

# SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

July 23, 2021

## MEMBER COPAY ERROR IDENTIFIED: RENDERING PRIMARY CARE PA-CS' CLAIMS INCORRECTLY PROCESSING AS SPECIALISTS

Highmark has identified an issue with claims of primary care physician assistants (PA-Cs) billing as rendering providers. Their claims are being processed as rendered by a “specialty” PA-C instead of a “primary care” PA-C resulting in higher cost share to our members.

Highmark is actively working to correct this system issue. All claims incorrectly processed will be adjusted to process with the accurate specialty. **There is no need for the provider to collect additional (specialist) copay from the member.**

If you suspect this has occurred with your primary care PA-C’s claim, please verify that their specialty is correctly assigned by visiting **NaviNet > Provider File Management > Locations and Practitioners**. (Detailed instructions below.) If the specialty is correct, no action is needed on your part.

If the specialty does not appear correctly:

- 1) Check that the PA-C has been enumerated. For more information on how to enumerate an advanced practice provider, see [UPDATED: “INCIDENT TO” FREQUENTLY ASKED QUESTIONS](#).
- 2) If the PA-C has been enumerated (you’ve submitted the form and received a letter from Highmark confirming that it has updated their status), contact the [Highmark Provider Service Center](#).

### VERIFY A PRACTITIONER’S SPECIALTY

- 1) Sign into [NaviNet®](#).
- 2) Click **Provider File Management** from the left-hand navigation under Workflows from this plan.



### Workflows for this Plan

- Eligibility and Benefits Inquiry
- Auth Inquiry and Reports >
- Authorization Submission >
- Case Management Referral and

- Network Provider Inquiry
- Network Facility Inquiry
- Provider File Management
- AK Management >
- BlueExchange® (Out-of-Area) >

3) Select the **Billing Provider** from the drop-down menu and **submit** the request.

NantHealth | NaviNet | WORKFLOWS | HEALTH PLANS | ADMINISTRATION

< Back to Highmark Blue Shield | Provider File Management

### Provider File Management

Select a billing provider from the drop-down list and click Go.

Billing provider \*  Go

4) You will land on the page below.

NantHealth | NaviNet | WORKFLOWS | HEALTH PLANS | ADMINISTRATION

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### Provider File Management

FAMILY PRACTICE

[View group details](#) [View diagnostic imaging services](#) [Review submitted changes](#) [Review pended changes](#) [Review credentialing status](#)

★ Locations & Practitioners

#### ★ Locations and Practitioners for Family Practice

[Add a Practitioner](#) | [Add an Address](#) | [Update Location](#)  
[Request Credentialing/Update](#)

**Important:** To ensure that your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Direct Highmark requires that you confirm the accuracy of your group and practitioner information in the system every three months. The last time you verified this information was Jul 01, 2021. Please review each of the following when completing your quarterly review: Each address, Physician Name, Gender, Specialty, Board Certifications, if the Physician is Accepting New Patients, Languages spoken by the physician/clinical staff, Office Locations. When all the information is accurate, please confirm by clicking the checkbox below and clicking OK. While we require this review to be conducted quarterly, making updates immediately when a change is made to the information you are being requested to confirm is accurate.

**You last verified this information on Jul 01, 2021.**

All information is correct as of Jul 13, 2021.

The information you provide about addresses and practitioners will be displayed in Highmark's online provider directories, giving patients an enhanced view of your practice, their location, and credentials.

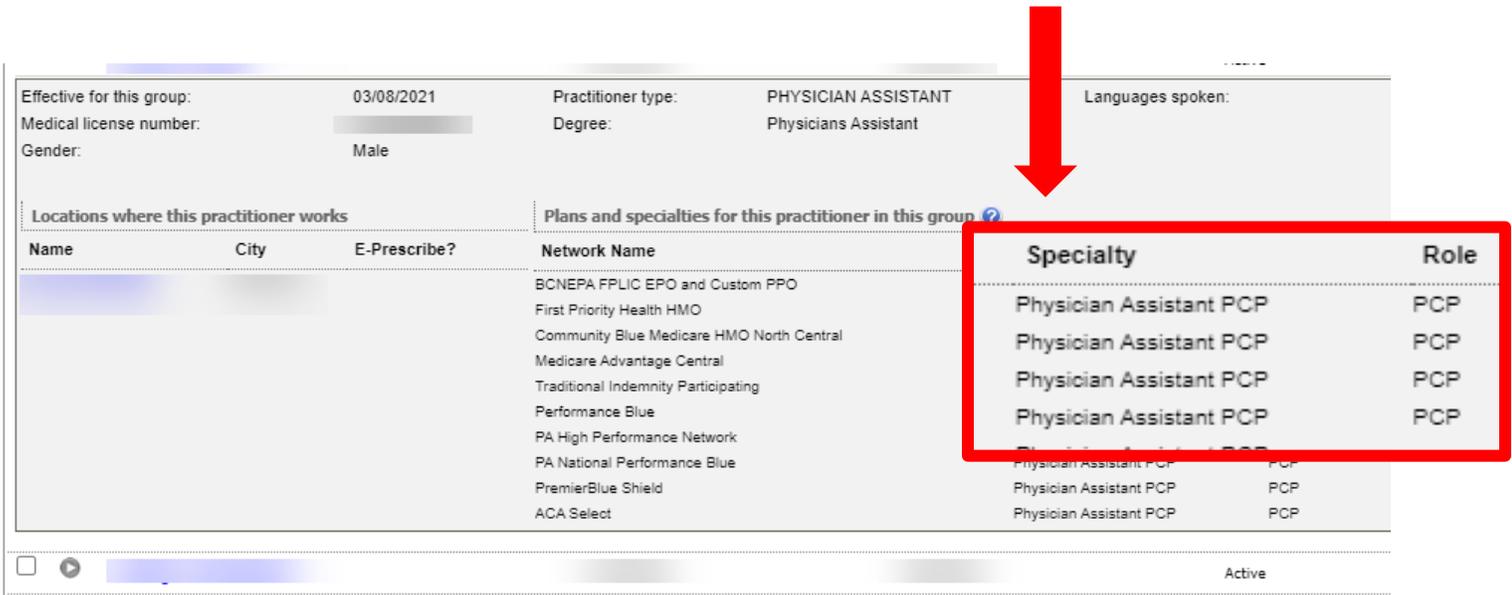
5) Scroll down the page to section, "**Practitioners Affiliated with...**" and choose the provider.

Practitioners Affiliated with Family Practice

Show: All practitioners

Edit Delete

6) Once the provider has been chosen, you will find their specialty for verification.



The screenshot shows a provider profile page. At the top, there are fields for 'Effective for this group' (03/08/2021), 'Practitioner type' (PHYSICIAN ASSISTANT), 'Medical license number', 'Degree' (Physicians Assistant), and 'Languages spoken'. Below this is a section titled 'Plans and specialties for this practitioner in this group'. A red arrow points to a table within this section. The table has two columns: 'Specialty' and 'Role'. The table lists several entries, all of which are 'Physician Assistant PCP' with a role of 'PCP'. A red box highlights the table.

Specialty	Role
Physician Assistant PCP	PCP

## Questions

If you have additional questions, please contact your Provider Account Liaison or the [Highmark Provider Service Center](#).