

SPECIAL eBULLETIN

Updated MAY 23, 2019

FOR PROFESSIONAL AND FACILITY

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UPDATE: NEW OPTION FOR SELF-INSURED EMPLOYER GROUPS

This new solution is part of Highmark's growth strategy and aligns with our ongoing efforts to give our employer clients and their employees more flexible and affordable choices in their care and coverage.

This solution is supported by the *Community Blue network (Western PA)* and *Premier Blue Shield network (Central and Northeastern PA)*, and new coverage options are in effect as of May 1, 2019. Therefore, you will begin seeing patients with this coverage option.

Here are some key highlights that providers should be aware of:

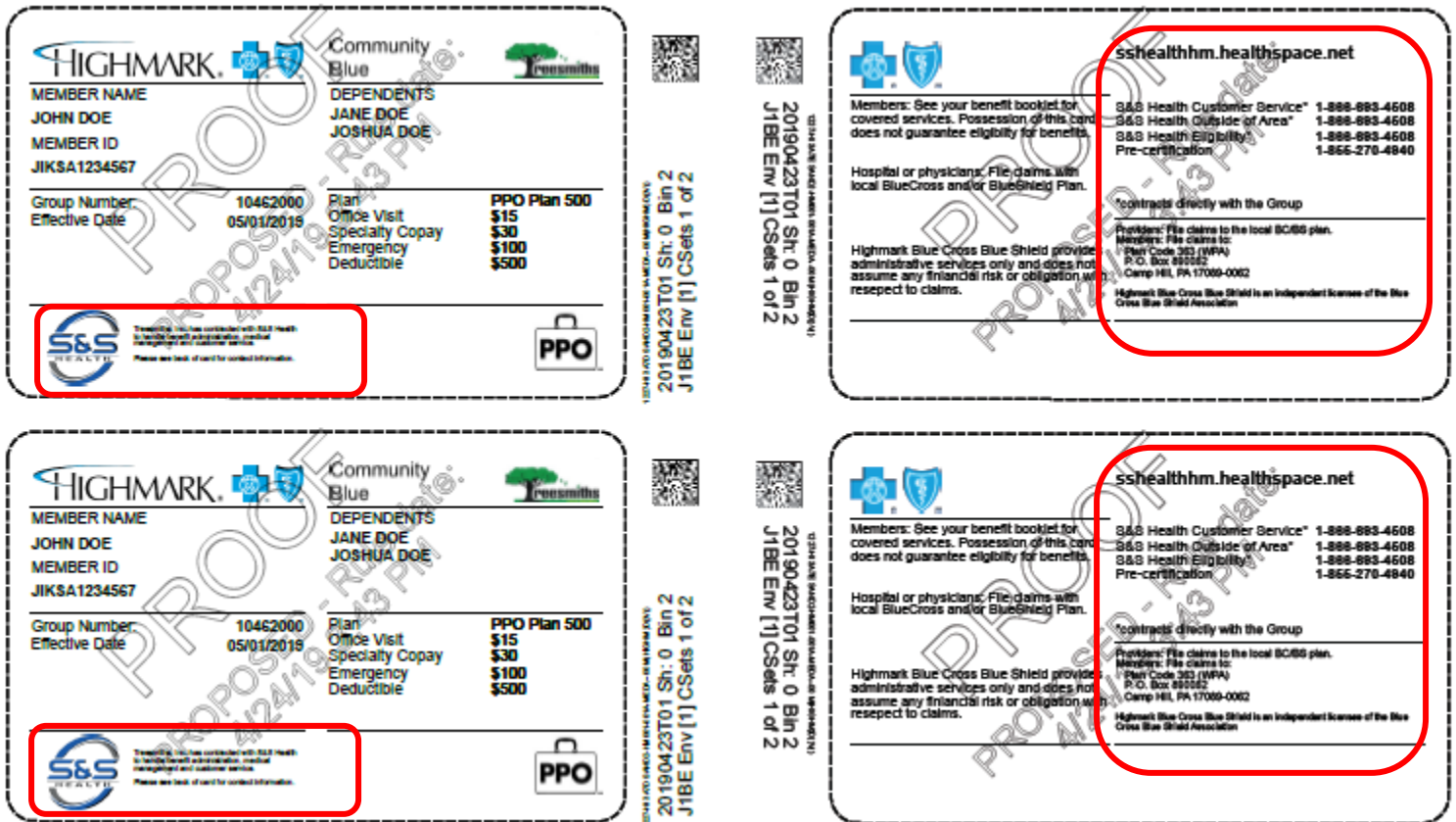
MEMBER ID CARDS

Members can be identified by the plan names and alpha prefixes below:

- JII – Central PA Community Blue Premier Flex PPO
- JII – Central PA Community Blue Premier Flex EPO
- JIJ – Central PA PPO Blue
- JIJ – Central PA EPO Blue
- JIK – Community Blue PPO
- JIK – Community Blue EPO



Below are sample member ID cards:



Member ID cards will include additional contact information for TPAs who handle certain service areas (highlighted in red).

PROVIDER SERVICING ARRANGEMENTS

Provider servicing arrangements for this new option differ from the majority of Highmark's other products in that Highmark/NaviNet® handles some services, and our selected TPAs handle others. **Providers will receive two remittances from Highmark (one for regular business and one related to TPA business).**

The chart below lists which services are handled by Highmark and which are handled by the TPAs.

SERVICE AREA	POINT OF CONTACT
Contracting	Highmark: See Chapter 3.1 of the <i>Highmark Provider Manual</i>
Eligibility Check	TPA: See Member's ID card for contacts
Member/Patient Benefit Details	TPA: See Member's ID card for contacts
Claims Submissions	Highmark/NaviNet: See Chapters 6.1 and 6.2 of the <i>Highmark Provider Manual</i>
Payment	Highmark/NaviNet: See Chapter 7 of the <i>Highmark Provider Manual</i>
Medical Policy	Highmark: See the Provider Resource Center's Medical Policy page at CLAIMS, PAYMENT & REIMBURSEMENT > Medical Policy
Prior Authorizations/Medical Management Programs	TPA: See Member's ID card for contacts
Inquiries/Customer Service	TPA: See Member's ID card for contacts

CONFIRMING NETWORKS & FINDING PARTICIPATING PROVIDERS

Professional providers can view network information for their patients in real time within the Provider File Management tool in NaviNet.

Instructions are available in the Provider Resource Center under **Provider Training > NaviNet Self Service Guides > Confirming Networks in NaviNet.**

Members can find providers who participate via the online provider directory available at <https://www.myproviderconnect.com/> by selecting their plan names.

If you have any questions, please contact your Provider Relations representative or the Provider Service Center. We thank you for your continued support of our members.