

SPECIAL eBULLETIN

FOR FACILITY PROVIDERS

OCTOBER 26, 2018

REMINDER: SUBMIT PATIENT DISCHARGE DATES

At Highmark, we believe we have to put patients first. To deliver the value-based care that our patients deserve, we are continuing to partner with you to provide the most appropriate care possible.

As a provider, you play an important part in ensuring that our members are receiving medically appropriate treatment. By submitting information on when our members are discharged in a timely manner, you allow Highmark to optimize discharge planning and ensure appropriate transitions of care for our members who are your patients.

Additionally, we have made system enhancements that allow us to better track whether a member has been discharged or remains inpatient. Due to this enhancement, if we have not received a patient discharge date from you, we will follow up with a phone call to ensure the information we have is comprehensive. We will continue to call you until we receive this information.

Please submit patient discharge dates to us via NaviNet[®], fax, or phone after the patient has been discharged but no later than the following business day. If you have any questions, please contact your Provider Account Liaisons (PALs).

Thank you for your continued assistance in ensuring that Highmark members receive necessary services in a high-quality, clinically appropriate fashion. We appreciate your support and the care you provide to our members and your patients.

