

# NEW PROVIDER MANUAL

## For Highmark Delaware Professional Providers

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) is dedicated to delivering the highest level of support to our network providers. We are currently extending this support by combining the Highmark Delaware Provider Manual with the Highmark Blue Shield Office Manual.

This combined Manual has new and/or expanded information and adds to the many resources regarding Highmark Delaware's policies, procedures and processes available to our providers. You can access the link for the Highmark Blue Shield Office Manual on the Resource Center under [Administrative Reference Materials](#).

The list below represents a few of the updates that Delaware providers and office staff can look forward to in the combined Manual.

### HIGHLIGHTS OF THE NEW PROVIDER MANUAL

- Appeals
- Claim Submissions
- Communications Resources
- Medical Policy
- NaviNet Enhancements
- Policies and Procedures
- Product Information
- Authorization Requirements
- And much more!

We hope that you will find the new Highmark Blue Shield Office Manual an effective tool for your practice – we created it with the intention of maintaining our high standards for effective communication resources. The Web-based functionality of the Manual offers consistent, comprehensive and up-to-date information, and the ability to efficiently research all Highmark and Highmark Delaware plans in the same place – which frees your time for other responsibilities.

Our dedication to provide you with quality electronic communications is just one example of our commitment to personally serve the needs of our network providers.

If you have any questions, please contact your Highmark Delaware Provider Relations Specialist.

