

Highmark Blue Cross Blue Shield offers health plans for Medicaid, Child Health Plus, Health and Recovery Plan and Essential Plan individuals who reside in the following Western New York Counties: Allegany, Cattaraugus, Chautauqua, Genesee, Erie, Niagara, Orleans and Wyoming. Plan benefits are in accordance with New York State Medicaid guidelines.

RESOURCES AND GENERAL INFORMATION	
Provider Toll Free Number (Member Services Department)	833-276-0846
Provider Directory Search	Liberty Dental Plan: Find A Dentist
Benefit Schedules	Provider Portal- Sign In Available for download in the Provider Portal
Dental Home	Required
Specialty Care Referrals	Required
Coordination of Benefits	Highmark Blue Cross Blue Shield/ LIBERTY is the payor of last resort. Should a member have dual coverage, evidence of payment by the primary carrier must be submitted for Coordination of Benefits for these members.
ID Card	Members utilize their current Health Plan identification card.

SAMPLE MEMBER ID



APPEAL TIMEFRAMES

Filing Limitation	60 calendar days
Acknowledgement	15 calendar days
Resolution	60 calendar days

GRIEVANCE TIMEFRAMES

Filing Limitation	60 calendar days
Acknowledgement	15 calendar days
Resolution	30 calendar days
Plan request more info.	60 calendar days