

Special Bulletin

For professional and facility providers

July 13, 2023

Submission of Claims Older Than January 1, 2023

As Highmark Blue Cross Blue Shield of Western New York (BCBSWNY) completes its transition to Highmark systems, we will be retiring the use of our existing internal claim adjudication system. This will not affect how you submit claims to us.

What This Means for You

Highmark BCBSWNY asks that providers submit all outstanding claims and claim adjustments¹ with **dates of service prior to January 1, 2023, to us by October 1, 2023**. While most claims may be submitted within 365 days from the date of service,* this will help us process claims older than January 1, 2023, more quickly during this transition period.

NOTE: Eligible claims submitted **after** October 1, 2023, will still be processed according to timely filing guidelines.² Claims submitted outside these guidelines could result in denials.

Claims for all Highmark members should continue to be submitted electronically through Administrative Services of Kansas, Inc. (ASK).

Paper claims can be mailed to: PO Box 4208, Buffalo, NY 14240-0080.

References

¹For more information on claim adjustments, see the [Highmark Provider Manual](#), Chapter 6, Unit 2, "Submitting Claims (NY Only)."

²Timely filing does not apply to Early Intervention Providers, Workers Compensation, and VA Hospital and Providers. For more information regarding Timely Filing, see the [Highmark Provider Manual](#), Chapter 6, Unit 1, "Timely Filing Requirements."

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