

Upcoming Change to Real-Time Inquiry SOAP Transactions – January 2027

Highmark is updating its real-time inquiry services and retiring a legacy proprietary SOAP message format that is still used by a limited number of trading partners.

To prepare for this change, please ensure your real-time inquiry transactions meet the supported **CAQH/CORE SOAP format by January 22, 2027**. Completing any necessary changes in advance will help ensure continuity of your real-time inquiry transactions.

Real-time connectivity specifications are available in the Resources section of the Highmark EDI Trading Partner Business Center. Implementation information can be found at:

- **Trading Partner Business Center** - <https://edi.highmark.com/edi/tpbc>
- **Real Time Inquiry Connectivity Guide** - https://edi.highmark.com/content/dam/highmark/en/healthco/edi/tpbc/documents/RT_Inquiry_Specification_v3_July_2026.pdf
- **CAQH/CORE documentation, WSDL, and XML Schema VC2.2.0** - https://www.dataspring.com/core/connectivity?_gl=11la1tii_gcl_aumTYxOTY0MDc1MC4xNzkxMzk5Njg0

Organizations using a software vendor or clearinghouse should coordinate the required change with that vendor.

For assistance, please contact the EDI Operations Service Desk at 1-800-992-0246, Monday through Friday, 8:00 a.m.–4:30 p.m. ET.