

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

AUGUST 12, 2022

SUBMITTING CLAIMS WHEN THE INSURED INDIVIDUAL IS DIFFERENT THAN THE PATIENT

When submitting claims for patients who are dependents of the subscriber, ensure you are properly filling in the insured and patient information:

- Insured Information: Any time you are filling out information about the “insured” individual, you should be filling out the subscriber’s information. (This may be different than the patient information if the patient is a dependent of the subscriber).
- Patient Information: Any time you are filling out information about the “patient,” you should fill in the information about the person you are treating.

Claims that are filled out incorrectly will be suspended and payment will be delayed.

EXAMPLE

Jane Doe has a son, John Doe, who is covered by her insurance as a dependent. You are John Doe’s treating provider and are filling out a claim for his most recent visit.

On the claim, Jane Doe’s information should be listed any time the form asks for the “insured” information, as she is subscriber. John Doe’s information should be listed whenever “patient” information is requested.

MORE INFORMATION

For guidance on how to fill out a claim, review the Highmark Provider Manual [Chapter 6 Unit 2: Electronic Claim Submission](#), [Chapter 6 Unit 3: Facility Billing](#), and [Chapter 6 Unit 5: 1500 Claim Form Guidelines](#).



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