

# HIGHMARK WEST VIRGINIA CONTACT INFORMATION FOR 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 West Virginia Customer Service: **1-800-543-7822**  
Hours: 8 a.m. to 5 p.m. Monday through Friday
- Medicare Advantage Freedom Blue PPO: **1-888-459-4020**  
Hours: 8 a.m. to 8 p.m. Monday through Sunday

Precertification/Authorization for all services – medical and behavioral health: **1-800-344-5245**

### 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 Case Management can be contacted by calling:

- Highmark West Virginia Products: **1-800-344-5245**
- Medicare Advantage Freedom Blue PPO: **1-800-269-6389**

Case managers are available from 8:30 a.m. to 4:30 p.m., Monday through Friday.

*Continued on next page*

## HIGHMARK WEST VIRGINIA CONTACT INFORMATION FOR PROVIDERS,

Continued

### CLAIM INQUIRIES

Please use NaviNet® or a HIPAA 276 transaction for all of your routine claim inquiries. For non-routine inquiries, providers should contact Highmark West Virginia Customer Service at the appropriate number:

- Parkersburg: **1-888-809-9121** or **304-424-7701**
- Wheeling: **1-800-654-5028** or **304-234-7012**
- Federal Employee Program (FEP) – Parkersburg:  
**1-800-535-5266** or **304-424-7792**
- Medicare Advantage Freedom Blue PPO: **1-888-459-4020**

Normal business hours are 8 a.m. to 4 p.m., Monday through Friday for local and FEP business.

Written inquiries should be sent to:

Highmark Blue Cross Blue Shield West Virginia  
P.O. Box 7026  
Wheeling, WV 26003

### CLINICAL SERVICES

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

- Highmark West Virginia: **1-800-344-5245**
- Medicare Advantage Freedom Blue PPO: **1-800-269-6389**

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 at:

**1-800-543-7822**

### 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**

*Continued on next page*

## HIGHMARK WEST VIRGINIA CONTACT INFORMATION FOR PROVIDERS,

Continued

### ELECTRONIC DATA INTERCHANGE (EDI)

If you wish to begin to submit claims electronically or need assistance with electronic claims submission, contact the Highmark West Virginia EDI Operations:

- Phone: **1-800-992-0246**
- Website: [highmark.com/edi-wv](http://highmark.com/edi-wv)
- Email: [edisupport@highmark.com](mailto:edisupport@highmark.com)
- Address: EDI Operations  
Highmark Blue Cross Blue Shield West Virginia  
P.O. Box 1948  
Parkersburg, WV 26102-1948

### 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 **1-800-642-7579**.*

### FEDERAL EMPLOYEE PROGRAM (FEP)

Federal Employee Program (FEP) Provider Service department: **1-800-535-5266**  
Hours are Monday through Friday, 8:30 a.m. to 4 p.m. EST.

### FRAUD & ABUSE HOTLINE

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

- Phone: **1-800-788-5661**
- Fax: **304-424-0331**
- Address: Highmark West Virginia  
614 Market Street  
P.O. Box 1948  
Parkersburg, WV 26102

Continued on next page

# HIGHMARK WEST VIRGINIA CONTACT INFORMATION FOR PROVIDERS,

Continued

## 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 West Virginia is Palmetto GBA.

- Medicare Part A & B Inquiries: **1-855-696-0705** (TDD: 1-866-830-3188)
- Hours: Monday-Friday 8 a.m. – 4:30 p.m. ET
- Website: [palmettogba.com](http://palmettogba.com)

## MEDICARE ADVANTAGE FREEDOM BLUE PPO

For inquiries for Medicare Advantage Freedom Blue PPO, administered by Highmark Senior Solutions Company, please call **1-888-459-4020**.

## 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<sup>SM</sup>

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 PROVIDER IDENTIFIER (NPI)

To obtain an NPI:

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

## NAVINET<sup>®</sup> ACCESS

To learn more about NaviNet<sup>®</sup> or to become a NaviNet<sup>®</sup>-enabled office, please contact Highmark West Virginia Provider Services, or go to:

<https://nanthealth.com/navinet-contact-us/>

Continued on next page

## HIGHMARK WEST VIRGINIA CONTACT INFORMATION FOR PROVIDERS,

Continued

### 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.

### 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.

### SPENDING ACCOUNT INQUIRIES

For spending account questions or issues, please contact Provider Services at:

**1-800-543-7822**

### WEST VIRGINIA FAMILY HEALTH (WVFH)

For information on West Virginia Family Health, West Virginia's managed care organization serving West Virginia Medicaid recipients, please see the *West Virginia Family Health Provider Manual*. The manual can be accessed on the Highmark West Virginia Provider Resource Center under **EDUCATION/MANUALS** in the main menu or from **MANUALS** on the **Quicklinks Bar**.

- West Virginia Family Health Provider Services: **1-855-412-8002**
- WVFH website: <http://www.wvfh.com/>

### 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).