

HIGHMARK CONTACT INFORMATION FOR PENNSYLVANIA 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 Highmark’s Provider Services for your service area as indicated below.	
Please listen carefully to the available options to reach the appropriate area for your inquiry.	
WESTERN REGION: Professional Providers 1-800-547-3627 ; Facilities 1-800-242-0514	
CENTRAL & NORTHEASTERN REGIONS: Professional Providers 1-866-731-8080 ; Facilities 1-866-803-3708	
EASTERN REGION: 1-866-975-7290	
Hours: Monday-Friday 8 a.m. to 5 p.m. EST	
MEDICARE ADVANTAGE	<ul style="list-style-type: none"> Freedom Blue PPO: 1-866-588-6967 Community Blue Medicare PPO/Plus PPO: 1-866-588-6967 Community Blue Medicare HMO: 1-888-234-5374 Security Blue HMO (Western Region only): 1-866-517-8585
BEHAVIORAL HEALTH	<ul style="list-style-type: none"> Western and Northeastern Regions: 1-800-258-9808 Central Region: 1-800-628-0816 <p>Monday - Friday 8:30 a.m. to 7 p.m.; Saturday & Sunday 8:30 a.m. to 4:30 p.m.</p>

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>.

Continued on next page

HIGHMARK CONTACT INFORMATION FOR PENNSYLVANIA PROVIDERS,

Continued

BLUES ON CALLSM

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.

CARING PROGRAM

For questions regarding the Caring Program's care coordination for children with special needs, please call: **1-866-823-0892**

CASE MANAGEMENT

Highmark Case Management can be contacted by calling: **1-800-596-9443**

CLINICAL SERVICES

Contact Highmark's Clinical Services for precertification/authorization inquiries by calling the applicable number for your region/provider type:

- Western Region:
 - Professional Providers: **1-800-547-3627**
 - Facilities: **1-800-242-0514**
- Central Region:
 - Professional Providers: **1-866-731-8080**
 - Facilities: **1-866-803-3708**
- Northeastern Region: **1-800-452-8507**
- Eastern Region: **1-866-975-7290**

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

Hours of availability: Monday-Friday 8:30 a.m. to 7:00 p.m.;
Saturday & Sunday from 8:30 a.m. to 4:30 p.m. for urgent issues.

COORDINATION OF BENEFITS (COB)

If you received payments from more than one insurer and the combined payments exceed your claim charge, contact Provider Services in your service area to speak to a Customer Service Representative.

- Western Region:
 - Professional Providers: **1-800-547-3627**
 - Facilities: **1-800-242-0514**
- Central and Northeastern Regions:
 - Professional Providers: **1-866-731-8080**
 - Facilities: **1-866-803-3708**
- Eastern Region: **1-866-975-7290**

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HIGHMARK CONTACT INFORMATION FOR PENNSYLVANIA PROVIDERS,

Continued

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**

Highmark EDI website: highmark.com/edi

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.

FEDERAL EMPLOYEE PROGRAM (FEP)

Federal Employee Program (FEP) Provider Service department: **1-866-763-3608**

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

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HIGHMARK CONTACT INFORMATION FOR PENNSYLVANIA 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

MEDICARE

The Medicare Administrative Contractor for Pennsylvania 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

MEDICARE ADVANTAGE

For Medicare Advantage inquiries, please call:

- Freedom Blue PPO: **1-866-588-6967**
- Community Blue Medicare PPO/Plus PPO: **1-866-588-6967**
- Community Blue Medicare HMO: **1-888-234-5374**
- Security Blue HMO (Western Region Only): **1-866-517-8585**

MyCARE NAVIGATOR

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

 MyCare Navigator™

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

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

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

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HIGHMARK CONTACT INFORMATION FOR PENNSYLVANIA PROVIDERS,

Continued

NATIONAL PROVIDER IDENTIFIER (NPI)	<p>To obtain an NPI:</p> <ul style="list-style-type: none"> • Website https://nppes.cms.hhs.gov, or • Phone: 1-800-465-3203 (TTY: 1-800-692-2326)
NAVINET® ACCESS	<p>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/.</p>
NAVINET® AVAILABILITY	<p>NaviNet® is accessible for all of your online inquiries, transactions, and resources during the following hours:</p> <ul style="list-style-type: none"> • 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.
NAVINET® CUSTOMER CARE	<p>To speak directly to a live NaviNet® Customer Care representative, please call the following number :</p> <ul style="list-style-type: none"> • 1-888-482-8057 • Hours: Monday-Friday 8 a.m. to 11 p.m.; Saturdays 8 a.m. to 3 p.m.
SPENDING ACCOUNT INQUIRIES	<p>For spending account questions or issues, contact the dedicated Provider Service spending account unit in Pennsylvania at:</p> <ul style="list-style-type: none"> • Western Region: 1-800-547-3627 • Central and Northeastern Regions: 1-866-731-8080 • Eastern Region: 1-866-975-7290
1099-MISC ISSUES	<p>If you have questions about Form 1099-Misc issues, please call 1-866-425-8275, or send via email to 1099inquiry@highmark.com.</p>
