

HOT TOPIC

PROVIDER SERVICE TO RESUME NORMAL OPERATING HOURS FRIDAY, JUNE 9, 2017

Highmark Delaware's Provider Service will return to their regular business hours of 8 a.m. to 5 p.m. EST, effective Friday, June 9, 2017. As of June 9, 2017, you should no longer experience delays when you're calling Provider Service to speak to a representative.

NaviNet® or the appropriate HIPAA electronic transactions are also available to help you determine if a service is covered and if any associated member cost sharing applies. You can access NaviNet 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 further assistance.

Thank you for your patience over the last few days.