

Highmark
Health Options
on call process
for PDN
emergency
request

Member, Caregiver, or Provider calls into 1-844-325-6251 to speak to oncall care coordination supervisor to report emergent PDN need.

On call Supervisor will notify home health agency that emergent PDN hours can be provided. Formal request of hours will be submitted the next business day.

On call supervisor will notify PDN team of the weekend request. PDN team will determine if additional outreach is needed prior to next business day.
