Special Bulletin

Transition From NaviNet to Availity: Start Using the New Provider Portal Today

Highmark is replacing its existing provider portal, NaviNet®, with Availity® Essentials. Availity serves plans nationwide, including many Blue Cross Blue Shield Association licensees like us. Availity's multi-payer platform will support the existing payer-provider transactions necessary to manage care for Highmark members, including eligibility and benefits, claim status, and claim submission, and serve as a gateway to our utilization management platform to perform authorization transactions.

Why is Highmark Moving to Availity?
With provider feedback and the future vision of Highmark's digital platforms in mind, we evaluated the advantages of our current provider portal and areas where we can improve. We looked closely at our opportunities to offer an enhanced online experience and found that Availity meets many of the criteria that will help us better serve you.

When is the Transition Happening?

August & September 2023	Highmark engaged a pilot group of providers to ensure a seamless transition to the Availity portal.
October 22, 2023	Providers who currently use Availity for other payers started seeing Highmark as an option in the states in which they are contracted.
February 5, 2024	Availity will be available to all Highmark providers.
March 2024	Providers will no longer have access to NaviNet or HEALTHeNET (NY).*

*More information on the retiring of existing portals will be distributed as it becomes available. If you don't already receive emails for our provider newsletters, join our eSubscribe list today. (See next page for sign-up information.)

Will Availity Have the Same Capabilities as NaviNet?
Providers will be able to perform all the same tasks as they do today — eligibility and benefit searches, authorization submission and status check, claims submissions and inquiries, view reporting, etc. The interface to perform some of these transactions may look different, but we will provide a crosswalk document that maps functions from their current locations in NaviNet to where they appear in Availity — in addition to training opportunities.

What Do Providers Need to Do for This Transition?

If your organization is already registered with Availity, you do not need to re-register. You may only need to review the Highmark-specific features once they are live.

If your organization is not already registered with Availity, you should register for access **now (or as soon as possible)**. For details, go to the Register and Get Started with Availity Essentials webpage.

Training

Recordings of training sessions that were hosted by Availity and Highmark representatives are now available. You can access them by logging into Availity Essentials and then navigating to **Help & Training > Get Trained**.

The training sessions were designed to show you how to navigate Highmark's new portal and get the most out of your experience. They covered the following topics:

- Availity Essentials: Introduction to Highmark Providers (including Highmark's Authorization Tool)
- Claim Submission Applications for Highmark Providers
- Claim Follow-up and Payment Applications for Highmark Providers

Stay Up to Date

Make sure that you are signed up for our eSubscribe list. You can do so by visiting Highmark's Provider Resource Center and clicking the eSubscribe button at the top right of the homepage.
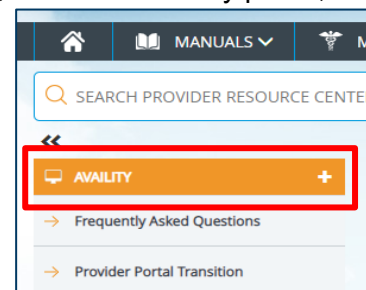

Once subscribed, you will receive Highmark's monthly newsletter, *Provider News*, with the latest information about the transition to Availity Essentials.

Highmark will also post communications on its Provider Resource Center and Availity may announce new features and training opportunities on their in-portal message center.

For Help

For Availity Client Services assistance, call **1-800-AVAILITY (282-4548)** or, within the Availity portal, click Help & Training and then click on Availity Support.

We also have a special section on the Provider Resource Center that includes additional background information and Frequently Asked Questions. You will find it at the top of the left-hand menu. We will continue to update this section throughout the transition to Availity.