

HOT TOPIC

ALERT: LONGER WAIT TIMES MAY BE EXPERIENCED WHEN CALLING HIGHMARK'S PROVIDER SERVICE

NAVINET AND PROVIDER SERVICE TELEPHONE SELF-SERVICE OPTIONS ARE AVAILABLE TO SERVE YOU

If you're calling Highmark's Provider Service to speak to a representative, you may experience unexpectedly long wait times. We are working diligently to answer your calls as quickly as possible, and we apologize for any inconvenience this may cause you as you attempt to reach a representative.

To avoid delays, we recommend that you use NaviNet® for the self-service functionality and communication resources it provides. NaviNet or the appropriate HIPAA electronic transactions will help you determine if services are covered and if any associated member cost sharing applies. You can use NaviNet for Real-Time inquiries related to eligibility, claims, and authorizations.

If you require more detailed assistance, please use the self-service functions that are available on the Provider Service telephone line.