



Important Provider Notice



May 2022

NaviNet[®] and Enhanced Provider Portal Update

Dear Participating Providers:

Highmark Wholecare recognizes that over the past several months there have been issues with the claim searching functionality within both NaviNet[®] and the Enhanced Provider Portal (EPP). We are pleased to be able to communicate that the issues surrounding claims search features have been resolved and can now be utilized again. This includes:

- The ability to review Claim Status Inquiry in NaviNet[®] and the option to review an adjustment code description
- The ability to see the claims payment date in both NaviNet[®] and EPP
- The ability to accurately review the payment amount in EPP and retrieve the associated remittance advice
- The ability to filter search preferences in the Batch Claims Search feature, such as payment date or date of service

Our goal at Highmark Wholecare is to provide our provider network the capacity to effectively self-serve and to eliminate the need for repeat calls. Please utilize these tools prior to calling for claims statuses, remittance advices, claims disputes and provider appeals.

In addition, Highmark Wholecare providers are also able to access detailed explanation of payments (EOP) utilizing the following link to PNC ECHO: www.providerpayments.com. We thank you for your patience as we've worked through resolving these issues.

NaviNet[®] is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark Wholecare such as, routine eligibility, benefits and claims status inquiries.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").