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## SPECIALTY RADIOLOGY DENIAL PROVIDER NOTIFICATION

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Last Updated: Aug. 25, 2020

### **Enhanced member outreach for Specialty Radiology Denials:**

To provide additional coordination of care and optimize member outcomes, Highmark Health Options (HHO) is providing our partners with a notice regarding an enhanced service that may have an impact on member/MCO outreach to your practice.

Beginning August 17, 2020, HHO will be outreaching to offer both education and support for HHO members who have had a specialty radiology service denied, offering additional coordination as needed. This outreach may result in members and/or HHO staff reaching out to the ordering physician to explore alternate treatment options/testing, need to submit additional clinical information to support the denied service, maximize utilization of the peer to peer options for authorization review or file an appeal of the denial.”