

## TODAY'S MESSAGE

### NEW PROVIDER TRAINING WEBINARS

Highmark is pleased to announce several new online training webinars, designed specifically to meet the needs of our valued professional providers. The following webinars are now available:

**Claims Dashboard.** This webinar walks you through the Claims Dashboard feature on NaviNet®. Claims Dashboard is a tool that you and your staff can use to check the “age” of claims you have submitted to Highmark. It gives you the ability to check on the status of claims that are aging 30 days or more.

**Credentialing.** This webinar outlines Highmark’s Credentialing Criteria. It provides a complete overview of how the credentialing and recredentialing process works and what it means to become a participating provider with all of Highmark’s networks.

**Pathways Reports for Physical Medicine Providers.** This webinar gives you an overview of the reports available to Physical Medicine Providers. You will learn how to interpret your Pathways reports and what your score means to your office. The webinar also includes tips and education on how to increase your overall Pathways scores and better understand the scoring criteria.

Upon registration, you will receive an email with step-by-step instructions on how to join the webinar. A follow-up survey will be sent to you within two weeks after completing the webinar.

### COMING SOON!

**Assignment Accounts.** This webinar gives you and your staff a total overview on how to establish a vendor number with Highmark. You’ll see a “nuts and bolts” review of how to set up a billing number, which is known as an assignment account.

**NIA Privileging.** This webinar gives you complete information on how providers become privileged with National Imaging Associates (NIA) to perform radiology services for Highmark members. It outlines all of the criteria and directs you to the necessary links on NaviNet that show you how to complete a Privileging Application. Please note that at the present time, privileging requirements for NEPA-region providers are limited to Freedom Blue PPO.

**Secondary/Two Provider Billing.** This webinar helps you and your staff to better understand the secondary claims submission process on NaviNet. It walks you through the process of submitting a secondary claim using NaviNet.

We encourage providers and their staffs to register for these training opportunities.