NEWS FOR
PROFESSIONAL PROVIDERS ONLY
(HIPAA 837P CLAIM SUBMITTERS)

Posted on 12-09-2019

Attention MA Stars Primary Care Incentive Program Participating Providers

IMPORTANT REMINDER: INCLUDE RENDERING PROVIDER INFORMATION ON ALL CLAIMS

To address potential gaps in care documentation, Highmark reminds providers that all claims must contain the rendering/servicing provider information. This includes $0 CPTII codes submitted via NaviNet® 1500 for the purpose of meeting gap closure requirements.

As communicated previously, effective May 2019 Highmark and the Blue Cross Blue Shield Association require billing providers to report the following rendering/performing provider's information on all claims:

- National Provider Identifier (NPI)
- Provider Taxonomy Code correlating to the contracted specialty when **more than one** rendering/performing provider's NPI is associated with a Highmark-assigned provider number to enable accurate application of the provider's contractual business arrangements with Highmark

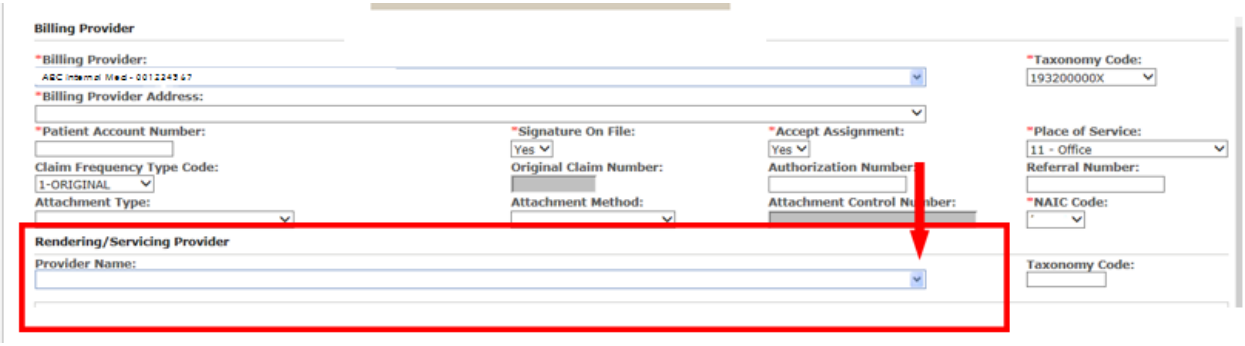
You can verify your practice information or make changes via Provider File Management on NaviNet. This function can be used to update the practice information such as contact information, practitioners affiliated with a location, office hours, age range the practice serves, etc. For more information, see the Highmark Provider Manual, section 3.3, *Reporting Changes in Your Practice.*

Please note that **any claim** – including $0 CPTII codes entered via NaviNet 1500 – submitted on or after May 1, 2019 **that did not list a performing provider should be evaluated for the E6343 rejection**. Please ensure that you have addressed/corrected any E6343 rejected claims with the necessary rendering (for billable claims) / attributed (for CPTII codes only) provider information.

HOW TO ENTER RENDERING/ATTRIBUTED PROVIDER ON NAVINET 1500

When submitting NaviNet 1500 claim submissions, providers must select the provider who performed the service, or a physician within the attributed practice, when applicable.

As shown below, Under Rendering/Servicing Provider, click the arrow to open the pull down menu which displays all providers within the group Blue Cross ID number selected. You will need to select the rendering/attributed provider for any CPTII codes submitted. **If the rendering provider is not listed in the drop down, providers may submit the CPTII code based on a provider within the attributed practice.**



Continued

If you need additional information about submitting claims – including $0 claims with CPTII codes via NaviNet 1500 claim submissions – please contact your Clinical Transformation Consultant or Provider Account Liaison.

Thank you for your participation in the MA Stars Primary Care Incentive Program, for your continued support of Highmark products, programs and services, and most importantly, for the high-quality care you provide for our members.

Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Shield and the Shield symbol are registered service marks of the Blue Cross and Blue Shield Association. Highmark is a registered mark of Highmark Inc. Copyright 2019 Highmark Inc. All rights reserved.