

Highmark Quick Reference Guide

Provider & Clinical Service Contact Information

Revised February 2024

Please use Highmark's provider portal, Availity®, for all your routine eligibility, benefit, and claim inquiries. For non-routine inquiries that require analysis and/or research, contact Highmark's Provider Service Center at the appropriate number for your region below.

Highmark Provider Service Centers

[What is My Service Area?](#)

DELAWARE:

Highmark Blue Cross Blue Shield (DE): **800-346-6262**

- **Hours of Availability:** 8:30 a.m. to 5 p.m. EST, Monday through Friday

Highmark Medicare Advantage Freedom Blue PPO: **800-346-6262**

NEW YORK:

Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY): **800-950-0051**

- **Hours of Availability:** 8 a.m. to 5 p.m. EST, Monday through Friday

Medicare Advantage: **800-950-0051**

- **Hours of Availability:** 8 a.m. to 5 p.m. EST, Monday through Friday

PENNSYLVANIA:

Western Region: Professional Providers **800-547-3627**; Facilities **800-242-0514**

- **Hours of Availability:** 8 a.m. to 5 p.m. EST, Monday through Friday

Central and Northeastern Regions: Professional Providers **866-731-8080**; Facilities **866-803-3708**

- **Hours of Availability:** 8 a.m. to 5 p.m. EST, Monday through Friday

Southeastern Region: **844-945-5525**

- **Hours of Availability:** 8 a.m. to 5 p.m. EST, Monday through Friday.

Medicare Advantage:

- Freedom Blue PPO: **866-588-6967**
- Community Blue Medicare HMO: **888-234-5374**
- Community Blue Medicare PPO: **866-588-6967**
- Security Blue HMO (Western Region only): **866-517-8585**

WEST VIRGINIA:

Highmark Blue Cross Blue Shield (WV): **800-543-7822**

Highmark Senior Solutions Medicare Advantage Freedom Blue PPO: **888-459-4020**

- **Hours of Availability:** 8 a.m. to 8 p.m. EST, Monday through Sunday

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Highmark Clinical Services

The provider portal, Availity®, is the preferred method for authorization requests. Contact Clinical Services for inquiries that cannot be handled via the provider portal.

Hours of Availability:

- **Delaware, Pennsylvania, and West Virginia:** 8:30 a.m. to 7 p.m. Monday through Friday; 8:30 a.m. to 4:30 p.m. Saturday and Sunday, for urgent issues.
- **New York:** 8:15 a.m. to 5:00 p.m. Monday through Friday

DELAWARE:

- Medical Services: **800-572-2872**
- Behavioral Health: **800-421-4577**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

NEW YORK:

- Medical Services: **844-946-6263**
- Behavioral Health: **844-946-6264**
- Commercial Pharmacy (non-Medical Injectable): **866-264-4685**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

PENNSYLVANIA:

Western Region:

- Medical Services: Professional Providers: **800-547-3627**; Facilities: **800-242-0514**
- Behavioral Health: **800-258-9808**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

Central Region:

- Medical Services: Professional Providers: **866-731-8080**; Facilities: **866-803-3708**
- Behavioral Health: **800-628-0816**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

Northeastern Region:

- Medical Services: **800-452-8507**
- Behavioral Health: **800-258-9808**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

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Southeastern Region:

- Medical Services: **800-452-8507**
- Behavioral Health: **800-628-0816**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

WEST VIRGINIA:

- Medical and Behavioral Health Services: **800-344-5245**
- Medicare Advantage Freedom Blue PPO: **800-269-6389**
- Pharmacy (non-Medical Injectable): **800-600-2227**
 - For Medical Injectable authorizations, use the Medical Clinical Services number.

Please see the *Highmark Provider Manual's* Chapter 1.2 for additional contact information.

