



# provider bulletin

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Newsletter Excerpt

## Electronic Claims Submission

As you know, Blue Cross of Northeastern Pennsylvania (BCNEPA) is now Highmark Blue Cross Blue Shield. Highmark places a high priority on electronic claims filing and the electronic exchange of information, which is more efficient and cost effective than conventional means and beneficial to health care professionals, members and insurers.

### EDI Submissions

We want to remind you that as current BCNEPA members renew their individual and group contracts for 2016 health care coverage they will be transitioning to Highmark health plans and receiving new Highmark-branded ID cards. Claims and inquiries for these former BCNEPA members should be submitted using the Central Region/Highmark Blue Shield Provider Resource Center:

- Go to [www.highmarkblueshield.com](http://www.highmarkblueshield.com).
- Click on **Provider Resource Center**.
- Select **Electronic Data Interchange (EDI) Services**.

Please note that some of your patients may be staying in BCNEPA health plans through 2016 (and, with claims runout, possibly into 2017). Therefore, you should continue to submit claims for these members via BCNEPA's EDI.

#### To summarize:

- BCNEPA members who have transitioned to Highmark will have a Highmark ID card.
- BCNEPA members who have not yet transitioned will continue to have a BCNEPA ID card.

### Misrouted/Rejected Claims

If you do submit a claim to the wrong entity, the claim rejection will read one of the following:

- A8/33 - Subscriber and subscriber ID not found
- A8/116 - Claim submitted to incorrect payer

You should then use NaviNet® to confirm the member's correct coverage entity (BCNEPA, Highmark or another carrier) and resubmit the claim, as appropriate.

## Electronic Remittance Advice (ERA)

Effective Sept. 1, 2015, the ERA form will be removed from BCNEPA's provider website. All new Highmark electronic remittance advice (835) requests for 2016 coverage need to be submitted using the Central Region/Highmark Blue Shield Provider Resource Center:

- Go to [www.highmarkblueshield.com](http://www.highmarkblueshield.com).
- Click on **Provider Resource Center**.
- Select **Electronic Data Interchange (EDI) Services**.

Requests for changes for existing BCNEPA ERA providers or for cancellation of an ERA for an existing BCNEPA provider need to be emailed to [ProviderERA@bcnepa.com](mailto:ProviderERA@bcnepa.com).

- For a **change** request (routing to a different clearinghouse), indicate "Change Request" in the email's subject line.
- For a **cancel** request (elimination of the generation of the ERA), indicate "Cancel Request" in the email's subject line. Once a cancel request has been received and processed, the ERA cannot be reestablished on the BCNEPA side.

The following information **MUST** be included in the body of the email. If any of these elements are not included, the request will be denied back to the provider:

- Entity or provider name
- Tax ID number (group, facility or solo practitioner)
- NPI (group, facility or solo practitioner)
- Line of business (First Priority Health®, First Priority Life Insurance Company® or both)
- Current routing location: clearinghouse name, Guthrie or NaviNet
- New routing location (required for changes **ONLY**): NaviNet, Emdeon, Relay Health, SSI, PNC, HDX, Practice Insight, Guthrie or PCC

Providers who are not currently using Highmark's EDI site can find information and instructions on the Central Region/Highmark Blue Shield Provider Resource Center:

- Go to [www.highmarkblueshield.com](http://www.highmarkblueshield.com).
- Click on **Provider Resource Center**.
- Select **Electronic Data Interchange (EDI) Services**.

Please share this information with any billing vendors and/or clearinghouses that you use to ensure they are aware and will be prepared for the transition to Highmark's EDI.

Our goal is to ensure a smooth transition for you and your patients. In the next few months, you will be receiving more information. In the interim, if you have any questions, please call **Highmark EDI** at **1-800-992-0246**, or contact your Provider Relations consultant.