

HOT TOPIC

TEMPORARY EXTENSION OF COMMERCIAL PROVIDER SERVICE HOURS OF OPERATION BEGINS JUNE 5, 2017

PROVIDER SERVICE LINE TO BE OPEN ADDITIONAL HOURS

Highmark is pleased to announce that we are extending our Provider Service hours for a limited time in order to better serve you. Effective Monday, June 5, 2017, Highmark's Provider Service hours of operation will be 7 a.m. to 6 p.m. EST. We're making this change to help you avoid long wait times when you're calling Provider Service to speak to a representative.

Note: This change does not apply to Medicare supplemental products. The Provider Service hours of operation for these programs are 8 a.m. to 5 p.m. EST.

Remember, you can use NaviNet® or the appropriate HIPAA electronic transactions to determine if a service is covered and if any associated member cost sharing applies. NaviNet is available for Real-Time inquiries related to eligibility, claims, and authorizations.

The self-service options are always available on the Provider Service telephone line if you need assistance.