

TODAY'S MESSAGE

PROVIDER SERVICE TELEPHONE LINES: NEW SELF-SERVICE PROMPTS BEING ROLLED OUT

TRANSITION WILL BE COMPLETED BY END OF OCTOBER 2015!

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) recently announced new self-service prompts would be added to its existing Provider Service telephone lines. Roll out of this innovative Provider Service telephone system will be completed by end of October 2015.

As always NaviNet® should be your first resource for the self-service functionality and communication resources it provides. However, when you do require more detailed assistance the Provider Service telephone lines will begin offering expanded functionality to better serve you.

Before we discuss the NEW prompt functionality let's review the rollout strategy. Highmark Delaware understands the critical role the Provider Service telephone lines play in your daily work routine. Therefore, in an effort to fully service you, our valued network providers, Highmark Delaware is rolling out the telephone upgrade in specific call areas through the end of October.

As your specific call area is selected, for the new self-service phone line prompts, you'll note new messaging during your call. Simply listen to the prompt offerings, verbally say or press the option into your telephone dial pad, and you'll be successfully connected. Once you've reviewed the new prompts a few times, perhaps in one call since there are no limits on the number of member self-service inquiries you can make in one call, you'll be a pro!

Here's how the new self-service voice prompts work:

- Select, by verbally saying or entering the self-service option on your telephone's key pad, for:
 - NPI number: This is the NPI number for which you are making the inquiry.
 - Member's identification (ID) number: This number is located on the member ID card or Explanation of Payment (EOP).
 - Patient's date of birth: This can be located or confirmed via NaviNet.
- Then, from Main Menu –
 - Again select, by verbally saying or entering the self-service option on your telephone's key pad, for: Eligibility (1), Benefits (2), Claims (3), or Authorizations (4).

Highmark Delaware is obviously enthusiastic about the new self-service automated options which, we feel, may afford your practice or facility time and resource savings. Additionally, existing Provider Service telephone numbers are **NOT** changing! You'll continue to call: 1-800-346-6262.

Let's review some of the features and self-service automated prompt offerings:

- Experienced callers can '**barge-in**' in on newly added prompts affording efficient, timely servicing. (Initially you'll need to review the full prompt options; however, once familiar you'll simply make correct prompt selection(s).)

- Self-servicing occurs in an automated manner without assistance of Customer Service Representatives, with **24/7 availability** to backend transactions including: eligibility, benefits and claims information. The requested responses can then be spoken and/or faxed back to you. (Exceptions will occur during system maintenance timeframes. You'll be notified of these dates via broadcast messages.)
- And, again, there are **no limits** on the number of member self-service inquiries you can request in one call!

Change is good, especially when it provides enhanced quality, resulting in time and resource savings affording easy navigation. Therefore, we're asking for your patience when initially using the Provider Service telephone lines. We think, once you try the new prompt selections you'll realize the significant benefits they'll afford your practice or facility.