

SPECIAL BULLETIN

FOR PROFESSIONAL PROVIDERS

OCT. 20, 2014

HIGHMARK DELAWARE'S MEDICAID PROGRAM IMPORTANT STATUS UPDATE

At this time, Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) is negotiating our contract with the State of Delaware for our new Medicaid program. We anticipate that Highmark Delaware will participate in the Medicaid program for calendar year 2015. With that in mind, we want to share the following updates with you and your staff.

- **Fee Schedules:** We have uploaded our Medicaid fee schedules to the Provider Resource Center (via NaviNet®). Once on the Provider Resource Center, select *Administrative Reference Materials* and then choose *Delaware Medicaid Fee Schedule*. **The fee schedules are not published to our public Provider Resource Center – you must be NaviNet-enabled to view this information.** You can visit www.navinet.net to gain access to NaviNet, our secure online provider portal.
- **Provider Contracts and Collateral Materials:** We are in the process of obtaining provider contracts for our Medicaid program. A reference guide will soon be available on the Provider Resource Center under *Administrative Reference Materials*. The information in this guide is subject to change and we will let you know if or when a new version is available to you.
- **Additional Status Updates and Operational Information:** Good communication is a key to our success in our partnership with you. In the future, we will post updates on the Today's Messages page of the Provider Resource Center as well as include them in our electronic newsletter, *Provider News*. As a reminder, you can access the Provider Resource Center via NaviNet or by visiting www.highmarkbcbsde.com and selecting Provider Resource Center under "Helpful Links."

If you have any questions about the information in this Special Bulletin, or need help with NaviNet, please contact your Provider Relations Representative. And don't forget to continue looking at the Provider Resource Center and *Provider News* for updates and program information. Thank you for your continued support.

NOT SURE WHO YOUR PROVIDER RELATIONS REPRESENTATIVE IS?

Don't worry! Use the table below to find your dedicated Provider Relations Representative's contact information.

Provider Relations Representative	Provider Types	Phone Number / Email
Tish Anderson	Non-surgical Specialties	302-421-3254 / tish.anderson@highmark.com
Eileen Smith	PCP and Ancillary	302-421-3253 / eileen.smith@highmark.com
Susan Fitzwater	Hospital Providers	302-421-3264 / susan.fitzwater@highmark.com
Terry Tyson	Surgical Specialties	302-421-2098 / terry.tyson@highmark.com

