



PROVIDER UPDATE

Reminder: Highmark Health Options members should not be balance billed by any participating provider.

Highmark Health Options continues to receive numerous complaints from our members who have been inappropriately balance billed for services rendered by a participating provider. As a reminder, please reference the below language from page 19 of the Highmark Health Options Provider Manual Billing Responsibilities section:

- **Billing patients for covered services**
Under no circumstance may a provider bill; charge; collect a deposit from; seek compensation, remuneration, or reimbursement from; or have any recourse against a patient for nonpayment by Highmark Health Options for covered services.



Access the latest Highmark Health Options Provider Manual by scanning the QR code or visiting hho.fyi/provider-manual.

Questions?

If you have questions about this communication, please contact your Provider Account Liaison or Provider Services at 1-844-325-6251, Monday–Friday, 8 a.m. to 5 p.m.