

# Special Bulletin

For professional and facility providers

February 3, 2023

## Update: Reprocessing Effort for July BlueCard Plan Claims Continues

As [previously communicated](#), a number of BlueCard claims submitted to Highmark between July 1 and July 19, 2022, were incorrectly processed as out-of-network.

Highmark continues to work with the Blue Plans who served as the Home Plans to reprocess these claims. Due to the volume of claims impacted, this has taken longer than anticipated and Highmark continues the effort to reprocess the affected claims as quickly as possible.

**We believe that we will complete this process for most of the claims by the end of March, but it may take until the end of the second quarter to ensure we have addressed all the impacted claims.**

No action is needed on your part. Please do not resubmit your claim or submit a Claim Status Inquiry in [NaviNet](#)<sup>®</sup> for an affected claim. We are working as quickly as possible to reprocess the affected claims and submitting an inquiry may only delay that process.

Also, please do not accept member payments for an affected claim. If you have already received payment from a Highmark member, please return that payment to the member.

### Learn More

If you have additional questions, please contact the Provider Service Center at **866-731-8080**.

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