



HOT TOPIC

Posted on 11.28.2018

PROVIDER ORIENTATION NOW AVAILABLE! LEARN ABOUT OUR RESOURCES AND WORKING WITH US

If you are a newly contracted provider or a new staff member in an existing participating provider's office, we understand that it may be overwhelming to learn what you need to know to work with so many different payers. Our new Highmark Provider Orientation site is here to help. We've designed the Provider Orientation site to be a practical resource to make it easier for you to learn about working with Highmark and to navigate all of our available resources. You'll find brief, informative summaries about our NaviNet® portal, Provider Resource Center, *Highmark Provider Manual*, and more to assist you in getting on board quickly in working with us!

The Provider Orientation is available on the Provider Resource Center and can be easily accessed from the Quicklinks bar at the bottom right on the homepage. You can also find the Provider Orientation page under **PROVIDER TRAINING** in the main menu on the left.

The screenshot shows the Highmark Provider Resource Center homepage. At the top, there is a navigation bar with icons for Home, Manuals, Medical Policy Search, Pharmacy Policy Search, Requiring Authorization, and eSubscribe. Below this is a search bar for the Provider Resource Center. On the left, a vertical menu lists various categories: Care Management Programs, Claims, Payment & Reimbursement, Credentialing, Education/Manuals, Forms, Inter-Plan Programs, Newsletters/Notices, Provider Training (with a red arrow pointing to 'Provider Orientation'), Pharmacy Program/Formularies, and Value-Based Reimbursement Programs. The main content area features an article titled 'Advanced Imaging and Cardiology Services Program' with the sub-headline 'Orientation Schedule Now Available!'. The article includes an 'Orientation Session Invitation' from Highmark and eviCore healthcare, detailing the program's start on December 17, 2018, and listing web orientation sessions from November 12 to December 12, 2018. A table provides the schedule for these sessions. On the right, a 'HOT TOPICS' section highlights two items: a reminder for the eviCore program starting Jan 1, 2019, and an update on Preventive Medicine and Office Or Outpatient Evaluation And Management Services Reimbursement Policy. At the bottom, a blue navigation bar contains 'SPECIAL BULLETINS', 'CARE MANAGEMENT PROGRAMS', and 'PROVIDER ORIENTATION' (with a red arrow pointing to it).

Orientation Session Invitation

As part of Highmark's efforts to provide its recipients with access to high-quality, cost-effective care, it has selected eviCore healthcare to provide a utilization management program for advanced imaging and cardiology services. The program will take effect December 17, 2018, for dates of service beginning January 1, 2019.

In the coming weeks, eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the new advanced imaging and cardiology services program. You will be able to attend the web orientation session that works best for you and your schedule.

During these sessions we will discuss in detail the prior authorization requirements for Highmark members and how to navigate the web portal. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new prior authorization process for advanced imaging and cardiology services.

Web Orientation Sessions

Anyone wishing to attend one of the online web orientation sessions must register in advance. Each online web orientation session is free of charge and will last approximately one hour. We hope you find one or more of the following times convenient. All session times are Eastern Time. Please note WebEx may display Central Times.

November 12, 2018	Monday	12:00 PM Eastern
November 13, 2018	Tuesday	10:00 AM Eastern
November 15, 2018	Thursday	2:00 PM Eastern
November 16, 2018	Friday	1:00 PM Eastern
December 4, 2018	Tuesday	10:00 AM Eastern
December 6, 2018	Thursday	11:00 AM Eastern
December 10, 2018	Monday	1:00 PM Eastern
December 12, 2018	Wednesday	12:00 PM Eastern