

Special Bulletin

For professional and facility providers

July 25, 2023

Paper Claims Must Be Completely and Correctly Filled Out to be Processed

Effective August 24, 2023, paper claims submitted with missing information, including incomplete fields, will be returned to providers to be corrected and resubmitted. Highmark will no longer attempt to contact providers who submitted incomplete paper claims by phone or email; instead, the incomplete claim will be returned via U.S. mail to the provider to be corrected and resubmitted. Please review the *Highmark Provider Manual's* Chapter 6, Unit 1: General Claim Submission Guidelines for information on claim submission requirements.

Reminder: The fastest way to submit claims is electronically either through [NaviNet®](#) or your Electronic Data Interchange (EDI) vendor. Electronic claims are processed more quickly, resulting in faster payment to providers.

For more information about EDI, visit the Provider Resource Center, select **CLAIMS, PAYMENT & REIMBURSEMENT** from the left menu, and then click **Electronic Data Interchange (EDI) 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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