

PROVIDER RESOURCE CENTER

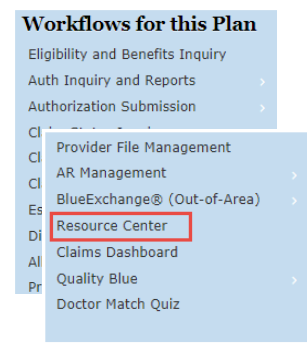
Highmark's Provider Resource Center is dedicated to providers and contains lots of helpful information and resources to assist you in your daily interactions with Highmark and with Highmark members. The Provider Resource Center is designed to provide easy access to information and documents. It contains information such as important announcements and updates, Medical Policy, current and archived newsletters, manuals, forms, and much more.

We encourage you to become familiar with this convenient, extensive online reference source to take advantage of all of the helpful information that it has to offer.

ACCESSING THE PROVIDER RESOURCE CENTER

For your convenience, the Provider Resource Center is available in NaviNet® after logging in with your secure password and also from our regional public websites.

NaviNet: The Provider Resource Center can be accessed from the **Workflows for this Plan** menu on Highmark Plan Central. Click on the **Resource Center** link, as shown to the right, to go directly to the Provider Resource Center.



Regional Public Websites: You can also access the Provider Resource Center directly from the homepages of our regional public websites. Click on the applicable regional public website link for your service area to view the homepage:

- [Highmark Blue Cross Blue Shield](#)
- [Highmark Blue Shield](#)
- [Highmark Blue Cross Blue Shield Delaware](#)
- [Highmark Blue Cross Blue Shield West Virginia](#)

Once on the regional website homepage, scroll down to **HELPFUL LINKS**, and then click on the **Provider Resource Center** link:

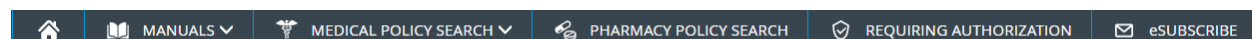
HELPFUL LINKS

- [Recently Lost Coverage?](#)
- [Provider Resource Center](#)
- [Producer Home](#)
- [Forms Library](#)
- [Individuals & Families](#)
- [Medicare Eligible](#)
- [Groups & Companies](#)
- [Federal Employees](#)

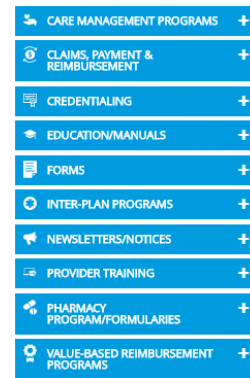
IMPORTANT! Additional information, such as fee schedules, is available on the Provider Resource Center in NaviNet that will not be available on the regional public websites.

KEY FEATURES OF THE PROVIDER RESOURCE CENTER

The **QUICKLINKS BAR** that spans across the top of the Provider Resource Center provides quick access to information you'll use the most – manuals, Medical Policy Search, Pharmacy Policy Search, our List of Procedures/DME Requiring Authorization, and eSubscribe, which allows you to sign up for email notifications for important Highmark updates and newsletter publications. You'll also find these resources in the applicable selections on the left navigation menu.



The **MAIN MENU** on the left includes general categories listed on the blue bars -- click on a selection to display the related topics underneath. And then click on it again when you want to collapse the category and no longer display the topics for that category.

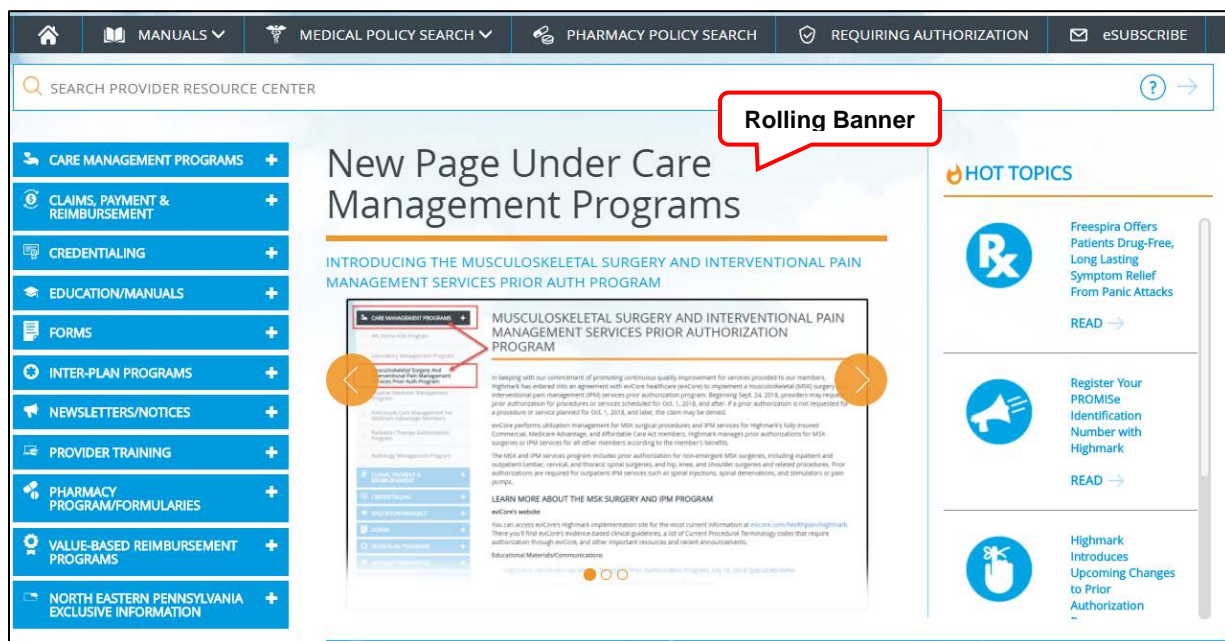


Menu selections may vary based on your service area. Each category name helps to identify the type of information you'll find within the category. Click on this link to view [examples of available topics in each category](#).

REMINDER: Additional topics and options are available on the secure NaviNet Provider Resource Center that are not available on the public site.

A **ROLLING BANNER** is in the center section of the Provider Resource Center homepage and is used like a billboard to promote more general news or for quick reminders. You can click on a message for more details about the message.

The banner continually revolves; however, you can use the left and right arrows to move back and forth through the messages. You can come back to the homepage to review the messages on the rolling banner at any time by clicking on the "home" symbol on the far left on the Quicklinks Bar.



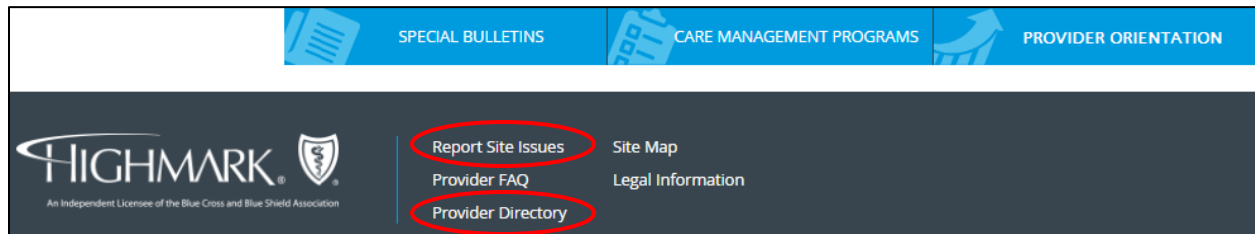
HOT TOPICS, on the right side of the homepage, displays announcements and news you need to know – such as Special Bulletin releases. Once the messages are removed from Hot Topics, they will always remain available in the Hot Topic Library, which is accessible by selecting **NEWSLETTERS/NOTICES** from the main menu on the left.



Additional **QUICKLINKS** are available at the bottom of the Provider Resource Center homepage. Please note that these are accessible only from the homepage – they will not be available once you have chosen a topic from the main menu on the left. You can just click on the "home" symbol to go to the homepage to view and access these options.



The **FOOTER** of the Provider Resource Center provides an option to report any issues you are having with the site. It also provides access to the online **Highmark Provider Directory**, which may be helpful to you in directing our members to other providers who participate in the network associated with their benefit program when services you cannot provide are needed.



TAKE A LOOK AT THE PROVIDER RESOURCE CENTER FOR YOUR SERVICE AREA AND EXPLORE!

Select the applicable link below to access the Provider Resource Center for your service area:

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

WHERE TO FIND THIS INFORMATION ON THE PROVIDER RESOURCE CENTER

The *Highmark Provider Manual's* Chapter 1.2: Online Resources & Contact Information includes more detailed information on the key features of the Provider Resource Center. Throughout the manual, directions to locate information on the Provider Resource Center are provided when any policies, programs, forms, etc. are referenced.

The **PRC User Guide**, developed when our Provider Resource Center was newly redesigned in 2016, provides additional helpful information and tips. This guide can be found on the Provider Resource Center -- select **PROVIDER TRAINING** from main menu on the left, and then click on **Provider Training** in the submenu.