

QUICK REFERENCE

HIGHMARK PROVIDER SERVICE CENTERS

Please use Highmark's provider portal – either Availity® or NaviNet® – for all of your routine eligibility, benefit, and claim inquiries. For non-routine inquiries that require analysis and/or research, contact Highmark's Provider Services.

[What Is My Service Area?](#)

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 & 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
- Eastern Region **866-975-7290**
Hours of Availability: 9 a.m. to 12 noon, 1 p.m. to 4:30 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**
- Behavioral Health:
 - Western & Northeastern Regions: **800-258-9808**
 - Central & Eastern Regions: **800-628-0816**

DELAWARE:

- Highmark Delaware Provider Services: **800-346-6262**
Hours of Availability: 8:30 a.m. to 5 p.m. EST, Monday through Friday
- Behavioral Health: **800-421-4577**

WEST VIRGINIA:

- Highmark West Virginia Medical: **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
- Behavioral Health: **800-344-5245**

NEW YORK:

- Highmark BCBSWNY and Highmark BSNEWY: **800-950-0051**
- Medicare Advantage: **800-329-2792**
Hours of Availability: 8 a.m. to 8 p.m. EST, Monday through Sunday

Please listen carefully to the available options to reach the appropriate area for your inquiry.

HIGHMARK CLINICAL SERVICES

The provider portal 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: Monday-Friday 8:30 a.m.-7 p.m.; Saturday & Sunday 8:30 a.m.-4:30 p.m. for urgent issues.

New York: Monday-Friday 8:15 a.m.-5:00 p.m.

PENNSYLVANIA:

- Western Region:
 - Medical Services: Professional Providers **800-547-3627**; Facilities **800-242-0514**
 - Behavioral Health: **800-258-9808**
- Central Region:
 - Medical Services: Professional Providers **866-731-8080**; Facilities **866-803-3708**
 - Behavioral Health: **800-628-0816**
- Northeastern Region: Medical Services **800-452-8507**; Behavioral Health **800-258-9808**
- Eastern Region: Call Independence Blue Cross at **800-862-3648**

DELAWARE:

- Medical Services **800-572-2872**; Behavioral Health **800-421-4577**

WEST VIRGINIA:

- Highmark West Virginia Products for Medical and Behavioral Health Services: **800-344-5245**
- Medicare Advantage Freedom Blue PPO: **800-269-6389**

NEW YORK:

- Medical Services: **844-946-6263**
 - Fax: Medical Outpatient **833-619-5745**; Medical Inpatient **833-581-1868**
- Behavioral Health: **844-946-6264**
 - Fax: Behavioral Health Outpatient: **833-581-1867**; Behavioral Health Inpatient **833-581-1866**



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

