

## HIGHMARK CONTACT INFORMATION FOR DELAWARE PROVIDERS

### PROVIDER SERVICE CENTER

Please use NaviNet® for all of your routine eligibility, benefit, and claim inquiries. NaviNet is also the preferred method for authorization requests. For non-routine inquiries that require analysis and/or research, contact Provider Services as indicated below:

- Highmark Delaware Provider Service Center: **1-800-346-6262**  
Hours: 8 a.m. to 5 p.m. Monday through Friday
- Behavioral Health: **1-800-421-4577**

Please listen carefully to the available options to reach the appropriate area for your inquiry.

Precertification/Authorization for all services – medical and behavioral health: **1-800-572-2872**

#### BABY BLUEPRINTS®

To enroll in this free maternity education and support program, expectant mothers can call: **1-866-918-5267**

#### BLUECARD® ELIGIBILITY

To verify eligibility and benefits for BlueCard members, please use one of the following options:

- NaviNet's Blue Exchange®
- BlueCard Eligibility telephone line: **1-800-676-BLUE** (2583)
- HIPAA 270/271 electronic transaction

#### BLUECARD® PARTICIPATION

BlueCard® participating physicians in other Blue Plan areas can be located by calling **1-800-810-BLUE** (2583), or online at <http://www.bcbsa.com>.

#### BLUES ON CALL<sup>SM</sup>

For assistance or information about health care topics or support by a health coach, encourage your patients to call the Blues On Call phone line:

**1-888-BLUE-428** (1-888-258-3428)

This phone number is available on the back of applicable Member ID cards.

#### CASE MANAGEMENT

Highmark Delaware Case Management can be contacted by calling:  
**1-800-572-2872**

#### CLINICAL SERVICES

Contact Highmark's Clinical Services for precertification/authorization inquiries at:

- Medical Services: **1-800-572-2872**
- Behavioral Health: **1-800-421-4577**

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## HIGHMARK CONTACT INFORMATION FOR DELAWARE PROVIDERS, *Continued*

### COORDINATION OF BENEFITS (COB)

If you received payments from more than one insurer and the combined payments exceed your claim charge, contact Provider Services at **1-800-346-6262**.

### COUNCIL FOR AFFORDABLE HEALTHCARE (CAQH)

Highmark utilizes ProView, the online credentialing system developed by the Council for Affordable Healthcare (CAQH), for credentialing and recredentialing.

- <https://proview.caqh.org>
- CAQH Help Desk: **1-888-599-1771**

### DMEPOS AUTHORIZATIONS

If NaviNet®-enabled, authorization requests for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) must be submitted via NaviNet.®

For those practices not yet NaviNet®-enabled, fax an authorization request form to:  
**1-888-236-6321**

### ELECTRONIC DATA INTERCHANGE (EDI)

If you wish to begin to submit claims electronically or need assistance with electronic claims submission, contact the Highmark EDI Operations support line to speak to a representative: **1-800-992-0246**

EDI website: [highmark.com/bcbsde](http://highmark.com/bcbsde)

### eviCore healthcare

Highmark partners with eviCore healthcare (“eviCore”) for the following care management programs:

- Radiation Therapy Authorization Program
- Laboratory Management Program
- Musculoskeletal Surgery and Interventional Pain Management Services Prior Authorization Program
- Advanced Imaging & Cardiology Services Program (effective January 1, 2019\*)

Authorization requests for these programs are to be submitted via NaviNet®. If NaviNet is not available, or you need to speak with someone at eviCore, you can contact eviCore at **1-888-564-5492** with inquiries related to any of these programs.

*\* For dates of service prior to January 1, 2019, under the former radiology program, please contact National Imaging Associates (NIA) at **1-800-424-5655**.*

### FEDERAL EMPLOYEE PROGRAM (FEP)

Federal Employee Program (FEP) Provider Service department: **1-800-721-8005**

Hours are Monday through Friday, 8:30 a.m. to 4 p.m. EST.

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## HIGHMARK CONTACT INFORMATION FOR DELAWARE PROVIDERS, *Continued*

### FRAUD & ABUSE HOTLINE

If you suspect fraud, contact the Highmark Financial Investigations & Provider Review Department:

- Phone: **1-800-438-2478**
- Fax: **717-302-2858**
- Address: Highmark  
P.O. Box 890138  
Camp Hill, PA 17001-9782

### MANUAL EDITOR

If you would like to comment on or make suggestions for future enhancements to the *Highmark Provider Manual*, please email your comments to:

[HPMeditor@highmark.com](mailto:HPMeditor@highmark.com)

### MEDICARE

The Medicare Administrative Contractor for Delaware is Novitas Solutions, Inc.

- Medicare Part A & B Provider Inquiries: **1-877-235-8073**  
(TTY: 1-877-235-8051)
- Hours: Monday-Friday 8:00 a.m.-4:00 p.m. EST
- Website: [novitas-solutions.com](http://novitas-solutions.com)

### MyCARE NAVIGATOR

MyCare Navigator is a telephone-based support service available to most Highmark members in Pennsylvania\* to help them make informed decisions and get the care that they need.



Highmark members and their families can reach a MyCare Navigator health advocate by calling the Blues On Call telephone number:

**1-888-BLUE-428** (1-888-258-3428)

This phone number is available on the back of applicable Member ID cards.

### NATIONAL IMAGING ASSOCIATES (NIA)

NaviNet® is the preferred way to request prior authorization/notification for select advanced imaging services. If you do not yet have NaviNet®, you may contact NIA via telephone at the toll-free number: **1-800-572-2872**

If questioning privileging applications, please call: **1-888-972-9642**

### NATIONAL PROVIDER IDENTIFIER (NPI)

To obtain an NPI:

- Website <https://nppes.cms.hhs.gov>, or
- Phone: **1-800-465-3203** (TTY: 1-800-692-2326)

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### NAVINET® ACCESS

To learn more about NaviNet® or to become a NaviNet®-enabled office, please contact Highmark Provider Services, or go to <https://nanthealth.com/navinet-contact-us/>.

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### NAVINET® AVAILABILITY

NaviNet® is accessible for all of your online inquiries, transactions, and resources during the following hours:

- Monday through Friday from 5 a.m. to 3 a.m.
  - Saturday from 5 a.m. to 11 p.m.
  - Sunday from 5 a.m. to 9 p.m.
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### NAVINET® CUSTOMER CARE

To speak directly to a live NaviNet® Customer Care representative, please call the following number :

- **1-888-482-8057**
  - Hours: Monday-Friday 8 a.m. to 11 p.m. ; Saturdays 8 a.m. to 3 p.m.
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### SPENDING ACCOUNT INQUIRIES

For spending account questions or issues, please contact Provider Services at:  
**1-800-346-6262**

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### 1099-MISC ISSUES

If you have questions about Form 1099-Misc issues, please call **1-866-425-8275, Option 5**, or send via email to [1099inquiry@highmark.com](mailto:1099inquiry@highmark.com).

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