



PROVIDER UPDATE

Paper claims must be completely and correctly filled out to be processed.

Effective Aug. 24, 2023, paper claims submitted with missing information, including incomplete fields, will be returned to providers to be corrected and resubmitted. Highmark Health Options will no longer attempt to contact providers who submitted incomplete paper claims by phone or email; instead, the incomplete claim will be returned via mail to the provider to be corrected and resubmitted.

The fastest way to submit claims is electronically either through NaviNet® or your Electronic Data Interchange (EDI) vendor. Electronic claims are processed more quickly, resulting in faster payment to providers.

You may also call Change Health directly at 1-866-577-3536. The Change Health payer ID Number is 47181. For additional guidance please refer to the Provider Manual available at highmarkhealthoptions.com.

We appreciate your cooperation in resolving this issue.