



HOT TOPIC

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IVR ENHANCEMENT COMING SOON

Beginning **July 29, 2020**, the Highmark Provider Interactive Voice Response (IVR) will be enhanced to more appropriately route your call and minimize the transfers and misroutes you have been experienced with Highmark's Customer Service Center. To do this, Highmark is requiring you to enter a valid Member Identification Number when you first call into our customer service lines.

If you do not have a valid identification number at the time of the call, the call will be ended and you will be required to call back when you have a valid number.

If you do have a valid identification number, you will select your desired prompt and the call will be routed to the appropriate supporting customer service team (based on the member's plan).

This change will **NOT** affect calls related to:

- Credentialing
- Checks/remittances not specific to a member
- Provider Directory
- Bluecard
- Provider File Maintenance