

# Provider Pathways — Learn all about it!

Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY) wants to remind you of a training resource that’s available for all providers. It’s called Provider Pathways, which is an on-demand digital eLearning that’s comprised of a collection of topics called modules. Each module covers a different aspect of doing business with Highmark BCBSWNY. Depending on what you need, you can take one or all the modules.

## Go here to find out more about Medicaid:

- What challenges do Medicaid Members face?
- What resources do we have to help you support your patients?



## These sections will share our business practices and resources. Some items you will find:

- How do you know if a service requires an authorization?
- Where do you go to submit claims?
- What if you do not agree with a determination or payment.

## Two-way communication is important. Provider Pathways will let you know how:

- We will share important updates with you.
- You can let us know of changes to your practice.



### How to find Provider Pathways

Provider Pathways — Doing Business with Highmark BCBSWNY eLearning, gives you the flexibility for scheduling training for yourself and your staff. You can find this training on the provider website.

- Go to <https://providerpublic.mybcbswny.com>.
- Select **Training Academy** under *Resources* in the top navigation.
- Once on the site, select **Provider Pathways** under *Training Resources*.

If you have questions about this provider resource, please reach out to your Healthcare Networks team.

<https://providerpublic.mybcbswny.com>

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

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NYWEST-CD-040362-23