



provider bulletin

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Newsletter Excerpt

Checking the Status of Credentialing Applications

Effective Nov. 9, 2015, Highmark Blue Cross Blue Shield is committed to informing you of any changes that affect your practice. Practitioners who are applying to the Highmark networks have a right to be informed of the status of their credentialing/recredentialing applications, review information submitted in support of their credentialing application, be notified of information received from primary sources that varies substantially from that provided by the practitioner, and to correct erroneous information.

Beginning Nov. 9, 2015, the status of credentialing applications can be verified via NaviNet or by calling our toll-free provider line.

To check the status of your credentialing application via Highmark NaviNet:

- Log in to Highmark Blue Shield's NaviNet.
- Select **Go**.
- Select **Provider File Management** from the Highmark Blue Shield menu.
- Select **Review Credentialing Status**.
- Select **Provider**.
- Select **Group** (if more than one group is listed in the dropdown).
- Select **Expand All** to view detail on Credentialing Status.

To check the status of your credentialing application via the toll-free provider line:

While NaviNet is the preferred method to check credentialing application status, providers who are not NaviNet enabled may call our toll-free provider line at **1-866-763-3224**, option 4.

How to review application information

If the practitioner would like to review information Highmark receives from outside sources, please specify which information is to be reviewed and fax the request over to Provider Information Management at **1-800-236-5907**.

Right to revise inaccurate information

A Highmark Credentialing Department representative will contact the physician in writing or by telephone in cases where information received from other sources varies substantially from that provided by the practitioner to the extent that it would jeopardize the physician's admission to the network. When notifying the practitioner about the conflicting information, the representative will include instructions on how to revise the information.

If you are interested in signing up for Highmark's NaviNet, please contact your Provider Relations consultant.