

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

APRIL 06, 2020

## EXPEDITED CREDENTIALING OF PROVIDERS DUE TO COVID-19 EFFECTIVE IMMEDIATELY

To ensure our members have timely access to care during the COVID-19 Public Health Emergency (PHE), Highmark is temporarily relaxing its credentialing requirements in line with federal guidelines.

For non-delegated credentialing, providers should continue to complete Highmark's electronic forms as listed on the Provider Resource Center. To expedite requests meant to meet an urgent need during the PHE, please indicate *COVID-19 on the form* where it asks, "*Is this a priority request related to the COVID-19 pandemic?*"

### To locate the Credentialing Forms:

- Go to the **Provider Resource Center**
- Click **Credentialing**
- Select the appropriate discipline (**Behavioral Health, Professional, or Organizational**)

**IMPORTANT:** ONLY select "COVID-19" if the credentialing request is an escalation due to the PHE.

During this time, all credentialing requests related to the COVID-19 health crisis will be made effective March 1, 2020. Following the PHE, Highmark will review those applications temporarily approved for full credentialing.

