

How to Use This Manual

January 2023

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The *Highmark Provider Manual* is binding upon providers and may be supplemented or superseded, in whole or in part, by other Highmark guidance and/or requirements furnished or otherwise made available to providers.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:** When changes are made to the *Highmark Provider Manual*, we will communicate those changes on our **Provider Manual Changes page** – that can be accessed under **REVIEW HIGHMARK PROVIDER MANUAL CHANGES** at the top of the manual webpage.
- **Resources for all Highmark service areas:** Because the manual applies to all service areas in Delaware, New York, Pennsylvania, and West Virginia, only the Highmark Blue Shield brand will be referenced.
 - The [What Is My Service Area?](#) map can be used to help you determine the service area for your location.
 - The [Quick Reference/Contact Guide](#) contains contact information for all Highmark Provider Service Centers and Highmark Clinical Services.
- **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.

State Icons:



For providers in Delaware



For providers in New York



For providers in Pennsylvania



For providers in West Virginia

- **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 within the text of the unit.

- **Organized by Chapters/Units:** The manual is organized by chapters and units. Chapters and their titles are listed in the navigation menu on the left side of the manual webpage. You can click on a chapter to expand the menu, revealing the units and the list of topics covered within that chapter. Click on a unit to access its content.
 - **Search:** To make it easier to find answers, there are three search options available within the manual.
 - The **Search Entire Manual** box is located above the manual. Type a term or phrase into the search box to see where it can be found throughout the manual.
 - To search a specific unit of the manual, click the **Search Section** button under the unit's title. An **Enter Search Term** box will appear. Type a term or phrase into that search box to see where it can be found within that unit.
 - In the bottom right corner of the manual webpage, you can click the magnifying glass button to pop out an **Enter Search Term** box.
 - **Intended to be an online resource:** Keeping the *Highmark Provider Manual* electronic allows us to provide you with the most up-to-date information. All revisions to the manual are controlled electronically. Paper copies, screen prints, and all alternate versions noted below are considered uncontrolled and should not be relied upon for any purpose, as they may not be the most recent revision.
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- Versions of sections of the manual can also be emailed by clicking the email button in the bottom right corner of the manual webpage. That will pop out an **Enter Email Address** box. Type an email address into that text box and click **Send** to the right.
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- To print a version of specific section of the manual, click the **Print Section** button at the top of each unit or click the print button in the bottom right corner of the manual webpage.

Note: Please review the disclaimer in Chapter 1, Unit 1: Introduction (Manual Purpose and History) regarding saved or printed versions of the Highmark Provider Manual.

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