

## TODAY'S MESSAGE

# NEW OPTIONS AVAILABLE: PROVIDER SERVICE TELEPHONE LINES

### MID TO LATE OCT. 2015 NEW ENHANCEMENTS ARRIVING!

How often do you call a business telephone number only to find they can't service your call and you're directed to another telephone number? We're all too busy to deal with inconsistencies! That's why Highmark Blue Cross Blue Shield West Virginia (Highmark West Virginia) is adding new functionality to its Provider Service telephone lines. The new options will be available in mid to late October 2015.

As always NaviNet® should be your first resource for the self-service functionality and communication resources it provides. However, Highmark West Virginia is enthusiastic about the new improvements being made to the Provider Service telephone lines. We feel strongly these functions will further enhance the service Highmark West Virginia provides you, our valued network providers.

Highmark West Virginia understands change can be difficult. Therefore, we're asking for your patience when initially using the new functionality on the Provider Service telephone lines. We think, once you try it you'll realize the significant benefits and times saving the added prompts will afford your practice or facility.

#### The following provides a glimpse at the new telephone prompt offerings:

- Existing Provider Service telephone numbers are **NOT** changing! (1-800-543-7822)
- 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. (Exceptions will occur during system maintenance timeframes. You'll be notified of these dates via broadcast messages.)
- Experienced callers can 'barge-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) saving time and resources.)
- There are no limits on number of member self-service inquiries you can request in one call.

Remember, change is good, if it provides quality, timesaving results! Stay tuned to Plan Central and Today's Messages for more information as the implementation date approaches.