

Special Bulletin

For professional and facility providers

January 22, 2024

2 Weeks to Highmark's Transition to Availity – Are You Registered?

Highmark is completing the transition to its new provider portal, Availity® Essentials, on **Feb. 5, 2024**. You will no longer be able to use NaviNet® to complete electronic transactions for Highmark commercial and Medicare Advantage plans **after late March** (submission of **Claim Investigations** via NaviNet will end **Feb. 29, 2024**).

Note: Highmark Wholecare and Highmark Health Options will not transition to Availity; providers should continue to use their current portals for transactions related to these plans.

Register Now

If your organization is not registered, register today by clicking [this link](#).

Not sure if you or your organization has an Availity Essentials account? Ask your office manager. If your organization is registered, your Availity administrator can create an account for you.

Only the person who will become the organization's primary administrator needs to register. Before starting the process, gather the following information about your organization:

- Physical and billing addresses
- Tax ID – Employer Identification Number (EIN) or Social Security Number (SSN)
- National Provider Identifier (NPI)
- Primary specialty/taxonomy

Training

Once you are registered or added to your organization's account, make sure to attend a live webinar conducted by Highmark and Availity trainers starting Feb. 5.

They will cover a variety of topics, such as eligibility and benefits searches, claim transactions, authorization submissions, and much more.

However, you must be a registered Availity user to [sign up via the Availity Learning Center](#).

More Information

To learn more about the new portal, see the [December article](#) in *Provider News* or visit Highmark's Provider Resource Center and choose **AVAILITY** from the left-hand navigation bar.

The following entities serve West Virginia and are independent licensees of the Blue Cross Blue Shield Association: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

