

# PROVIDER UPDATE

An Update for Highmark Health Options Providers and Clinicians

## PROVIDER EDUCATION WEBINARS: NEW EHS OPERATING SYSTEM

On January 1, 2018 Highmark Health Options transitioned to its new processing platform (EHS). This upgrade to an innovative and efficient system will allow for more timely and accurate payments and combined operations functionality. We are working closely to ensure that our service standards remain consistent throughout the transition and that this integration is as seamless as possible to both Providers and our members that you serve.

To help you better understand the new operating system, Highmark Health Options will be hosting two (2) Provider Education Webinars in January to discuss the new platform changes, including:

- NaviNet Enhancements
- Electronic Claims Submission
- New Explanation of Payments
- Member New ID Cards
- New Addresses for Correspondence (Claims, General, Checks)
- Taxonomy

Each session will be one hour long and will be held on the following dates:

Wednesday, January 17, 2018	2:00 pm
Wednesday, January 24, 2018	1:00 pm

## ACCESS INSTRUCTIONS

Please RSVP at least 1 week prior to the education seminar you plan to attend. You will need a computer with Internet access.

To register for the provider education session, please follow these instructions:

Step 1: Choose the webinar date you would like to attend.

To register for Wednesday, January 24, 2018 1:00 pm, Eastern Standard Time open a browser on your computer and go to:

<https://gatewayhealthevents.webex.com/gatewayhealthevents/onstage/g.php?MTID=ef050f25cfbf1314e9f8389984aacb158>

Step 2: Click “Register:

Enter your “First Name” and “Last Name” in the name field

Enter your email address in the “Email Address” field.

Step 3: On the registration form, enter your information and then click “Submit”

Step 4: Once the host approves your registration, you will receive a confirmation email message with detailed instructions on how to join the event. The email will include a link to join the event and the call-in number with access code for the audio conference. Please sign in 15 minutes prior to the meeting start time.

If you have any questions, please contact your Provider Relations Representative.