

To: All Providers

From: CareFirst of Maryland Inc.

Date: September 22, 2005

Subject: Highmark Transition

There will be an effect on customer service and system access due to the transition from CareFirst of Maryland to Highmark Medicare Services. Please make sure your billing staff and admission/registration staff receives this calendar. The customer service telephone number (1-866-488-0545) will not change after the transition. If you need to reset your password on and after October 1, 2005 you will need to contact the Technical Assistance Center at 1-800-561-2802. You will continue to use the password you used under CareFirst; you will need to call this number only if you need to have the password reset. For complete details and additional contact information, refer to the Provider Transition Newsletter #6 (issued by Highmark Medicare Services) or <http://www.highmarkmedicareservices.com/>. We thank you for your cooperation and patience during this transition.

Monday, 9/26	Tues. 9/27	Wed., 9/28	Thurs. 9/29	Friday, 9/30
All Customer Service and Systems Available	All Customer Service and Systems Available	All Customer Service and Systems Available	DDE/HIQA/ELGA will be available until 6:00 p.m. EST. Customer Service Lines will be closed at 12:00 p.m. EST. *All claims submitted after 4:15 EST need to indicate fiscal intermediary number 00366	HIQA/ELGA may be accessible from 6:00 a.m. - 10:00 p.m. EST. All other systems will not be available. No Customer Service * The final CareFirst payment will be run. The paid date will be 9/30/05.
Sat., 10/1	Sunday, 10/2	Monday, 10/3	Tuesday, 10/4	Wed., 10/6
HIQA/ELGA may be accessible from 7:00 a.m. - 4:00 p.m. All other systems will not be available. No Customer Service *Electronic Remittance Advice (ERA) will be available	No System Access and No Customer Service	HIQA/ELGA may only be accessible from 6:00 a.m. - 6:00 p.m. EST. All other systems will not be available. No Customer Service All hardcopy checks will be mailed	All Customer Service and Systems Available Electronic Fund Transfers (EFT) will occur	All Customer Service and Systems Available