

# Special Bulletin

For professional and facility providers

Updated November 11, 2022

## Fax Numbers for Unsolicited Documentation Sunsetting in November

Starting in November, the fax numbers listed below will no longer be available to receive unsolicited documents and will not be processed by Highmark:

- Pennsylvania and West Virginia: **1-888-567-5696** and **1-866-286-8268**
- Delaware: **1-877-710-1514** and **1-877-430-5235**

### Contacting Highmark

All information sent to Highmark should be in response to a Highmark request for more information or attached to an inquiry in the [NaviNet®](#) portal. To send information to Highmark, please use one of the following methods:

- [NaviNet®](#) is the preferred way to interact with Highmark to conduct transactions such as eligibility and benefits inquiries, preauthorization submissions, and submitting claims status inquiries with attachments for supporting documentation.
- You can also mail one of the following addresses:

	Claim Denials for Medical Records	General Correspondence	Coordination of Benefits Questionnaires	Medical Review
All Regions			Highmark P.O. Box 989921 Camp Hill, PA 17089-8821	
DE	Medical Management Retrospective Reviews P.O. Box 1991 Del Code 1-8-40 Wilmington, DE 19899-1991	<ul style="list-style-type: none"><li>• All Lines of Business Except Federal Employee Program: Highmark P.O. Box 8330 Wilmington, DE 1899</li><li>• Federal Employee Program: Federal Employee Program P.O. Box 1991 Wilmington DE, 19899</li></ul>		Medical Management Retrospective Reviews P.O. Box 1991 Del Code 1-8-40 Wilmington, DE 19899-1991

	Claim Denials for Medical Records	General Correspondence	Coordination of Benefits Questionnaires	Medical Review
PA	Highmark P.O. Box 890176 Camp Hill PA, 17011-0146	Highmark P.O. Box 890173 Camp Hill, PA 17089-0173		Highmark Medical Review P.O. Box 890392 Camp Hill, PA 17089-0392
WV	Highmark P.O. Box 7026 Wheeling, WV 26003	Highmark P.O. Box 7026 Wheeling, WV 26003		Highmark West Virginia P.O. Box 1948 Parkersburg, WV 26102

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