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## ATTENTION PHYSICAL MEDICINE PROVIDERS: PHYSICAL MEDICINE MANAGEMENT PROGRAM "SOFT IMPLEMENTATION" EXTENDED TO DECEMBER 31, 2012

Recently Highmark announced a "soft implementation" of the Physical Medicine Management Program through Sept. 30, 2012, to allow physical medicine providers (doctors of chiropractic, occupational therapists and physical therapists and facilities) additional time to become accustomed to the guidelines and procedures of the program.

Based on feedback we have received from the provider community, **Highmark has decided to extend this "soft implementation" period through Dec. 31, 2012.** This will allow the providers impacted by this program additional time to become accustomed to the requirements of the program, including submitting registration and authorization requests via NaviNet. During this "soft implementation" period, no denials based on medical necessity or appropriateness will be issued for requests with dates of service on or prior to Dec. 31, 2012. **However, the program's registration and authorization requirements are still in place. Claims received without a registration or authorization will be denied.**

### WHAT THE "SOFT IMPLEMENTATION" EXTENSION INCLUDES

Below are important factors for providers to be aware of during the "soft implementation" period:

- The extension applies to the most recent approved authorization request that is already on file with Healthways WholeHealth Networks, Inc. Approved care registrations already include an end date of Dec. 31, 2012.
- If you have already registered a patient or have received an authorization for a patient, it is not necessary to submit an additional registration or authorization request, unless additional visits are needed.
- By Oct. 1, 2012, providers can view updated end dates for authorizations in NaviNet using the Referral/Auth inquiry function.

Please note that the roles of Healthways and Highmark in the program are not the same. Healthways *authorizes visits* for physical medicine services based on medical necessity criteria. Highmark *determines eligible procedures/units based on medical policy* for visits approved by Healthways registrations and authorizations with dates of services on or after Sept. 1, 2012.

As always, Highmark reserves the right to perform post payment reviews to ensure that the requests were delivered in accordance with the member's benefit contract.

For additional information about this program, visit the [Physical Medicine Management Program](#) page on the Provider Resource Center.