

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

MARCH 26, 2020

PEER-TO-PEER REVIEW TIME FRAME INCREASED TO 180 DAYS

In order to continue to support you and our members through the COVID-19 situation, Highmark is increasing our peer-to-peer review time frame from 60 days to 180 days for any denials. We want to ensure all our members receive a full and fair review despite the constraints we are all facing. All other denial guidelines remain the same at this time for Commercial members.

Thank you for your patience as we continue to update our processes and policies in an effort to support you and our members during this difficult time.

