

# Special Bulletin

For professional and facility providers

July 1, 2024

## U.S. Digestive Health Out of Network for Highmark Members Starting July 1, 2024

You may have heard that Highmark has been engaged in contract negotiations with U.S. Digestive Health. Our goal is to always reach fair and equitable agreements with our provider partners without causing concern to our members. Unfortunately, we were unable to reach an agreement on a new contract that would allow us to continue offering our members access to their services at an affordable cost.

### Member/Patient Information

Highmark members who currently receive care from U.S. Digestive Health will need to find a new in-network provider for their care. We have a network of qualified providers who are ready to care for them. We have notified the affected members by letter to help them understand the continuity of care process and how to identify in-network providers.

- Continuity of Care (COC)
  - Members may be eligible to continue to receive care from their current provider for a specified period of time (generally 90 days) for certain conditions. Members can apply for continuity of care by calling the number on the back of their member ID card.
- Office Visits/Procedures Scheduled After July 1
  - Any eligible services that have been authorized by Highmark prior to 7/1/24 will be covered at the in-network level according to the member's benefit plan.
  - Authorizations submitted after 7/2/24 will be handled on a case-by-case basis to determine if a member may be eligible for continued care or if there are in network options for the member.

We understand that this change may also impact your practice/facility. We are committed to working with you to ensure a smooth transition for your patients.

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