



Provider Pathways — doing business with Highmark Blue Cross Blue Shield of Western New York orientation

At Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY), we value you as a provider in our network. That's why we've redesigned one of the ways we share important information about our tools and resources to make it more useful for you.

Provider Pathways is a 24/7 digital resource that gives a foundation on doing business with Highmark BCBSWNY. We are always looking to improve our training methodology and this self-paced offering provides Highmark BCBSWNY with a new approach to an easy on demand option for sharing information on our most frequently used provider tools and resources. In addition, Provider Pathways – Doing Business with Highmark BCBSWNY orientation gives you the flexibility for scheduling training for yourself and your staff.

You're in control of your training experience!

You select the training path you need. Do you want to learn more about authorizations, or maybe you need information on claims? You pick the path. You decide the pace.

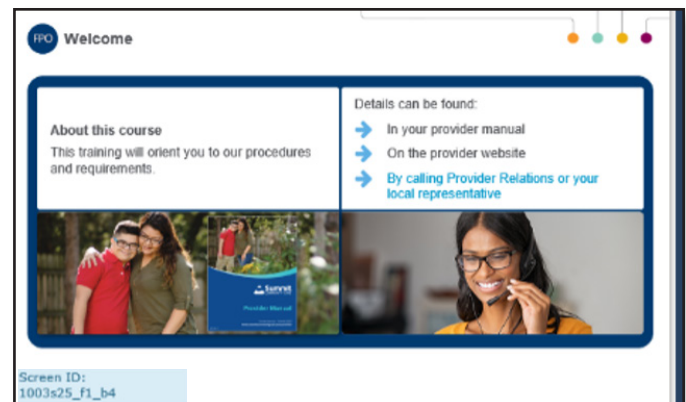
Provider Pathways includes information on most of our frequently used provider tools and resources:

- Joining our network.
- Signing up for Availity Essentials.
- Enrolling in EFTs/ERAs.
- Checking member eligibility and claim status.
- Authorizations and so much more.



The modules have both instructor voiceover and transcripts to take you through each lesson. You can *pause*, *replay*, or *go back* whenever you need. Provider Pathways tracks your progress in case you have to leave and come back later.

The modules are designed to be informative, easy to navigate, and can be retaken if you need a quick refresher on one or more topics whenever needed.



Learn more

For your convenience, Provider Pathways is available on the Provider Training Academy of the provider website at <https://providerpublic.mycbswny.com/western-new-york-provider/resources/training-academy>. If you have questions about this new provider resource, please reach out to your Provider Relations team.

<https://providerpublic.mycbswny.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. The Blue Cross®, Blue Shield®, Cross, and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Availity, LLC is an independent company providing administrative support services on behalf of Highmark Blue Cross Blue Shield of Western New York. Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid. Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York. Highmark Blue Cross Blue Shield of Western New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association. Highmark Blue Cross Blue Shield of Western New York es un nombre comercial de Highmark Western y Northeastern New York Inc., un licenciatario independiente de Blue Cross Blue Shield Association.

NYWEST-CD-010779-22-SRS9164