

# PROVIDER UPDATE

An Update for Highmark Delaware Health Options Providers and Clinicians

May 28, 2020

Dear Provider,

Highmark Blue Cross Blue Shield Delaware Health Options (Highmark Health Options) would like to take this opportunity to inform you of a newly implemented 'COB Commercial Insurance Disallowance' process, through Health Management Systems, Inc. (HMS) that will be utilized starting July 2020.

As you may know, Highmark Health Options retains HMS under a contract, which includes a Business Associate Agreement compliant with "HIPAA" regulations, to recover incorrect payments where a Commercial Insurance has primary responsibility. This process will be utilized for all institutional claims as well as a portion of professional claims, and **often results in the provider receiving reimbursement at a higher amount than the Medicaid fee schedule.**

As a follow-up to this introduction letter, you will be receiving additional detailed information from HMS in regard to the disallowance process. With this in mind, **the disallowance process will enable providers to communicate directly with HMS via phone or via the 'Provider Portal' (preferred method)** in order to quickly resolve instances where Commercial Insurance has primary responsibility for services rendered. At any time, please feel free to outreach directly to HMS at 866-409-1185 with questions and to allow HMS to review the project in greater detail with you.

As always, we appreciate your cooperation and look forward to working collaboratively with you.

Sincerely,

Highmark Health Options Payment Integrity Dept.