

# Special Bulletin

For professional and facility providers

January 13, 2025

## Temporary Pause: Successful Provider Live Chat Pilot in Pennsylvania

To address higher than normal call volumes and ensure timely responses, Highmark is pausing the Pennsylvania provider live chat pilot for 30 days effective **January 14, 2025**. This brief pause allows us to prioritize phone support to minimize provider wait times.

We appreciate those who have leveraged the live chat functionality within Availity® to answer their prior authorization, member benefits, and self-service navigation questions. Due to your participation and feedback, the pilot has been successful since its launch in mid-December with more than 1,600 chats serviced.

The success of this initial phase confirms the value of live chat, and we look forward to a permanent relaunch on **February 14, 2025**, along with expansion. Details to follow shortly. (Sign up for our mailing list [here](#) to be the first to know.)

In the meantime, please see Highmark's [Self-Service Hub](#) for helpful information about our tools, as well as contact information for our [Provider Service Center](#) for non-routine inquiries.

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