

Provider FAQ for billing and provider resources

Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY) 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.

Billing & remittance

What resources are available to providers regarding billing for services?

- Filing claims is simple. Refer to [Claims submissions and disputes | Highmark Blue Cross Blue Shield of Western New York](#) for information on tools and resources.
- Refer to chapter 13 of the provider manual, which reviews requirements for submitting claims and reimbursement policies, at <https://bit.ly/3Mc1mEQ>.

What address should I submit paper claims to?

- To submit on paper, use the applicable *1500/UB04* claim form and mail to the following address within 120 days of the date of service:
New York Claims
P.O. Box 61010
Virginia Beach, VA 23466-1010
- New York state guidelines are followed for these claims. Use the *1500/UB04* form and include the appropriate procedure codes and applicable modifiers. Claims with handwritten information will be rejected.

Where do I submit electronic claims?

- An account with Availity EDI Clearinghouse* is required to submit claims electronically using your Electronic Data Interchange (EDI) software. To apply for an account, select <https://bit.ly/3lqS7zT>. If you use an EDI vendor, clearinghouse, or billing company, please work with them to ensure connection to Availity EDI Clearinghouse.
- For assistance regarding signing up for an account, EDI processes, and enrollment, call Availity Essentials at **800-282-4548** Monday through Friday, 8 a.m. to 8 p.m. ET.
- Claims training, such as eligibility, claims submission, and electronic remittance, is available for new users. Select *Help & Training > Get Training* to see the trainings offered.
- Our payer ID is 00246.

<https://providerpublic.mybcbswny.com>

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 licenciario independiente de Blue Cross Blue Shield Association.

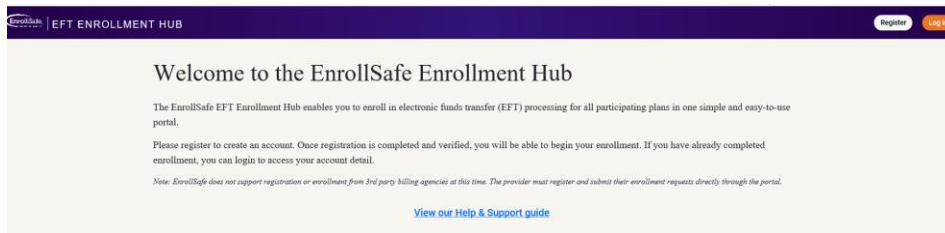
The Blue Cross®, Blue Shield®, Cross, and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Availity Essentials is an independent company providing electronic data interchange, claims, and billing support on behalf of Highmark Blue Cross Blue Shield of Western New York. EnrollSafe is an independent company providing electronic funds transfer support on behalf of Highmark Blue Cross Blue Shield of Western New York.

How do I register with Availity Essentials?

- Register as a new provider at [Availity.com](https://www.availity.com). Once the enrollment request is processed, Availity will notify you that account setup is complete.
- Training resources are available via the Availity learning center. Log in to [Availity.com](https://www.availity.com) with your user account and password. Select *Help and Training > Get Trained*.
- Select the *Enrollment Application* tool as one of your applications. This tool is used to submit your enrollment application to our plan and add providers to your existing roster.

How do I sign up for electronic funds transfer (EFT)?

- EnrollSafe* is used to register providers for EFT service:
 - Select <https://enrollsafe.payeehub.org> and scroll down until you see the following information.



- For further assistance, contact EnrollSafe Support at **877-882-0384** Monday through Friday, 9 a.m. to 8 p.m. ET for questions related to registration and enrollment.

How do I verify member eligibility?

- Eligibility and benefits associated with members and dependents are determined by:
 - Submitting a 270/271 transaction.
 - Using your EDI software or clearinghouse, submit a 270/271 transaction.
- Submitting an inquiry on [Availity.com](https://www.availity.com):
 - Select *Patient Registration > Eligibility and Benefits*.
 - Select *Payer – Highmark Blue Cross Blue Shield of Western New York*.
 - Complete required fields and submit the request.

Where can I find information related to the member identification (ID) card?

- An overview of the member ID card is found in our provider manual in the *Primary Care Provider* section on page 15.
- The following is a sample of a member ID card.



Provider Services & resources

Whom should I contact with additional questions?

- Call Provider Services for precertification/notification, health plan network information, member eligibility, claims, inquiries, and recommendations you may have to improve our processes and managed care program: **866-231-0847**.
- Other Highmark BCBSWNY and CHPlus phone numbers:
 - Provider Services fax: **800-964-3627**
 - TTY line: **711**
 - Automated provider inquiry line for member eligibility: **866-231-0847**
 - EDI hotline: **800-470-9630**
 - 24/7 NurseLine: **866-231-0847**
 - Member services: **866-231-0847**
 - Pharmacy member services: **833-232-1713**
 - Appeals inquiry: **866-696-4701**

What additional provider education resources are available to me?

- The *Provider Quick Reference Card* has helpful information regarding our plan: <https://bit.ly/3BE19Wr>.
- The plan regularly communicates important information to providers via bulletins and a monthly newsletter. Historical publications can be found at <https://bit.ly/435HSbU>.
- We offer an extensive library of training and continuing education opportunities through the provider training academy. New training is routinely added. [Training Academy | Highmark Blue Cross Blue Shield of Western New York](#)
- A library of frequently used forms by health care professionals is available on our provider portal at: [Forms](#)
- For more information on the *UB04* form, visit the Managed Care Technical Assistance Center website at <https://billing.ctacny.org>.



Email is the quickest and most direct way to receive important information from Highmark Blue Cross Blue Shield of Western New York.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (bit.ly/NYwesternmp).

