

PROVIDER RESOURCE CENTER REDESIGN

Welcome to the new PRC. The fresh, new look for our online Provider Resource Center (PRC) — your one-stop source for provider manuals, medical policy, and all the information you need about doing business with Highmark.

Please use one of the following browsers to view the *new* Highmark Provider Resource Center: I.E. 11+, Chrome 56+, Firefox 51+ and Safari 10+.

The site is completely responsive and accessible using the following operating systems: iOS10+ and Android 4.4+.

NEW FEATURES

Much of the information you will need is conveniently located on the homepage. Shortcuts on the homepage are listed below:

Message Center

When you login to the PRC you may notice an alert at the top of the page, sometimes with an arrow option to view more messages. Once you read the message or click on a link in the message, you may use the “X” button to remove it from the top of the page.



In the top right corner of the site you will notice a small image of a bell next to the words “Message Center,” shown below. This tool serves up notifications to keep you up-to-date with the latest information. If you accidentally “X” out a message you want to view, you can review the message in the Message Center.



Advanced Search

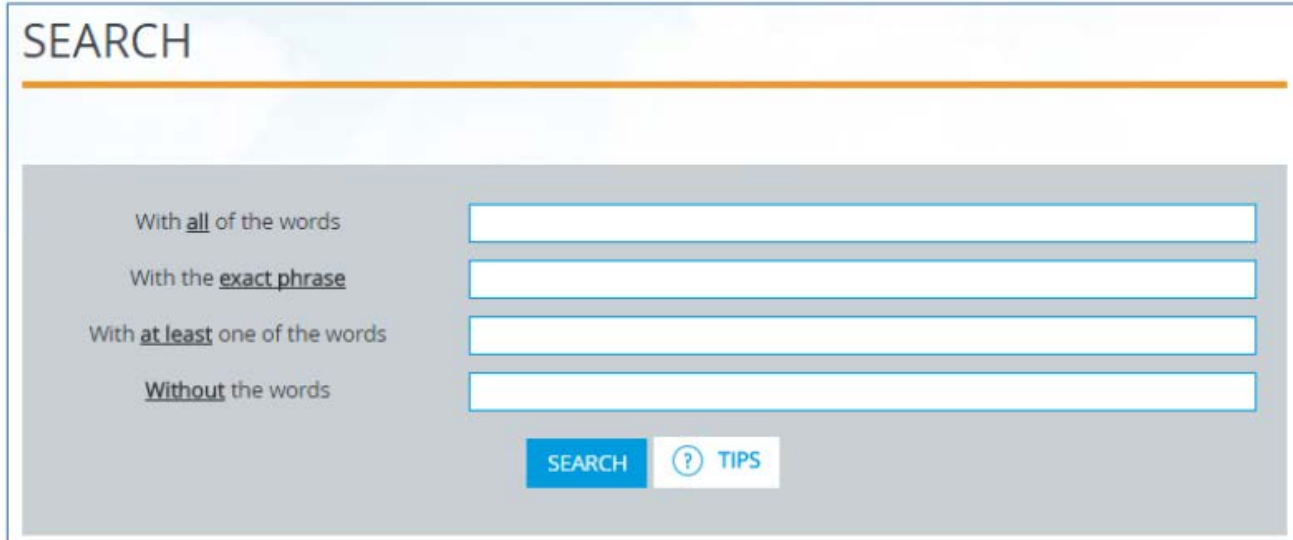
When performing a SEARCH on the new site, you will notice a question mark icon at the right of the Search Bar. Clicking this icon will take you immediately to the “Advanced Search” page, or you can perform a search without it and have the option to use it from the results.



There are several advantages to using the advanced page, below is an explanation for your better understanding. As you will see, you don’t have to use quotation marks, the plus sign or minus sign as you do in some searches, our page is very user friendly and easy to use!

The "Advanced Search" option provides four ways to narrow your search. You can use one, two, three or all four search parameters to drilldown to your desired results.

Below you can see how the options will appear.



The screenshot shows a search interface with the word "SEARCH" in large letters at the top left. Below it is a horizontal orange line. The main search area has a light gray background and contains four input fields stacked vertically. Each field is preceded by a label: "With all of the words", "With the exact phrase", "With at least one of the words", and "Without the words". At the bottom of the search area, there are two buttons: a blue "SEARCH" button and a white button with a question mark icon and the text "TIPS".

To use several keywords select the first field "With all of the words," and type the words you would like to return in the search. The results that populate will only be those that include ALL of the keywords you selected.

If there is a particular phrase you are looking for, enter it in the second field labeled "With the exact phrase." Only results with that EXACT phrase will populate. You can use this in conjunction with another search field or by itself.

The third field is great to use if you are not sure exactly what the keyword search should be. Enter several keywords you think may be helpful in the third field labeled "With at least one of the words." Results with ANY of the chosen keywords will return. You can use this in conjunction with another search field or by itself.

In the fourth field you can enter words you do not want to include in the search. For example, if you are searching "claims" in the first field "With All the words," but do not want any special bulletins to return, you would type "special bulletins" in the fourth field labeled "Without the words." This allows you to ELIMINATE additional results that would not be helpful to your search. This field is best used in conjunction with another search field.

Center Bulletin

In the center of your homepage, shown in the image below within the yellow border, the latest news bulletins and other important messages will be on display. You can click on the side-scroll arrows to view additional banners.

The screenshot shows the Highmark Delaware Provider Resource Center homepage. A yellow border highlights the main content area, which includes a "New Site Tutorial Available!" banner, a "Read now..." link, and a "PROVIDER RESOURCE CENTER" header. Below the header is a navigation menu with options like "MANUALS", "MEDICAL POLICY SEARCH", and "PHARMACY POLICY SEARCH". The main content area features a "Provider News Issue 1, 2017" section with a "PROVIDER NEWS" link and a "HOT TOPICS" section with a "READ" link. The bottom of the page has a blue navigation bar with "SPECIAL BULLETINS", "CARE MANAGEMENT PROGRAMS", and "VALUE-BASED PROGRAMS" links.

Hot Topics

The latest information regarding medical policy, pharmacy policy, and other provider resources will be displayed in the “Hot Topics” section, shown below in red.

This screenshot is identical to the one above, but with a red border highlighting the "HOT TOPICS" section. This section contains three items: "UPDATE: SOME SYSTEM UPGRADES DELAYED" with a "DELETED" link, "Changes To The Highmark Drug Formulary" with a "READ" link, and "MEDICAL POLICY UPDATE: A monthly newsletter focusing only on medical policy and claims administration updates" with a "VIEW MPU PAGE" link.

Additional Quick Links

Along the bottom of the homepage bulletin, you will notice three boxes. These boxes lead to some of the most common and pertinent information for providers on the site. The additional quick links are surrounded in purple in the image below.

The screenshot shows a homepage bulletin with several key sections:

- Left Navigation Menu:** A vertical list of blue buttons with white icons and text, each followed by a plus sign. The items are: CARE MANAGEMENT PROGRAMS, CLAIMS, PAYMENT & REIMBURSEMENT, CREDENTIALING, EDUCATION/MANUALS, FORMS, INTER-PLAN PROGRAMS, NEWSLETTERS/NOTICES, PHARMACY PROGRAM/FORMULARIES, and VALUE-BASED REIMBURSEMENT PROGRAMS. A red arrow points to the bottom of this menu.
- 2018 Formulary Update!:** A central banner with a blue background and white text that reads "DO ANY OF YOUR PATIENTS NEED NEW PRESCRIPTIONS?". Below the text is an illustration of two healthcare professionals and a magnifying glass over a pill icon. A "Read more..." link is positioned above the banner.
- HOT TOPICS:** A right-hand column with three items, each featuring a blue pill icon (Rx) and a "READ" link with a right-pointing arrow. The items are: "Effective March 8, 2018: Short And Long Acting Opioid Management Measures Implemented", "First Quarter 2018 Changes to Highmark Drug Formularies", and "Evicore Updating Radiation Therapy Clinical Guidelines, Effective 4/2/2018".
- Bottom Navigation:** A horizontal bar with three blue buttons containing white icons and text: "SPECIAL BULLETINS" (with a document icon), "CARE MANAGEMENT PROGRAMS" (with a hand icon), and "VALUE-BASED REIMBURSEMENT" (with a hand icon). A red arrow points to the "SPECIAL BULLETINS" button.

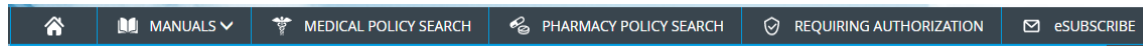
NAVIGATION

The PRC homepage is comprised of two main navigation bars: they can be found across the top of the page as well as down the left side of the page.

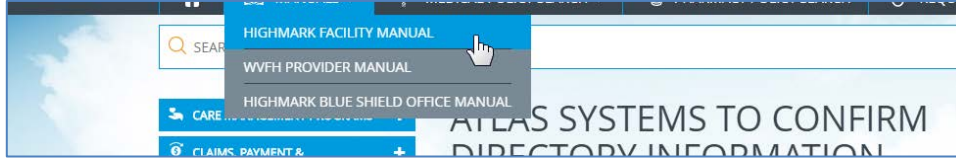
The top navigation bar provides specific information on facility and office management: the list of procedures requiring authorization, the option to eSubscribe, as well as medical and pharmacy policy search tools.

On the left-hand side navigation you will find information on care management programs, claims, payment and reimbursement, credentialing, education and manuals, forms, inter-plan programs, newsletters and notices, pharmacy programs and formularies and value-based programs.

Top Page Navigation Bar



1. Manuals



- Highmark Facility Manual
- WVFH Provider Manual
- Highmark Blue Shield Office Manual

2. Medical Policy Search



The Medical Policy Search is accessible from the same top navigation bar. Clicking on “Medical Policy Search” will take you directly to the search page. The search page will operate exactly the same as it has in the past.

3. Pharmacy Policy Search



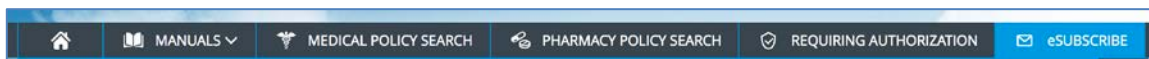
The Pharmacy Policy Search is accessible from the top navigation bar as well. Clicking on “Pharmacy Policy Search” will take you directly to the search page, and it will operate exactly the same as it has in the past.

4. Requiring Authorization



The “Requiring Authorization” navigation block links to the PDF of the Highmark List of Procedures/DME Requiring Authorization.

5. eSubscribe



eSubscribe is your option to stay up-to-date with e-mail notifications each time various online publications and/or information is updated

Left Side Navigation Bar

Click the “+” to expand the topics under a category and the “+” again when you are ready to close the topics under the category.

Care Management Programs

Under “Care Management” you will find:

- Physical Medicine Management Program
- Radiation Therapy Authorization Program
- Radiology Management Program
- Laboratory Management Program

CARE MANAGEMENT PROGRAMS +	
→	AIS Home Visit Program
→	Laboratory Management Program
→	Physical Medicine Management Program
→	Post-Acute Care Management For Medicare Advantage Members
→	Radiation Therapy Authorization Program
→	Radiology Management Program

Claims, Payment & Reimbursement

Under “Claims, Payment, & Reimbursement” you will find:

- Clinical Information Requirements
- Documentation Guidelines for Evaluation and Management Services
- Electronic Data Interchange (EDI) Services
- Guidelines for HUD/HUE
- HCPCS Information
- List of Procedure Codes Requiring NDC Information
- Medical Policy
- Medical Policy Update Newsletter
- PAP Device Program
- Procedure Code Edits
- Procedures/Service Requiring Prior Authorization
- Reimbursement Policy

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→	PAP Device Program
→	Procedure Code Edits
→	Procedures/Service Requiring Prior Authorization
→	Reimbursement Policy

Credentialing

Under “Credentialing” you will find:

- Professional Initial Credentialing Set Up
- Initial Credentialing Request Form
- Request Re-credentialing
- Check the Status of Your Request
- Credentialing Webinar
- Accessibility Standards

CREDENTIALING +	
→	Professional Initial Credentialing Set Up
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Education/Manuals

Under “Education/Manuals” you will find:

- Behavioral Health ACM Authorization Submission Manual
- Childhood Obesity Physician Toolkit
- Clinical Practice and Preventative Health Guidelines
- Geriatric Resource Binder
- Health Equity & Quality Services
- Highmark Blue Shield Office Manual
- Highmark Facility Manual
- HPV Vaccine and Cancer Prevention
- Optimizing Treatment in the Patient with Rheumatoid Arthritis
- Prevention 101 Awareness Posters
- Provider Documentation References
- Provider File Management: NaviNet® Guide
- Provider Training
- Quality Management Partners in Quality Toolkit
- WVFH Medicaid Primary Incentive Program
- WVFH Provider Manual

EDUCATION/MANUALS +	
→	Behavioral Health ACM Authorization Submission Manual
→	Childhood Obesity Physician Tool Kit
→	Clinical Practice And Preventive Health Guidelines
→	Geriatric Resource Binder
→	Health Equity & Quality Services
→	Highmark Blue Shield Office Manual
→	Highmark Facility Manual
→	HPV Vaccine And Cancer Prevention
→	Optimizing Treatment In The Patient With Rheumatoid Arthritis
→	Prevention 101 Awareness Posters
→	Provider Documentation References
→	Provider File Management: NaviNet Guide
→	Provider Training
→	Quality Management Partners In Quality Tool Kit
→	WVFH Medicaid Primary Care Incentive Program
→	WVFH Provider Manual

Forms

Under “Forms” you will find:

- Behavioral Health Forms
- CMN For DME Forms
- FEP Medical Health Forms
- Miscellaneous Forms
- Provider Application for Behavioral Health Providers
- Provider Application for Facility and Ancillary Providers
- Provider Information Management Forms

FORMS +	
→	Behavioral Health Forms
→	Certificate Of Medical Necessity (CMN) For DME Providers
→	FEP Medical Health Forms
→	Miscellaneous Forms
→	Provider Application For Behavioral Health Providers
→	Provider Application For Facility And Ancillary Providers
→	Provider Information Management Forms

Inter-Plan Programs

Under “Inter-Plan Programs” you will find:

- Blue Distinction for Specialty Care Program
- BlueCard® Information Center
- Medical Policy and Pre-Certification Pre-Authorization Information for Out-of-Area Members
- Medicare Advantage PFFS Search

INTER-PLAN PROGRAMS +	
→	Blue Distinction Centers For Specialty Care Program
→	BlueCard Information Center
→	Medical Policy And Pre-Certification Pre-Authorization Information For Out-Of-Area Members
→	Medicare Advantage PFFS Search

Newsletters/Notices

Under “Newsletters/Notices” Programs you will find:

- Clinical Views
- E-Subscribe for Publications and Notifications
- Facility Bulletins (2014 & Older)
- Hot Topic Library
- Medical Policy Update Newsletter
- Provider News
- Special Bulletins & Mailings

NEWSLETTERS/NOTICES +	
→	Clinical Views
→	E-Subscribe For Publications And Notifications
→	Facility Bulletins 2013-2015
→	Hot Topic Library
→	Medical Policy Update Newsletter
→	Provider News
→	Special Bulletins & Mailings

Pharmacy Program/Formularies

Under “Pharmacy Program/Formularies” you will find:

- Formulary Information
- List of Procedures Codes Requiring NDC Information
- Medical Injectable Drugs Program
- Pharmacy Information
- Pharmacy Policies – SEARCH
- Program for Self-Administered Injectable or Oral Biotechnology Drugs

PHARMACY PROGRAM/FORMULARIES +	
→	Formulary Information
→	List Of Procedure Codes Requiring NDC Information
→	Pharmacy Information
→	Pharmacy Policies - SEARCH

Value-based Reimbursement Programs

Under “Value-Based” Programs you will find:

- Medicare Advantage Stars
- Value-Based Reimbursement Programs Overview

VALUE-BASED REIMBURSEMENT PROGRAMS +	
→	Medicare Advantage Stars
→	Value-Based Reimbursement Programs Overview