

HOW TO USE THIS MANUAL

The *Highmark Provider Manual* is designed to be your primary reference guide to doing business with Highmark. It contains information specific to procedures required of all Highmark network participating providers – professional, facility, and ancillary -- and is intended as a companion to other Highmark provider requirements, publications, and communications.

The *Highmark Provider Manual* is binding upon providers and may be supplemented or superseded, in whole or in part, by other Highmark guidance and/or requirements furnished or otherwise made available to providers.

TIPS FOR USING THIS MANUAL

- **Most recent updates are in *Blue Italics*:** The most recent changes are presented in blue italic text to denote areas of revision or addition. The revision dates in the upper right corner of each page indicate the date those “blue” revisions were made to the unit.
- **Resource for all Highmark service areas:** Because the manual applies to all service areas in Pennsylvania, Delaware, and West Virginia, only the Highmark Blue Shield brand will be referenced. The icon for the [What Is My Service Area?](#) map can be found throughout the manual to help you determine the service area for your location.
- **Information specific to a service area:** For information that does not apply to all service areas, either separate links will be provided or the information will be designated for a specific area by the use of an icon indicating the specific state or states to which the information applies. A key to the state icons appears on the first page of each unit.
- **Is the information applicable to facility or professional provider types?** Most units of the manual contain information that would be applicable to all provider types. If a unit is specific to professionals or facilities only, it will be noted in the unit title. Also, you can look for the Facility Providers, Professional Providers, or All Provider Types icon on the first page of the unit.
- **Organized by Chapters/Units:** To make it easier to find answers, the manual is organized by chapters/units and a detailed list of topics is provided on the first page of each unit.
- **Tip Sheets:** The links for tip sheets are incorporated throughout the manual. By clicking on the links or Tip Sheet icons embedded in applicable sections, you can access printable desk references on various topics. All tip sheets are also available in one location – the **Tip Sheet Index** -- that can be accessed from the **ADDITIONAL RESOURCES** box at the bottom of the manual home page.
- **Manual Archive:** The archive is also located in **ADDITIONAL RESOURCES** and contains the most recently “retired” version of each unit of the *Highmark Provider Manual*. Earlier versions of units are available upon request; email requests can be directed to the [Highmark Provider Manual Editor](#).
- **Can’t find the information you need?** All chapters/units of the manual are available in a single PDF document that can be accessed from the **ADDITIONAL RESOURCES** box – click on the dropdown arrow, and then select **View Entire Manual**. Click on the magnifying glass on the top left, enter your key word in the search box, and then use the back and forth arrows next to search box to locate all instances where your key word is referenced.
- **Intended to be an online resource:** Keeping the manual electronic allows us to provide you with the most up-to-date information. All revisions to this manual are controlled electronically. Paper copies and screen prints are considered uncontrolled and may not be the most recent revision.

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We welcome your feedback in order to make the manual as helpful to you as possible.

If you would like to comment on or make suggestions for additional improvements to the *Highmark Provider Manual*, please email your comments to HPMeditor@highmark.com. Please include your name and phone number for the manual editor to contact you, if necessary.