



provider bulletin

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Newsletter Excerpt

Utilize Highmark Blue Shield NaviNet

As of Jan. 1, 2016, information about patients that have transitioned to a Highmark health plan is available on HBS NaviNet. Transactions include Eligibility & Benefits, Authorization Submissions, Claim Submission, Provider File Management, Claims Dashboard, AR Management and much more. For patients who have not transitioned, you should continue to access information on Blue Cross NEPA/FPH NaviNet. To determine if a specific patient has transitioned to a Highmark plan, verify the alpha prefix on the patient's ID card to the Plan & Alpha Prefix Guide that was included in the December 2015 *Provider Bulletin* and repeated again in this issue.

Here are some important notes for users accessing HBS for the first time:

- In order to ensure seamless access to the functionality on NaviNet for HBS, you will need to update your computers' trusted site settings. This only takes a few minutes to complete. Click [HERE](#) for the easy step-by-step guide.
- The HBS offering on NaviNet has many features and transactions. Please review the HBS user guides and FAQs found under the NaviNet Help tab to learn more about what's offered.
- If they have not already done so, Security Officers or their designees must register their office for HBS Electronic Fund Transfer (EFT). Registration can be done via HBS NaviNet using the *EFT Attestation and Registration* transaction. A step-by-step guide is available under the NaviNet Help tab after selecting Highmark Blue Shield.
- The NaviNet Help tab and the Provider Resource Center should be your first points of contact for online training and reference materials.
- To access *Online Provider Training*, under *Workflows for this Plan*, click on the Resource Center transaction. The *New Office Orientation Program* modules cover the information that an office staff member or practice needs to know about Highmark, such as NaviNet training tips, the EFT Attestation and Registration Guide and Physical Medicine Provider Pathways.
- To access a guide for professional and facility providers that details the requirements of the Physical Medicine Management Program, select *Clinical Reference Materials* on the Resource Center.