**Highmark Providers directed to use Electronic Transactions and Self-Service Tools**

To help reduce wait times and allow providers to speak more quickly to a live provider representative for unique or urgent needs, Highmark has begun requiring providers to use self-service tools for questions related to claims status or claims investigation. The Provider Call Center is no longer providing information regarding claims status and claims inquiry. Instead, provider offices are being directed to use a variety of self-service tools or electronic transactions (such as the 276/277 for claim status) that are currently available.

As a result, EDI vendors or clearinghouses that offer existing “inquiry” transactions like the 270 or 276 may experience increased transaction volumes.

A copy of a recent bulletin to Highmark-affiliated providers can be found by clicking [here](https://content.highmarkprc.com/Files/NewsletterNotices/SpecialBulletins/sb-claims-self-service-tools-070523.pdf).