

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

NOVEMBER 2, 2021

ENSURING PROVIDERS KNOW HOW TO IDENTIFY NEW YORK MEMBERS

Starting November 1, Highmark Blue Cross Blue Shield of Western New York and Highmark Blue Shield of Northeastern New York members began gradually moving onto Highmark's systems. We want to ensure all providers in the Highmark network know how to identify our New York members.

There are two ways for a provider to determine whether a member has moved onto Highmark's systems or whether they are still on the "legacy" systems.

1 MEMBER ID CARD

If a member is on the legacy system, their ID card will either have:

- The old BlueCross BlueShield Western New York logo/BlueShield Northeastern New York logo
- The new Highmark Blue Cross Blue Shield of Western New York logo/Highmark Blue Shield Northeastern New York logo but the back of the ID card will be shaded blue.

Here's an example of a Highmark Blue Cross Blue Shield of Western New York member card for a member who is on the legacy system:



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

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For members who have moved onto Highmark's system, their cards will feature the new Highmark logo and both the front and the back of the ID card will be white.

Here's an example of a Highmark Blue Cross Blue Shield of Western New York member card for a member who is on the Highmark system:

ID Card

Check member ID card:
BRAND and BACK



Highmark
system

→

BRAND is
Highmark Blue Cross
Blue Shield of
Western New York

AND

BACK is
white

2 CHECKING IN NAVINET

Other than checking member ID cards, you can also use the Eligibility and Benefits transaction in [NaviNet](#). If your patient search does not return any information, check BlueExchange®.

Workflows for this Plan

Eligibility and Benefits Inquiry

Auth Inquiry and Reports

Authorization Submission

Case Management Referral and Inquiry

Claim Status Inquiry

Claim Investigation Inquiry

Claim Submission

Estimate Submission

Diagnosis Code Inquiry

Allowance

Procedure Code Inquiry

Network Provider Inquiry

Network Facility Inquiry

Provider File Management

AR Management

BlueExchange® (Out-of-Area)

Resource Center

Claims Dashboard

COB Questionnaire

Provider Facing Analytics

Doctor Match Quiz

UDC Program

True Performance Lite