

PROVIDER UPDATE

An Update for Highmark Health Options Providers and Clinicians

Important Announcement: Platform Implementation Date Change *Transition to New Platform Will Take Place in Fourth Quarter 2017*

You recently received a communication from us that the upcoming transition to a new and improved processing platform would be effective September 1, 2017. **Because this migration event is so important, Highmark Health Options has decided to delay the transition to the new platform. When we have established a new implementation date, we will inform providers 30 days in advance so that you have time to prepare for a seamless and successful transition. The thirty day window will give you ample time to make any changes and have your questions and/or concerns addressed.**

Our ultimate goal is to guarantee that our service standards remain consistent throughout the transition and this integration is as smooth as possible. We apologize for any confusion or disruption that this date change may cause. In the meantime, if you have any questions about these changes, please call us at 1-844-325-6251.

Correspondence with Highmark Health Options

Please continue to use the same process for mailing correspondence to Highmark Health Options. We provided new addresses in the last Special Edition Provider Update, but those addresses will not be in effect until we migrate to the new platform.

Please use the following addresses for submitting paper claims and provider correspondence:

Highmark Health Options Claims Processing Department: P.O. Box 830419, Birmingham, AL 35283 (paper claims)

Highmark Health Options General Correspondence: P.O. Box 22218, Pittsburgh, PA 15222-0218 (provider correspondence)

Provider Service Center: The Highmark Health Options Provider Service Center number will remain the same –1-844-325-6251.

For direct answers to your questions during the platform integration please use the Provider Service Center phone number for immediate access to a representative who can assist you.