

Special Bulletin

For professional and facility providers

February 3, 2023

Update: Reprocessing Effort for July BlueCard Plan Claims Continues

As [previously communicated](#), a number of BlueCard claims submitted to Highmark between July 1 and July 19, 2022, were incorrectly processed as out-of-network.

Highmark continues to work with the Blue Plans who served as the Home Plans to reprocess these claims. Due to the volume of claims impacted, this has taken longer than anticipated and Highmark continues the effort to reprocess the affected claims as quickly as possible.

We believe that we will complete this process for most of the claims by the end of March, but it may take until the end of the second quarter to ensure we have addressed all the impacted claims.

No action is needed on your part. Please do not resubmit your claim or submit a Claim Status Inquiry in [NaviNet](#)[®] for an affected claim. We are working as quickly as possible to reprocess the affected claims and submitting an inquiry may only delay that process.

Also, please do not accept member payments for an affected claim. If you have already received payment from a Highmark member, please return that payment to the member.

Learn More

If you have additional questions, please contact the Provider Service Center at **866-731-8080**.

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.

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.

