

Special Bulletin

For professional and facility providers

January 30, 2023

Joint Administration Model Coming to Western and Northeastern NY

Highmark is expanding our Joint Administration Solutions (JAS) model to include the Highmark Blue Cross Blue Shield of Western New York and Highmark Blue Shield of Northeastern New York service areas beginning **January 1, 2023**. JAS will partner with Third Party Administrators (TPAs) to create a shared services network for self-funded clients within PPO Blue Products.

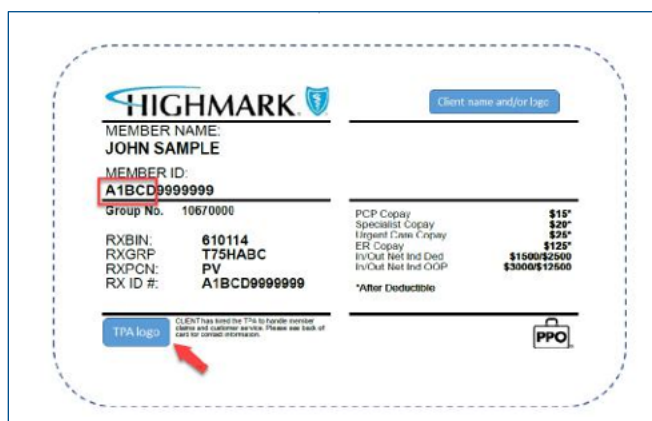
JAS is currently partnering with HealthNow Administrative Services (HNAS) for this network but will likely expand to other TPAs in the future.

What This Means for Providers

The phone numbers you call for help with prior authorizations, customer service, and provider services may be different than the number you use for other Highmark members. These numbers are available on the back of the member's ID card as well as in [NaviNet®](#).

Member ID cards for the JAS network will look different than other Highmark ID cards:

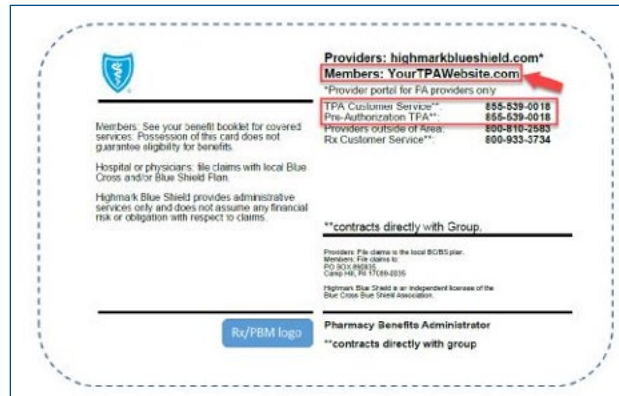
- **Front of the Card:**



- The TPA logo will typically appear in the bottom left corner.
- The member ID number will ALWAYS have a 3-character prefix and 2-alpha characters followed by a 7-digit member number. The 3-character prefix and 2-character infix will be a combination of the following options:

	3-Character Prefix	2-Character Infix
Highmark Blue Cross Blue Shield of Western New York	J7J	HA
	J7N	HC
Highmark Blue Shield of Northeastern New York	J7L	HB
	J7E	HD

- **Back of the Card:**



- The TPA website will usually be listed at the top right corner of the card.
- The TPA customer service, prior authorization, and other relevant member phone numbers will be listed. Ensure you copy the back of the member's ID card to direct members to the correct phone number for needed services.

This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware, and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

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