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, or via 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.

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.

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.**

1

New Provider Resource Center (PRC) Job Aid

Home Page/Site Navigation (continued)

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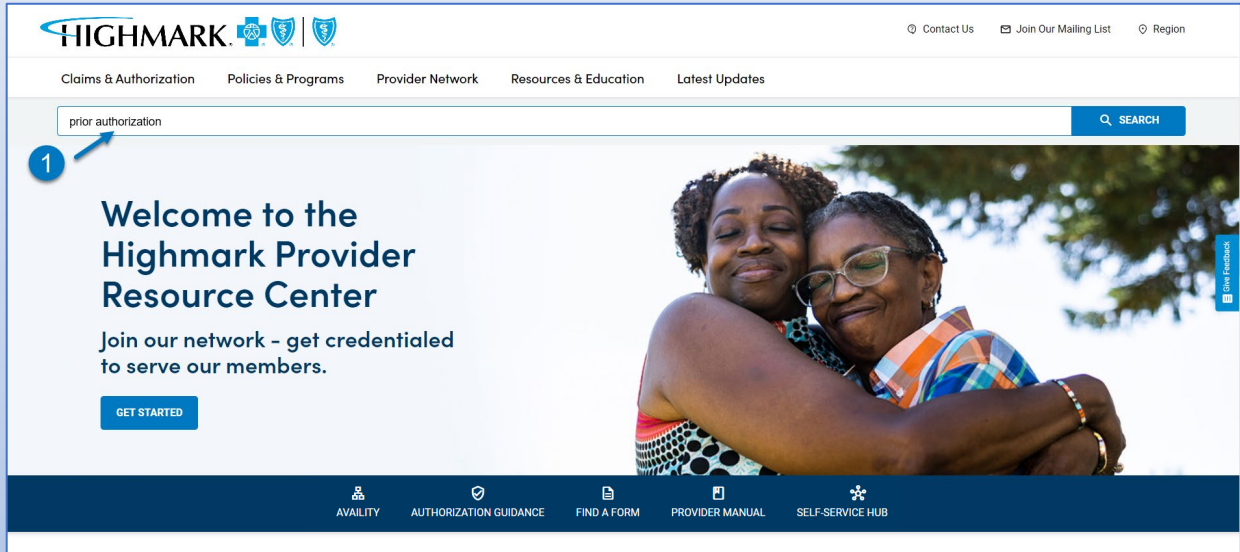
1 **Search Field** - Use the improved search to locate information on the new PRC. **Example:** Key prior authorization. Click Search or press Enter.

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.

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.

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.**

6 **Quick Links** – Provides quick links to Availity (log in required), Authorization Guidance, Find a Form, Provider Manual, and Self-Service Hub.
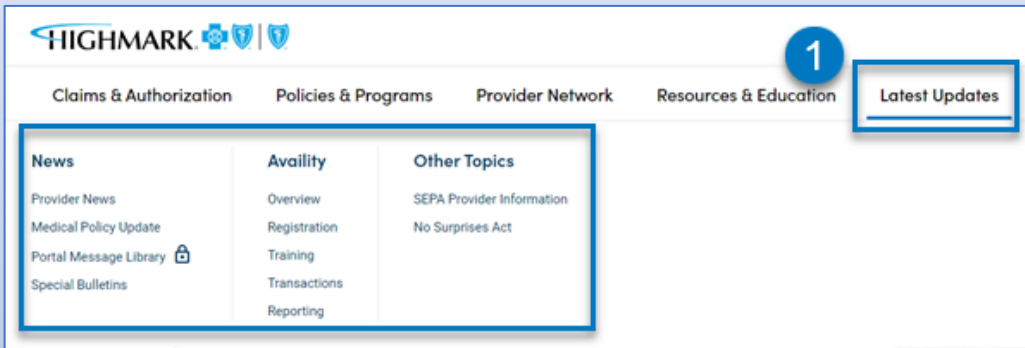
7 **Give Feedback** – Providers and other users are welcome to provide feedback that will help improve the PRC site. Click the Give Feedback tab on the right side of the screen.

3

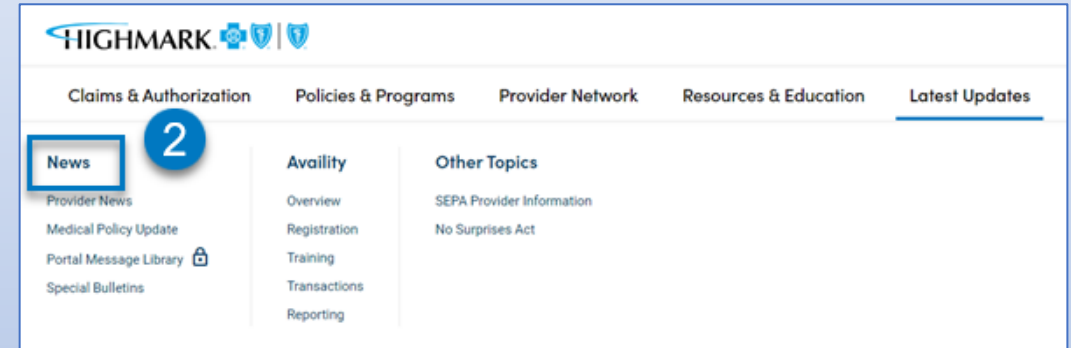# New Provider Resource Center (PRC) Job Aid

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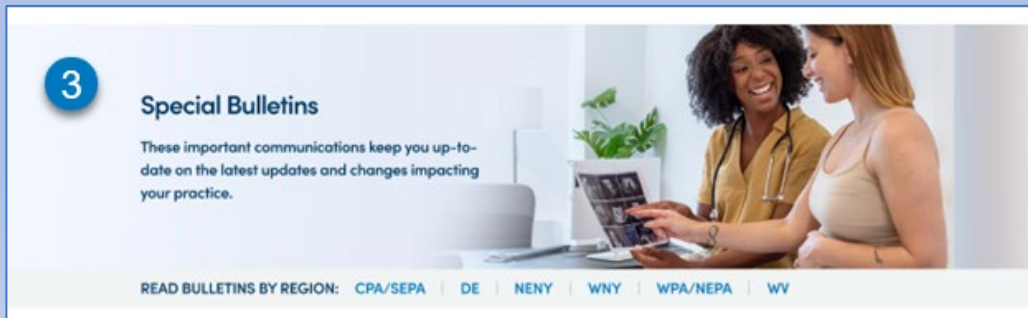
4   **News Landing Page Example – Specific Region** – If a specific region is selected, only the link to that region's communications displays. (**Example:** Special Bulletins)
- The top of each communications page will also display the region, for additional confirmation that you are in the correct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

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

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.

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.
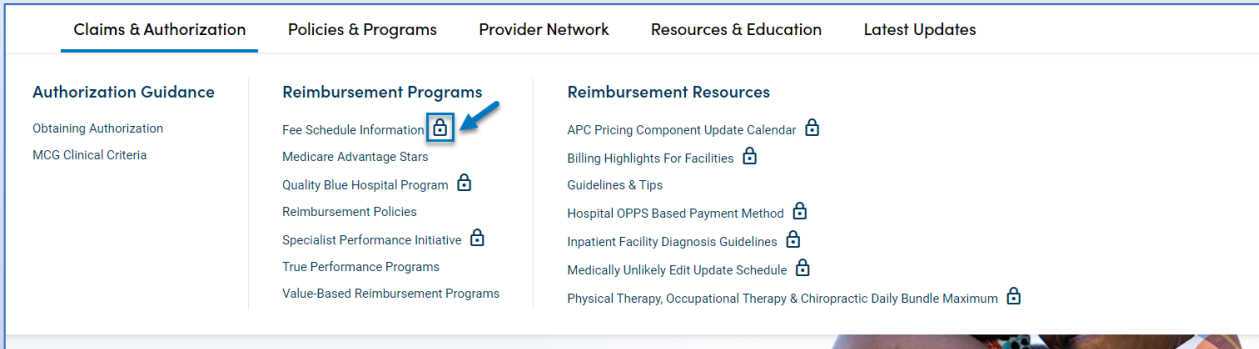
Fee Schedules – Lock Icon Example
- Click the lock icon next to Fee Schedules. This takes the user to the Availity login.
- Once logged into Availity, the user has access to all resources on the new PRC, including Fee Schedules.
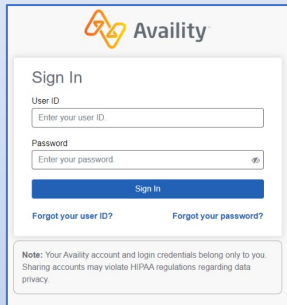
New Provider Resource Center (PRC) Job Aid

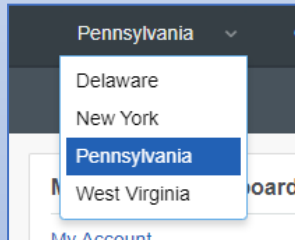**Access Provider Resource Center from Availity**
- Access all information on the new Provider Resource Center via Availity using the current Provider Resource Center tile in Highmark's Payer Spaces.
- Once a user is validated via Availity, all menu items, pages, documents, and links should be accessible.
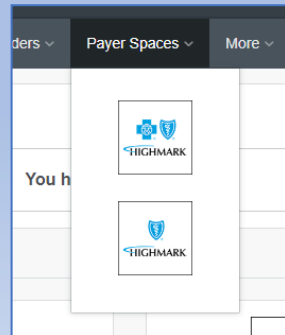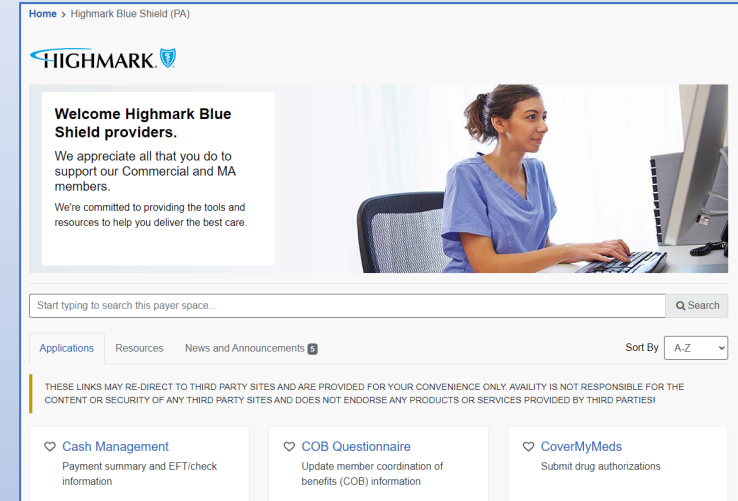
1. Sign into Availity.

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.