



PROVIDER UPDATE

Electronically submit claims to HHO via NaviNet.

On **July 15, 2023**, Highmark Health Options (HHO) enabled functionality in the NaviNet portal that allows HHO providers to begin HIPAA-compliant 837P Professional Claims and 837I Institutional claims fast and easy in real-time.

The NaviNet Claim Submission option is located under the "Workflows for this Plan" section of NaviNet and will allow providers to take the following actions:

1. Submit a CMS 1500 Claim Submission (Professional Claim)
2. Submit a UB 04 Claim Submission (Institutional Claim)
3. Claim Log - Check on the status of claims submitted via NaviNet and/or quickly copy a previous claim submission's details to start a new claim.

Attention: Select the NAIC code **47181** when submitting claims to Highmark Health Options.



Scan the QR code or visit hho.fyi/claim-submission-user-guide to review the user guide. The user guide provides an overview of the screens and features encountered when completing either a CMS-1500 or UB-04 claim form via NaviNet.

If you are unable to access this feature, reach out to your designated Provider Account Liaison.

In addition, the Enhanced Provider Portal features which recently experienced an outage are once again functioning.

For more information, call Provider Services at 1-844-325-6251, Monday–Friday, 8 a.m.–5 p.m.