

SPECIAL BULLETIN

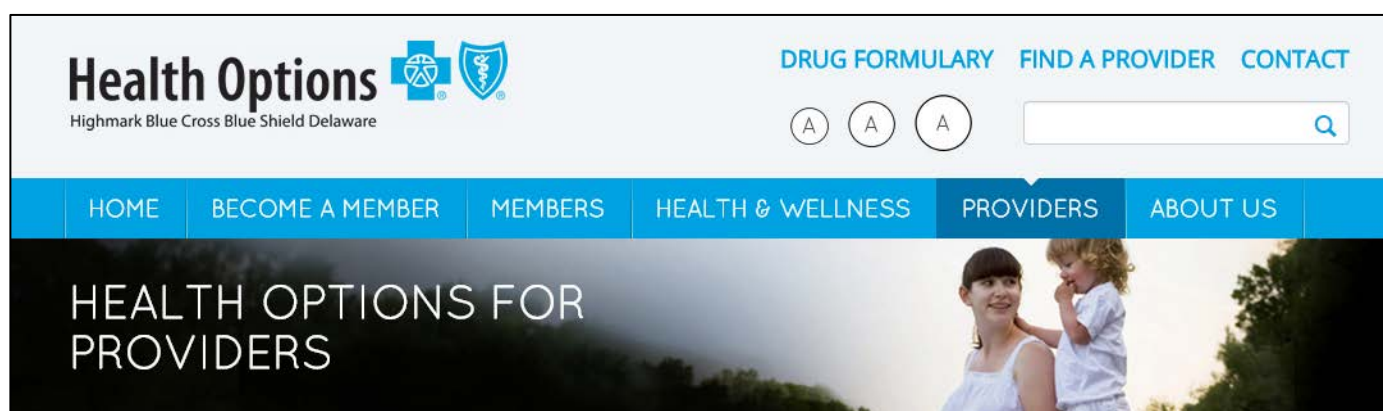
FOR PROFESSIONAL PROVIDERS

DECEMBER 5, 2014

HEALTH OPTIONS PROVIDER MANUAL NOW ONLINE

For the last few weeks, we've been hard at work to create a comprehensive provider manual for Health Options, Highmark Blue Cross Blue Shield Delaware's (Highmark Delaware's) managed care organization contracted with the State of Delaware to provide Medicaid benefits.

We're pleased to let you know that the Health Options provider manual is now online. To access the manual, visit www.highmarkhealthoptions.com and choose *Providers* from the menu at the top of the page (as shown in the image below). Then, scroll down and select the "Health Options Provider Manual" link.



You can also view the manual on the Highmark Delaware Provider Resource Center (accessible via NaviNet® or www.highmarkbcbsde.com.) Select *Administrative Reference Materials* from the menu on the left and then choose *The Health Options Provider Manual*.

Please contact your Provider Relations Representative if you are having trouble accessing the online Health Options provider manual.

As always, thank you for your continued support.

If you have not received a Health Options Medicaid contract from us, please call us at 302-421-8700 immediately – we want to ensure you have the chance to participate in the program.

