

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

OCT. 10, 2018

REIMBURSEMENT PROCESS CHANGES FOR OUT-OF-NETWORK SERVICES

Highmark has modified the reimbursement process for out-of-network claims. Effective Nov. 1, 2018, Highmark's out-of-network reimbursement process for claims is changing to be more consistent with existing fee schedules and prevailing rates. The new reimbursement guidelines ensure that providers are paid fairly for the services they provide.

Highmark is using standard reimbursement methodologies to ensure adequate provider reimbursement is maintained for emergent and non-emergent services delivered by both in-area out-of-network providers and out-of-area-network providers.

Highmark's Out of Network Services reimbursement policy's guidelines will apply to our Commercial products.

WEB LOCATION OF HIGHMARK'S REIMBURSEMENT POLICIES

You can review Reimbursement Policy, RP-038, Out of Network Services, on the Provider Resource Center.

Reimbursement policies are located on the Provider Resource Center as an option under **CLAIMS, PAYMENT & REIMBURSEMENT**. Select **Reimbursement Policy** to review Highmark's reimbursement policies. As new reimbursement policies are developed, they will be added to the **Reimbursement Policy** page.

