



NEWS FOR ALL PROVIDER TYPES

## PROVIDER SERVICE EXPERIENCING HIGH CALL VOLUMES TODAY

### **NAVINET<sup>®</sup> IS AVAILABLE TO SERVE YOU**

Winter storm "Pax" has caused Highmark facilities in certain locations to be closed. Therefore, Provider Service is receiving higher-than-normal call volumes today. We are working diligently to answer your calls as quickly as possible, and we apologize for any inconvenience you may experience when attempting to reach a representative.

As a reminder, NaviNet is available and can be used for inquiries, such as claims status, eligibility and benefits, authorizations and more.

Thank you for your patience and understanding during this difficult winter season.