

Special Bulletin

For professional and facility providers

March 12, 2024

Assistance for Highmark Participating Providers Impacted by Change Healthcare Cyber Event

Highmark continues to support providers affected by the recent Change Healthcare cyber event. We understand that the cyber event is impacting the ability for some providers to submit claims.

We have launched an assistance program to provide funding advances for eligible participating providers who use Change Healthcare or one of its impacted companies and are experiencing cash flow concerns due to an inability to submit claims. Eligibility for assistance and amount of assistance will be determined based on a variety of factors including inability to use an [alternate method to submit claims](#) and current financial need.

Providers can submit a form for consideration. That form can be found in Highmark's Payer Spaces in [Availity](#). If you do not have Availity access, you may register for Availity access or call [Provider Service](#) to be sent the form.

If you are approved for a funding advance, an agreement with terms will be sent to you for signature. The funding advance will be subject to the terms outlined in that agreement including repayment obligations.

The assistance program will be limited in duration and only continue until claims volumes reach acceptable levels.

Providers who use clearinghouses other than Change Healthcare or one of its impacted companies are not eligible for the assistance program.

Not Registered for Availity?

Highmark is transitioning to Availity Essentials as its provider portal. If you have not already registered for the Availity portal, start [here](#).

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

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

