

# Joining the Highmark Southeastern Pennsylvania (SEPA) Medicare Advantage Network

## Provider FAQ

Revised March 2024

### Overview

**Q1: When will the Highmark Medicare Advantage network be available in Southeastern Pennsylvania?**

A1: The Highmark Medicare Advantage (MA) network will be available in Southeastern Pennsylvania (SEPA) on **January 1, 2025**.

**Q2: Can I participate in the Highmark SEPA Medicare Advantage network? What if I already participate in another Blue Cross Blue Shield Association plan?**

A2: **After January 1, 2025, you must be contracted with us directly to be in-network for all Highmark MA members and avoid disruption for your patients and your practice.** If you are eligible to participate in the Highmark SEPA MA network, you should have received an updated contract or other outreach via email from [PIMContracts@highmark.com](mailto:PIMContracts@highmark.com) notifying you that you will be added to the SEPA MA network effective January 1, 2025.

We encourage you to sign and return your contract as soon as possible since **you will not be added to the MA network until we receive the signed document.**

Signed contracts can be sent using the [Contract Upload Form](#) on the [Provider Resource Center \(PRC\)](#). If you have questions regarding this process, please contact us at [SEPAContractingQuestions@highmark.com](mailto:SEPAContractingQuestions@highmark.com) or **1-844-945-5525**.

**Q3: How will I know if I'm participating with the Highmark SEPA MA network?**

A3: If you are already contracted with Highmark, you will receive an updated contract notifying you that the SEPA MA network will be added to your list of participating networks effective January 1, 2025. **You will need to sign the signature page and send it back to us** using the [Contract Upload Form](#) on the [Provider Resource Center \(PRC\)](#).

If you have questions regarding this process or joining our MA network, please contact us at [SEPAContractingQuestions@highmark.com](mailto:SEPAContractingQuestions@highmark.com) or **1-844-945-5525**.

**Q4: Who can participate in the Highmark SEPA Medicare Advantage network? What are the requirements?**

A4: Any provider who meets our credentialing requirements is eligible to participate in the Highmark SEPA MA network. You can review our network participation and credentialing requirements in the Provider Manual located on the [Provider Resource Center \(PRC\)](#) > [Education/Manuals](#) > [Provider Manual](#) > [Chapter 3 – Provider Network Participation](#).

For a list of eligible contracted provider types, please review [Highmark Medical Policy Z-27](#) on the PRC.

**Q5: What steps do I need to take to participate in the Highmark SEPA MA network?**

A5: To ensure you don't miss out, get started today:

- Visit [hbs.highmarkprc.com](https://hbs.highmarkprc.com)
- Select **CREDENTIALING** in the left-hand menu.
- Click on **Professional Initial Credentialing Set Up**
- Select the **initial credentialing request form** link on the page and fill out/submit the form\*
- Once your credentialing is approved, a contract will automatically be generated and sent to you.

\*You will need a CAQH (Council for Affordable Quality Healthcare) ID to complete the request; please go to the [CAQH Provider Data Portal](#) to create or update your profile, attest and authorize Highmark to view your application.

Please [click here](#) to review how to update your CAQH profile and our credentialing requirements, including the initial credentialing request form on the PRC.

**Q6: If I already participate in Highmark commercial networks (for SEPA or other markets), will I be able to participate in the Highmark SEPA MA network?**

A6: **After January 1, 2025, you must be contracted with us directly to be in-network for all Highmark MA members and avoid disruption for your patients and your practice.** If you are already contracted with Highmark and are eligible to participate in the SEPA MA network, you should have received a separate contract notifying you of your participation in the SEPA MA network effective January 1, 2025.

**This contract must be signed and returned to us.** You must sign your contract and return it to us by using the [Contract Upload Form](#) on the [Provider Resource Center \(PRC\)](#). If you have questions regarding this process, please contact us at [SEPAContractingQuestions@highmark.com](mailto:SEPAContractingQuestions@highmark.com) or **1-844-945-5525**.

**Q7: Where can I get more information about Highmark's credentialing process?**

A7: You can get more information about our credentialing at Highmark on the [Provider Resource Center \(PRC\) Credentialing page](#) or contact us at [SEPAContractingQuestions@highmark.com](mailto:SEPAContractingQuestions@highmark.com) or **1-844-945-5525**.

## Medicare Advantage Billing and Reimbursement

**Q1: What can I expect to be reimbursed for Medicare Advantage services?**

A1: For our Medicare Advantage product reimbursement, Highmark utilizes the CMS rate per the CMS Physician Fee Schedule. Pennsylvania has two regional CMS fee schedules in which one is specific to the 5-county Southeastern Pennsylvania region. Highmark will reimburse at the 5-county region CMS regional fee schedule. You can review the CMS physical fee schedules [here](#).

Highmark follows the CMS fee service for services rendered to MA members. Reimbursement, including member cost-sharing, will be determined by the member's eligibility of benefits and Highmark Medical Policy. For a list of eligible contracted provider types, please review [Highmark Medical Policy Z-27](#) on the PRC.

**Q2: What can I expect to be reimbursed for PT/OT/ST/Chiro if I signed a Medicare Advantage Agreement for those services?**

A2: For our Medicare Advantage product reimbursement, Highmark utilizes the CMS rate per the CMS Physician Fee Schedule. Pennsylvania has two regional CMS fee schedules in which one is specific to the 5-county Southeastern Pennsylvania region. Highmark will reimburse at the 5-county region CMS regional fee schedule. You can review the CMS physical fee schedules [here](#).

If your contract contains specific reimbursement language related to Physical, Occupational, Speech and Chiropractic Therapy services, that methodology will apply. If it does not, reimbursements will apply as outlined above.

Reimbursement, including member cost sharing, will be determined in accordance with the eligibility of member benefits and Highmark Medical Policy. For a list of eligible contracted provider types, please review [Highmark Medical Policy Z-27](#) on the PRC.

If you have additional questions, please contact us at [SEPAContractingQuestions@highmark.com](mailto:SEPAContractingQuestions@highmark.com) or 1-844-945-5525.

**Q3: Does Highmark allow pediatricians to participate in Medicare Advantage networks?**

A2: Highmark does have provisions to allow pediatric age members to participate in Medicare Advantage; therefore, we allow pediatricians to participate in our MA networks.

The following entities serve central and southeastern Pennsylvania and are independent licensees of the Blue Cross Blue Shield Association: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

