NEWS FOR ALL PROVIDER TYPES

HIGHMARK ADDRESSING INCORRECT BLUECARD® P5173 CLAIMS REJECTION ERROR FOR SCREENING OR PREVENTIVE SERVICES

PLEASE DON'T RESUBMIT IMPACTED CLAIMS; DUPLICATES MAY RESULT IN PROCESSING AND PAYMENT DELAYS

Highmark is aware of a claims rejection error involving select BlueCard claims with 2015 dates of service that is resulting in some providers' claims for screening or preventive services being denied incorrectly. Impacted providers are receiving a P5173 rejection message, which states "In order to process the claim, additional information is required; the claim should be resubmitted with a valid procedure code and an associated ICD-10 diagnosis code."

When this issue was first identified, both BlueCard claims and Highmark "local" claims were impacted. The local claims have since been addressed and paid, as appropriate. However, the impacted BlueCard claims remain outstanding and are being reprocessed.

Highmark is working urgently to address this problem and will notify you via the NaviNet® Plan Central page when the issue has been resolved.

In the meantime, please don't resubmit any of the 2015 BlueCard claims for which you are receiving the P5173 error message, as the impacted claims will be reprocessed and paid as appropriate. Submitting duplicate claims will result in payment delays.

We apologize for this inconvenience and thank you for your patience as we work to resolve this issue. Please watch the Plan Central page for updates.

HIGHMARK®