## SPECIAL eBULLETIN

#### FOR PROFESSIONAL AND FACILITY PROVIDERS

**MARCH 21, 2017** 

# IMMEDIATE ACTION REQUIRED: PROVIDERS MUST ENSURE ACCURATE DIRECTORY INFORMATION TO BE LISTED

### CMS FEDERAL REGULATION MANDATES ACCURATE PROVIDER DATA

The Centers for Medicare & Medicaid Services (CMS) require Highmark to have the most current information on our network providers. We use this information to populate our Provider Directory and to ensure correct claims processing.

Remember, our members use Highmark's Provider Directory to make the best, informed decisions when selecting a provider. It is, therefore, to your advantage to make sure your directory information is correct and current.

Highmark is committed to ensuring the information in the Provider Directory meets our standards for quality. To that end, **providers who do not validate their data will be immediately removed from the directory.** Additionally, your status within Highmark's networks may be impacted.

CMS requires ongoing review of all physician information listed in the directory to confirm:

- **The provider name is correct.** For example, if a provider marries, we must ensure the provider's name in the directory matches the name on their medical license.
- **The practice name is correct.** For example, is there a difference between the practice name that is being used when phones are answered vs. the practice name listed in the directory?
- The provider's specialties are correctly listed. Is there more than one specialty listed in the directory? Are both specialties being practiced?
- There are providers listed at practice locations where they don't actually practice. Providers listed must be affiliated with the group and practice at that specific location on a regular basis. Providers who cover on an occasional basis are not required to be listed. Providers who do not see patients on a regular basis at a location should not be listed at that location.
- The provider is accepting new patients, or not accepting new patients, at the location.
- The provider's street address and phone number are correct.

It's vital that all providers review and update their information in NaviNet® as soon as a change occurs. All data should be reviewed at a minimum of once a quarter to ensure it's accurate. Detailed instructions are available in the <a href="Provider File Management NaviNet Guide">Provider File Management NaviNet Guide</a>, which is available on the <a href="Provider Resource Center">Provider Resource Center</a> under Administrative Reference Materials.



Highmark is currently in the process of making outreach calls to providers to verify the accuracy of provider data. If you receive a call, please provide the agent with the requested information. Don't wait for this call, however, to take action. Log in to NaviNet now to review/update your practice information.

For your convenience, some basic steps for reviewing/updating your practice information are included below.

Step	Action in NaviNet
1.	Click <b>Provider File Management</b> .
2.	If your office has multiple billing provider numbers, select the number you want to review and click <b>Go</b> . All items underlined in blue are links to access the information provided within the title. <b>Note:</b> This only appears if you have multiple provider numbers.
3.	Click <b>View Group Details</b> to access the information provided within the title.
4.	Click <b>View Group Details</b> to access your group level numbers, networks, etc.
5.	For Patient Review, click on the Practitioner whose information you wish to access. The words "Patient Review" will appear next to the practitioner's name if there are patient reviews on file. Click <b>Patient Review</b> to open.

#### **TIPS**

- Click **Change Group** to return to the Billing Provider list so you can choose a different vendor.
- The Add/Edit buttons allow you to make updates to the information identified on the button.
- Instructional business rule pop-up windows will guide you through the process. Please read them carefully.
- There is no Start/Save option. All updates, additions, etc., must be done in one login session.
- To view and print a copy of your submitted changes, click **Review Submitted Changes**.

#### **NEW! PROVIDER FILE MAINTENANCE - "PATIENTS SEEN" QUESTION**

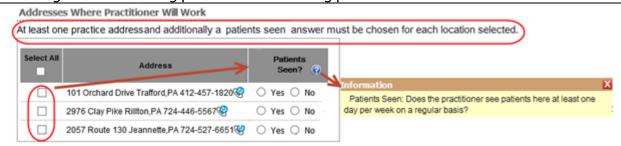
Practices are now required to update and confirm information regarding the "Patients Seen?" question for their practitioners for each practice location.

The question appears when adding a new practice address, affiliating a new practitioner to an existing address and adding an existing practitioner to a new existing address for that practitioner. A new column called "Patients Seen?" will capture responses of "YES" or "NO" for each practitioner at a location. If a practitioner sees patients at a location at least one day per week on a regular basis then the response is "YES"; otherwise, "NO". Also, when practices elect to submit any location related changes, practices must confirm that the "Patients Seen" answers are accurate. The changes shall not be saved until this statement is confirmed.

Adding a new practice address:

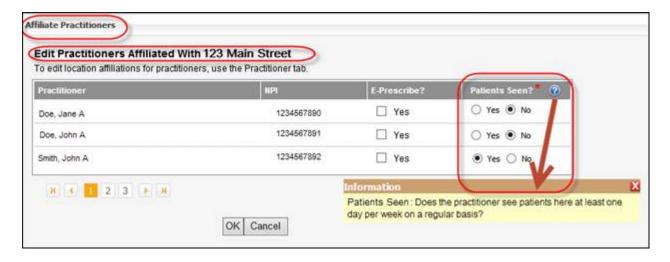


Affiliating a new or existing practitioner to existing practice addresses:

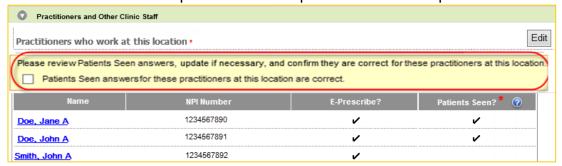


The "Patients Seen" responses can be viewed once established and modified through the EDIT function.





Confirm "Patients Seen?" questions for their practitioner for each practice location.



Providers who do not have NaviNet should visit the Provider Resource Center, select **Provider Forms**, then **Provider Information Management Forms**, then **Provider File Maintenance Request**. Please follow the submission instructions within the form to ensure it is properly routed.

#### **FACILITIES**

Facilities can update their information in NaviNet by accessing the "Highmark Facility/Ancillary Ownership Change Form" via **Facility Forms**. This process will formally notify Highmark when a facility anticipates mergers, acquisitions, changes of ownership, legal name changes, new or changed locations or services, or related events. This form is available via NaviNet and on the Provider Resource Center. To access the form:

- Select **Facility Information**.
- Select Facility Forms.
- Select the form titled "Highmark Facility/Ancillary Ownership Change Form."

**Note:** Any and all requirements set forth in the provider's contract(s) with Highmark that are applicable to a Facility Event must also be observed by the provider in order to avoid a breach of such contract(s).

#### **ALL PROVIDERS**

Please note that your up-to-date information must include your current address, phone number and fax number and any and all required data elements set forth in the provider contract(s) with Highmark.

#### **THANK YOU**

We appreciate your attention to maintaining accurate data for the sake of our members, your patients.