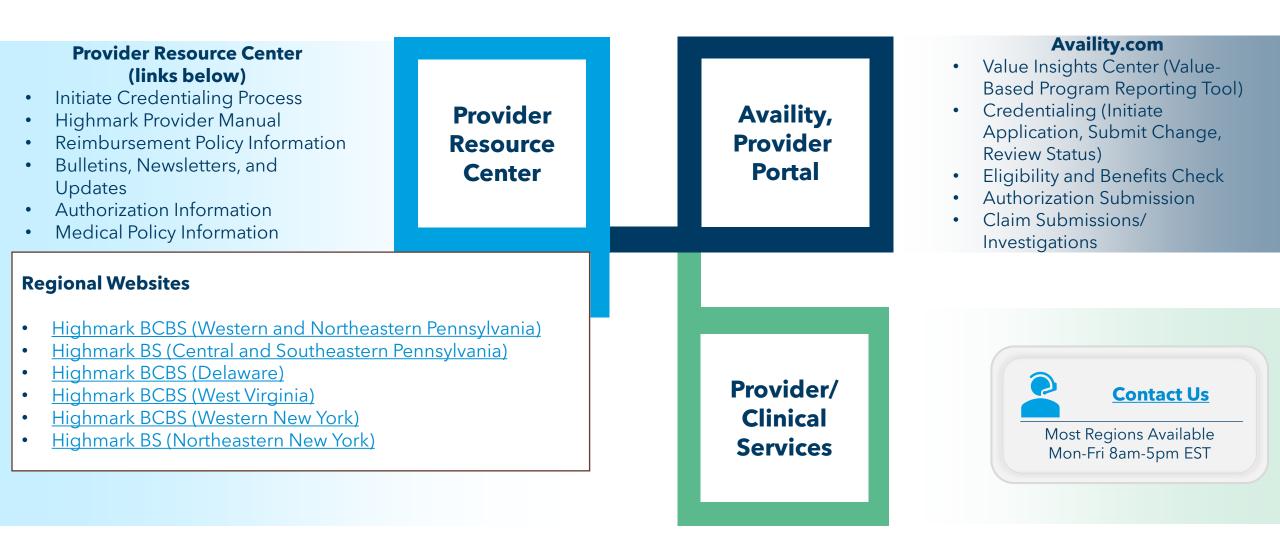
Self-Service Support for Providers



Self-Service Support for Providers



Topic(s)	Inquiry Examples	1 st Level	2 nd Level
		Self Service (required for many transactions)	Provider or Clinical Service
Authorization Appeals / Grievances	 Confirm status of retrospective reviews and appeals Appeal sent but not received Disputing decision 	Availity: Status check for Retrospective Reviews & AppealsPeer-to-Peer: (866) 634-6468 to schedule	Contact Regional Provider Service: Contact Page
Authorization & Pharmacy	 Urgent or non-urgent prior authorization requests Post-acute discharge Check authorization status 	Availity: Submit authorization, check status or make changesPortal Submission Guides: Inpatient Authorization Submission (Both Urgent and Non-Urgent); Outpatient Authorization Submission	Contact Clinical Services or Pharmacy: <u>Contact</u> <u>Page</u> (If services are within 72 hours, Post-Acute or Pharmacy related)
Claims	 Claim didn't process correctly or according to expectation Adjustment has not been completed timely Submitted adjustment bill and claim has been rejected as duplicate rather than adjustment Status of submitted claim 	Availity : <u>Claims inquiries/direct messaging</u> (including follow-up to an initial inquiry) Interactive Voice Response: Can be used to check claims status (<u>Contact Page</u>)	
Contracting	Contract payment was made incorrectly	Contact Regional Provider Service: Contact Page	
Eligibility & Benefits	 View member ID card Member cost share Deductible renewals New benefit year information 	Availity: Benefits and eligibility check	Contact Regional Provider Service: Contact Page
Medical Policy	 Medical necessity and coverage guidelines Coding guidance 	Provider Resource Center: Commercial Medical Policy Search Tool Delaware; New York; Pennsylvania, West Virginia (Highmark adheres to the Centers for Medicare and Medicaid Services coverage determinations for Medicare Advantage membership.)	Contact Regional Provider Service: Contact Page
Remittance	 Didn't receive file for claims payment Don't understand file Didn't get payment file (EFT) 	NY Highmark EDI: (800) 992-0246 Highmark EDI: <u>Satisfaction Survey</u> DE, PA, WV ECHO Support: (800) 890-4124 ECHO: <u>User guide</u>	Contact Regional Provider Service: Contact Page

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