

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY

JUNE 10, 2019

## REMINDER: UPDATE HIGHMARK'S FILES WITH YOUR PROMIS<sub>e</sub> ID BEFORE JULY 1, 2019

Providers who render, order, refer, or prescribe items or services to Children's Health Insurance Program (CHIP) members must have an active Provider Reimbursement and Operations Management Information System Identification (PROMIS<sub>e</sub>™ ID) on file with the Commonwealth of Pennsylvania Department of Human Services (DHS) and Highmark for their provider type and for each service location where they see CHIP enrollees.

You must ensure that your information is always up to date and you are enrolled for **all** locations where you provide services.

**Beginning July 1, 2019**, Highmark is required to deny claims if we are unable to match the provider's NPI reported on the claim to a PROMIS<sub>e</sub> enrollment record for the service location where the services were performed.

## REFERRING CHIP MEMBERS TO NON-ENROLLED PROVIDERS WHEN REQUESTING AUTHORIZATION IN NAVINET®

You must select a PROMIS<sub>e</sub> ID-enrolled provider when submitting any authorization requests for referrals in NaviNet.

The following message will be displayed when referring members to non-enrolled PROMIS<sub>e</sub> ID providers.

Member is enrolled in CHIP. No PROMIS<sub>e</sub> ID on file for Referred to Provider/Facility. Please refer to an eligible CHIP provider/facility.

**Referred To Provider:**

① While an authorization request may be approved for medical necessity, such approval does not mean that the service will be processed as an In-Network benefit.

Please enter a provider ID, search for a provider, or select a preferred provider from the dropdown.

Billing Provider:  Preferred Providers

Description:

Service Provider:



## FOR MORE INFORMATION

PROMISe ID enrollment information and applications, both electronic and printable PDF versions, are available on the DHS website at:

<http://www.dhs.pa.gov/provider/promise/enrollmentinformation/CHIPProEnrollInfo/index.htm>

Click on this link for Highmark's CHIP PROMISe ID FAQs:

<https://content.highmarkprc.com/Files/EducationManuals/ProviderManual/TipSheets/hpm-c3u1-pa-chip-promise-faqs.pdf>

For more information about CHIP and PROMISe ID enrollment, please see the following:

- In the *Highmark Provider Manual*, please see the following units:
  - [Chapter 2.3: Other Government Programs](#) -- for detailed information about CHIP.
  - [Chapter 3.1: Network Participation Overview](#) – for more details about PROMISe ID enrollment.
  - [Chapter 6.7: Payment/EOBs/Remittances](#) -- provides information about payment for services to CHIP enrollees.
- The **PROMISe ID Update Request** form can also be accessed on the Provider Resource Center by selecting **FORMS** from the main menu on the left, and then choosing **Provider Information Management Forms** from the submenu. The form will be listed under the **ELECTRONIC FORMS** category.