

# INFORMATION FOR NEPA PROVIDERS

## Highmark Communication Vehicles

October 2015

Highmark uses many communication vehicles to communicate with our providers. This document provides information on each of these types of communication.

Throughout our various communications you will see the following icons to help you in determining which providers may be impacted by the new information.



News for All Providers



News for Professional Providers



News for Facility Providers

You may see these icons on our online messages or in our provider manuals.

## HIGHMARK'S VARIOUS FORMS OF COMMUNICATION

### PROVIDER NEWS

*Provider News* is a newsletter for participating providers and contains news, information, tips and reminders related to our network-based products. The newsletter, available under *Publications and Mailings* on the Provider Resource Center (PRC), also features news about important Highmark initiatives and programs for our members. Institutional and ancillary providers also benefit from this newsletter. *Provider News* is published bi-monthly.



### welcome TO PLAN CENTRAL!

### PLAN CENTRAL MESSAGES

Plan Central serves as the primary "bulletin board" for provider messaging. Messages are posted in three categories by provider type, using the icons above. These news items are posted on Highmark's NaviNet® Plan Central page on the dates indicated. News items are featured on Plan Central for a minimum of five days and, upon their initial posting date, also are added to the Plan Central Library. Despite eventually being removed from Plan Central, the messages may remain relevant and will be maintained on the Plan Central Library for your future reference. You can access the library on the NaviNet Provider Resource Center's Today's Messages page.

## TODAY'S MESSAGES

Today's Messages are typically related to updates to the PRC. These types of messages often announce new content that has been added or revisions to documents on the PRC. These news items are posted on Highmark's PRC page on the dates indicated. News items are featured on the PRC for a minimum of five days and, upon their initial posting date, also are added to the Today's Messages Library, which is accessible on the Today's Messages page. Despite eventually being removed from the PRC, the messages may remain relevant and will be maintained on the Today's Messages library for your future reference.

   
What's this?

**TODAY'S MESSAGES**

## SPECIAL BULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

### SPECIAL BULLETINS

Special Bulletins are intended to be a companion to Highmark's regularly scheduled periodicals such as *Provider News* or *Medical Policy Update*. Special Bulletins may be mailed to all network providers or targeted to specific provider types or regions, as noted. At times, Special eBulletins, which are electronic only, may be posted on the Resource Center's Special Bulletins & Mailings page instead of paper Special Bulletins being mailed to providers to communicate news. However, all relevant bulletins, both paper and electronic, are archived under Special Bulletins & Mailings for future reference.

## MEDICAL POLICY UPDATE

*Medical Policy Update* is a monthly newsletter for most health care professionals (and office staff) and facilities who participate in our networks and submit claims to Highmark using the 837P HIPAA transaction or the CMS 1500 form, or the 837I HIPAA transaction. *Medical Policy Update* focuses only on medical policy and claims administration updates, including coding guidelines and procedure code revisions, and is the sole source for this information.



## CLINICAL VIEWS

### CLINICAL VIEWS

*Clinical Views* is a journal for physicians and their clinical staff, featuring clinical expertise from our network physicians as well as information on Highmark's clinical/quality initiatives, condition management, prescription drug news and more. *Clinical Views* is available under *Publications and Mailings* on the PRC.

## IN CASE YOU MISSED IT...

We send this quick summary of recent communications that we've either posted online or mailed every two weeks. This biweekly email is distributed to providers currently enrolled in e-Subscribe. To enroll, visit the *e-Subscribe* link on the PRC.



**IN CASE YOU MISSED IT...**

A BIWEEKLY RECAP OF IMPORTANT NEWS FOR PROVIDERS