

SPECIAL FAX BULLETIN

July 2020

IMPORTANT UPDATE: NEW EMAIL COMMUNICATIONS DUE TO UNITED CONCORDIA SYSTEM ENHANCEMENTS

United Concordia would like to inform you that we are currently in the process of making system enhancements to streamline provider requests and ultimately reduce the turnaround time required to maintain our provider data.

We've recently completed phase one of our implementation, and as a result, when you submit a request via email or fax to have your office, credentialing or network information updated, you will now receive a confirmation email from ProviderRequests@ucci.com. **Please note, you must provide a valid email address with your original submission to receive email correspondence.**

You may also receive notifications from this email address advising when your initial request has been completed as well as if additional information may be required in order to process your request. All requests submitted will be assigned a **request case number**, which can be found in the subject line of the email. When responding to these emails, please keep the request case number in the subject line to ensure your email is appropriately routed to the representative handling your request.

Please be advised, in order to protect your information, if any email correspondence contains Protected Health Information (PHI), our emails will be sent from our secure email message center, which will appear in your inbox from Provider Requests at notification@securemail-highmark.com. You will be required to register your email address and create a password to retrieve these secure messages from ZixCorp, our secure email message center.

Please be sure to save ProviderRequests@ucci.com and notification@securemail-highmark.com to your email contacts list to ensure delivery to your inbox.

Thank you for your continued commitment to our members and being a valued United Concordia provider!