

CHAPTER 1: GENERAL INFORMATION

UNIT 2: ONLINE RESOURCES & CONTACT INFORMATION

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[What Is My Service Area?](#)

The *Highmark Provider Manual* contains information, policies, and procedures that apply to Highmark network participating providers in Pennsylvania, Delaware, West Virginia, and contiguous counties. The symbols below are used in the manual to identify information that is specific to one state. In some instances, information may be designated as applicable to two states only. **Where no symbol is present, the information is relevant to all states.**



The PA ONLY symbol indicates the information in the section is applicable to providers participating in Highmark networks in Pennsylvania and contiguous counties.



The DE ONLY symbol indicates the information in the section is applicable to providers participating in Highmark networks in Delaware and contiguous counties.



The WV ONLY symbol indicates the information in the section is applicable to providers participating in Highmark networks in West Virginia and contiguous counties.

1.2 VARIETY OF INFORMATIONAL RESOURCES

[What Is My Service Area?](#)

Overview of online resources for providers

Highmark is committed to providing timely and pertinent information about our policies and programs to the provider community. Highmark has a number of easy-to-use electronic sources of information accessible through your computer as well as service representatives available by telephone.

A variety of informational sources are available for use including:

Highmark's Informational Public Websites:
<ul style="list-style-type: none"> • HighmarkHealth.org
<ul style="list-style-type: none"> • Highmark.com
<ul style="list-style-type: none"> • Highmark Blue Shield (for Pennsylvania's Central & Northeastern Regions)
<ul style="list-style-type: none"> • Highmark Blue Cross Blue Shield (Pennsylvania Western Region)
<ul style="list-style-type: none"> • Highmark Blue Cross Blue Shield Delaware
<ul style="list-style-type: none"> • Highmark Blue Cross Blue Shield West Virginia
HIGHMARK'S PROVIDER RESOURCE CENTERS for all Service Areas accessible from Highmark.com, our regional public websites, and NaviNet®
<ul style="list-style-type: none"> • Pennsylvania Central, Eastern, and Northeastern Region Provider Resource Center
<ul style="list-style-type: none"> • Pennsylvania Western Region Provider Resource Center
<ul style="list-style-type: none"> • Highmark Delaware Provider Resource Center
<ul style="list-style-type: none"> • Highmark West Virginia Provider Resource Center
Newsletters for Professional and Facility Providers:
<ul style="list-style-type: none"> • <i>Provider News</i>
<ul style="list-style-type: none"> • <i>Medical Policy Update</i>
Additional Sources:
<ul style="list-style-type: none"> • Plan Central Messages via the NaviNet® home page
<ul style="list-style-type: none"> • Hot Topics on the Provider Resource Center
<ul style="list-style-type: none"> • Special Bulletins and mailings
<ul style="list-style-type: none"> • e-Subscribe electronic subscriptions
<ul style="list-style-type: none"> • Provider Service Center

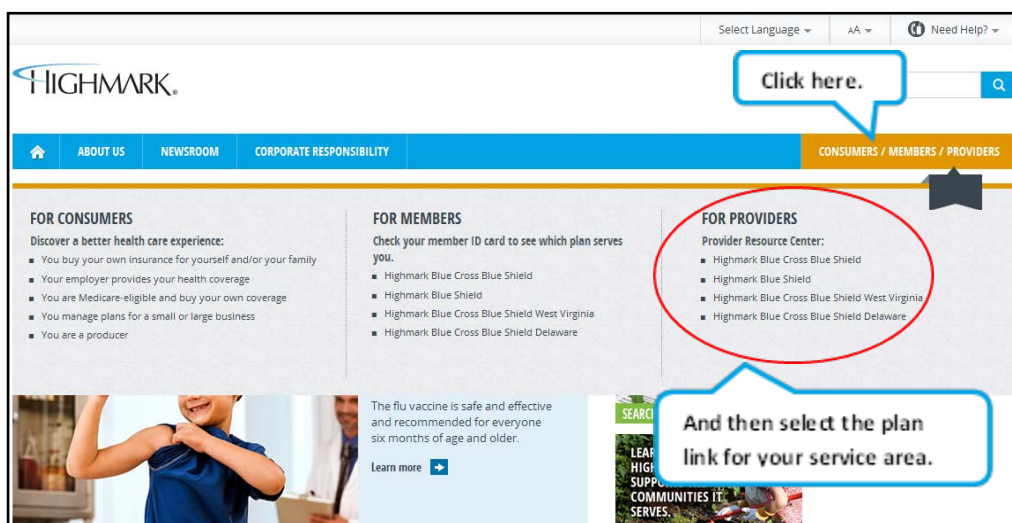
1.2 HIGHMARK WEBSITES

Overview Highmark’s informational public websites cover all core business and subsidiary companies. They provide a broad range of information to customers, health care professionals, and the public.

[What Is My Service Area?](#)

Highmark.com To learn about Highmark’s history and access information about Highmark companies, subsidiaries, and affiliates, visit highmark.com. This website also provides you with information about Highmark’s community involvement, event sponsorships, and programs. In addition, you can learn about our Highmark Direct retail stores, access health and safety tips, and so much more. The public websites for Highmark plans with service areas in Pennsylvania, Delaware, and West Virginia can also be accessed from highmark.com.

Access to the Provider Resource Centers for all service areas is also available at highmark.com. Click on the **CONSUMERS/MEMBERS/ PROVIDERS** button.



Highmark’s public websites The public websites for Highmark Inc. service areas in Pennsylvania, Delaware, and West Virginia are as follows:

- highmarkbcbs.com --serving the 29 counties of western Pennsylvania.
- highmarkblueshield.com -- serving the 21 counties of central Pennsylvania and the Lehigh Valley and the 14 counties of northeastern Pennsylvania, as well as services offered in conjunction with Independence Blue Cross in southeastern Pennsylvania.
- highmarkbcbsde.com -- serving the three counties of Delaware.
- highmarkbcbswv.com -- serving the entire state of West Virginia and Washington County Ohio.

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1.2 HIGHMARK WEBSITES, Continued

Highmark's public websites (continued)

These websites provide information specific to individuals, members, employers, producers, and providers living in these locations. You can also access the Provider Resource Center for your service area from these websites -- just scroll down to the **HELPFUL LINKS** box, and then click on **Provider Resource Center**.

Directing our members

When Highmark members have questions related to their coverage, your office may want to direct them to the appropriate public website for their service area. On each of these sites, members can find the following information and more:

- **Provider, Pharmacy, and Drug Information:** By selecting the **FIND DOCTOR OR RX** tab, members can access the *Highmark Provider Directory* and find information about participating doctors, hospitals, and other medical providers in their service area. In addition, this link allows them to search for participating pharmacies and also access drug formulary information.
- **Member Login:** Members can register on this site for access to their secure account information. Once registered, members can log in to view their benefits and health and wellness information. They can also access their claim information and manage their health spending accounts.
- **Product Information:** Individuals looking for insurance can learn about the Highmark products available in their service area by selecting the applicable tab: **DISCOVER, SHOP, or MEDICARE**.

1.2 HIGHMARK PROVIDER DIRECTORY

Overview

The **Highmark Provider Directory** located on each of our public websites is a fast, easy way for our members to find providers near their homes or their workplace. And it is a valuable tool that offers your current and potential patients important details about your practice, including office location, hours of operation, parking availability, and nearby public transit information.

Striving to keep the Provider Directory updated!

The Centers for Medicare & Medicaid Services (CMS) requires Highmark to have the most current information on our network providers and also requires ongoing review of all physician information listed in the Provider Directory. The National Committee for Quality Assurance (NCQA) also requires the Provider Directory to include, and Highmark to confirm, the same physician information as for CMS, as well as the physician's hospital affiliation. Hospital affiliation means the hospital(s) in Highmark's networks where physicians have admitting or attending privileges.

Providers are required to review and update their information in NaviNet® as soon as a change occurs. All data should be reviewed once a quarter, at a minimum, to ensure accuracy. If you determine that your information is inaccurate in the online directory, you can conveniently update the information online through NaviNet. Select **Provider File Management** from the main menu on Highmark's Plan Central in NaviNet.

Providers who do not verify or update their data in a timely manner will be removed from the Highmark Provider Directory. In addition, the provider's status within Highmark's networks may be impacted.

Add your photo

TIP SHEET

We encourage you to take advantage of one of the more unique features of our online directory — the ability to add your photograph. The inclusion of a photo helps to personalize your directory listing and can make it easier to market your practice to potential patients. Your photo can be easily uploaded through **Provider File Management** in NaviNet.® For complete instructions for uploading your photo, click on the **Tip Sheet** icon to the left.

Provider Directory Information

Providers acknowledge that the information listed in any Highmark provider directory, including, but not limited to, name, contact information, description of services, photographs, demographics, and other information, may also be listed in any Blue Cross Blue Shield Association ("BCBSA") and/or other BCBSA independent licensee Plan provider directories, as determined by Highmark.

FOR MORE INFORMATION

Please see [Chapter 3.3: Professional Requirements & Procedures](#) for additional details of CMS requirements and on reporting changes.

1.2 PROVIDER RESOURCE CENTERS

Overview

The Provider Resource Center (PRC) is a repository of pertinent reference materials. This special section of our websites is specifically dedicated to providers and contains lots of helpful information and resources to assist in your daily interactions with Highmark members and with Highmark. We encourage you to bookmark the site and take advantage of this convenient reference resource.

[What Is My Service Area?](#)

Accessing the Provider Resource Center

The Provider Resource Center is available on our regional public websites – click on the **Provider Resource Center** link under **HELPFUL LINKS** on the home page.



Access to the Provider Resource Centers for all service areas is also available at highmark.com. Click on the **CONSUMERS/MEMBERS/ PROVIDERS** button. And then select the link for the Highmark plan in your service area from the options under the **FOR PROVIDERS** heading (*see image on page 3 of this unit*).

You can click on the links below to directly access the Provider Resource Center applicable to your service area:

- [PA Central, Eastern, and Northeastern Region Provider Resource](#)
- [PA Western Region Provider Resource Center](#)
- [Delaware Provider Resource Center](#)
- [West Virginia Provider Resource Center](#)

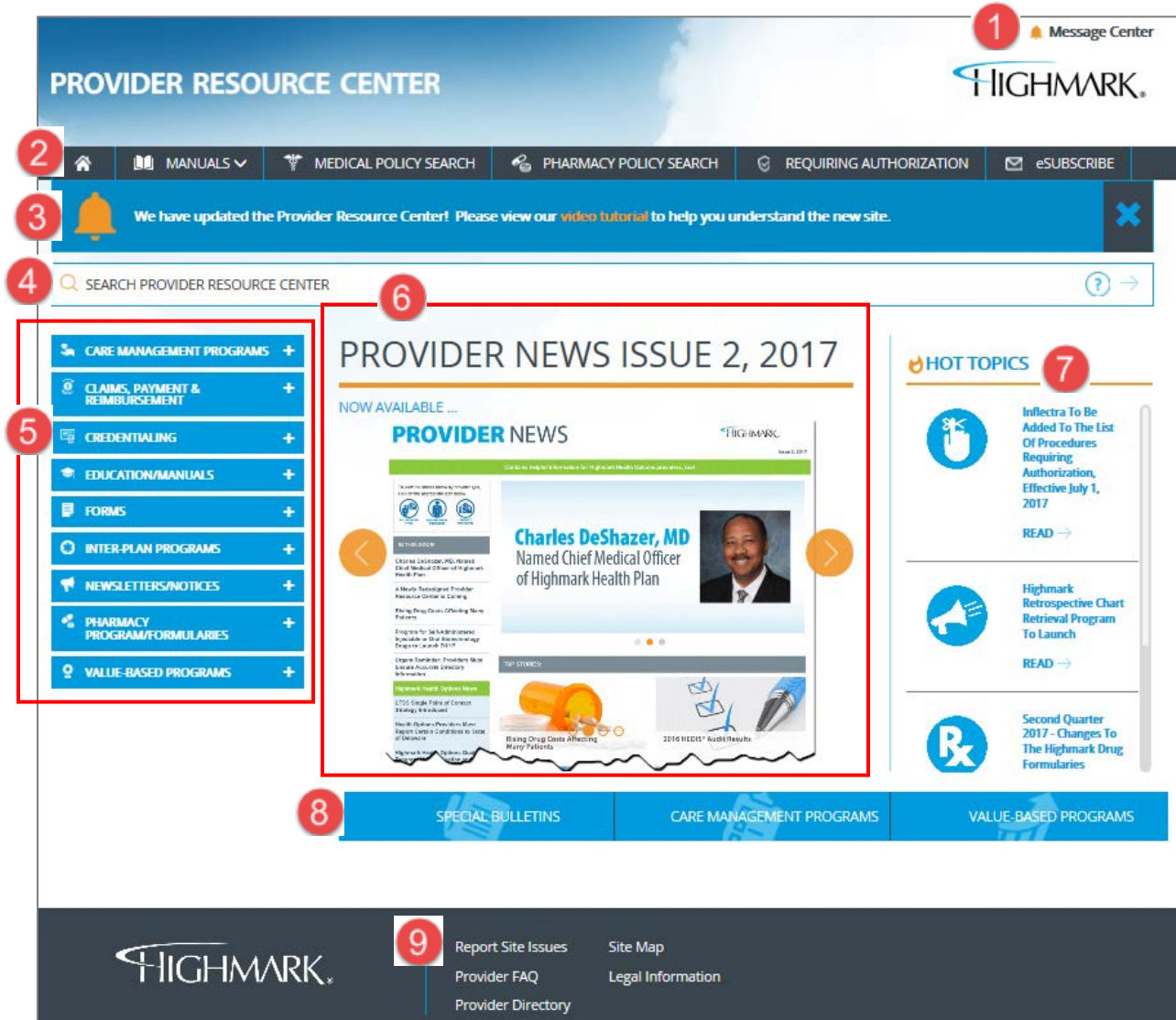
For your convenience, the Provider Resource Center is also available to you in NaviNet.® Additional information not accessible on the public websites is available in the Provider Resource Center via your secure NaviNet logon.

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1.2 PROVIDER RESOURCE CENTERS, Continued

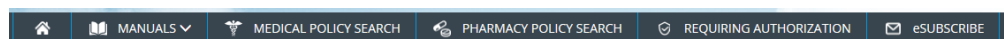
PRC features

The Provider Resource Center (PRC) is designed to provide easy access to information and documents. See the descriptions below the image for details about each feature.



1 Message Center All past “Important Provider Alert” messages will be posted here. See the next page for more about these alerts.

2 Quicklinks Bar The Quicklinks Bar provides easy access to the information you use most. Click on the “home” symbol on the left to return to the PRC home page at any time.



Continued on next page

1.2 PROVIDER RESOURCE CENTERS, Continued

- 3 Important Provider Alerts** Important Provider Alerts will be displayed below the Quicklinks Bar. This feature will be used sparingly – but when an alert is displayed, it is important and requires your attention.

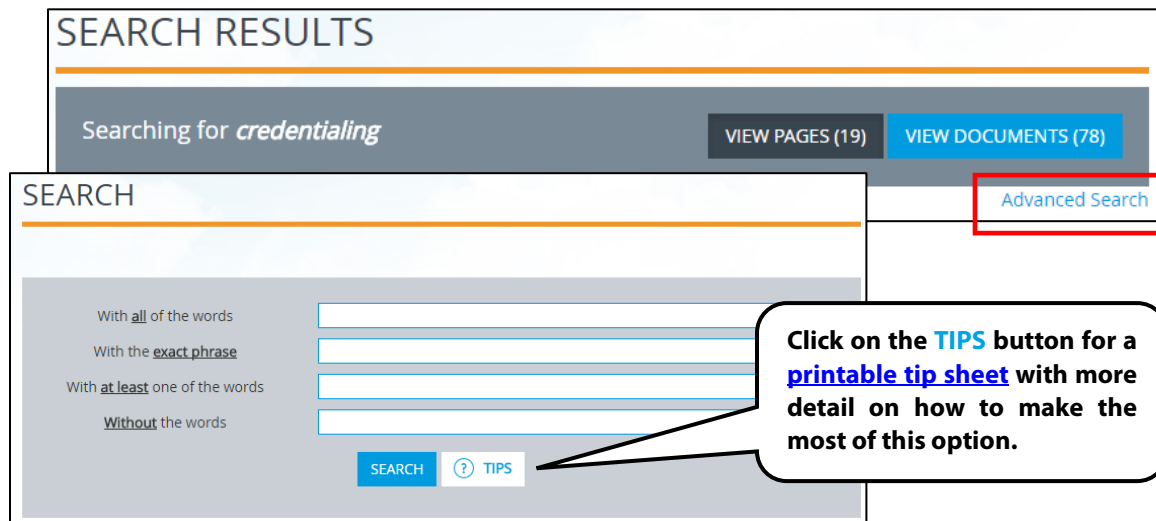
Once you have read and/or acted on the alert, you can click on the **X** and it will disappear. All past important alerts are available in the **Message Center**.



- 4 Search Bar** To search the entire PRC, enter a keyword in the search box, and then click on the blue arrow on the far right or hit Enter on your keyboard.



To display what you need quickly, search results are broken into two categories: Pages and Documents. The question mark in the search box and the Advanced Search option on the results page will take you to the advanced search feature.



- 5 Main left menu** The main menu includes nine general categories listed on the blue bars on the left. Click on a selection and it expands to display the options for related topics underneath. **Note:** Additional topics and options are available on the secure NaviNet PRC that are not available on the public site.

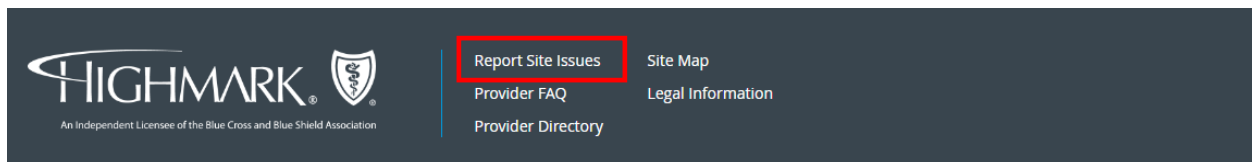
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1.2 PROVIDER RESOURCE CENTERS, Continued

- 6 Center scrolling banner** The center section of the PRC home page is a rolling banner that we will use like a billboard to promote more general news or for quick reminders. The small orange circles at the bottom of the banner indicate how many messages are currently in the rotation. By clicking the left/right arrows or small circles, you can view each message. You can click on a message for more details about the message.
- 7 Hot Topics** Hot Topics on the right side of the PRC home page displays announcements and news you need to know – such as Special Bulletin releases. Once the messages are removed from Hot Topics, they will always remain available in the Hot Topic Library, which is accessible by selecting **NEWSLETTERS/NOTICES** from the main menu on the left.
- 8 More Quicklinks** At the bottom of the home page, three more **Quicklinks** buttons provide easy access to **Special Bulletins, Care Management Programs,** and information on **Value-Based Reimbursement Programs.**



- 9 Footer** Links to additional information and functions are available in the PRC footer. If you identify a technical issue on the PRC, you can access an email function to report it by clicking on **Report Site Issues.**



- What you can find on the PRC** The Provider Resource Center contains information including, but not limited to:
- Important announcements and updates
 - Current and archived newsletters
 - Medical policy
 - Clinical reference materials
 - Provider manuals
 - Forms
 - Reimbursement policies
 - Pharmacy/formulary information
 - Participation and credentialing information
 - And much more!

1.2 PROVIDER NEWSLETTERS

Overview

Highmark regularly releases publications as part of our commitment to keep the provider community informed. One of the most important ways Highmark communicates with all providers is through our two newsletters – *Provider News* and *Medical Policy Update*.

Provider News

Provider News is Highmark's bimonthly informational newsletter for health care professionals and facilities, and their office staffs, who participate in our networks and submit claims to Highmark using the 837P/837I HIPAA transactions or 1500/UB-04 claim forms.

Provider News contains the information that providers need to know to keep them informed of key developments at Highmark. In its six issues a year, this newsletter conveys important product and administrative news including billing, claims, and program updates. *Provider News* also offers tips and reminders, and it provides information about Highmark tools and resources. This publication may also contain administrative requirements, policies, procedures, or other similar requirements of Highmark that are binding upon Highmark and its contracted providers.

Current and past issues of *Provider News* are always available online under **NEWSLETTERS/NOTICES** on the Provider Resource Center. You can access the Provider Resource Center through NaviNet® or by selecting **Provider Resource Center** on the home page of Highmark's regional public websites (under **Helpful Links**).

Medical Policy Update

Medical Policy Update is a monthly newsletter that provides information for most health care professionals and facilities participating in our networks. It focuses exclusively on upcoming medical policy and claims administration updates (including coding guidelines and procedure code revisions), and is the sole source for this information.

It is important for all participating providers and their office staffs to review each issue of *Medical Policy Update*. This publication serves as one of Highmark's official notifications of new and revised policies and procedures. You can find current and past issues of *Medical Policy Update* under **NEWSLETTERS/NOTICES** on the Provider Resource Center.

Continued on next page

1.2 PROVIDER NEWSLETTERS, Continued

Distribution of provider newsletters

Distribution of all provider newsletters is primarily electronic. We publish all issues of the newsletters online in the Provider Resource Center under **NEWSLETTERS/NOTICES**. Current and past issues of *Provider News* and *Medical Policy Update* are always available on the Provider Resource Center.

You may also sign up through e-Subscribe for electronic notification via email. Please review the section later in this unit about signing up for our convenient e-Subscribe notification option.

If you require a paper copy of the newsletter, please contact the Provider Service Center.

1.2 SPECIAL BULLETINS AND MAILINGS

Overview

In addition to our regular publications, Highmark uses special mailings to inform providers of changes to Highmark policies and procedures, updates to the formulary and authorization list, upcoming initiatives, and much more. Special mailings are intended to be a companion to Highmark's regularly scheduled periodicals.

Special mailings are used when we want to communicate information quickly, when the information is too complicated or lengthy to include in the newsletters, or when the information pertains to a limited group of providers or to a specific service area.

These communications from Highmark may be delivered to providers in any of the following formats:

- *Special Bulletins* and *Special eBulletins*
- Letters
- Brochures
- Fact sheets
- Postcards
- Flyers included with checks and/or Explanation of Benefits

Because *Special Bulletins* and other mailings contain important information about specific claims and coverage issues that could affect your practice, we hope you will take time to read them and retain them for future reference.

Distribution of Special Bulletins

Special Bulletins are printed and mailed to network providers in Pennsylvania and West Virginia. In Delaware, *Special Bulletins* are delivered to network providers via fax. *Special eBulletins* are published **electronically only** on the Provider Resource Center.

Also available online!

Our mailings and *Special Bulletins* can always be found on our Provider Resource Center. Select **NEWSLETTERS/NOTICES** from the main menu on the left, and then click on **Special Bulletins & Mailings**.

You can also access the Special Bulletins & Mailings page by clicking on the **SPECIAL BULLETINS** Quicklinks tab located at the bottom of the Provider Resource Center home page.

1.2 E-SUBSCRIBE

e-Subscribe overview

The **e-Subscribe** feature available on the Provider Resource Center allows you to subscribe to electronic notification of various online publications and information updates. The latest Highmark news and updates arrive in your email inbox with timely, up-to-date information at your fingertips.

Your e-Subscribe subscription provides you with electronic delivery of publications and communications specific to your provider type. Professional providers will receive prompt delivery of the latest *Provider News* and *Medical Policy Update* newsletters. In addition, you will receive monthly notifications of updates to the *Highmark Provider Manual*.

Sign up now!

Sign up for e-Subscribe today to stay informed of the latest news at Highmark. To subscribe to receive free email notifications with newly released publications or information updates, select **NEWSLETTERS/NOTICES** on the Provider Resource Center, and then click on the **e-Subscribe for Publications and Notifications** link.

Enter the required information on the online form and select the applicable provider type – Professional Provider (837P & 1500 billers) and/or Facility/Institutional (837I & UB04 billers). Once you have completed the form, click on the **Subscribe** button at the bottom of the page. You will receive a confirmation message immediately when your subscription is successfully submitted.

The emails will be delivered to you from **resourcecenter@highmark.com**. To ensure delivery of the emails, please add the email address to your address book.

By subscribing, you agree to electronically receive administrative requirements that are legally binding upon contracted providers and upon Highmark. By doing this, you acknowledge that such communications and publications will be sent only by electronic means to the email address you provide. Please maintain such electronic publications in the event of future questions and to ensure such compliance. You may unsubscribe from this list at any time on future emails from Highmark.

Publications always available online

Electronic copies of *Provider News*, *Medical Policy Update*, and *Special Bulletins* are always available under **NEWSLETTERS/NOTICES** on the Provider Resource Center through NaviNet® or via Highmark's public websites. Both current and past issues of all publications are available online for your convenience.

1.2 PROVIDER SERVICE CENTER

Overview

Immediate answers to most inquiries can be found by using NaviNet® -- the preferred method for benefit and claim inquiries. For more complex issues or if NaviNet is unavailable, Provider Service Center representatives are available to answer questions and also provide information about Highmark programs.

[What Is My Service Area?](#)

Contact information and availability

PENNSYLVANIA WESTERN REGION:
<p>Please contact the Provider Service Center as follows:</p> <ul style="list-style-type: none"> Professional Providers: 1-800-547-3627 Facility Providers: 1-800-242-0514 <p>Hours of operation are 8 a.m. to 5 p.m. EST, Monday through Friday.</p>
<p>For Medicare Advantage, please use the following toll-free numbers:</p> <ul style="list-style-type: none"> Freedom Blue PPO: 1-866-588-6967 Community Blue Medicare PPO: 1-866-588-6967 Security Blue HMO (Western Region only): 1-866-517-8585 Community Blue Medicare HMO: 1-888-234-5374
PENNSYLVANIA CENTRAL AND NORTHEASTERN REGIONS:
<p>Please contact the Provider Service Center as follows:</p> <ul style="list-style-type: none"> Professional Providers: 1-866-731-8080 Facility Providers: 1-866-803-3708 <p>Hours of operation are 8 a.m. to 5 p.m. EST, Monday through Friday.</p>
<p>For Medicare Advantage, please use the following toll-free numbers:</p> <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
PENNSYLVANIA EASTERN REGION:
<p>Please contact the Provider Service department at 1-866-975-7290. Hours of operation are 9 a.m. to 12 noon, and then from 1 p.m. to 4:30 p.m. EST, Monday through Friday.</p>
DELAWARE:
<p>Please contact the Provider Service department at 1-800-346-6262. Hours of operation are 8:30 a.m. to 5 p.m. EST, Monday through Friday.</p>
WEST VIRGINIA:
<ul style="list-style-type: none"> Highmark West Virginia Provider Service: 1-800-543-7822 Hours of operation are from 8 a.m. to 5 p.m. Monday through Friday Highmark Senior Solutions Company Medicare Advantage Freedom Blue PPO: 1-888-459-4020. Hours: 8 a.m. to 8 p.m. Monday through Sunday.

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1.2 PROVIDER SERVICE CENTER, Continued

**Before
you call...**

When placing a call to Provider Services, please have all necessary information available including:

- Patient's name, Member ID, and group number;
 - If available, the type of services and dates the services were performed;
 - Claim number (taken from the Explanation of Benefits); and
 - The provider's name and provider number.
-

1.2 CONTACT INFORMATION

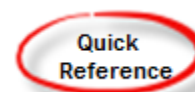
Introduction

This section includes additional important telephone numbers, fax numbers, and other helpful contact information for all Highmark service areas.

Quick Reference

The [Quick Reference](#) is available at the top of the manual home page for easy access to a one-page printable document with the most frequently used telephone numbers for contacting Highmark – the Provider Service Center and Highmark Clinical Services.

And the **Quick Reference** icon is placed in key locations throughout the manual to provide easy access to phone numbers for the Provider Service Center and Highmark Clinical Services when exploring the manual for information.



Contact information tip sheets

Please click on the applicable link below for a printable desk reference with complete Highmark contact information for your service area:

- [Highmark Contact Information for Pennsylvania Providers](#)
- [Highmark Delaware Contact Information for Providers](#)
- [Highmark West Virginia Contact Information for Providers](#)

[What Is My Service Area?](#)

Authorization/ precertification inquiries

NaviNet® is the preferred method for submitting authorization requests. Contact Highmark's Clinical Services for precertification/authorization inquiries that cannot be handled via NaviNet.

Please call the applicable number for your service area and/or provider type:

PENNSYLVANIA:

- 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**

DELAWARE: 1-800-572-2872

WEST VIRGINIA: 1-800-344-5245

In Pennsylvania's Eastern Region, please call Independence Blue Cross at:

1-800-862-3648

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1.2 CONTACT INFORMATION, Continued

Behavioral health

When NaviNet® is not available and/or for medical management questions/issues that cannot be handled through NaviNet, Highmark Behavioral Health Services can be reached by calling the applicable phone number for your service area:

- Pennsylvania:
 - Western and Northeastern Regions: **1-800-258-9808**
 - Central and Eastern Regions: **1-800-628-0816**
- Delaware: **1-800-421-4577**
- West Virginia: **1-800-344-5245**

Hours: Monday - Friday 8:30 a.m. to 7 p.m.; Saturday & Sunday 8:30 a.m. to 4:30 p.m.

Baby Blueprints®

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

[What Is My Service Area?](#)

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 <https://www.bcbs.com/>.

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



The Highmark Caring Program in Pennsylvania assists children with chronic conditions and/or special health care needs and their families to gain needed services by providing family-centered, community-based care coordination.

For questions regarding care coordination, please call: **1-866-823-0892**

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1.2 CONTACT INFORMATION, Continued

Case management

The Highmark case management staff can be contacted by calling:

- Pennsylvania: **1-800-596-9443**
- Delaware: **1-800-572-2872**
- West Virginia: **1-800-344-5245**; for Medicare Advantage **1-800-269-6389**

Quick Reference

Coordination of Benefits (COB)

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

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**

[What Is My Service Area?](#)

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 by calling **1-800-992-0246**.

Click on the applicable link to access the Highmark EDI Services website for your service area:

- Pennsylvania: highmark.com/edi
- Delaware: highmark.com/bcbsde
- West Virginia: highmark.com/edi-wv

[Why blue italics?](#)

eviCore healthcare

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

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

*Although authorization requests for these programs can be submitted through NaviNet, there may be times when it is necessary to contact eviCore by phone at **1-888-564-5492**.*

** For dates of service prior to January 1, 2019, please contact National Imaging Associates (NIA) at the applicable number for your service area:*

- *Pennsylvania: 1-888-642-4814*
- *Delaware: 1-800-424-5655*
- *West Virginia: 1-800-642-7579*

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1.2 CONTACT INFORMATION, Continued

Federal Employee Program (FEP)

Contact the Federal Employee Program (FEP) Provider Service department by calling the applicable phone number for your services area:

- Pennsylvania: **1-866-763-3608**
- Delaware: **1-800-721-8005**
- West Virginia: **1-800-535-5266**

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

[What Is My Service Area?](#)

Financial Investigations & Provider Review (FIPR)

If you suspect fraud, contact your local Financial Investigations & Provider Review (FIPR) Department within Highmark.

Pennsylvania and Delaware:

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

West Virginia:

614 Market Street
P.O. Box 1948
Parkersburg, WV 26102
Phone: 800-788-5661
Fax: 304-424-0331

Due to the nature of these investigations, every effort will be made to keep information confidential. Report suspected health care fraud anonymously via the above phone numbers or the [Health Care Fraud Form](#).

Health Options



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

- Health Options Provider Services: **1-844-325-6252**
- Authorizations: **1-844-325-6254**
- Health Options website: <http://www.highmarkhealthoptions.com/>



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.

Highmark members and their families can reach a myCare Navigator health advocate by calling the following 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.

Continued on next page

1.2 CONTACT INFORMATION, Continued

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® 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 in Pennsylvania and West Virginia, please call the dedicated Provider Spending Account Information Line at **1-800-652-9478**.

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

[What Is My Service Area?](#)

Traditional Medicare

Pennsylvania and Delaware: Novitas Solutions, Inc.

- Website: www.novitas-solutions.com
- 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. ET

West Virginia: Palmetto GBA

- Website: www.palmettogba.com
- 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

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 from the Highmark West Virginia Provider Resource Center main menu under **EDUCATION/MANUALS**, 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**, or send via email to 1099inquiry@highmark.com.

1.2 MAILING ADDRESSES

Claims filing addresses

Electronic claims are convenient, confidential, and operational around the clock. Highmark's claim processing system places a higher priority on claims filed electronically. And we offer options for HIPAA-approved claims submission via NaviNet and Highmark Electronic Data Interchange (EDI).

If you need to submit claims to Highmark on paper, please click the appropriate link below for a list of Claim Filing Addresses in your service area.

- [Pennsylvania Western Region Claims Filing Addresses](#)
- [Pennsylvania Central, Eastern, & Northeastern Regions Claims Filing Addresses](#)
- [Delaware Claims Filing Addresses](#)
- [West Virginia Claims Filing Addresses](#)

If you are considering a move from paper claim submissions, please see the manual's [Chapter 1.3: Electronic Solutions -- EDI & NaviNet](#) and [Chapter 6.2: Electronic Claim Submission](#).

[What is My Service Area?](#)

IMPORTANT! Only original paper claim forms accepted

Highmark will accept and process only original red 1500/Version 02/12 and UB-04 claim forms. Photocopies or outdated versions of the forms will be returned to the provider. The provider will need to resubmit the returned claims on the appropriate form.

Highmark utilizes the Optical Character Recognition (OCR) scanning system to assure accurate and efficient processing of paper claims. The OCR Scanner is programmed to read only the original red 02/12 version of the 1500 form and the original UB-04 institutional claim form.

Highmark forms

Highmark provides recommended forms that providers may use when communicating with Highmark, Highmark members, or other providers in the network. The forms are readily available online on the Provider Resource Center; select **FORMS** from the main menu.

If you require forms that are not available on the Provider Resource Center, forms may be ordered by writing to:

Highmark Shipping Control
P.O. Box 890089
Camp Hill, PA 17089-0089

Please include the form number and title, quantity, and shipping address.

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1.2 MAILING ADDRESSES, Continued

Premier Blue Shield allowances and UCR profile



To obtain a copy of Premier Blue Shield allowances for the most frequently reported codes for your specialty or a copy of your Highmark Blue Shield UCR profile, send a letter of request to:

Fee Based Pricing and Analysis
 Highmark Blue Shield
 P.O. Box 890089
 Camp Hill, PA 17089-0089

Include your Highmark provider ID number, full name, address, and indicate whether you are requesting your UCR profile, Premier Blue Shield allowances, or both. This information is also available via NaviNet for those NaviNet-enabled offices.

[What Is My Service Area?](#)

Pre-service reviews

PENNSYLVANIA	DELAWARE	WEST VIRGINIA
Highmark 120 Fifth Avenue Place Suite P4301 Pittsburgh, PA 15222-3099	Highmark Delaware Medical Management Pre-Service Reviews P.O. Box 1991 Del Code 1-8-40 Wilmington, DE 19899-1991	Highmark West Virginia 200 Tracy Way Charleston, WV 25311

Retrospective reviews

PENNSYLVANIA	DELAWARE	WEST VIRGINIA
Highmark Medical Review P.O. Box 890392 Camp Hill, PA 17089-0392	Highmark Delaware Medical Management Retrospective Reviews P.O. Box 1991 Del Code 1-8-40 Wilmington, DE 19899-1991	Highmark West Virginia P.O. Box 1948 Parkersburg, WV 26102

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1.2 MAILING ADDRESSES, Continued

[What Is My Service Area?](#)

Refund checks for HSA, HRA, and FSA overpayments only

These postal addresses are to be used solely for overpayments from:

- Health Savings Accounts (HSAs)
- Health Reimbursement Accounts (HRAs)
- Flexible Spending Accounts (FSAs)

PENNSYLVANIA	DELAWARE	WEST VIRGINIA
Highmark Attn: Cashier P.O. Box 890150 Camp Hill, PA 17001-9774	Highmark Delaware Attention: Treasury P.O. Box 1991 Wilmington, DE 19899-1991	Highmark Attn: Cashier P.O. Box 890150 Camp Hill, PA 17001-9774

Refund checks for all other overpayments

PENNSYLVANIA	DELAWARE	WEST VIRGINIA
Highmark Attn: Cashier P.O. Box 898820 Camp Hill, PA 17089-0150	Highmark Delaware Attention: Treasury P.O. Box 1991 Wilmington, DE 19899-1991	Highmark Attn: Cashier P.O. Box 898820 Camp Hill, PA 17089-0150