

Special Bulletin

For professional and facility providers

September 21, 2022

Guide to Highmark Provider Resources

This guide will explain the five things you need to know to get started with Highmark Inc.

1 HIGHMARK'S PROVIDER RESOURCE CENTERS

Highmark's Provider Resource Centers contain helpful information and tools to assist you in your daily interactions with Highmark and its members. The sites contain information such as important announcements and updates, medical policies, provider newsletters, administrative manuals, forms, and much more. We encourage you to become familiar with this extensive online resource.

The website for Highmark Blue Cross Blue Shield of Western New York is hwnybcbs.highmarkprc.com

2 IMPORTANT PRC RESOURCES

The most important resources for providers are linked in the menu at the top of the Provider Resource Center website.



Provider Manual

[The Highmark Provider Manual](#) contains information, policies, and procedures for participating medical providers. This manual is designed to be your primary reference guide for working with us.

Medical Policy Search / Medical Policy Update

Highmark's medical policy guidelines are available through the [Medical Policy Search](#). You can search by keyword, procedure code, or medical policy number. [Medical Policy Update](#) is a monthly newsletter that provides information about upcoming medical policy and claims administration updates.

Pharmacy Policy Search / Formulary Updates

[Pharmacy policies](#) are intended to reflect Highmark's reimbursement and coverage guidelines. You can search by keyword or one of the following categories:

- Formulary
- Managed Rx Coverage
- Prior Authorization
- Quantity Level Limits
- Step Therapy

The Highmark Drug Formulary is a list of FDA-approved prescription drug medications reviewed by our Pharmacy and Therapeutics (P&T) Committee. The formularies and pharmaceutical management procedures are [updated on a bi-monthly basis](#).

Procedures Requiring Prior Authorization

Highmark [requires authorization](#) of certain services, procedures, and/or DMEPOS prior to performing the procedure or service. Benefits can vary; always confirm member coverage.



Provider Orientation Page

The [Provider Orientation](#) page features background information about Highmark, links to tools, and an overview of important resources.

Reimbursement Policy

Highmark Blue Cross Blue Shield of Western New York issues new or updated reimbursement policies regularly. You can check the [Reimbursement Policy page](#) for policy updates and check the PRC homepage for Special Bulletins announcing new policies.

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PROVIDER COMMUNICATIONS

Highmark is committed to keeping you informed by providing timely and pertinent information about our policies and programs. We regularly publish newsletters as part of that commitment to you.

- 1) *Provider News* is Highmark’s informational newsletter for our network health care professionals, facilities, and their office staff – comparable to the *Blue Bulletin*. *Provider News* contains valuable news, information, tips, and reminders about Highmark’s products and services.
- 2) Highmark’s Special Bulletins are issued to inform you of changes to Highmark policies and procedures, updates to the formulary and authorization list, upcoming initiatives, and more. They can be found front and center on the Provider Resource Center.
- 3) Plan Central is the message hub in the center of Highmark’s NaviNet® Plan Central page. Pertinent messaging regarding the workflows within NaviNet is found here.

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Auth Inquiry and Reports
- Authorization Submission
- Case Management Referral and Inquiry
- Claim Status Inquiry
- Claim Investigation Inquiry
- Claim Submission
- Estimate Submission
- Diagnosis Code Inquiry
- Allowance
- Procedure Code Inquiry
- Network Provider Inquiry
- Network Facility Inquiry
- Provider File Management
- AR Management
- BlueExchange® (Out-of-Area)
- Resource Center
- Claims Dashboard
- COB Questionnaire
- Provider Facing Analytics
- Doctor Match Quiz
- UDC Program
- True Performance Lite

Welcome to Plan Central

HEADLINE	AUDIENCE	DATE POSTED

When news items are removed from this page, they will remain on the Plan Central Library page on the Provider Resource Center.

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In the SPOTLIGHT...

- 4) 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. You can sign up for the e-Subscribe distribution list [here](#).



NAVINET

Providers in western New York will use NaviNet to:

- Verify your electronic payment information
- Submit authorizations for coverage
- Access payment vouchers
- Check claims status and submit adjustments

For more detailed instructions on the use of NaviNet, refer to our [NaviNet Guide](#).

If you are not currently registered with NaviNet, please visit navinet.net to register today. Gaining access to NaviNet typically takes 5-7 days after you register.

We look forward to continuing to work together for the communities serviced by Highmark Blue Cross Blue Shield of Western New York.

This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware, and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

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