

Highmark Frequently Used Contact Information

Authorizations *Western Region Only:*

[What Region Am I?](#)

Medical/Surgical or Home Health: 1-800-248-4180, option 1
Behavioral Health Services: 1-800-628-0816, option 3
Healthcare Management Services via Provider Line: 1-800-547-3627, option 2

Central, Eastern, and Northeastern Region Only:

Acute Care Facilities and Ancillary Providers: 1-866-731-8080, option 1
Professional Providers: 1-866-731-8080, option 2

BlueCard Eligibility

To verify eligibility for BlueCard members, please use NaviNet or call 1-800-676-BLUE.

Claim Inquiries for Non-NaviNet Enabled Providers

Only those providers who do not have Highmark-hosted NaviNet, or who have non-routine inquiries that require analysis and/or research may contact the Provider Service Center at the following numbers:

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- Western Region Medicare Advantage HMO claims: 1-866-517-8585
 - Western Region: 1-800-547-3627, option 2
 - Central Region: 1-866-731-8080
 - Western & Central Region Medicare Advantage PPO Claims: 1-866-588-6967
 - Eastern Region: 1-866-975-7290
 - Northeastern Region (Traditional Participating Providers): 1-888-827-7117
 - Northeastern Region BlueCare PPO (formerly AccessCare II): 1-866-262-5635
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Coordination Of Benefits

If both insurance companies make payments on a claim and the combined payments exceed your charge, notify Highmark Blue Shield's or Blue Cross of Northeastern's Customer Service department at the phone numbers listed below. The Customer Service Department will investigate and advise if a refund is requested.

Central and Eastern PA Regions

1-866-731-8080

Northeastern PA Region

Blue Cross of Northeastern PA

BlueCare Traditional: 1-800-827-7117

BlueCare PPO: 1-866-262-5635

Western PA Region

1-866-763-3224, Option 1

Electronic Data Interchange (EDI)

If you wish to begin to submit claims electronically, you may contact the EDI Operations support line at 1-800-992-0246 to speak with a representative.

InfoFax

Claims status and enrollment information: 1-800-891-1856

InfoFax Helpline: 1-800-985-2032

Medicare

Medicare Part A Provider Inquiries: 1-800-488-0545

Medicare Part B Provider Inquiries: 1-800-488-0548

FreedomBlue Provider Service Center: 1-866-588-6967

For a complete list of Medicare Part A and Part B customer service lines, please visit www.highmarkmedicare.services.com

NaviNet

To learn more about NaviNet or to become a NaviNet enabled office, please call the Provider Service Center at:

Western Region: 1-800-547-3627, option 2.

Central Region: 1-800-345-3805, option 3.

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Hours are from 9:00 a.m. to 4:30 p.m., Monday through Friday.

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OASIS

Eligibility, benefits and status of claims: call 1-800-462-7474, or in the Harrisburg area, 1-717-302-5125 on your touch-tone telephone.

Precertification Inquiries

In the Western Region Only, please call:
Healthcare Management Services via the Provider Line at
1-800-547-3627, Option 2

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In the Central Region Only, please call:
Healthcare Management Services at 1-866-731-8080

In Northeastern Pennsylvania Only, please call:
Blue Cross of Northeastern Pennsylvania at 1-800-638-0505
In Eastern Pennsylvania Only, please call:
Independence Blue Cross at 1-800-862-3648

Provider Information Management

Requests to change data about a practice, e.g., address, specialty, etc., must be in writing.

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- In the Western, Central and Eastern Region: Fax written requests to 1-800-236-8641
- In the Northeastern PA Region: Fax written requests to 570-200-6880.

To follow-up on a requested change to practice information:

- In the Western, Central and Eastern PA Regions, please call 1-866-763-3224.
- In the Northeastern PA Region, please call 1-800-451-4447

To submit information to credential a provider for one of Highmark Blue Shield's networks:

- In the Western, Central and Eastern PA Regions: fax documents to 1-800-236-5907
- In the Northeastern PA Region: fax documents to 570-200-6890

Highmark-hosted NaviNet-enabled providers can update addresses, office hours, telephone numbers and other data via the NaviNet system.

Highmark Frequently Used Contact Information, Continued

**Special
Investigations
Unit (SIU)**

The Highmark Fraud and Abuse Hotline telephone number is: 1-800-438-2478.

1099 Misc

For Central, Eastern, and Western Region Providers:

[What Region Am I?](#)

If you have any questions about form 1099-Misc issues, please call 1-866-425-8275. You can also e-mail 1099inquiry@highmark.com.

For Northeastern Region Providers:

For providers located within the 13 counties of Northeastern Pennsylvania, (Bradford, Carbon, Clinton, Lackawanna, Luzerne, Lycoming, Monroe, Pike, Sullivan, Susquehanna, Tioga, Wayne and Wyoming), please call 1-800-451-4447.
