HIGHMARK

Welcome to Highmark!

This packet is designed to be your essential guide, providing quick access to critical information and resources to help you seamlessly navigate your relationship with us.

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Getting Started Checklist for New Providers

(Facilities and Individual Practitioners)

- [ ] **Sign up** for a live or view the recorded Provider Network Orientation.
- [ ] **Credential** your Facility or Individual Practitioner.
- [ ] **Create** a Billing Group (Assignment Account) *OR* add the Practitioner to an already existing Billing Group (Assignment Account).
- [ ] **Sign up** for Availity Essentials *OR* request your Availity Administrator adds the new Group or Facility to the existing Availity account.
- [ ] **Sign up** for EFT with ECHO Health.
- [ ] **Join** Highmark's mailing list.
- [ ] **Visit and familiarize** yourself with the many tools on the Provider Resource Center.

Valuable Resources

Containing answers to everyday questions.

Highmark Provider Resource Center (PRC):

At providers.highmark.com, PRC is your central hub for all Highmark provider information. This website offers a wealth of resources, including news, policy updates, forms, and educational materials to support your practice.

Provider Resource Center

Highmark Provider Orientation Webinar:

Get started with Highmark through our comprehensive orientation webinar. Offered live or on-demand, this resource provides an overview of Highmark's policies, procedures, and essential tools, ensuring you have a strong foundation for a successful experience. Sign up on PRC > Resources and Education > Training and Guides > Provider Onboarding.

Important Topics in the Provider Resource Center (PRC)

Provider Manual

Found in PRC > Resources and Education > Provider Manual or on the PRC Home Page

The Highmark Provider Manual is your definitive guide to our administrative and clinical policies, procedures, and requirements. It covers everything from network participation and claims submission to appeals and grievances, ensuring you have the necessary information to comply with Highmark's standards and optimize your practice operations.

Self-Service Hub

Found in PRC > Resources and Education > Training and Guides > Self-Service Hub or on the PRC Home Page

Highmark requires providers to utilize our enhanced self-service tools to obtain the fastest resolution to many common issues and tasks. The Self-Service Hub provides quick access to the most important self-service resources and information.

Communications Hub

Found on the PRC Home Page

Stay informed with the latest news, policy changes, and important announcements from Highmark through our Communications Hub. This central location provides access to provider newsletters, policy announcements, and critical updates that impact your practice and our members.

Credentialing

Found in PRC > Provider Network > Credentialing or click Get Credentialed on PRC Home Page

Credentialing is the process by which Highmark verifies the qualifications and legitimacy of healthcare providers. This ensures that our members receive care from qualified professionals. Find information on initial credentialing, recredentialing, and how to update your provider information to maintain your network participation status.

Authorizations

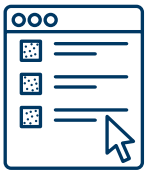
Found on the PRC Home Page

Prior authorization is required for certain medical services and procedures to ensure medical necessity and appropriate care. This section will guide you on how to determine if a service requires authorization, how to submit requests, and how to check the status of your submissions.

Claims Basics

Found in PRC > Resources and Educations > Provider Manual > Frequently Used Section

Understanding the basics of claims submission and processing is crucial for timely reimbursement. This section outlines key information regarding claims, including submission requirements, common reasons for rejections, and how to interpret claim adjudication details.



Forms

Found in PRC > Resources and Education > Forms

The forms section provides you with all of your necessary Highmark forms. For example, in Provider Information Management forms, you will find the forms to create a new assignment account or to add/delete practitioners from your group. You will also find forms for Behavioral Health, Medical Authorizations, and several other miscellaneous forms.

Availity Essentials

Provider Portal

Availity Essentials is Highmark's primary online portal for secure and efficient provider transactions. It offers a gateway into Highmark's systems – providing a suite of tools to streamline your administrative tasks, including eligibility and benefit verification, claims submission and status checks, and authorization requests.

How to Sign up/Register

To begin utilizing the powerful features of Availity, your practice will need to register. Detailed step-by-step instructions for signing up and getting started are available directly at Availity.com or within the Highmark Provider Manual. Ensure you have your tax ID and NPI ready for registration. If your organization already has Availity, your administrator can add new Billing Groups to your org in Manage My Organization.

Eligibility and Benefits

Verifying a member's eligibility and benefits through Availity before rendering services is critical to ensure accurate billing and avoid claim denials. Through Availity's Eligibility and Benefits feature, you can quickly find access to information such as:

- **Member Identification:** Member ID, Group Number, and Plan Name.
- **Coverage Status:** Active status, original effective dates, and/or termination dates. Note: ACA members may show Active status - Pending Investigation. Please scroll to review Health Plan Coverage information and Premium Paid to Dates as this may impact coverage.
- **Digital ID Card Access:** View and print the member's digital ID card.
- **Financial Responsibility:** Detailed deductible information (including remaining amounts), copays, and coinsurance for both individual and family levels.
- **Coordination of Benefits (COB):** Information regarding other insurance coverage, when applicable.
- **Specific Plan Details:** In-depth information on specific benefits, limitations, and exclusions.

Claims

Availity simplifies your claims management process, offering robust tools where you can find and utilize:

- **Claims & Encounters:** Allows you to quickly submit real-time, electronic claims. You can attach supporting documents — also called 275 transactions — saving time and effort, while accelerating the claim review and approval process for Highmark.
- **Claim Status Information:** Check the real-time status of submitted claims.
- **Detailed Processing Information:** Understand how a claim is processed, including applied deductibles, copays, and reasons for rejections or denials.
- **Claim Inquiry Submission:** Submit secure inquiries to Highmark directly through Availity regarding the status of claims, including the ability to send attachments for review.

Authorizations

Utilize Availity for efficient management of your authorization requests. Here you can:

- **Submit Requests for Authorizations:** Electronically submit new authorization requests with the ability to include attachments.
- **Check the Status of Authorizations:** Track the status of your submitted authorizations in real-time.

Provider Chat

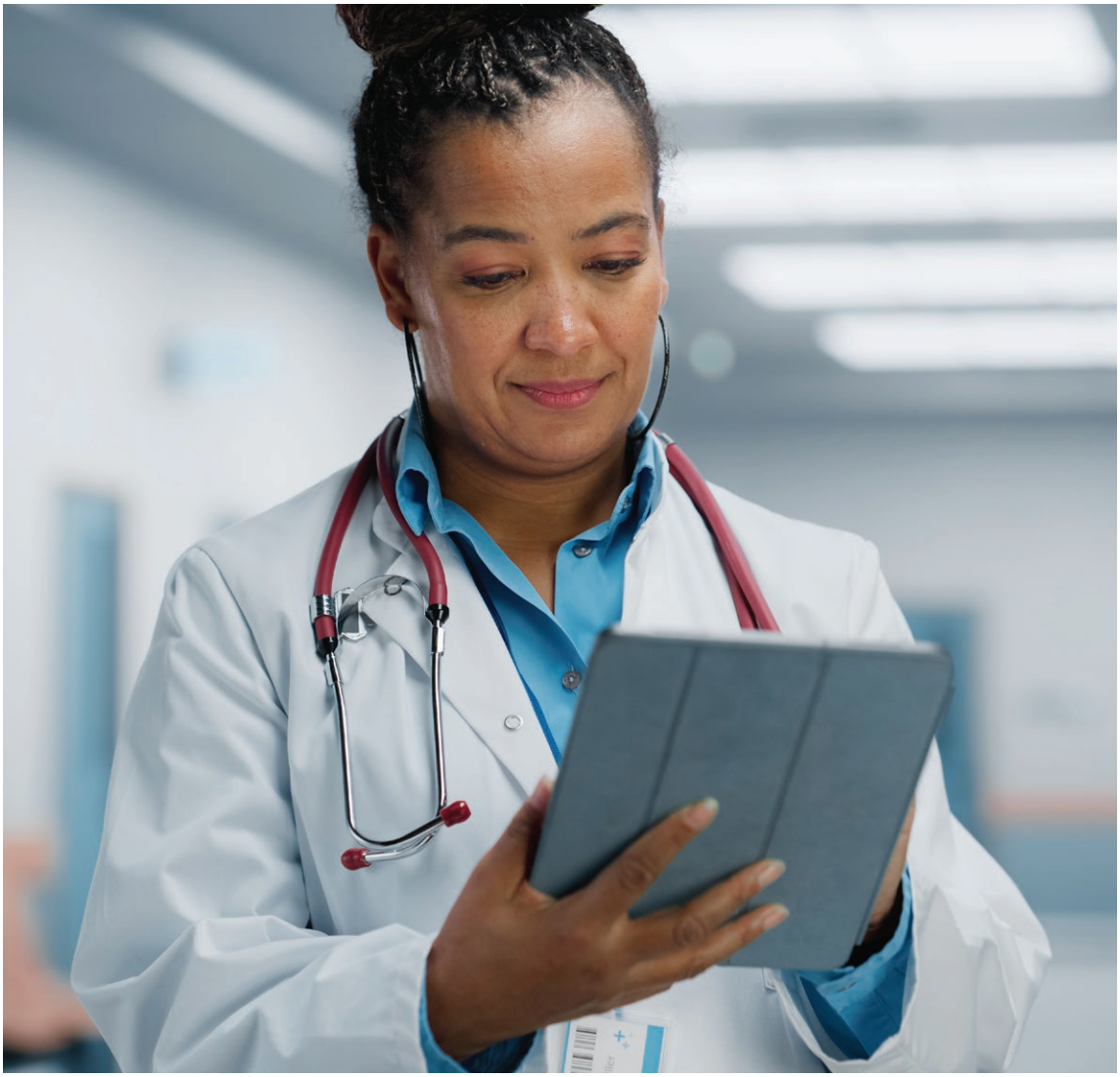
Need quick answers? Our Provider Chat offers digital support for common questions like claim and authorization status. Log into Availity, navigate to Highmark's Payer Spaces, and click "Provider Live Chat" to connect. Live agents are available for more complex questions on weekdays from 8 a.m. to noon and 1 to 5 p.m. ET.

The skeleton consists of 206 bones.
HEAD
TORSO
SUPERIOR MEMBERS
INFERIOR MEMBERS

Electronic Funds Transfer

All Highmark participating network providers are required to enroll in Electronic Funds Transfer (EFT). Providers may also choose to enroll in paperless Explanation of Benefits (EOB). EFT ensures faster, more secure payments directly to your bank account, while paperless EOBs provide immediate online access to detailed payment information. Register with ECHO Health at echohealthinc.com/provider.

ECHO Health



Join Highmark's Mailing List

Complete the form to sign up by clicking on the Join Our Mailing List link on the Provider Resource Center to receive emails each time Highmark releases various online publications and/or information is updated.

Have your opinion heard – Join Highmark Provider Perspectives

We're inviting you to join **Highmark Provider Perspectives**, our exclusive online insights community where we partner with providers like you as trusted advisors. The community is open to both clinical and non-clinical staff.

As a member of **Highmark Provider Perspectives**, you'll:

- **Share your feedback:** Participate in polls, surveys, and interviews.
- **Influence change:** Directly shape future Highmark services and solutions that better serve your practice or facility.
- **Stay informed:** Receive updates on how your feedback is making a difference.
- **Earn rewards:** Get entered into monthly sweepstakes for a $250 Visa gift card!

Join Highmark Provider Perspectives

Note: Please have your facility/practice's 10-digit group NPI ready to enter during sign up.

If you are not interested in joining the community but know a colleague who is, feel free to share this information with them.

How to Contact Us

For specific inquiries, Highmark offers dedicated support channels that cannot be handled via self-service. Visit our 'Contact Us' page for the most up-to-date contact information, including phone numbers, email addresses, and online inquiry forms:

- **Provider Service:** For non-routine inquiries that require analysis and/or research
- **Clinical Service:** For inquiries that cannot be handled via the provider portal.
- **Credentialing:** For questions regarding provider enrollment or credentialing status.

Contact Us

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