



**Q: Why has Highmark chosen to implement a Select DME Network?**

**A:** This decision was made with the intention of providing high-quality, yet cost-effective options to your Highmark clients. Managing the Select DME Network will result in a more efficient, lower-cost network that will ultimately provide a better value for Highmark clients' health care dollars.

**Q: What does the implementation of the Select DME Network ultimately mean to my clients?**

**A:** The implementation of the Select DME Network means that your clients' providers will have a select list of durable medical equipment (DME) providers to refer them to for their DME supplies.

Any DME provider that is not in the Select DME Network will no longer be in network to Highmark Medicare Advantage clients.

**Q: Are my Highmark clients aware of the implementation of the Select DME Network?**

**A:** Yes. Separate communications were sent to Highmark Medicare Advantage clients who have claim records indicating that they were previously receiving their DME supplies from a future non-Select DME Network provider. Throughout the end of 2016, Highmark reached out to your impacted clients to transition them to a Select DME Network provider that can suit their needs.

**Q: I have Highmark clients on life-sustaining DME, such as oxygen. The disruption of service could put them in danger. How is Highmark going to protect them?**

**A:** Highmark's first priority during the implementation of the Select DME Network is its commitment to your clients, especially ones on life-sustaining DME. Highmark has performed several analyses to identify which of your clients are currently on life-sustaining DME and has worked extensively with those clients, their families and the Select DME Network providers to ensure a smooth transition of care.

**Q: What if there are no Select DME Network providers available in my client's location?**

**A:** Highmark has carefully evaluated its Select DME Network providers to ensure that all counties in Pennsylvania have adequate coverage to meet your client's needs. Additionally, there are several Select DME Network providers that provide DME on a national scale and will be able to serve all counties in Pennsylvania. Please consult the Select DME Network provider listing on the Provider Search tool, which can be accessed through following the steps outlined below:

- 1) Navigate to <http://www.provdir.highmarkblueshield.com/>
- 2) Under **Start Your Search** on the left hand side of the page, enter the search criteria for location (city+state or zip code)
- 3) Type “DME” in the **Search by name, specialty or condition** search box
- 4) Click the **Pick a plan** link and select the respective plan to locate in-network providers

**Q: What happens to my clients’ authorizations or Certificates of Medical Necessity (CMNs) for DME that are currently being supplied by a DME provider that is not in the Select DME Network?**

**A:** Your client’s authorizations or CMNs can be transferred from a non-Select DME Network provider to a Select DME Network provider. Highmark will notify clients who are currently receiving services from a non-Select DME Network provider and these clients will need to use their current authorization number when obtaining DME from a Select DME Network provider.

**Q: How will Highmark handle impacted clients who are in the middle of a 36-month oxygen rental period with a provider who will not be in the Select network?**

**A:** Highmark realizes that it is of the utmost importance to not cause any disruption of oxygen services for your clients. All clients on oxygen were contacted before the end of the year to let them know that they much switch to a provider in the Select network. If a client continues to utilize a provider who is not in the Select network, Highmark will apply an in-network level of cost-sharing to those claims for the first two rental months of 2017, as long as the claim is from the same supplier they were using in 2016, and that provider was in-network in 2016. Daily reports will be generated to identify all clients who obtain oxygen from a non-Select provider. The client information will be sent to the Member Service area for outreach to the client. After the first two rental months, any subsequent claim from a non-Select provider will apply the out-of-network cost-sharing.

**Q: How will Highmark handle clients in the middle of the rental period of capped rental or rent to purchase items?**

**A:** Highmark wants to ensure the best possible outcome for your clients. Unlike with oxygen, CMS rules do not stipulate that the rental periods for capped rental items or rent to purchase items continue if your client switches suppliers. If your client switches suppliers for these items, a new rental period will begin. This will cause increased payouts by both Highmark and your client. To avoid this, we are allowing these clients to continue receiving these items from the same supplier they were using, even if they are not in the Select network. The client will be charged the in-network cost-sharing for these items as long as the billing provider number and procedure code match that of a rental at the end of 2016, and that provider number was in-network in 2016.

**Q: How will Highmark handle frequently purchased items, such as diabetic supplies?**

**A:** Highmark has contacted all impacted clients to notify them that they need to switch to a Select network provider. To help ease this transition, the first claim in 2017 for items like this will be processed to apply the in-network level of cost-sharing as long as the item was received from the same supplier used in 2016, and if that supplier was in-network in 2016. Daily reports will be generated to identify all clients who obtain these items from a non-Select provider. The client information will be sent to the Member Service area for outreach to the client. Any subsequent claim from a non-Select provider will apply the out-of-network cost-sharing.