

# Special Bulletin

For professional and facility providers

February 10, 2025

## Provider Live Chat in Pennsylvania Resumes February 14

Access to Highmark's provider live chat functionality will resume this Friday, **Feb. 14, 2025**.

We appreciate those who participated in our pilot program and leveraged the live chat functionality to answer their prior authorization, member benefits, and self-service navigation questions. Your feedback is being incorporated as we continue to develop the tool.

Effective **Feb. 14, 2025**, provider live chat will again be accessible via Highmark's Payer Spaces in [Availity](#)<sup>®</sup>, making it readily available when you are completing other transactions and Highmark-specific tasks. The live chat feature will be available Monday – Friday from 8 a.m. to 5 p.m. ET.

As a reminder, provider live chat can be used to answer the following questions:

- Clinical authorizations including if an authorization is required, authorization status, investigations on an authorization, or questions specific to the authorization process.
  - **Note:** You cannot use live chat to submit an authorization request.
- Member benefit information **not** available via Highmark self-service tools
- Navigation across Highmark [self-service tools](#).

You can ask questions related to Highmark members in any health plan except for Medicaid.

We encourage you to use the live chat functionality – which will eliminate the need for you to wait on the phone for support on some of your most frequently asked questions about our members.

For additional information about how to access provider live chat and tips for a successful chat experience, read our article in the [December 2024 Provider News](#) newsletter.

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