

Special Bulletin

For professional and facility providers

December 13, 2023

Access to PaySpan Ending in April 2024

Attention Highmark Blue Cross Blue Shield (WNY) and Highmark Blue Shield (NENY) providers:

Effective **April 30, 2024**, you will no longer have access to Highmark/Health Now Electronic Funds Transfer (EFT) information or Electronic Remittance Advices (ERAs) in PaySpan.

This includes all claims payments with dates of service prior to January 1, 2023 - when we moved from our legacy Health Now systems onto Highmark systems.

Prior to **April 30, 2024**, please download all historical data you would like to retain for your records.

- To view more recent EFTs/ERAs, go to Cash Management in Highmark's provider portal ([Availity®](#) or [NaviNet®](#).)
- For any EFT/ERA older than 180 days, please contact [Provider Service](#).

As a reminder, Highmark is moving to Availity Essentials. That transition will be completed in February 2024. If you do not yet have access to Availity, you may register [HERE](#). For additional information about the transition, please see the Availity section of our Provider Resource Center.

- [Highmark Blue Cross Blue Shield \(WNY\) Provider Resource Center](#)
- [Highmark Blue Shield \(NENY\) Provider Resource Center](#)

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Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

