

HIGHMARK PROVIDER MANUAL

The *Highmark Provider Manual*, first published in April 2018, is the result of the consolidation of the former *Highmark Blue Shield Office Manual* for professional providers and the *Highmark Facility Manual*. The consolidation simplified and improved the experience for our participating providers by providing one comprehensive resource for all provider types – professional, facility, and ancillary – in all of Highmark’s service areas in Pennsylvania, Delaware, and West Virginia.

The *Highmark Provider Manual* is designed to be your primary reference guide to doing business with Highmark. The *Highmark Provider Manual*, together with other administrative requirements as defined or described in your provider agreement, supplements and is made part of your provider agreement. The manual should be your first stop in seeking information specific to procedures required of all Highmark network participating providers and is intended as a companion to other Highmark provider requirements, publications, and communications.

The manual is provided as an online resource to keep providers informed with the most up-to-date information. We continually review and update the manual as needed. The *Highmark Provider Manual* can be accessed quickly from the **MANUALS** tab on the **Quicklinks Bar** at the top of the Provider Resource Center. You can also access it from **EDUCATION/MANUALS** in the left navigation menu. Here are some key features of the manual to help you begin:

QUICK REFERENCE

The **Quick Reference**, a one page document with contact information for the phone numbers you need the most -- the Provider Service Center and Clinical Services, is available at the top left of the manual's homepage. You'll also see our Quick Reference icon throughout the manual for fast access to those important phone numbers.



ORGANIZED BY CHAPTERS AND UNITS

The *Highmark Provider Manual* is comprised of six chapters for key categories of information:

1. General Information
2. Product Information
3. Provider Network Participation
4. Provider Responsibilities & Guidelines
5. Care & Quality Management
6. Billing & Payment

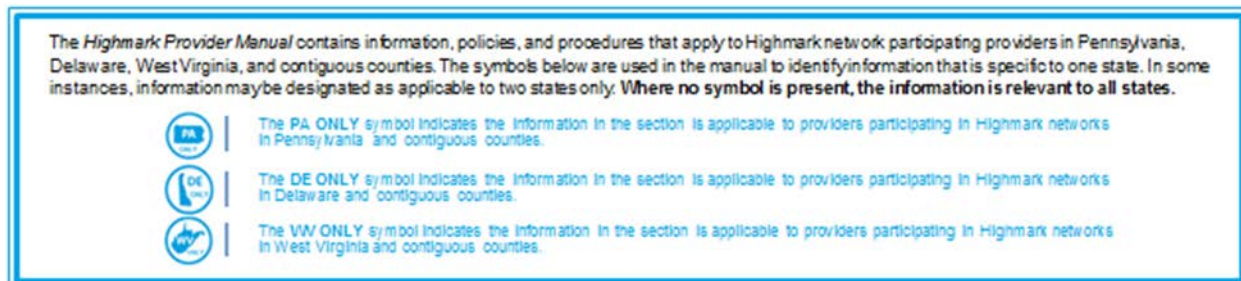
And then “units” within the chapters are on more specific topics related to the broader categories. To access all units within a chapter, click on **VIEW MORE +**. The units are individual PDFs to make it easier for you to search or print and it also helps us in keeping the information up-to-date for you.

Most units are applicable to all provider types. Those intended for professional providers only or facilities only, or for specific provider types, can be identified by the unit's title. In addition, icons identifying the information as for **Professional Providers**, **Facility Providers**, or **All Provider Types** are located on the first page of each unit.

Units are formatted with information divided into “sections” based on topics – you’ll see the title of each of these sections in the Topic Menu on the first page of the unit. The topic menu has clickable text that will take you directly to a particular section. And the title of the section will appear at the top of each page of information related to the topic. Each section is further formatted into “blocks” of information, with the “block title” to the left identifying the content of the information to help you find what you need more easily.

WHAT THE STATE ICONS MEAN TO YOU

Since the manual applies to all of our service areas in three states, there may be some differences in policies and procedures between the states since state regulations governing health care could vary by state. We use state icons to let you know if information may be applicable to only one or two states. And the state icon key is available on the first page of each unit to remind you. Blocks of information without icons under the block title on the left apply to all service areas.



WHAT IS MY SERVICE AREA?

You'll see the What Is My Service Area? icon with a link to our service area map throughout the manual where differences between service areas are noted. It's just a reminder that you need to be aware of your service area since some policies, procedures, contact information, etc. may differ depending on where your office or facility is located.

[What Is My Service Area?](#)

WHY BLUE ITALICS?

Blue italic text will appear in the manual to let you know that the information is new or has been updated. The revision dates in the upper right corner of each page of the unit indicates the date the updates in blue italics were made in the unit. Since the manual is updated on an "as needed" basis, the dates on the units will differ. Look for the *Why blue Italics?* icon to help identify pages where updates have been made to existing information or new information has been added. It provides a link to our **How To Use This Manual** reference document to remind you why the text is in blue italics and includes additional tips for using the manual.

[Why blue italics?](#)

TIP SHEETS

"Tip Sheets" are incorporated throughout the manual. By clicking on the links or Tip Sheet icons embedded in applicable sections, you can access printable desk references on various topics. All tip sheets are also available in one location, the **Tip Sheet Index**, which can be accessed from **ADDITIONAL RESOURCES** (see below).

[TIP SHEET](#)

NEED TO FIND INFORMATION QUICKLY?

The *Highmark Provider Manual* is also available as an entire manual PDF in **ADDITIONAL RESOURCES** - click on **View Entire Manual** to access it and easily search the entire manual by keyword. The entire manual PDF version is updated every time any unit is updated and, therefore, it is always the most current information. It includes a Table of Contents that provides clickable access directly to a particular unit. And if you find "**Updated!**" after the unit tile, it means that unit has recent updates.

ADDITIONAL RESOURCES

Scroll down to the bottom of the manual's homepage (after Chapter 6) to access the **ADDITIONAL RESOURCES** box. Click on the down arrow to open up all available resources related to the manual. In addition to the Tip Sheet Index and View Entire Manual options already noted above, you'll find the following:

- **Appendix** – includes a link to the NPI Registry and Highmark's Code of Business Conduct.

In Pennsylvania and West Virginia, you'll also find the Medicare Advantage Member Evidence of Coverage Booklets in the Appendix.

- **Contact Manual Editor** – click on this selection to email the manual's editor with your comments or suggestions for the manual.
- **Disclaimer** – the notification to providers that the manual is controlled electronically, complies with all state and federal laws and regulations, the information is subject to regulatory review and change by Highmark, and is binding upon providers.
- **Glossary of Terms and Acronyms** – terms and acronyms found within the manual and others that may be used by Highmark or in the health care industry.
- **HBSOM Archived Manual** – the final version of the *Highmark Blue Shield Office Manual*, archived on April 27, 2018, and replaced by the *Highmark Provider Manual*, is provided for historical purposes.
- **HFM Archived Manual** – the final version of the *Highmark Facility Manual*, archived on April 27, 2018, and replaced by the *Highmark Provider Manual*, is provided for historical purposes.
- **How to Use This Manual** – a one-page Tip Sheet that explains the blue italic text, the manual's organization, and more.
- **Legal Information** – legal disclaimer statements for Highmark Inc. and affiliates and additional companies and organizations referenced within the manual.
- **Manual Archive** – the most recently retired version of units of the manual are maintained here for historical access. Prior versions can be provided upon request.



e-SUBSCRIBE

To receive monthly email notifications of updates to the *Highmark Provider Manual*, sign up for e-Subscribe. In addition to manual updates, you'll receive notification of publication of the *Provider News* and *Medical Policy Update* newsletters and the "In Case You Missed It" summary of recent communications.

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YOUR FEEDBACK IS ALWAYS WELCOME!

We value your opinion and encourage you to provide feedback on the content we provide in the *Highmark Provider Manual*. Please let us know how we're doing – just email the manual editor at HPMeditor@highmark.com. *We're waiting to hear from you!*

ACCESS THE MANUAL NOW FOR A QUICK PREVIEW!

Click on the link below for your service area to go directly to the *Highmark Provider Manual's* homepage to see for yourself what the manual has to offer:

- [Highmark Blue Cross Blue Shield](#) (for western Pennsylvania providers)
- [Highmark Blue Shield](#) (for central and northeastern Pennsylvania providers)
- [Highmark Blue Cross Blue Shield Delaware](#)
- [Highmark Blue Cross Blue Shield West Virginia](#)