

# Special Bulletin

For professional and facility providers

June 26, 2023

## Transition From NaviNet to Availity Starts October 2023

Highmark is replacing its existing provider portal, NaviNet®, with Availity® Essentials later this year. Availity serves plans nationwide, including many Blue Cross Blue Shield Association licensees like us. Availity's multi-payer platform will support the existing payer-provider transactions necessary to manage care for Highmark members, including eligibility and benefits, claim status, and claim submission, and serve as a gateway to our utilization management platform to perform authorization transactions.

### Why is Highmark Moving to Availity?

With provider feedback and the future vision of Highmark's digital platforms in mind, we evaluated the advantages of our current provider portal and areas where we can improve. We looked closely at our opportunities to offer an enhanced online experience and found that Availity meets many of the criteria that will help us better serve you.

### When is the Transition Happening?

<b>August &amp; September 2023</b>	Highmark will engage a pilot group of providers to ensure a seamless transition to the Availity portal.
<b>October 22, 2023</b>	Providers who currently use Availity for other payers will see Highmark as an option in the states in which they are contracted.
<b>February 5, 2024</b>	Availity will be available to all Highmark providers.
<b>March 2024</b>	Providers will no longer have access to NaviNet or HEALTHeNET (NY).*

\*More information on the retiring of existing portals will be distributed as it becomes available. If you don't already receive emails for our provider newsletters, join our eSubscribe list today. (See next page for sign-up information.)

### Will Availity Have the Same Capabilities as NaviNet?

Providers will be able to perform all the same tasks as they do today — eligibility and benefit searches, authorization submission and status check, claims submissions and inquiries, view reporting, etc. The interface to perform some of these transactions may look different, but we will provide a crosswalk document that maps functions from their current locations in NaviNet to where they appear in Availity — in addition to training opportunities.

## What Do Providers Need to Do for This Transition?

If your organization is already registered with [Availity](#), you do not need to re-register. You may only need to review the Highmark-specific features once they are live.

If your organization is not already registered with [Availity](#), you should register for access starting **January 10, 2024**, or soon thereafter. For details, go to the [Register and Get Started with Availity Essentials](#) webpage.

## Training

Availity will offer both live and on-demand training to providers. Training dates and information will be posted on the Provider Resource Center when available. We will also email your organization if you have signed up for our eSubscribe list. (Information on how to sign up below.)

## Stay Up to Date

Highmark will share more information regarding registration and training in the coming months. Make sure that you are signed up for our eSubscribe list. You can do so by visiting Highmark's Provider Resource Center and clicking the eSubscribe button at the top right of the homepage.



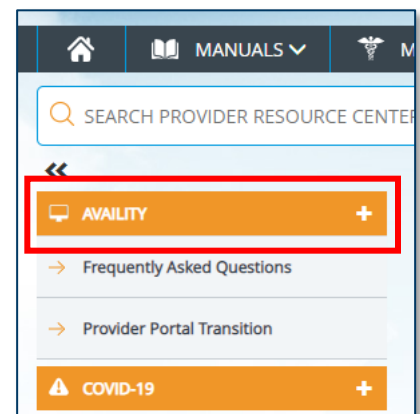
Once subscribed, you will receive Highmark's monthly newsletter, *Provider News*, with the latest information about the transition to Availity Essentials.

Highmark will also post communications on its Provider Resource Center and Availity may announce new features and training opportunities on their in-portal message center.

## For Help

For Availity Client Services assistance, call **1-800-AVAILITY (282-4548)** or, within the Availity portal, click Help & Training and then click on Availity Support.

We also have a special section on the Provider Resource Center that includes additional background information and Frequently Asked Questions. You will find it at the top of the left-hand menu. We will continue to update this section throughout the transition to Availity.



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NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides a secure, web-based portal between providers and health insurance companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

