

CONTACT INFORMATION

Highmark is committed to providing timely and pertinent information about our policies and programs to the provider community. And we offer easy-to-use electronic sources of information, such as the Provider Resource Center, that are accessible through your computer. We place a high priority on electronic exchange of information and electronic claims filing. This is more efficient and cost-effective than conventional means – benefiting health care facilities, professionals, members, and insurers.

In addition, NaviNet® provides immediate answers to most inquiries -- it is the preferred method for benefit and claim inquiries. NaviNet also provides other options for communicating with Highmark through transactions such as authorization submission, which is faster and more efficient than calling or faxing. You can also submit HIPAA-compliant claims and initiate claim investigations, search for diagnosis and procedure codes, keep up to date with any changes on the Plan Central message board, and so much more in NaviNet.

However, we do understand that there are times when personal contact is necessary with Highmark. For more complex issues or if NaviNet is unavailable, Provider Service Center representatives are available to answer questions and provide information. Our [Quick Reference](#) provides phone numbers for the Provider Service Center and also for Clinical Services. The Quick Reference is always available at the top of the *Highmark Provider Manual* homepage.

We also provide additional contact information in the *Highmark Provider Manual* for other departments at Highmark that you may need to contact, for programs you can recommend to your Highmark patients, and for external vendors that we partner with such as for NaviNet's Customer Care.

WHERE TO FIND THIS INFORMATION ON THE PROVIDER RESOURCE CENTER

Contact information is available in the **Highmark Provider Manual**, which can be easily accessed by selecting **MANUALS** from the **Quicklinks Bar** located across the top of the Provider Resource Center. Please see the following:

- The **Quick Reference** document, as noted above, is always available on the top left of the manual's homepage.
- [Chapter 1.2: Online Resources and Contact Information](#) provides additional contact information, including printable Tip Sheets specifically for providers in Pennsylvania, Delaware, and West Virginia.