

News for all provider types

January 8, 2024

Issues Identified: Advanced Imaging Auth Requests and eviCore Listed Incorrectly

Highmark Blue Cross Blue Shield and eviCore are currently in the process of transitioning the management of Advanced Imaging and Cardiology services from eviCore to Highmark Blue Cross Blue Shield for the New York markets, **effective January 1, 2024.**

Issues Identified

We are currently experiencing the following issues:

- **Service Type** – The Highmark Blue Cross Blue Shield system is currently not accepting certain Service Types. **Important:** *When selecting a Service Type for Advanced Imaging authorization submissions, please select “**Diagnostic Medical.**”* This will ensure that your authorization request is processed correctly.
- **eviCore Listed on Members’ Benefits** – When checking members’ benefits, eviCore may still be listed as managing Advanced Imaging and Cardiology. This is incorrect. **All requests should be submitted to Highmark Blue Cross Blue Shield.** We are currently working diligently to resolve this issue.

We apologize for any inconvenience these issues may cause.

Please watch the provider portal for further updates.

For a comprehensive list of Advanced Imaging and Cardiology services that may require prior authorization, please see the [Prior Authorization List](#) posted on the [Provider Resource Center](#).

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to “Highmark” in this document are references to the Highmark company that is providing the member’s health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

