

SPECIAL BULLETIN

FOR HIGHMARK HEALTH OPTIONS PROVIDERS

Sept. 1, 2016

New Phone Number for Providers

On **Sept. 1**, the multiple toll-free numbers that Highmark uses will move to **one 800 number** for Delaware Health Options.

The new 800 number will handle calls for Member and Provider services (including eligibility and referrals), Behavioral Health, Utilization Management (UM), Case Management (CM), Nurse Line and Pharmacy.

This critical improvement will allow us to establish a “Voice of Highmark” and eliminate confusion and problematic issues that multiple phone numbers have presented for both members and providers. In making this move, Highmark will eliminate six toll-free numbers.

So that you are prepared for any questions or inquiries you may receive, the specific toll-free number is:

Business Line	Toll-Free Number
Health Options	1-844-325-6251

We are **not** changing the 800 numbers for Fraud and Abuse, Retention or Sales. These numbers, as well as the Member Service toll-free numbers, will remain the same.

As of Sept. 1, members or providers who call the retired 800 numbers will be pointed to the new, correct 800 number for a short period of time. When call forwarding ceases, we will place an appropriate message on the line directing callers to the correct toll-free number. Additionally, a comprehensive list of letters and notices will be changed.

By reducing the number of toll-free phone numbers we utilize and improving our IVR, Highmark will also improve the experience of our members and providers, and make it easier and more efficient for them to get the service they need. Together we are making the lives of our members and our employees a little easier and better.

