

PROVIDER COMMUNICATIONS

Highmark is committed to keeping you informed by providing timely and pertinent information about our policies and programs. In addition to offering the *Highmark Provider Manual*, our primary source of information, policies, and procedures, we regularly publish newsletters and communications as part of that commitment to you. A summary of these publications, communications, and notifications is provided below.

PROVIDER NEWS

Provider News is Highmark's bimonthly informational newsletter for our network health care professionals, facilities, and their office staff. *Provider News* contains valuable news, information, tips, and reminders about Highmark's products and services.

In its six issues a year, this newsletter conveys important product and administrative news, including billing, claims, and program updates. *Provider News* also offers tips and reminders, news and insights about important Highmark initiatives, and information about Highmark tools and resources. This publication may also contain administrative requirements, policies, procedures, or other similar requirements that are binding upon Highmark and its contracted providers.

MEDICAL POLICY UPDATE

Medical Policy Update is a monthly newsletter that provides advance notification of new policies and upcoming changes to existing medical policies, including coding guidelines and procedure code revisions. It is important for all participating providers and their office staffs to review each issue of *Medical Policy Update*. This publication serves as one of Highmark's official notifications of new and revised policies and procedures.

SPECIAL BULLETINS AND MAILINGS

In addition to our regular publications, Highmark uses Special Bulletins and mailings to inform you of changes to Highmark policies and procedures, updates to the formulary and authorization list, upcoming initiatives, and much more. These publications and mailings are intended to be a companion to Highmark's regularly scheduled newsletters.

Special mailings are used when we want to communicate information quickly, when the information is too complicated or lengthy to include in the newsletters, or when the information pertains to a limited group of providers or to a specific service area.

These communications from Highmark may be delivered to providers in any of the following formats: *Special Bulletins* and *Special eBulletins**; letters; brochures; fact sheets; postcards; and fliers included with checks and/or Explanation of Benefits.

* *Special eBulletins* are published **electronically only** on the Provider Resource Center.

HOT TOPICS

Hot Topics, located on the right side of the Provider Resource Center homepage, displays reminders, announcements, and news you need to know now -- such as Special Bulletin releases. You'll also be able to view current and past Hot Topics in the Hot Topics Library, which is available on the Provider Resource Center in NaviNet and also on our public websites.

PLAN CENTRAL MESSAGES

Plan Central messages are important notifications and announcements of upcoming policy or procedure changes, new programs, and more. These news items are posted in the center of Highmark's NaviNet® Plan Central page -- Highmark's "bulletin board" for information and important updates -- for a minimum of five days.

When initially posted, Plan Central messages are also added to the "Plan Central Library," available on the Provider Resource Center in NaviNet only, where they remain for future reference. It is recommended that you review the Plan Central messages daily so that you don't miss important postings.

IN CASE YOU MISSED IT

Because you're very busy taking care of our members, we understand that you may miss an important communication. That's why we'll send you our **In Case You Missed It** email notification every two weeks with a summary of our recent provider communications. Be sure to sign up for our e-Subscribe mailing list to receive these important emails!

e-SUBSCRIBE

Our e-Subscribe email notification feature brings the latest Highmark news and updates to your inbox with timely, up-to-date information at your fingertips. By subscribing to e-Subscribe, you'll receive the following notifications:

- **Provider News** – A notification arrives every other month with a link to the latest issue as soon as it's published online in the Provider Resource Center.
- **Medical Policy Update** – The newsletters are sent upon publication at the end of every month.
- **Highmark Provider Manual Updates** – These are sent at the end of every month and summarize all updates made to the manual during the month.
- **In Case You Missed It** – These emails appear in your inbox every two weeks with a quick summary of recent communications -- just in case you may have missed one!

SIGN UP FOR E-SUBSCRIBE RIGHT NOW TO RECEIVE THE LATEST NEWS FROM HIGHMARK!

Just click on the link below for your Highmark service area, enter all of the required information on the online form, and then click on the **SUBMIT** button at the bottom of the page. You'll be added to our e-Subscribe subscriber list and you'll start receiving email notifications promptly with the next send.

- [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](#)

WHERE TO FIND THIS INFORMATION ON THE PROVIDER RESOURCE CENTER

If you select **NEWSLETTERS/NOTICES** from the main left menu on the Provider Resource Center, you can access all of the following:

- *Provider News* and *Medical Policy Update* newsletters -- current and past issues
- Special Bulletins & Mailings
- e-Subscribe Sign-up Form (also available by clicking on **eSUBSCRIBE** from the **Quicklinks Bar** at the top of the Provider Resource Center)
- Hot Topics Library – available on both the public and NaviNet Provider Resource Centers
- Plan Central Library – available **only** on the Provider Resource Center in NaviNet