

# Self-Service Support for Providers



## Provider Resource Center (links below)

- Initiate Credentialing Process
- Highmark Provider Manual
- Reimbursement Policy Information
- Bulletins, Newsletters, and Updates
- Authorization Information
- Medical Policy Information

**Provider  
Resource  
Center**

**Availity,  
Provider  
Portal**

## Availity.com

- Value Insights Center (Value-Based Program Reporting Tool)
- Credentialing (Initiate Application, Submit Change, Review Status)
- Eligibility and Benefits Check
- Authorization Submission
- Claim Submissions/ Investigations

## Regional Websites

- [Highmark BCBS \(Western and Northeastern Pennsylvania\)](#)
- [Highmark BS \(Central and Southeastern Pennsylvania\)](#)
- [Highmark BCBS \(Delaware\)](#)
- [Highmark BCBS \(West Virginia\)](#)
- [Highmark BCBS \(Western New York\)](#)
- [Highmark BS \(Northeastern New York\)](#)

**Provider/  
Clinical  
Services**



**[Contact Us](#)**

Most Regions Available  
Mon-Fri 8am-5pm EST

# Self-Service Support for Providers



Topic(s)	Inquiry Examples	1 <sup>st</sup> Level		2 <sup>nd</sup> Level
		Self Service (required for many transactions)	Provider or Clinical Service	
<b>Authorization Appeals / Grievances</b>	<ul style="list-style-type: none"> <li>Confirm status of retrospective reviews and appeals</li> <li>Appeal sent but not received</li> <li>Disputing decision</li> </ul>	<b>Availity:</b> <a href="#">Status check for Retrospective Reviews &amp; Appeals</a> <b>Peer-to-Peer:</b> (866) 634-6468 to schedule	<b>Contact Regional Provider Service:</b> <a href="#">Contact Page</a>	
<b>Authorization &amp; Pharmacy</b>	<ul style="list-style-type: none"> <li>Urgent or non-urgent prior authorization requests</li> <li>Post-acute discharge</li> <li>Check authorization status</li> </ul>	<b>Availity:</b> <a href="#">Submit authorization, check status or make changes</a> <b>Portal Submission Guides:</b> <a href="#">Inpatient Authorization Submission (Both Urgent and Non-Urgent);</a> <a href="#">Outpatient Authorization Submission</a>	<b>Contact Clinical Services or Pharmacy:</b> <a href="#">Contact Page</a> (If services are within 72 hours, Post-Acute or Pharmacy related)	
<b>Claims</b>	<ul style="list-style-type: none"> <li>Claim didn't process correctly or according to expectation</li> <li>Adjustment has not been completed timely</li> <li>Submitted adjustment bill and claim has been rejected as duplicate rather than adjustment</li> <li>Status of submitted claim</li> </ul>	<b>Availity:</b> <a href="#">Claims inquiries/direct messaging</a> (including follow-up to an initial inquiry) <b>Interactive Voice Response:</b> Can be used to check claims status ( <a href="#">Contact Page</a> )		
<b>Contracting</b>	<ul style="list-style-type: none"> <li>Contract payment was made incorrectly</li> </ul>	<b>Contact Regional Provider Service:</b> <a href="#">Contact Page</a>		
<b>Eligibility &amp; Benefits</b>	<ul style="list-style-type: none"> <li>View member ID card</li> <li>Member cost share</li> <li>Deductible renewals</li> <li>New benefit year information</li> </ul>	<b>Availity:</b> <a href="#">Benefits and eligibility check</a>	<b>Contact Regional Provider Service:</b> <a href="#">Contact Page</a>	
<b>Medical Policy</b>	<ul style="list-style-type: none"> <li>Medical necessity and coverage guidelines</li> <li>Coding guidance</li> </ul>	<b>Provider Resource Center: Commercial Medical Policy Search Tool</b> <a href="#">Delaware</a> ; <a href="#">New York</a> ; <a href="#">Pennsylvania</a> , <a href="#">West Virginia</a> (Highmark adheres to the Centers for Medicare and Medicaid Services coverage determinations for Medicare Advantage membership.)		<b>Contact Regional Provider Service:</b> <a href="#">Contact Page</a>
<b>Remittance</b>	<ul style="list-style-type: none"> <li>Didn't receive file for claims payment</li> <li>Don't understand file</li> <li>Didn't get payment file (EFT)</li> </ul>	NY } <b>Highmark EDI:</b> (800) 992-0246 } <b>Highmark EDI:</b> <a href="#">Satisfaction Survey</a> DE, PA, WV } <b>ECHO Support:</b> (800) 890-4124 } <b>ECHO:</b> <a href="#">User guide</a>	<b>Contact Regional Provider Service:</b> <a href="#">Contact Page</a>	

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