

Special Bulletin

For professional and facility providers

July 29, 2025

New York Claims Processing Delay: June 23 – July 16

Some Highmark Blue Shield and Highmark Blue Cross Blue Shield claims submitted between June 23 and July 16, 2025, were delayed in processing due to a technical error. Highmark is working with Administrative Services of Kansas (ASK) to reprocess the claims. Many of the missing files were successfully resubmitted by ASK to Highmark on July 24, 2025, with the remaining files to be resubmitted by August 1.

Actions To Take

- **Providers should NOT resubmit missing claims sent between June 23 and July 16, 2025.**
- You may see claims that “deny” for duplication during the reprocessing process. There is nothing you need to do for those claims unless you have questions regarding the initial determination. In that case, you may [send a claim inquiry to Highmark](#).

We are working to resolve this situation as quickly as possible and apologize for the inconvenience this has caused.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield.

All references to “Highmark” in this document are references to the Highmark company that is providing the member’s health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

