

# SPECIAL BULLETIN

FOR HEALTH OPTIONS PROVIDERS

MAY 1, 2015

*ATTN: PROFESSIONAL AND ANCILLARY PROVIDERS*

## HIGHMARK DELAWARE PROVIDER RELATIONS REPRESENTATIVE TERRITORY CHANGES, EFFECTIVE MAY 1, 2015 EFFECTIVE IMMEDIATELY

At Highmark Blue Cross Blue Shield Delaware (Highmark Delaware), we are committed to ensuring we share important information with you. With that in mind, we would like to inform you of the following Provider Relations Representative changes. Note: This change became effective May 1, 2015.

<b>Terry Tyson 302-421-2098</b>
<b><a href="mailto:terry.tyson@highmark.com">terry.tyson@highmark.com</a></b>
Kent County
Sussex County
Specialty Pharmacy
Out of State: MD

<b>Tish Anderson 302-421-3254</b>
<b><a href="mailto:tish.anderson@highmark.com">tish.anderson@highmark.com</a></b>
Behavioral Health
LabCorp
Quest
National Imaging Associates (NIA)
Substance Abuse and Psychiatric facilities



<b>Michele DiGennaro 302-421-8703</b>
<b><a href="mailto:michele.digennaro@highmark.com">michele.digennaro@highmark.com</a></b>
Federally Qualified Health Centers
School Based Health Centers

<b>Andrea Wilson 302-421-2528</b>
<b><a href="mailto:andrea.wilson@highmark.com">andrea.wilson@highmark.com</a></b>
19701
19702
19703
19706
19707
19709
19711
19713
19716
19718
19720
19730
19731
19734
19804
19807
19809
19899
Delaware Chiropractic Services Network
CCHS Physicians
Out of State: PA

<b>Sherritta Sampson 302-421-3023</b>
<b><a href="mailto:sherritta.sampson@highmark.com">sherritta.sampson@highmark.com</a></b>
19801
19802
19803
19805
19806
19808
19810
Al DuPont Physicians
Saint Francis Physicians
Out of State: All states
Except PA and MD

<b>Paula Victoria 302-421-2113</b>
<b><a href="mailto:paula.victoria@highmark.com">paula.victoria@highmark.com</a></b>
Long Term Support Services
Home & Community Based Providers

## HIGHMARK CONTACTS:

Highmark Delaware would also like to take this opportunity to introduce other members of our Provider Relations team who are here to support you:

- Kevin O'Hara, Director Provider Relations.
- Mike Metzger, Lead Provider Relations Representative – email: [michael.metzger@highmark.com](mailto:michael.metzger@highmark.com) and telephone: 302-421-2527.

## ELECTRONIC RESOURCE OPPORTUNITIES:

As a reminder, there are many electronic resources specifically for providers, as follows:

- Provider communications, provider manual, pharmacy information, forms and training materials are located at [www.highmarkhealthoptions.com](http://www.highmarkhealthoptions.com).
- NaviNet®, the secure, web-based portal that puts helpful information and transactions right at your fingertips. This includes eligibility, claim status inquiry and provider directory.

Please contact Provider Service at 1-844-325-6252 with general questions. Thank you for your support.