

Special Bulletin

For providers in New York

November 25, 2025

Resolved: Technical Issue Affecting MA Claims Processing

Highmark has **resolved** a technical issue that incorrectly applied a payment reduction to Medicare Advantage (MA) claims submitted Oct. 18 – Nov. 4, 2025. For MA claims submitted **on or after Nov. 5**, a temporary administrative pause was implemented to allow for accurate processing of these claims.

This technical issue has been resolved, and MA claims are once again processing as expected.

Do You Need to Do Anything?

No, Highmark is **reprocessing** the affected MA claims submitted Oct. 18 – Nov. 4, 2025. The MA claims submitted on or after Nov. 5 — that were temporarily paused — are currently being processed.

We apologize for this inconvenience and appreciate your patience as our technical team worked to quickly resolve this issue.

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