

SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

OCTOBER 13, 2021

PROVIDERS MUST RESPOND TO HIGHMARK'S AVAILABILITY SURVEY

Highmark and various federal and state regulatory bodies have specific requirements that someone from your office must be available 24/7. To ensure providers comply with these requirements, Highmark conducts regular surveys of network providers.

Over the next several months, you may receive a telephone call from a vendor working on behalf of Highmark asking questions related to appointment availability. You must answer the survey questions to ensure compliance with all requirements is maintained.

HIGHMARK'S APPOINTMENT AVAILABILITY REQUIREMENTS

To support accessibility expectations for primary care physicians (PCPs), medical specialists, obstetricians, and behavioral health specialists, Highmark has set standards and specific time frames in which network providers should respond to member needs based on symptoms.

For more information on Highmark's availability requirements, review the appropriate unit of the *Highmark Provider Manual*:

- [Chapter 4, Unit 1](#) contains requirements for primary care and medical specialty providers under "PCP and Medical Specialist Accessibility Expectations."
- [Chapter 4, Unit 2](#) provides information specifically for behavioral health providers under "Accessibility Expectations for Behavioral Health Providers."
- [Chapter 2, Unit 3](#) includes requirements specific to the Pennsylvania Children's Health Insurance Program (CHIP) enrollees in the section titled "CHIP PCP and Medical Specialist Accessibility Expectations."

We encourage you to review these requirements to ensure that you understand and abide by them.



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