

PRODUCER BLAST

This email is intended for producers with business in Pennsylvania.

Updated Billing Addresses in Pennsylvania

What do I need to know?

Effective immediately, we're consolidating billing addresses across all Pennsylvania markets. This change will streamline many steps in the billing process and allow for clearer communication to the market. It applies to clients in the following Highmark companies in small and large group:

- Highmark Health Insurance Company (HHIC) – Central and Western Pennsylvania
- Highmark Benefits Group (HBG) – Central Pennsylvania
- Highmark Coverage Advantage (HCA) – Western Pennsylvania

Clients in Northeastern and Southeastern Pennsylvania aren't impacted by this change – they're already using the newer addresses.

For clients who pay premium by mail: All Pennsylvania premium payments that are mailed should go the new address: **PO Box 382146, Pittsburgh, PA 15251-8146**. This address has been updated on invoices and throughout other materials. Premium payments sent to the old address will be forwarded to this new address for period of time.

For clients who pay online through eBill: All Pennsylvania premium payments that are paid online through eBill will move to a new accounts receivable account. Some banks apply a "debit block" to their customer accounts to prevent unapproved debit activity from occurring. The debit block is based on an "organization ID" and directly tied to our accounts receivable account that is now changing. **Clients who pay online through eBill need to ensure their bank will allow the transaction** by providing the organization ID 5251687586.

What do I need to do?

Please communicate this information to your Commercial Market clients.

Questions?

Contact your Highmark Client Manager or Client Service Manager with any questions.

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PRODUCER PULSE



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Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company.

Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company or Highmark Senior Health Company.

PA: Your plan may not cover all your health care expenses. Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.

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