

Special Bulletin

For professional and facility providers

March 15, 2024

Highmark Responds to Change Healthcare Cyber Event: Funding Assistance Program and Access to Legacy Portals Extended

Highmark is committed to helping providers affected by the Change Healthcare cyber event.

During this unprecedented time, we recognize the unique challenges providers are facing and are prepared to go beyond business-as-usual approaches to assist providers.

Funding Assistance Program

For participating providers who are experiencing cash flow concerns due to an inability to submit claims, Highmark has launched a [Funding Assistance Program](#).

“We understand that some smaller physician practices and other providers who have been affected by this cyber event have not been able to submit claims and are facing financial hardships,” said Kate Musler, Highmark senior vice president of Health Plan Risk Management and Provider Networks. “This assistance program will help those providers get through this disruption and will also help ensure that our members can continue to access care and utilize the benefits they deserve.”

Eligibility for assistance and amount of assistance will be determined based on a variety of factors including inability to use an [alternate method to submit claims](#) and current financial need.

Click [here](#) for more details and how to apply.

Access to Legacy Portals Extended

Highmark is also delaying the shutdown of our legacy provider portals, NaviNet® and HEALTHeNET (NY regions) — which were originally scheduled for decommissioning on March 29 — to **April 26**.

We understand that affected providers are focused on more pressing issues at this time. This extension will give facilities, organizations, and practices more time to fully train their staff and move transactions to [Availity](#)®.

Risk Manager Update – New York Only

Access to the Risk Manager analytics platform — which leverages Change Healthcare technology — has been disabled until further notice. As more information becomes available about the status of Risk Manager, we will share that with you via the Provider Resource Center and Availity portal.

Once the Change Healthcare cyber event has been resolved, you will need to create a separate username and password for Risk Manager to access it via Availity.

Best Practice and Pay for Performance and Pending Claims reports can be accessed via the **Provider Facing Analytics** tile on the Availity Payer Spaces page.

Availity Training

Free live training hosted by Availity and Highmark trainers are being offered at the end of March. Click [here](#) to save your seat. (You must already be registered for the Availity portal to sign up.) You can also access recorded training courses and materials in the [Availity Learning Center](#).

In addition, Availity has the following resources available for providers and their teams:

- [Availity.com/Highmark](#)
- [Register and Get Started](#)
- [Sign-Up Tips for Primary Administrators](#)

Highmark Resources

The Provider Resource Center (PRC) has a variety of resources regarding Availity and the transition to a new portal. From the left menu, click **AVAILITY** and then select:

- Provider Portal Transition
- Frequently Asked Questions

Also, since June 2023, *Provider News* has been running monthly articles on the transition. We encourage you to sign up for our e-subscribe list to ensure you don't miss important updates about Availity and many other topics.

You can access *Provider News* and our e-subscribe list by going to the PRC, selecting **NEWSLETTERS/NOTICES** and then clicking **E-Subscribe For Publications And Notifications** and/or **Provider News**.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company, or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company, or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

Availity is an independent company that contracts with Highmark to offer provider portal services.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

