

PRODUCER BLAST

This email is intended for producers with ASO business in Delaware, New York, Pennsylvania, and West Virginia.

Enhancement to Highmark ASO Billing and Reporting Capabilities

As part of our continued commitment to delivering a best-in-class ASO experience, Highmark is implementing enhancements to our invoicing and client reporting capabilities. These updates are designed to improve transparency, streamline billing interpretation, and provide clients with more actionable financial insights.

In an increasingly competitive ASO environment, we are evolving our approach to ensure we remain a strong, strategic partner. As part of this effort, updates to our invoicing structure will take effect on Tuesday, September 8.

What this means:

More Intuitive Invoice Design

Invoices have been redesigned to improve clarity and usability, making it easier to quickly interpret charges and reconcile billing.

Improved Fee Alignment and Visibility

Claim-related fees previously grouped under "Other Claims Related Fees" will now be incorporated into the "Paid Claim and Expenses" section. This change more directly aligns administrative fees with the claims activity they support, enabling clearer cost attribution.

Additionally, supporting reports are being enhanced, including the introduction of a new claim charges detail report.

Greater Transparency into Cost Drivers

Enhanced invoice and report formats provide more detailed explanations of fees, helping minimize ambiguity and supporting more informed financial discussions.

Expanded Reporting Capabilities

Updates to our reporting repository will provide billing and finance teams with increased access to ad hoc reporting, allowing for deeper analysis and greater flexibility in managing data.

What do I need to know?

Highmark Client Managers will begin communicating this important update to clients this week.

What do I need to do?

Be sure to communicate this enhancement to your clients and let us know if support is needed.

Questions?

The [Self-Funded Billing Guide](#) is available as a resource to your clients. Please contact your Highmark Client Manager or Sales Executive with additional questions.

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