



# PROVIDER UPDATE

## Join us for a Virtual Provider Forum.

Providers have the opportunity to meet and discuss important appeals and grievances topics. This forum will focus on the provider appeals process, the member appeals and grievances process, and review the prior authorizations and documentation required for these processes.

### Presentation topics include:

- The Provider Appeal process
- Policy requirements and quantity limits
- Appropriate documentation for review requests
- NCCI edits for correct coding
- Balance billing
- Member's written consent with their appeal requests
- Grievance investigations
- Critical Incidents

**Registration is required to attend.** Once registered, you will receive an email confirmation of your registration and instructions on joining the forum via Zoom. To register for a session, scan the QR code or visit [hho.fyi/AprProvForum2023](https://hho.fyi/AprProvForum2023).



- Thursday, April 20 – 1:00 p.m. to 2:00 p.m.

**For Forum Related Questions:** Email [HHO-ProviderForumsRSVP@highmark.com](mailto:HHO-ProviderForumsRSVP@highmark.com). To ensure delivery of our emails, add this email address to your safe list.