived from Helion Arc to make HPN determinations starting **Jan. 1, 2026**.

HPN criteria/considerations include:

- At least 20 Highmark members (18+ years old) during the annual performance period
- An Average Visits per Member less than the 80th percentile
- At least 95% of authorizations that have pended are approved upon clinical review
- Participation under the Daily Dollar Maximum (DDM) methodology
- Physical Therapy/Occupational Therapy (PT/OT) Quality Scorecard Ranking consideration (when applicable)

For HPN program and metrics, please refer to the following **Frequently Asked Questions** documents, which are both posted on the Provider Resource Center (PRC):

- [Physical and Occupation Therapy](#)
- [Chiropractic](#)

2. High Performing Provider (HPP) Program

The HPP designation for physical medicine providers will be posted to Helion Arc via the HPP scorecard in Q4 and will denote if the provider is designated as a High Performing Provider for the upcoming year. Scorecards will be posted quarterly, allowing providers to see how they rank each quarter.

The 2025 HPP criteria/considerations will include:

- At least 20 Highmark members (18+ years old) during the annual performance period

- An Average Visits per Member less than the 80th percentile
- At least 95% of authorizations that have pended are approved upon clinical review

For more information on the HPP program, please refer to the [Frequently Asked Questions](#) document posted on the PRC.

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