

# SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

SEPTEMBER 10, 2021

## COPAY ERROR RESOLVED: RENDERING PRIMARY CARE PA-CS' CLAIMS NOW CORRECTLY PROCESSING

As communicated on July 23, 2021 in the [Copay Error Identified: Rendering Primary Care PA-Cs' Claims Incorrectly Processing As Specialists eBulletin](#): Highmark identified an issue with claims of primary care physician assistants (PA-Cs) billing as rendering providers. Claims were 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 has resolved this processing issue and services rendered by primary care PA-Cs are no longer being processed as specialist PA-C services.**

Highmark is in the process of adjusting all Primary Care PA-C claims that were processed incorrectly.

If Primary Care PA-C claims continue to process as specialist PA-C services, please verify the correct PA-C specialty is assigned by visiting NaviNet > Provider File Management > Locations and Practitioners. Detailed instructions are available [here](#).

### QUESTIONS

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

