



## NEWS FOR PROFESSIONAL PROVIDERS ONLY (HIPAA 837P Claim Submitters)

## AVOID CLAIM DENIALS BY KEEPING YOUR ASSIGNMENT ACCOUNT DATA UP-TO-DATE

### CLAIMS WILL BE REJECTED IF PRACTITIONER IS NOT AFFILIATED

It's important for you to maintain the information on all physicians and practitioners who are part of your assignment account. Doing so will help you avoid rejections of claims that contain a practitioner name or ID number of a practitioner who is not listed on the assignment account.

Verifying and adding or correcting the names and ID numbers for all practitioners who are part of an assignment account is essential. Highmark will *reject* claims that include the name or ID number of a practitioner who is not listed on an assignment account. Any rejected services provided by such practitioners *cannot* be billed to the member.

### Verify and Update Your Information Quickly and Easily on NaviNet

You can verify or update your assignment account information in minutes using the Provider File Management transaction on NaviNet®. This transaction allows you to view and update your Highmark Provider File information. Use this convenient transaction to make sure that all your addresses, networks, practitioners and credentialed services (if applicable) are correct for your office.

Accurate and up-to-date information in your file results in the correct representation of your practice in the Provider Directory. It also ensures timely and correct payments of your claims.

Providers being added to an assignment account must complete the Highmark credentialing process before they submit claims to us. If you are adding new providers to your practice, please have them start the credentialing process as soon as possible so that they are fully credentialed.

To update your assignment account information in NaviNet:

- Click **Provider File Management**.
- If your office contains multiple billing provider numbers, select the number you want to review and click **Go**. All items underlined in blue are links to access the information provided within the title.
- Click the **View Group Details** link to access your group level numbers, provider relations representative, networks, etc.
- To access Patient Review, click on the practitioner whose information you wish to access, and click the **Patient Review** link.

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## Tips

- Click the **Change Group** button to return to the Billing Provider list so you can choose a different vendor.
- The **Add/Edit** buttons allow you to make updates to the information identified on the button.
- Instructional business rule pop-up windows will guide you through your processes. Please read them carefully.
- There is no start/save option. All updates, additions, etc., must be done in one login session.
- To view and print a copy of your submitted changes, click **Review Submitted Changes**.

## How to Update Your Information If Not NaviNet-Enabled

If you don't have NaviNet, you can update your assignment account and practitioner information on our systems by using the [Provider File Maintenance Request](#) form or the [Request for Addition/Deletion to Existing Assignment Account](#) form.

To establish an assignment account with Highmark, complete the [Request for Assignment Account](#) form.

All three forms are available on the Provider Resource Center; click **Provider Forms**, and then **Provider Information Management Forms** to access the forms.