

# Special Bulletin

For professional and facility providers

December 13, 2023

## Access to PaySpan Ending in April 2024

**Attention Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY) providers:**

Effective **April 30, 2024**, you will no longer have access to Highmark/Health Now Electronic Funds Transfer (EFT) information or Electronic Remittance Advices (ERAs) in PaySpan.

This includes all claims payments with dates of service prior to January 1, 2023 - when we moved from our legacy Health Now systems onto Highmark systems.

Prior to **April 30, 2024**, please download all historical data you would like to retain for your records.

- To view more recent EFTs/ERAs, go to Cash Management in Highmark's provider portal ([Availity®](#) or [NaviNet®](#).)
- For any EFT/ERA older than 180 days, please contact [Provider Service](#).

As a reminder, Highmark is moving to Availity Essentials. That transition will be completed in February 2024. If you do not yet have access to Availity, you may register [HERE](#). For additional information about the transition, please see the Availity section of our Provider Resource Center.

- [Highmark Blue Cross Blue Shield \(WNY\) Provider Resource Center](#)
- [Highmark Blue Shield \(NENY\) Provider Resource Center](#)

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

