



NEWS FOR ALL PROVIDER TYPES

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CLAIM STATUS INQUIRY ATTACHMENTS NOW AVAILABLE IN NAVINET®

Providers are now able to submit supporting documentation for a Claim Status Inquiry directly through NaviNet.

This feature may be used when Highmark requests additional information regarding a claim. Uploading and attaching documents through NaviNet will reduce the need for you to mail or fax supporting documents separately, which helps:

- Ensure that Highmark receives the right supporting documentation to make more informed and timely claim decisions
- Simplify and expedite the overall process and
- Reduce administrative burden

Highmark encourages all providers to use the new supporting document attachment process to help streamline the claim status inquiry process.

You will be able to attach four types of documents to a claim status inquiry:

- 1) PWK (Additional Documentation to Support an Electronic Claim)
- 2) Out of Area Medical Records (Including Barcoded Request Letter)
- 3) Medical Record Request
- 4) General Provider / Facility Inquiry

Review the Step-by-Step Guide

A [step-by-step guide](#) is available on the Provider Resource Center and NaviNet Plan Central. We encourage you to review this guide for tips and instructions.

Are You Signed up for NaviNet?

This feature is available to providers who use NaviNet. If you have not yet signed up for NaviNet, visit www.NaviNet.net and click the **Providers: Sign Up for NaviNet** tab.



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