

IMPORTANT: AVOID PAYING OUT-OF-NETWORK RATES IN ADVANCE

In advance of your service or procedure, you must verify in-network status of BOTH the professional provider and the facility at which the service is being conducted to ensure both charges will be covered at in-network rates.

It is important to know that when you receive a medical service, you could receive two types of bills for that service. "Professional fees" are for the work completed by the physician or other skilled health care professional and "facility fees" are for the actual facility where the service was completed. In order to ensure that your service will be billed at in-network rates, prior to the service you must verify network status of BOTH the professional provider and the facility.

What are professional fees?

Professional fees reflect services by physicians and other skilled health care professionals licensed for independent practice, including many clinicians treating patients in hospitals.

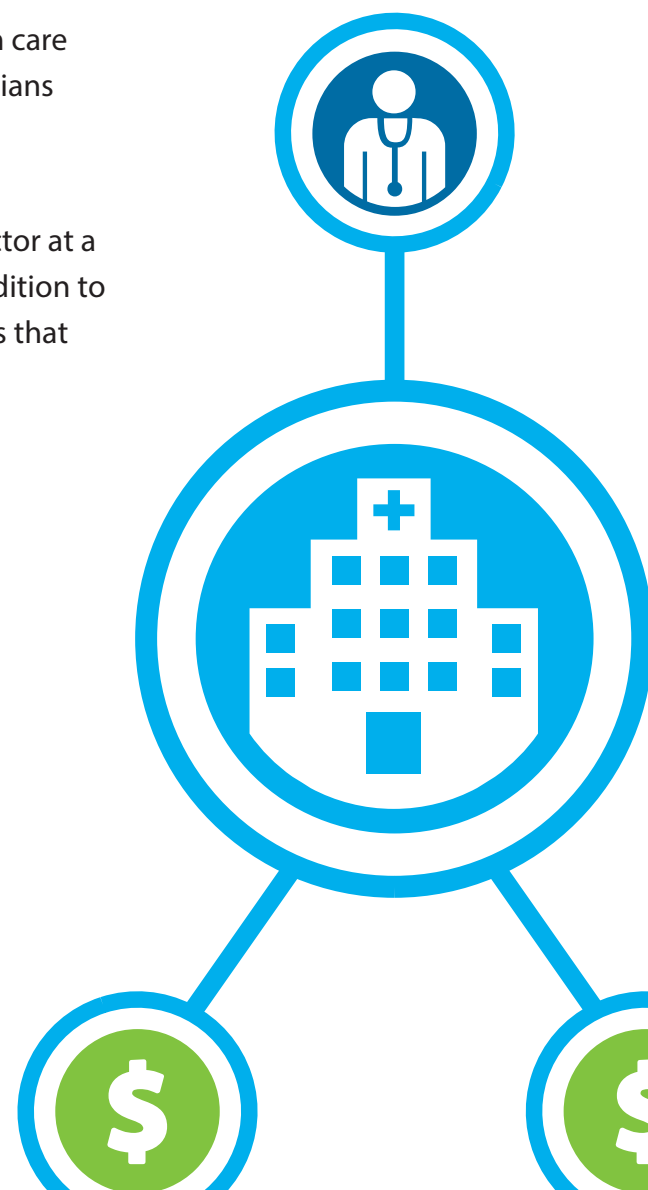
What are facility fees?

A facility fee is a charge that you may have to pay when you see a doctor at a clinic that is not owned by that doctor. Facility fees are charged in addition to any other charges for the visit. Facility fees are often charged at clinics that are owned by hospitals to cover the costs of maintaining that facility.

How can I verify network status?

You can verify network status of both the professional provider and facility in two ways prior to your service:

- Call Member Service at **1-866-472-0924**.
- Log into your member website at **www.highmarkbcbs.com** and click on the **Find a Doctor*** tab. Use this tool to verify the network status of BOTH the facility and professional provider prior to your service.



**Blue Cross and Blue Shield Licensees have made reasonable efforts to ensure that the list of providers is up-to-date and accurate. Please contact the provider before making an appointment to verify that the provider continues to be part of the network. Members should refer to their benefit contract or contact their Plan's Customer Service department to determine if the provider is covered. Members should also ask Customer Service if the treatment requested from a network provider is covered. Neither the Blue Cross and Blue Shield Association nor any of its Licensees shall be liable for any losses, damages, or uncovered charges as a result of using this provider locator website or receiving care from a provider listed on the website.*

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。
请拨打您的身份证背面的号码（TTY：711）。