

# Special Bulletin

For professional and facility providers

November 16, 2023

## Post-Acute Care for Landmark Members: Prior Auth Changes Occurring January 1

For members who are eligible for the Landmark Care at Home Program, Highmark Blue Shield (BS) is making changes to prior authorization requirements for the Post-Acute Care (PAC) Management Program.

eviCore's management of these services for providers in the Highmark BS network will sunset on **December 31, 2023**. Highmark BS will begin the utilization management of these services **effective January 1, 2024**. Providers should continue to submit prior authorization requests for post-acute care services through the provider portal — [Availity®](#) or [NaviNet®](#). Electronic submissions are the fastest and most efficient way to submit authorizations. Fax and phone submission options are also available.

Prior authorization requirements for post-acute care services are applicable to all lines of business.

### Medical Guidelines

Currently in use by eviCore, MCG™ evidence-based care guidelines® will continue to be utilized by Highmark BS **effective January 1, 2024**. For Medicare Advantage claims, Highmark utilizes Centers for Medicare and Medicaid Services (CMS) guidelines, in addition to MCG clinical criteria.

### Resources

Leading up to the **January 1, 2024 implementation**, [Provider News](#) will continue to be your source for any additional information regarding these changes. If you're not currently receiving Highmark's monthly e-newsletter, you can sign up [here](#).

Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield is an independent licensee of the Blue Cross Blue Shield Association. 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.

Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.