

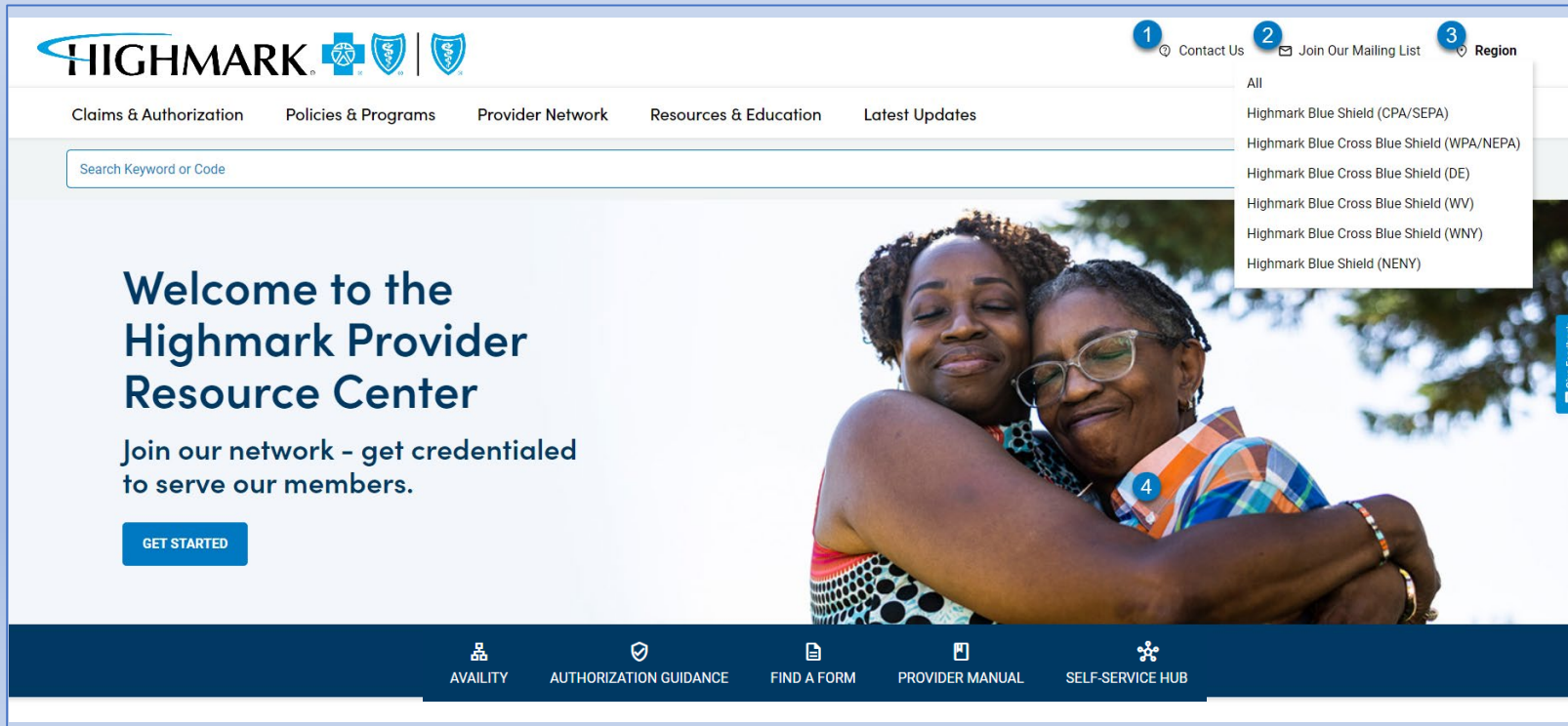
# New Provider Resource Center (PRC) Job Aid

## Introduction

- Instead of six regional sites, there is a single, centralized PRC for Highmark's commercial and Medicare Advantage network(s) across our footprint of Delaware, New York, Pennsylvania, and West Virginia.
- One convenient site for all providers in all regions is accessed via the new URL: <https://providers.highmark.com>.
- Provider Resource Center can be accessed directly via the URL above, via Highmark's Payer Spaces in Availity, via [Highmark.com](https://highmark.com), or via [MyHighmark.com](https://myhighmark.com).
  - **Note:** For Highmark.com and MyHighmark.com, click "For Providers" in the upper right corner of the screen.
- **Redirect/Site Access** – The old regional Provider Resource Center websites, documents, and URLs are no longer accessible.
  - Redirects are in place to ensure users are accessing the new PRC site.
  - If you have a PRC link saved in your bookmarks, you will be redirected to the new site when you click on that link. Please update any bookmarks with the new PRC site URL.

## For the Best User Experience

- To streamline information to your region, select the appropriate region from the drop-down in the upper right-hand corner.
- For full access, log into [Availity](#) and then access the PRC through Highmark's Payer Spaces.
  - Once you are validated via Availity, you are locked into your region. In order to return to the public/pre-password site that will allow you to view content from other regions, you must close your browser and reopen the PRC in a new browser instance.

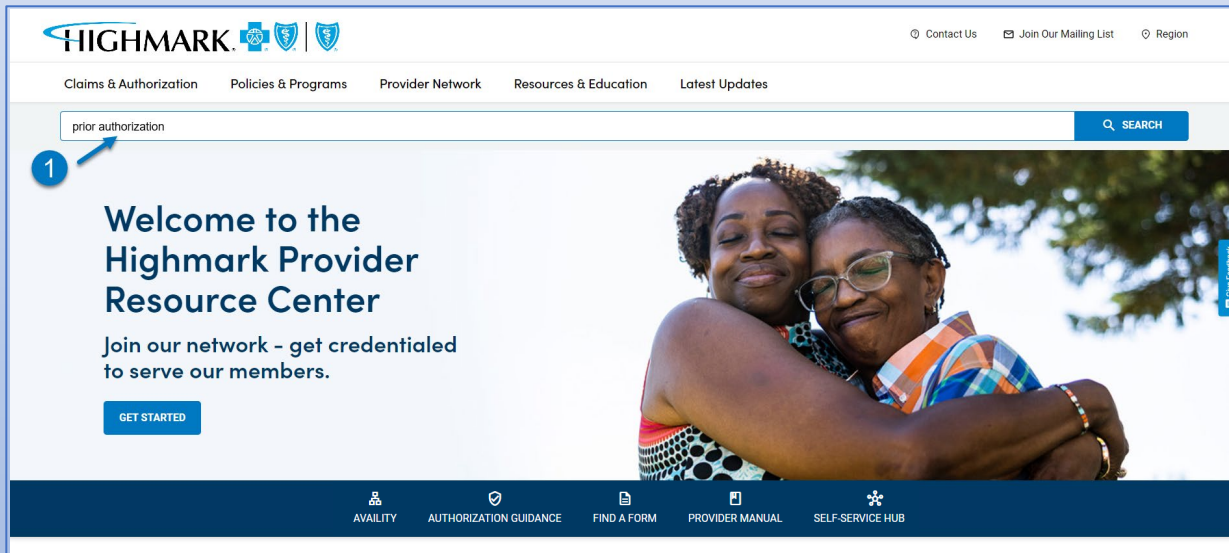


- 1 Contact Us** – Contact Us links to Provider Service or Clinical Service contact information. This is also located at the bottom of every page.
- 2 Join Our Mailing List** – Sign up to receive important communications from Highmark. This replaced eSubscribe.
- 3 Region** – PRC defaults to the "All" view that shows information applicable to all Highmark service areas.
  - To streamline the information for a specific region, select the appropriate region from the Region drop-down.
    - **Note:** There are two regions for Pennsylvania and New York (Highmark Blue Cross Blue Shield and Highmark Blue Shield).
  - **Refer to page 5 for additional details.**

# New Provider Resource Center (PRC) Job Aid

## Home Page/Site Navigation

- The new PRC includes an easier-to-navigate design, information highlighting common reasons for visiting, and an enhanced site search tool. These features enable providers to get the information they need with fewer clicks.
- It is designed to be intuitive and make it easy to find essential information.
- **Search** — Use improved Search field located at the top of each page to find information. Once the user keys a search term and clicks Search or presses Enter, search results display, plus more options:
  - Search results include filters (on left-hand menu) to allow the user to drill down by category, region, date, or document type to locate the information needed.
  - Search results are also organized by the section where they live on the PRC.



- 2 Filters** - Use the Filters (Category, Region, Date Last Updated, or Document Type) on the left to help narrow down search results. **Example:** Under Region, click All and then select the appropriate region. The results will show documents specific to the region selected.

- 1 Search Field** - Use the improved search to locate information on the new PRC. **Example:** Key prior authorization. Click Search or press Enter.

**Filters** 2

Category: All

Region: All

Date Last Updated: All

Document Type: All

Sort Type: Most Relevant

Results for: Prior authorization

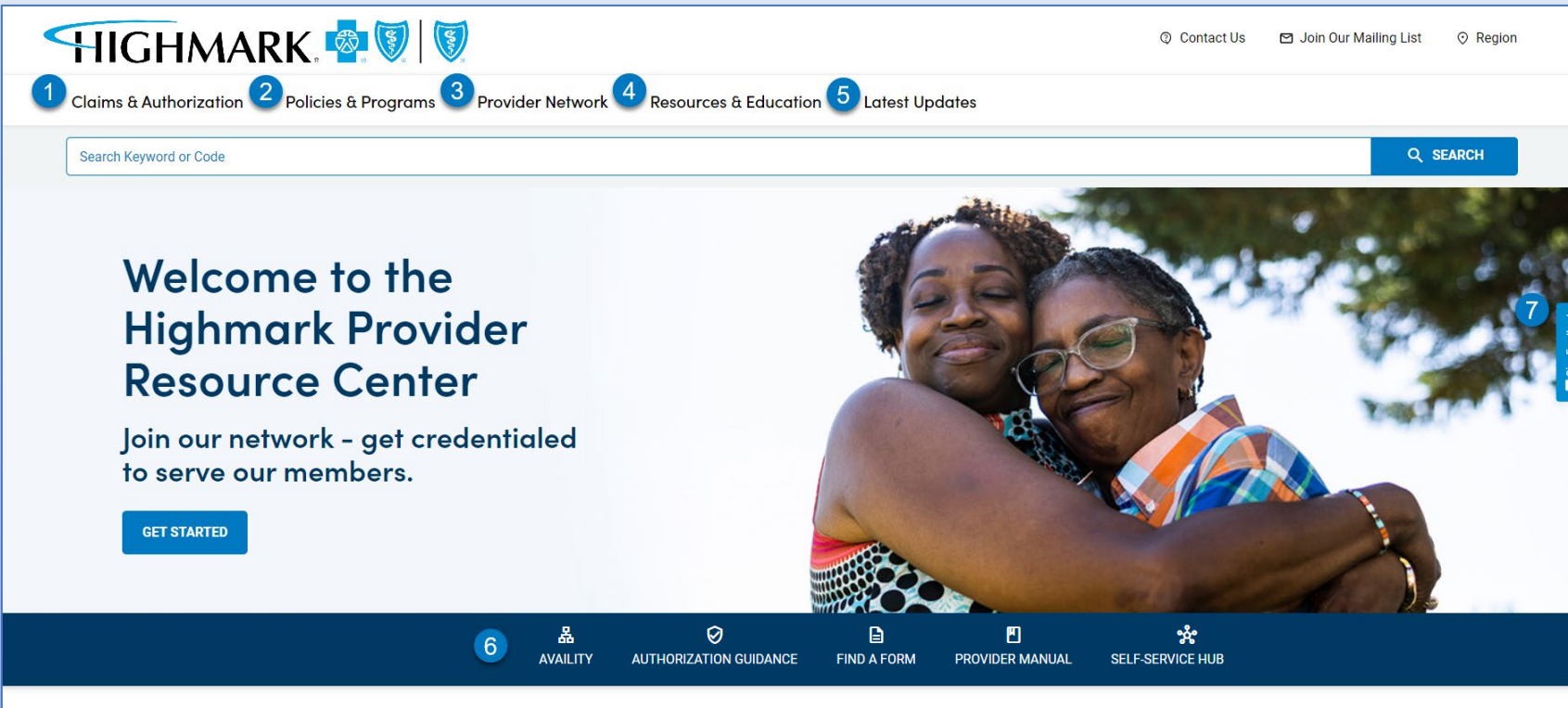
Highmark Medicare patients may need a prior authorization for glucagon-like peptide-1 (GLP-1) receptor agonists1 that are included on the Medicare formularies. This

2

# New Provider Resource Center (PRC) Job Aid

## Home Page/Site Navigation (continued)

- Information is accessed via the top menu bar under five main sections – compared to a left menu on the legacy/previous regional PRC sites.



- 6 Quick Links** – Provides quick links to Availity (log in required), Authorization Guidance, Find a Form, Provider Manual, and Self-Service Hub.

- 7 Give Feedback** – Providers and other users are welcome to provide feedback that will help improve the PRC site. Click the Give Feedback tab on the right side of the screen.

- 1 Claims & Authorization Tab** – Locate information related to topics such as Authorization Guidance, Reimbursement Resources, and Reimbursement Programs (including Value-Based Reimbursement).
- 2 Policies & Programs Tab** – Locate information related to topics such as Medical Policies, Care Management, Pharmacy Programs, Formulary, and Virtual Health (including Clinical Support Programs).
- 3 Provider Network Tab** – Locate information related to topics such as Credentialing, Inter-Plan Programs, and High Performance Networks.
- 4 Resources & Education Tab** – Locate information related to topics such as the Provider Manual, Clinical Quality and Education Materials, Training and Guides, and Forms. This includes but is not limited to Behavioral Health Forms, CMN for DME Provider Forms, Medical Authorization Forms, Medical Injectable Drug Forms, Pharmacy Prior Authorization Forms, and Provider Information Management Forms.
- 5 Latest Updates Tab** – Locate communications from Highmark including Provider News – our monthly newsletter, Medical Policy Update Newsletter and Special Bulletins. **Refer to next slide for additional details.**

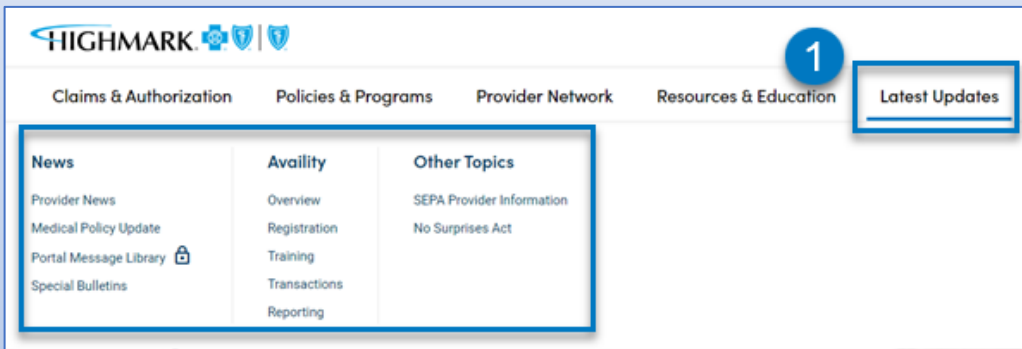


# New Provider Resource Center (PRC) Job Aid

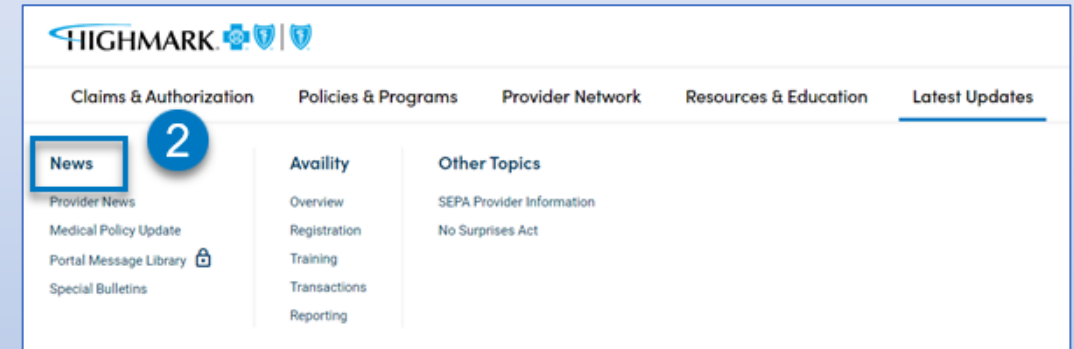
## Home Page/Site Navigation (continued)

- **Latest Updates Tab – Highmark Communications** - Hover over Latest Updates to locate communications including *Provider News* – our monthly newsletter, Medical Policy Update Newsletter, Special Bulletins, and messages posted in Availity – which are private and require you to log in to view them.

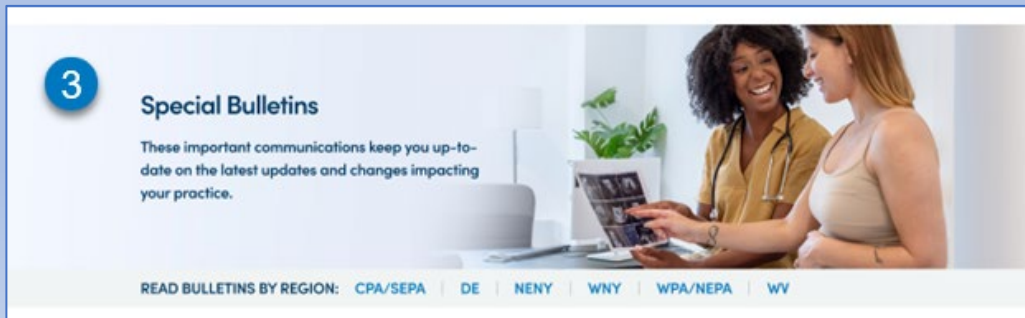
- 1 **Latest Updates Tab** – Hover over Latest Updates tab. Submenu displays for News, Availity, and Other Topics.



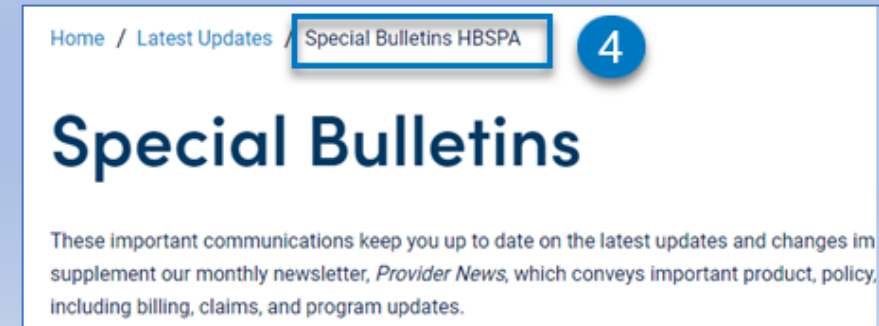
- 2 **News Example** – Click News link to go to its landing page.



- 3 **News Landing Page Example – All Region** – The News landing page provides access to all of Highmark's communication channels. If the user is in the **All Region** view, links to each regional version display. (**Example:** Special Bulletins)



- 4 **News Landing Page Example – Specific Region** – If a specific region is selected, only the link to that region's communications displays. (**Example:** Special Bulletins)
  - The top of each communications page will also display the region, for additional confirmation that you are in the correct place.



# New Provider Resource Center (PRC) Job Aid

## Home Page/Site Navigation (continued)

- **All-Region View vs. Region-Specific View** – The examples below explain how a page displays when a specific region vs. All is selected from the Region drop-down (upper right corner of screen).
  - **Note:** For best practices, select the appropriate region from the Region drop-down in the upper right corner of the screen.

### All Region Example

This screenshot shows the Highmark website with the 'Region' dropdown menu set to 'All'. The page title is 'Behavioral Health Forms'. The left sidebar lists various forms, including 'Medical Authorization Forms', 'Pharmacy Prior Authorization Forms', 'Behavioral Health Forms', 'Certificate of Medical Necessity (CMN) For DME Providers Forms', 'Medical Injectable Drug Forms', 'Miscellaneous Forms', 'Provider Information Management Forms', and 'Office Administration Forms'. The main content area displays a list of forms for the 'All Region' view, including 'Discharge Summary Fax Template' and 'Outpatient Behavioral Health (BH) - ABA Requests: Service Authorization Request - applies to members of FEP and employees of PNC, Albertsons, and Centene'. A callout box labeled '3' highlights the 'All Region' information displayed on the page.

1 **Region** – The value shows as “Region” when All is selected in the upper right corner of the screen.

2 **Logo** – If the All value is selected from the Region drop-down, the dual Highmark Blue Cross Blue Shield/Highmark Blue Shield logo displays in the upper left corner of the screen.

3 **Region-Specific Information on Page** – Information for all applicable regions displays on the Behavioral Health Forms page. A **region label** displays and the information that applies to that region is listed directly below the label.

### Region Specific Example

This screenshot shows the Highmark website with the 'Region' dropdown menu set to 'Highmark Blue Shield (CPA/SEPA)'. The page title is 'Behavioral Health Forms'. The left sidebar lists various forms, including 'Medical Authorization Forms', 'Pharmacy Prior Authorization Forms', 'Behavioral Health Forms', 'Certificate of Medical Necessity (CMN) For DME Providers Forms', 'Medical Injectable Drug Forms', 'Miscellaneous Forms', 'Provider Information Management Forms', and 'Office Administration Forms'. The main content area displays a list of forms for the 'Highmark Blue Shield (CPA/SEPA)' view, including 'Discharge Summary Fax Template', 'Outpatient Behavioral Health (BH) - ABA Requests: Service Authorization Request - applies to members of FEP and employees of PNC, Albertsons, and Centene', 'Communication Document for Behavioral Health Specialist To Primary Care Physician', and 'Behavioral Health Authorization Request Form'. A callout box labeled '3' highlights the 'Region-Specific Information on Page' displayed on the page.

1 **Region** – The value shows as “Highmark Blue Shield (CPA/SEPA)” in the upper right corner of the screen.

2 **Logo** – If a specific region is selected from the Region drop-down, the appropriate Highmark logo displays in the upper left corner of the screen. In this example, the Highmark Blue Shield logo displays.

3 **Region-Specific Information on Page** – Information only for the specific region selected displays on the Behavioral Health Forms page.

# New Provider Resource Center (PRC) Job Aid

## Home Page/Site Navigation (continued)

- **Landing Page** - Each of the sections also includes a landing page – organized to help the user navigate the key subsections/information.

## Provider Network Tab - Example

- Click the Provider Network tab to go to its landing page to view key information for that main section.
- Hover over the Provider Network tab to view a submenu of sections and links.
- Click any of the submenu headers (e.g., Credentialing, High Performance Networks, or Inter-Plan Programs) to view the submenu landing page.
- Click on any page you want to visit.

The screenshot displays the top navigation bar of the PRC website. The 'Provider Network' tab is highlighted with a blue box and an arrow. Below it, three submenu categories are shown: 'Credentialing' (with sub-links for Professional and Organizational), 'High Performance Networks' (with sub-links for Home Health Agency Network, Physical Occupational, Speech & Chiropractic Networks, Select Durable Medical Equipment Network, and Skilled Nursing Facilities Network), and 'Inter-Plan Programs' (with sub-links for Blue Distinction for Specialty Care, BlueCard Information, Medical Policy, Pre-Certification & Pre-Authorization Out-of-Area Members, and Medicare Advantage Private Fee-for-Service Search). A 'Give Feedback' button is visible on the right. Below the navigation is a large banner with the text 'Resource Center' and 'Join our network - get credentialed to serve our members.' A 'GET STARTED' button is located at the bottom left of the banner. The footer contains five icons and labels: AVAILITY, AUTHORIZATION GUIDANCE, FIND A FORM, PROVIDER MANUAL, and SELF-SERVICE HUB.

Claims & Authorization   Policies & Programs → **Provider Network**   Resources & Education   Latest Updates

**Credentialing**  
Professional  
Organizational

**High Performance Networks**  
Home Health Agency Network  
Physical Occupational, Speech & Chiropractic Networks  
Select Durable Medical Equipment Network  
Skilled Nursing Facilities Network

**Inter-Plan Programs**  
Blue Distinction for Specialty Care  
BlueCard Information  
Medical Policy, Pre-Certification & Pre-Authorization Out-of-Area Members  
Medicare Advantage Private Fee-for-Service Search

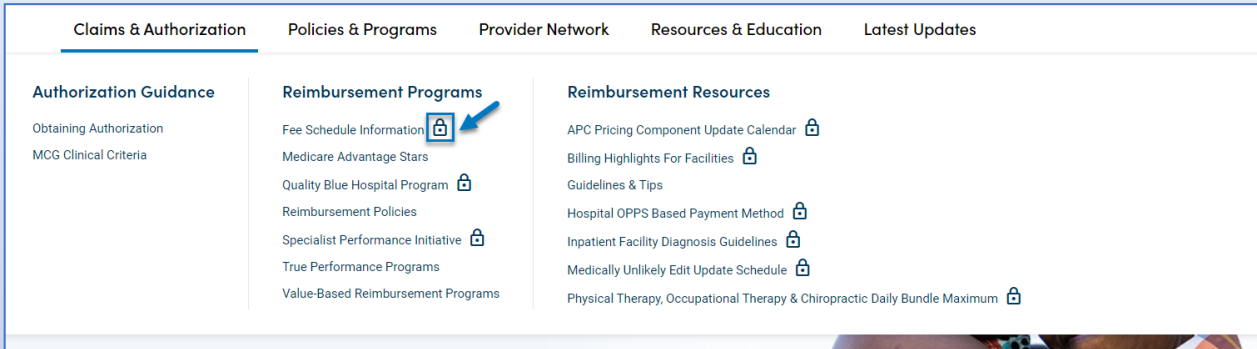
**Resource Center**  
Join our network - get credentialed to serve our members.  
**GET STARTED**

AVAILITY   AUTHORIZATION GUIDANCE   FIND A FORM   PROVIDER MANUAL   SELF-SERVICE HUB

# New Provider Resource Center (PRC) Job Aid

## Private Information – Lock Icon

- Any small lock icon that displays next to a menu item, page, document, or link on the PRC site means that information is private and requires authentication.



## Fee Schedules – Lock Icon Example

- Click the lock icon next to Fee Schedules. This takes the user to the Availity login.
- Once logged into Availity, the user has access to all resources on the new PRC, including Fee Schedules.



## Fee Schedule Information

Find links to fee schedules, including those for the Affordable Care Act, Highmark Healthy Kids (CHIP), PremierBlue, and more.

[ACCESS FEE SCHEDULE INFORMATION](#)

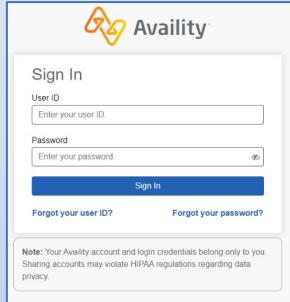


# New Provider Resource Center (PRC) Job Aid

## Access Provider Resource Center from Availity

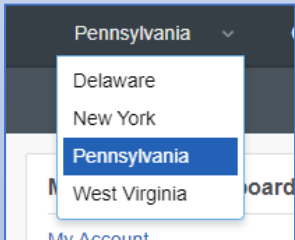
- Access all information on the new Provider Resource Center via Availity using the current Provider Resource Center tile in Highmark's Payer Spaces.
- Once a user is validated via Availity, all menu items, pages, documents, and links should be accessible.

### 1. Sign into Availity.

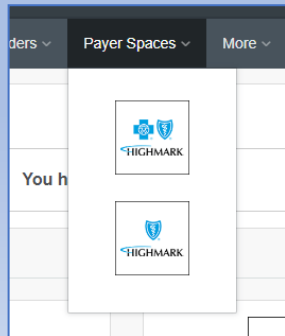


The image shows the Availity Sign In page. It features the Availity logo at the top. Below it is a 'Sign In' section with fields for 'User ID' and 'Password'. There are links for 'Forgot your user ID?' and 'Forgot your password?'. A 'Sign In' button is located below the password field. A note at the bottom states: 'Note: Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy.'

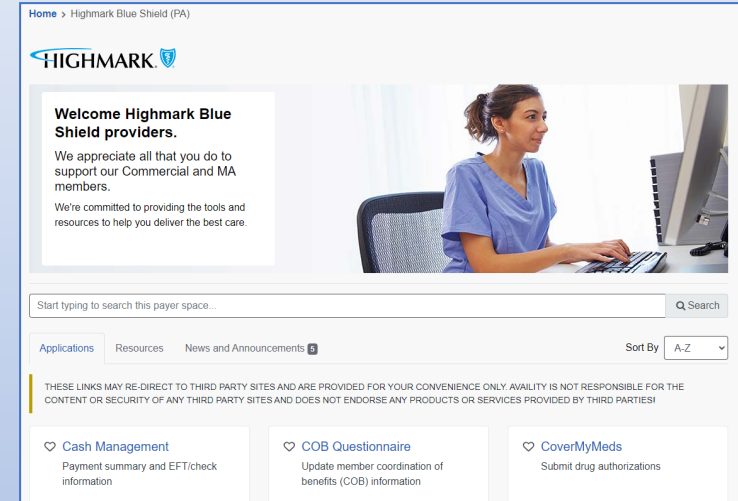
### 2. Select the appropriate state.



### 3. Under Payer Spaces, select Highmark Blue Cross Blue Shield or Highmark Blue Shield as appropriate.



### 4. Highmark Payer Spaces page displays.



### 3. Under Highmark Payer Spaces, scroll down to locate and click the Provider Resource Center tile.

