



# PROVIDER DATA MAINTENANCE - PDM

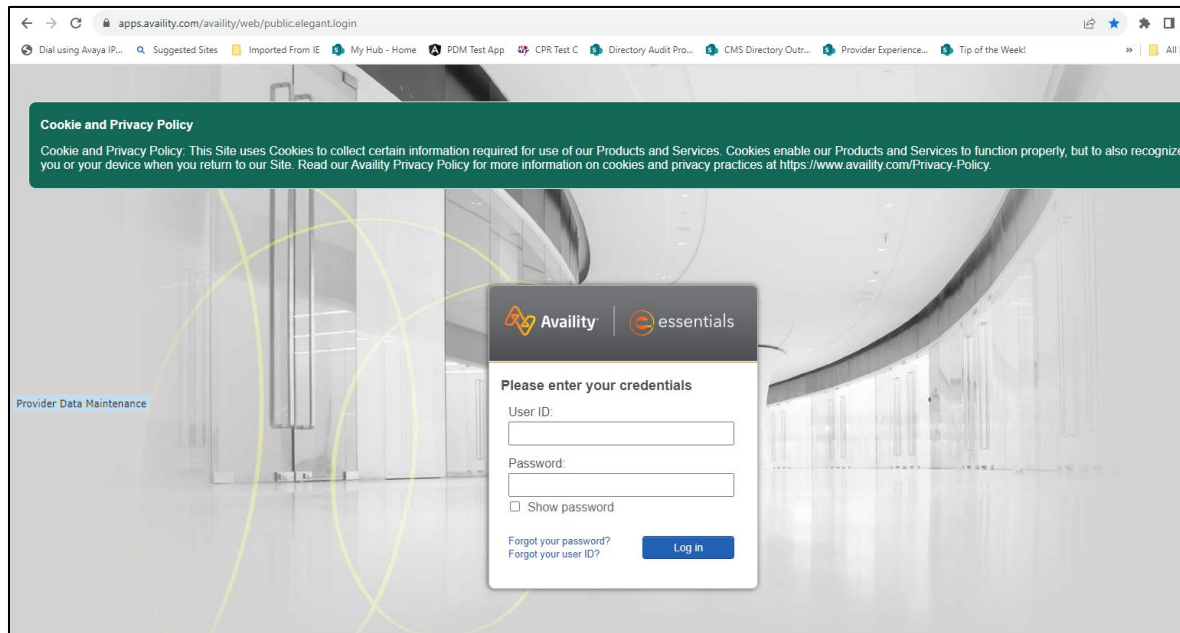
Application Guideline

May 2024

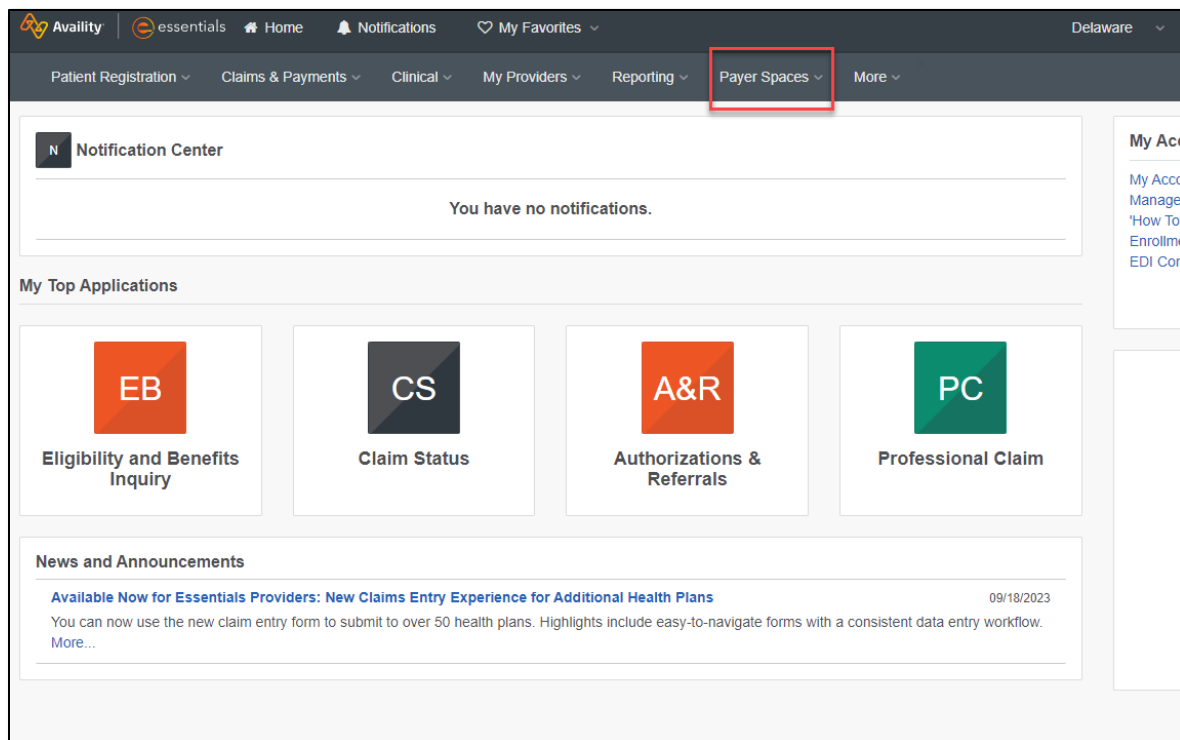
Note: Any provider/practice information included in this guide is fictional and included for educational purposes only.

# Availity

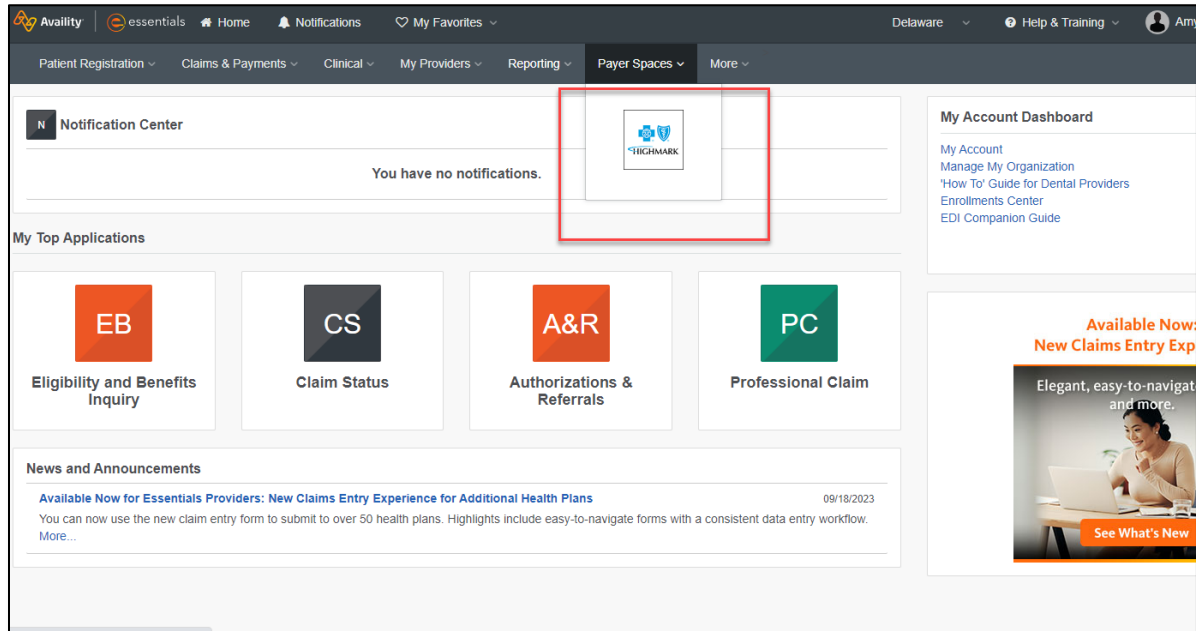
Enter your credentials to log into Availity.



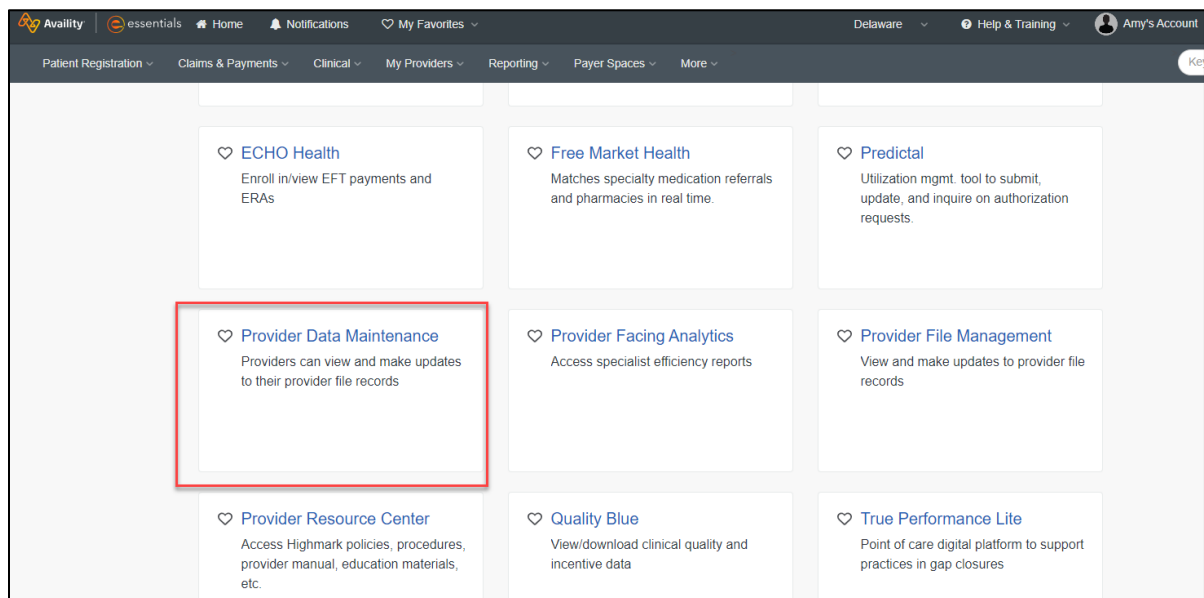
“Click” on Payer Spaces.



“Select” the appropriate health plan.



Scroll Down the page and “Click” on Provider Data Maintenance.



“Select” an Organization and “Click” **Submit**.

Home > Highmark Blue Cross Blue Shield (DE) > Provider Data Maintenance

## Provider Data Maintenance

Select an Organization

Highmark

Cancel Submit

That will take you into the PDM platform.

## Select Provider

This is the first page you will see when you sign into PDM from Availity.

For larger entities, more than one account will display on this page. Select the practice/provider you want to view/update by clicking on the **“Select”** button to the left of the practice/provider’s name.

### PROVIDER DATA MAINTENANCE

#### Select Provider

You have access to update and maintain the providers listed below. Please select a provider to begin.

	Provider Name	Tax ID	NPI	Blue Shield ID	Last Date of Validation
Select	Snyder Family Practice	123456789		005102126	3/06/2023

Once you log in, you will see the name of the practice, Blue Shield ID, NPI, and Group Effective Date. The message below the practice information contains important information regarding the due dates for your data validation. The [No Surprises Act](#) requires that you validate your data every 90 days. This message will tell you when you last validated your data and when the next validation is due.

There is a series of nine questions that you must answer throughout the application to enable the validate button at the top of the screen.

**Snyder Family Practice**  
MEDICAL PRACTICE

Validate Select Provider Help

Blue Shield # 005102126 NPI [REDACTED] Vendor Status Active

Group Effective Date 3/01/2023 Group Term Date

Messages  
To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

## General Group Information

The question, “*Is this general group information listed below correct,*” needs to be answered Yes to validate the record. If the information is incorrect, select No and click on the “**Edit General Group Information**” button.

**General Group Information**

An update made in this section applies to the main location only. If updates are needed to other locations, please use the General Group Address section.

Is this general group information listed below correct? ☐ Yes ☐ No

Group Name Snyder Family Practice Group DBA Name Patient Age Range 0 YEAR - 125 YEAR

Website Email Address

Edit General Group Information

Once you click “**Edit General Group Information,**” you can update practice name, practice doing business as (DBA) name, website, and email address. The website and email address will update for the main location only. If email and website addresses for other locations need to be updated, you will need to update the contacts section within those addresses (*See Edit Contacts section of this guide for more details.*)

To update your information, simply type over the current information and click “**Save Changes.**” You can cancel any updates prior to hitting the “**Save Changes**” button. If you click “**Cancel**” and confirm you want to abandon the changes, the application will take you back to the previous page.

Hello, ▼ Logout

## PROVIDER DATA MAINTENANCE

Pending Requests

Snyder Family Practice
Save Changes Cancel Help

MEDICAL PRACTICE

[Edit General Group Information](#)

Group Name

Snyder Family Practice

Required

Group DBA Name

Website

Email Address

## General Group Address

To edit address information, click on the ellipsis to the left of the address you want to update.

The question, “*Is the Group’s location information correct,*” needs to be answered Yes to validate the record.

### General Group Address

Is the Group’s location information correct? ☐ Yes ☐ No

	Address	City	State	Zip	Status	Address Type	Effective Date	Affiliated Practitioners
...	123 ABC lane	Pittsburgh	Pennsylvania	15228	A	Check, Credenti...	3/01/2023	2

To edit the street address, suite, city, state, and ZIP code, click on the “**Edit General Group Address Information**” button.

Snyder Family Practice - 123 ABC lane
Back

MEDICAL PRACTICE

Blue Shield #

005102126

NPI

██████████

Vendor Status

Active

Group Effective Date

3/01/2023

Group Term Date

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

### General Group Address for - 123 ABC lane

Address Effective Date

3/01/2023

Patient Age Range

0 YEAR - 125 YEAR

Handicapped Accessible

NO

Parking

Free

Public Transportation

NO

Electronic Medical Records

NO

Accepts Walk-in Appointments

NO

Edit General Group Address Information

Edit Group Information

To edit this screen, type over the information you want to change. If you are adding a suite or room number, please type in the full word Suite or Room before the actual number. For instance, for Suite 302 you would enter Suite 302.

\*Please do not abbreviate, spell everything out: Drive, Street, Court.

Click on **“Save Changes.”**

Most address changes are real time updates. If you enter an address that is not in your current region or state, the update will pend for Highmark review.

**Edit Group Address Information**

To Edit: Click on the cell containing the data you wish to update

Building	Street 123 ABC lane <small>Required</small>	Suite
City Pittsburgh	State PA	Zip 15228 <small>Required</small>
Address Type Main, Check, Mailing, Practice, Credential ...	Effective Date 3/01/2023	Status A

**Save Changes** **Cancel** **Help**

To edit practice patient age ranges, handicap accessibility, parking, public transportation, electronic medical records, and accepting walk-in appointments, please click on the **“Edit Group Information”** button.

**General Group Address for - 123 ABC lane**

**Edit General Group Address Information**

Address Effective Date 3/01/2023	Patient Age Range 0 YEAR - 125 YEAR	Handicapped Accessible NO	Parking Free
Public Transportation NO	Electronic Medical Records NO	Accepts Walk-in Appointments NO	

**Edit Group Information**

Click **“Save Changes.”**

**Edit Group Address Information**

To Edit: Click on the cell containing the data you wish to update

**General Group Address for - 123 ABC lane**

Address Effective Date 3/01/2023	Patient Age Begin 0	Patient Age Type Begin YEAR	Patient Age End 125	Patient Age Type End YEAR
Handicapped Accessible No	Parking Free	Public Transportation No	Electronic Medical Records No	Accepts Walk-in Appointments No

**Save Changes** **Cancel** **Help**

To edit contact information, click on **“Edit Contacts.”**

Contacts

Edit Contacts

Name	Title	Contact Method	Type	Member Access Number Indicator
		717-888-3040	PHONE	YES
Nicole Snyder	Credentialing	717-888-3040	PHONE	NO

Click **“Add New Contact”** and enter the individual’s name, his or her title, the contact method (phone number, website, or email address), and type of contact (email, phone, fax, website address).

It is important that we receive email addresses so we can communicate more effectively with your group. It is especially important that we receive a directory contact name, phone, and email. Highmark does not publish provider email addresses.

Edit General Group Contacts

Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

+ Add New Contact

	Name	Title	Contact Method	Type	Member Access Number Indicator
	Susie Springer	Directory Contact	susie.springer@snyder.com	E-MAIL	NO
	Nicole Snyder	Credentialing	717-888-3040	PHONE	NO
			717-888-3040	PHONE	YES

## Office Hours - Weekly

To edit office hours, click “**Edit Office Hours: Weekly.**”

Office Hours: Weekly Schedule

Edit Office Hours: Weekly

Day	Start Time	Stop Time	Frequency
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MONDAY	08:00AM	05:00PM	WEEKLY
TUESDAY	08:00AM	05:00PM	WEEKLY
WEDNESDAY	08:00AM	05:00PM	WEEKLY
THURSDAY	08:00AM	05:00PM	WEEKLY
FRIDAY	08:00AM	05:00PM	WEEKLY

To remove office hours, click on the trash can symbol to the left of the row to be deleted, then click on “**Save Changes.**”

To add office off hours, click “**Add Office Hours**” and fill in the day, start time, stop time, and frequency.






Click “**Save Changes.**”

Edit Office Hours: Weekly Schedule

Save ChangesCancelHelp

To Edit: Click on the cell containing the data you wish to update.

+ Add Office Hours

	Day	Start Time	Stop Time	Frequency
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	MONDAY	08:00AM	05:00PM	Weekly
	TUESDAY	08:00AM	05:00PM	Weekly
	WEDNESDAY	08:00AM	05:00PM	Weekly
	THURSDAY	08:00AM	05:00PM	Weekly
	FRIDAY	08:00AM	05:00PM	Weekly

## Office Hours - Variant

To add variant office hours, click **“Edit Office Hours: Variant.”**

To add office off hours, click **“Add Office Hours”** and fill in the day, start time, stop time, and frequency.

Click **“Save Changes.”**

## Plans and Patient Acceptance

To edit patient acceptance and which addresses are listed in directory, click “**Edit Plans and Patient Acceptance.**”

Network Name is a non-editable field.

Network Name	Accepting Patients	List in Directory
Medicare Advantage Central	Open to New Patients	Yes
Traditional Indemnity Participating	Open to New Patients	Yes
PremierBlue Shield	Open to New Patients	Yes

To edit Accepting Patients or List in Directory, click on the field you want to change, and a dropdown arrow will appear on the right side of the box. Select the appropriate answer.

Click “**Save Changes.**”

**NOTE:** Only list addresses to appear in the directory if the group is accepting appointments to see patients at the location.

Network Name	Accepting Patients	List in Directory
Medicare Advantage Central	Open to New Patients	Yes
Traditional Indemnity Participating	Open to New Patients	Yes
PremierBlue Shield	Open to New Patients	Yes

## Other Clinical Staff at Location

Click **“Edit Clinical Staff”** to update this section.

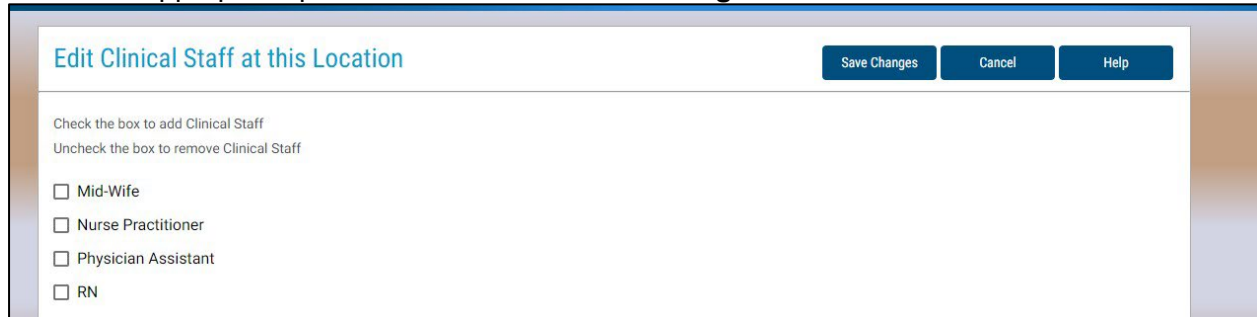


Other Clinical Staff at this Location

☐ Mid-Wife ☐ Nurse Practitioner ☐ Physician Assistant ☐ RN

Edit Clinical Staff

Select the appropriate providers and click **“Save Changes.”**



Edit Clinical Staff at this Location

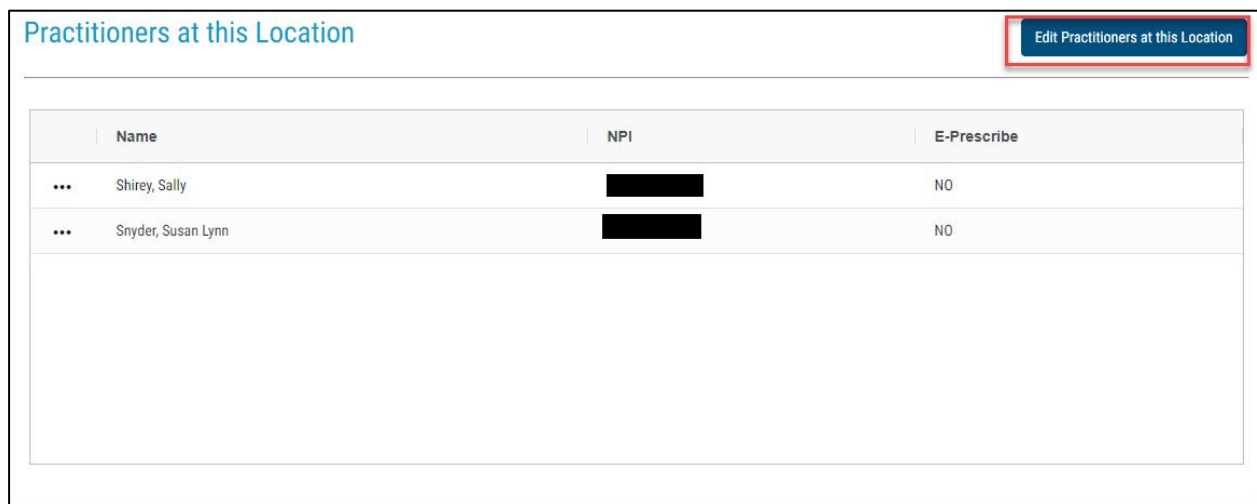
Save Changes Cancel Help

Check the box to add Clinical Staff  
Uncheck the box to remove Clinical Staff

☐ Mid-Wife  
☐ Nurse Practitioner  
☐ Physician Assistant  
☐ RN

## Practitioners at Location

Click **“Edit Practitioners at this Location”** to edit E-Prescribe.



Practitioners at this Location

Edit Practitioners at this Location

Name	NPI	E-Prescribe
... Shirey, Sally	██████████	NO
... Snyder, Susan Lynn	██████████	NO

Practitioner name and NPI are not editable fields.

To change E-Prescribe, click on the field and a drop-down arrow will appear – allowing you to make a change.

Click **“Save Changes.”**

**Edit Practitioner at this Location**

Save ChangesCancelHelp

To Edit: Click on the cell containing the data you wish to update.

Name	NPI	E-Prescribe
<input type="text"/>	<input type="text"/>	<input type="text"/>
Shirey, Sally		NO
Snyder, Susan Lynn		NO

Click **“Back”** to return to the main page.

**Snyder Family Practice - 123 ABC Lane**

Back

MEDICAL PRACTICE

Blue Shield #	NPI	Vendor Status	Group Effective Date	Group Term Date
005102126		Active	3/01/2023	

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

**General Group Address for - 123 ABC Lane**

Edit General Group Address Information

Address Effective Date	Patient Age Range	Handicapped Accessible	Parking	
3/01/2023	0 YEAR - 125 YEAR	NO	Free	

Edit Group Information

Public Transportation	Electronic Medical Records	Accepts Walk-in Appointments
NO	NO	NO

## **Patient Appointment Schedule Phone Number**

To update the phone number for patients to call for appointments, click **“Edit Schedule Phone Number.”**

The question, *“Is the telephone number for patients to schedule appointments correct,”* needs to be answered Yes to validate the record.

When updating the member access number on the main page, only the main address will be updated. If phone numbers for other locations need to be updated, you will need to update the contacts section within those addresses.

**Patient Appointment Schedule Phone Number**

An update made in this section applies to the main location only. If updates are needed to other locations, please use the General Group Address section.

Is the telephone number for patients to schedule appointments correct? ☐ Yes ☐ No

Member Access Number  
717-888-3040

Edit Schedule Phone Number

Enter the new phone number by typing over the existing number and click **“Save.”**

**Snyder Family Practice**  
MEDICAL PRACTICE

Save Cancel Help

**Edit Patient Appointment Schedule Phone Number**

Member Access Number  
717-888-3040  
(Required)

## Groups Patient Acceptance Status

To view network details, click on the ellipsis to the left of the network.

If the practice patient acceptance status is not correct, edit it under the General Group Address section.

The question, *“Is the group’s patient acceptance status for each network below correct,”* needs to be answered Yes to validate the record.

**Group’s Patient Acceptance Status**

Is the group’s patient acceptance status for each network listed below correct? ☒ Yes ☐ No

	Network name	Patient Acceptance
...	Medicare Advantage Central	Open to New Patients
...	Traditional Indemnity Participating	Open to New Patients
...	PremierBlue Shield	Open to New Patients

View Only – This information cannot be edited.

Snyder Family Practice

Back

MEDICAL PRACTICE

Blue Shield #

NPI

Vendor Status

Group Effective Date

Group Term Date

005102126

Active

3/01/2023

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

Network Details for - Medicare Advantage Central

Status	Specialty	Role	Taxonomy	List in Directory	Effective Date	Max Assign
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
A	Multi-Specialty Group	PCP , Specialist	Group - Multi-Specialty	Yes	3/01/2023	

Practitioners in this Network						
Loaded 2/2						
Status (PAR / Non-PAR)	Name	NPI	Practitioner Specialty	Role	List in Directory	Effective Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Shirey, Sally		Cardiology (Cardiova...	Specialist	Yes	3/01/2023
	Snyder, Susan Lynn		Family Practice	PCP	Yes	3/01/2023

## Telehealth Services

To edit Telehealth Services, click “**Edit Telehealth.**”

The question, “*Is the group’s telehealth information correct,*” needs to be answered Yes to validate the record.

**Telehealth Services** Edit Telehealth

Is the Group's Telehealth information correct? ☐ Yes ☐ No

Address	Telehealth
123 ABC lane, Pittsburgh, Pennsylvania, 15228-	

Click on the Telehealth field you want to edit, and a drop-down arrow will appear. Make the change and click **“Save Changes.”**

**PROVIDER DATA MAINTENANCE** Pended Requests

**Edit Telehealth Services** Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

Address	Telehealth
123 ABC lane, Dillsburg, Pennsylvania, 17019-	No

## Handicapped Accessible

To edit Handicap Accessibility, click **“Edit Handicap Accessible.”**

The question, *“Are the group’s locations handicapped accessible information correct,”* needs to be answered Yes to validate the record.

**Handicapped Accessible Information** Edit Handicapped Accessible

Are the Group's locations handicapped accessible information correct? ☐ Yes ☐ No

Address	Accessible Indicator	Access Type
123 ABC lane, Pittsburgh, Pennsylvania, 15228-	No	

To edit, check the boxes that apply to the location and click **“Save Changes.”**

The screenshot shows a web application titled "PROVIDER DATA MAINTENANCE" with a "Pended Requests" link in the top right. The main section is "Edit Handicapped Accessible", which includes "Save Changes", "Cancel", and "Help" buttons. Below this is the "Edit Handicapped Accessible Information" section, which contains instructions: "Check the box to add an Access Type" and "Uncheck the box to remove an Access Type". A table with five columns is displayed: "Address", "Handicapped Accessible", "Handicapped Accessible – Equipment", "Handicapped Accessible – Exam Rooms", and "Handicapped Accessible – Office/Parking/Entry". Each column has a search input field with a dropdown arrow. The first row of the table shows the address "123 ABC lane, Dillsburg, Penns..." and five unchecked checkboxes corresponding to the access types.

Address	Handicapped Accessible	Handicapped Accessible – Equipment	Handicapped Accessible – Exam Rooms	Handicapped Accessible – Office/Parking/Entry
123 ABC lane, Dillsburg, Penns...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## General Practitioner Information

**Add Practitioner (Not applicable for Highmark BCBSWNY and Highmark BSNNY.) NY Providers should use the addition form on the PRC to add practitioners to their groups.**

To add a practitioner, click **“Add Practitioner.”**

The question, *“Is the practitioner’s general information correct,”* needs to be answered Yes to validate the record.

This section currently does not have a search by practitioner name function, but it is marked for a future enhancement. We will alert you when the new functionality is available. **UPDATE: You can now search by name. To search by name, begin typing the practitioner’s name in the cell below the name. Select the provider when the name is displayed.**

## General Practitioner Information

Add Practitioner

Is the Practitioner's general information correct? ☐ Yes ☐ No

Loaded 2/2

Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner
Shirey, Sally			A	YES	3/01/2023	MEDICAL DOCT
Snyder, Susan Lynn			A	YES	3/01/2023	MEDICAL DOCT

After you click **“Add Practitioner,”** you can search for an existing Highmark practitioner by NPI or Blue Shield ID. Medical License will be released at a later date.

Click **“Search.”**

## Add Practitioner

Save Changes Cancel Help

Search by\*

National Provider ID (NPI)
Blue Shield
Medical License

123456789

Search Clear

After your practitioner is displayed, click **“Add.”**

## Add Practitioner

Save Changes Cancel Help

Search by\*

Blue Shield

Search Clear

Practitioner Name	Blue Shield	State	Specialty	Effective Date	Action
		PA	Orthopedic Surgery	4/4/2023	Add

The two screens below will display.

Select the location you want to affiliate the practitioner to and select the appropriate list in directory indicator.

**Note:** For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.

The screenshot shows a form titled "Addresses Where Practitioner Will Work" with a sub-header "Atleast one practice address is required." Below this is a table with two columns: "Address and Phone Number" and "List in Directory". The first row contains the address "23 ABC lane , Pittsburgh, PA 717-888-3040" and radio buttons for "Yes" and "No". Red boxes highlight the checkbox in the first column and the "List in Directory" radio buttons.

Address and Phone Number	List in Directory
<input type="checkbox"/> 23 ABC lane , Pittsburgh, PA 717-888-3040	<input type="radio"/> Yes <input type="radio"/> No

Check the appropriate box(es) to affiliate the practitioner to the networks they accept.

Click **“Save Changes.”**

The screenshot shows a form titled "Plans and Specialties" with a sub-header "Our files indicate that this provider is authorized for the specialties shown below. Atleast one is required. If you have any questions regarding the networks that are listed or about additional networks, please call our regional Provider Service number found in Office Manual on the Provider Resource Center". Below this is a table with two columns: "Select All" and "Network / Specialty - Role". The first row contains a checkbox and the text "PremierBlue Shield : Orthopedic Surgery Specialist". The second row contains a checkbox and the text "Medicare Advantage Central : Orthopedic Surgery Specialist". The third row contains a checkbox and the text "Traditional Indemnity Participating : Orthopedic Surgery". A red box highlights the checkboxes in the first column.

Select All	Network / Specialty - Role
<input type="checkbox"/>	PremierBlue Shield : Orthopedic Surgery Specialist
<input type="checkbox"/>	Medicare Advantage Central : Orthopedic Surgery Specialist
<input type="checkbox"/>	Traditional Indemnity Participating : Orthopedic Surgery

After clicking **Save**, this box will appear. By clicking the box, you are agreeing to the assignment account requirements. To review the requirements, click on the link called **“Assignment Account Requirements.”**

Click **“OK”** after checking the box.

The screenshot shows a dialog box titled "Submit New Practitioner ?" with a close button (X) in the top right corner. The main text reads: "By clicking OK, I approve this request and agree to the Assignment Account Requirements and all applicable network contracts and regulations". A red box highlights the checkbox, and a green box highlights the link "Assignment Account Requirements". At the bottom are "Ok" and "Cancel" buttons.

**Submit New Practitioner ?**

☐ By clicking OK, I approve this request and agree to the [Assignment Account Requirements](#) and all applicable network contracts and regulations

Ok Cancel

## Delete Practitioner

To delete a practitioner from your group, click on the ellipsis to the left of the practitioner's name that you want to delete. Click **"Delete."**

**IMPORTANT:** If you decide to resign from the Highmark network(s), the resignation will trigger automatic letters to Highmark members, who are your patients, via U.S. Mail, notifying them you have terminated and are no longer in network. Please take this into an account before completing this action.

General Practitioner Information Add Practitioner

Is the Practitioner's general information correct? ☐ Yes ☐ No

Loaded 83/83

	Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner
...	[REDACTED]	[REDACTED]	[REDACTED]	A	YES	3/01/2022	OSTEOPATH
View Details	[REDACTED]	[REDACTED]	[REDACTED]	A	YES	5/03/2021	PHYSICIAN
Delete	[REDACTED]	[REDACTED]	[REDACTED]	A	NO	7/29/2019	MEDICAL DO
Edit Name	[REDACTED]	[REDACTED]	[REDACTED]	A	NO	9/25/2023	PHYSICIAN
	[REDACTED]	[REDACTED]	[REDACTED]	A	YES	11/08/2021	PHYSICIAN

Click **"OK"** to proceed with the deletion.

Delete Practitioner

Name NPI/Blue Shield Id Deletion Date

[REDACTED] [REDACTED] 10/04/2023

Are you sure you want to delete this practitioner from this group?

OK Cancel

After clicking **"OK,"** you will receive a confirmation message stating that the practitioner has been removed from your group.

## Edit General Practitioner Information

The fields that you are able to edit in this section are Name, Education, Hospital Affiliations, Locations Where the Practitioner Works, and Languages Spoken by the Practitioner.

To edit Practitioner Name, please click on the ellipsis to the left of the name, then select **Edit Name**.

**General Practitioner Information** Add Practitioner

Future update coming to allow search by name function.

Is the Practitioner's general information correct? ☐ Yes ☐ No

	Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner Type
...	Shirey, Sally	[REDACTED]	005102128	A	YES	3/01/2023	MEDICAL DOCTOR
View Details	Shirey, Sally	[REDACTED]	005102127	A	YES	3/01/2023	MEDICAL DOCTOR
Delete							
Edit Name							

To edit the data, click on the cell you wish to change and type over the existing data. Name changes will pend for Highmark review.

**PROVIDER DATA MAINTENANCE** Pended Requests

**Edit General Practitioner Information** Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

First Name Sally	Middle Name	Last Name Shirey
Suffix	Status A	Primary Affiliation Yes
Effective Date 3/01/2023	Practitioner Type MEDICAL DOCTOR	

## View Details General Practitioner Information




To view general practitioner information, click on the ellipsis to the left of the practitioner, then select **View Details**.

### General Practitioner Information

[Add Practitioner](#)

Future update coming to allow search by name function.

Is the Practitioner's general information correct? ☐ Yes ☐ No

	Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner Type
...	Shirey, Sally	[REDACTED]	005102128	A	YES	3/01/2023	MEDICAL DOCTOR
	View Details	[REDACTED]	005102127	A	YES	3/01/2023	MEDICAL DOCTOR
	Delete						
	Edit Name						

To edit Gender, Race and Ethnicity, click **“Edit General Group Practitioner.”**

### General Group Practitioner for - Shirey, Sally

[Edit General Group Practitioner](#)

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	Race	Ethnicity
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number MD23456

Click on the drop-down arrows to edit. Click **“Save Changes”** when completed. The other data elements on this screen are not editable.

### Edit General Group Practitioner for - Shirey, Sally

[Save changes](#)[Cancel](#)[Help](#)

To Edit: Click on the cell containing the data you wish to update.

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	Race	Ethnicity
			Select upto 2 races.	
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number PA - MD23456

Snyder Family Practice - Shirey, Sally

Back

MEDICAL PRACTICE

Blue Shield #

NPI

Vendor Status

Group Effective Date

Group Term Date

005102126

Active

3/01/2023

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

General Group Practitioner for - Shirey, Sally

Blue Shield ID

Name

Gender

Race

Ethnicity

005102128

Shirey, Sally

Female

NPI

Degree

Practitioner Type

Practitioner Effective Date

Medical License Number

MD - Medical Doctor

MEDICAL DOCTOR

3/01/2023

MD23456

Tiered benefit levels will be displayed at a later date.

Tiered Benefit Level

Network Name

Effective Date

No Records are found.

The Network, Specialty, Role, and Effective Date in the Network are **view only**.

Network, Specialties and Roles

Network Name

Specialty

Role

Effective Date in Network

Medicare Advantage Central

Cardiology (Cardiovascular ...

Specialist

3/01/2023

Traditional Indemnity Participating

Cardiology (Cardiovascular ...

3/01/2023

PremierBlue Shield

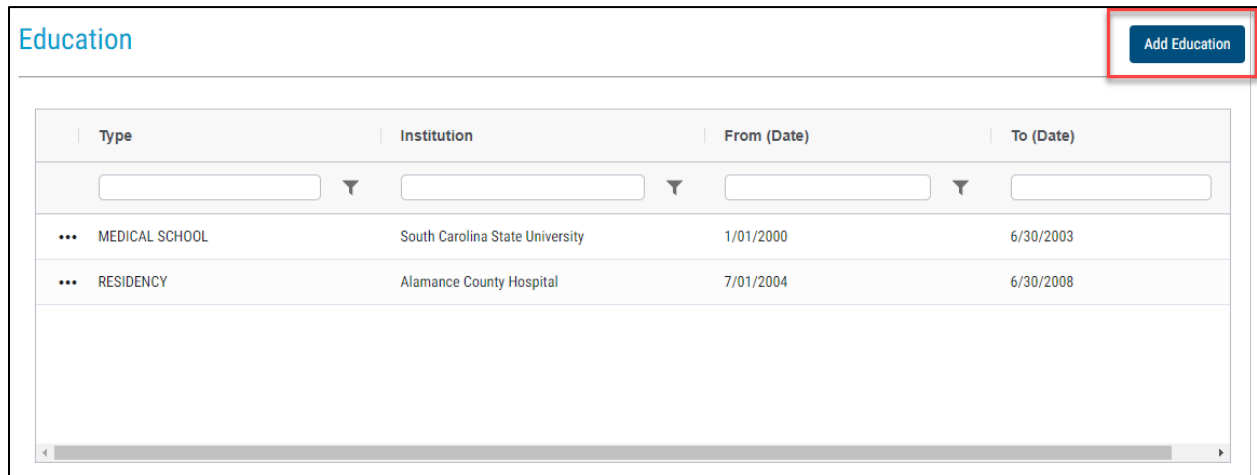
Cardiology (Cardiovascular ...

Specialist

3/01/2023

## Education

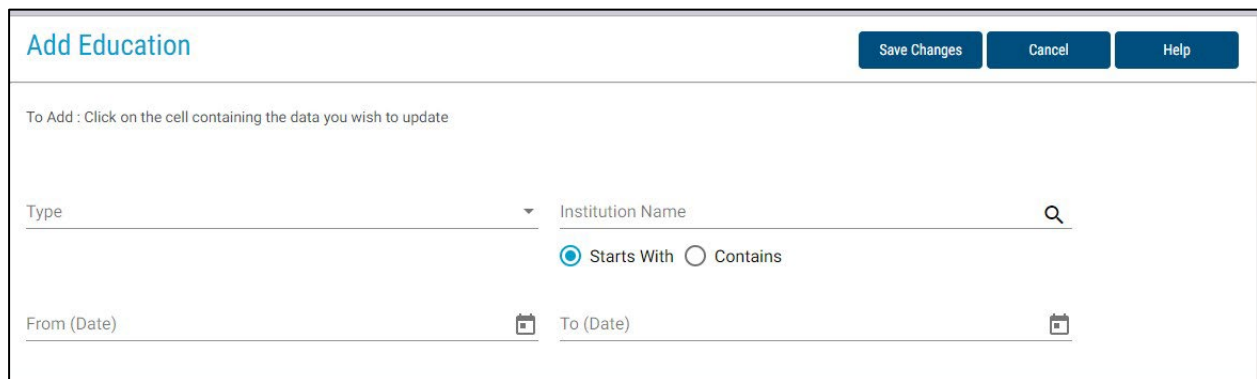
To add practitioner education, click **“Add Education.”**



The screenshot shows a web interface for managing education. At the top left is the title "Education". At the top right is a blue button labeled "Add Education", which is highlighted with a red rectangle. Below the title is a table with the following columns: "Type", "Institution", "From (Date)", and "To (Date)". Each column has a search input field with a downward arrow icon. The table contains two rows of data:

Type	Institution	From (Date)	To (Date)
... MEDICAL SCHOOL	South Carolina State University	1/01/2000	6/30/2003
... RESIDENCY	Alamance County Hospital	7/01/2004	6/30/2008

Enter the type of education by clicking on the down arrow and selecting the appropriate training. Enter the institution name by adding the name and clicking on the search button. This will bring up a list of institutions to choose from. Once you have selected an institution, enter the From and To dates of the program, and click **“Save Changes.”**



The screenshot shows the "Add Education" form. At the top left is the title "Add Education". At the top right are three buttons: "Save Changes", "Cancel", and "Help". Below the title is a text label: "To Add : Click on the cell containing the data you wish to update". The form contains four input fields: "Type" (with a dropdown arrow), "Institution Name" (with a search icon), "From (Date)" (with a calendar icon), and "To (Date)" (with a calendar icon). Below the "Institution Name" field are two radio buttons: "Starts With" (selected) and "Contains".

To edit or delete education, click on the ellipsis to the left of the training you wish to edit and select either **Edit** or **Delete**.

Education
Add Education

Type	Institution	From (Date)	To (Date)
<div>...</div> MEDICAL SCHOOL	South Carolina State University	1/01/2000	6/30/2003
<div> <div>✎</div> Edit <div>🗑</div> Delete </div>	Alamance County Hospital	7/01/2004	6/30/2008

To edit, change the fields that need to be updated and click **“Save Changes.”**

Edit Education
Save Changes
Cancel
Help

To Edit : Click on the cell containing the data you wish to update

Type

MEDICAL SCHOOL

Institution Name

South Carolina State University

☒ Starts With
☐ Contains

From (Date)

1/1/2000

To (Date)

6/30/2003

To delete education, click on the ellipsis to the left of the training and click **“Delete.”** You will need to confirm the deletion.

Education
Add Education

Type

...

MEDICAL SCHOOL

...

RESIDENCY

Confirmation

Are you sure you want to remove this Education information ?

Yes
No

## Hospital Affiliations

Any changes to hospital affiliations will pend for Highmark review.

Click **“Add Hospital Affiliation”** to add a hospital to a practitioner.

### Hospital Affiliations

Add Hospital Affiliation

Name	Hospital Status	Affiliation Type	Affiliation Level	Full Admission	Status	Effective Date	Termination Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
...	Penn State Hea...	A	Hospital	ACTIVE	YES	A	4/03/2023

Enter the hospital information by adding the name and clicking on the search button (eyeglass icon). This will bring up a list of hospitals to choose from. Use the down arrows to choose the affiliation level and admission type.

Click **“Save Changes.”**

### Add Hospital Affiliation

Save ChangesCancelHelp

To Add: Click on the cell containing the data you wish to update

Note: Updates to hospital affiliation will pend. Check the status of your request in the above pended request link before submitting additional requests.

Name

☒ Starts With ☐ Contains

Affiliation Level

Affiliation Type  
Hospital

Full Admission

Effective Date

To edit an existing affiliation, click on the ellipsis to the left of the hospital that needs to be updated.

The screenshot shows the 'Hospital Affiliations' page with a table of existing affiliations. The table has columns: Name, Hospital Status, Affiliation Type, Affiliation Level, Full Admission, Status, Effective Date, and Termination Date. A dropdown menu is open for the first row, showing 'Edit' and 'Delete' options. The 'Edit' option is highlighted with a red box.

Name	Hospital Status	Affiliation Type	Affiliation Level	Full Admission	Status	Effective Date	Termination Date
Penn State Hea...	A	Hospital	ACTIVE	YES	A	4/03/2023	

Update the fields that need to be changed and click **“Save Changes.”**

The screenshot shows the 'Edit Hospital Affiliation' form. It contains fields for Name, Address, Affiliation Level, Affiliation Type, Full Admission, and Effective Date. The 'Save Changes' button is highlighted with a red box.

To Edit: Click on the cell containing the data you wish to update

Note: Updates to hospital affiliation will pend. Check the status of your request in the above pended request link before submitting additional requests.

Name: Penn State Health

Address: Hershey, PA 17033

Affiliation Level: ACTIVE

Affiliation Type: Hospital

Full Admission: Yes

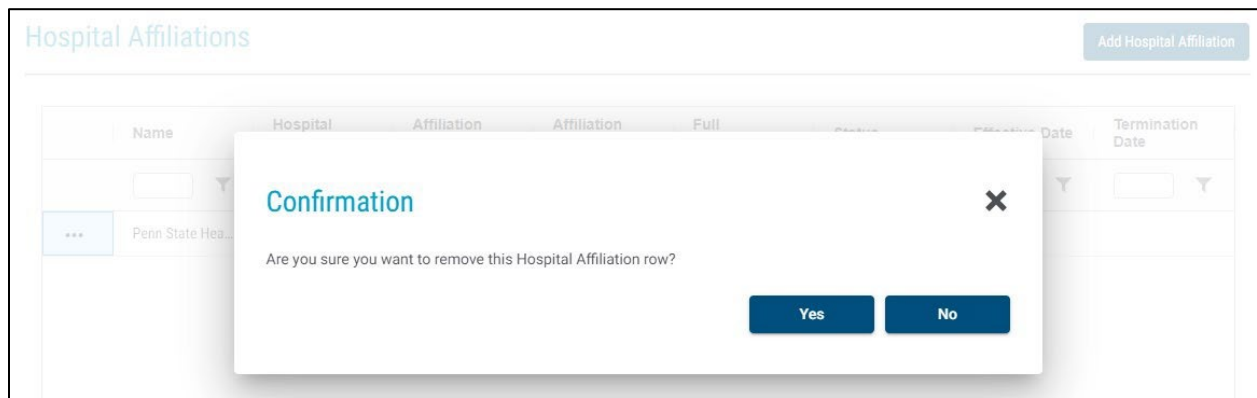
Effective Date: 4/03/2023

To delete a hospital affiliation, click on the ellipsis to the left of the hospital and select **“Delete.”**

The screenshot shows the 'Hospital Affiliations' page with a table of existing affiliations. The table has columns: Name, Hospital Status, Affiliation Type, Affiliation Level, Full Admission, Status, Effective Date, and Termination Date. A dropdown menu is open for the first row, showing 'Edit' and 'Delete' options. The 'Delete' option is highlighted with a red box.

Name	Hospital Status	Affiliation Type	Affiliation Level	Full Admission	Status	Effective Date	Termination Date
Penn State Hea...	A	Hospital	ACTIVE	YES	A	4/03/2023	

You will need to confirm the deletion.



## Locations Where this Practitioner Works

To edit a practitioner's E-Prescribe, patient age ranges, or list in directory indicator for a specific location, click **"Edit Locations Where This Practitioner Works."**

The screenshot shows the 'Locations where this Practitioner Work' page. A table lists locations with columns: Address, City, E-Prescribe, Primary Affiliation Indicator, Patient Age Range, and List in Directory?. A button 'Edit Locations where this Practitioner Work' is highlighted with a red box.

Address	City	E-Prescribe	Primary Affiliation Indicator	Patient Age Range	List in Directory?
123 ABC lane	Pittsburgh	NO	YES	0 YEAR - 125 YEAR	No

Click on the fields you want to edit and click **"Save Changes"** when you are finished updating.

Primary Affiliation is not an editable field. You will need to scroll to the right of the edit the list in directory indicator.

**Note:** For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.

The screenshot shows the 'Edit Locations where this Practitioner Work' page. The 'Patient Age Range' field is expanded, showing 'Age Begin' (0), 'Age Begin Incre...' (YEAR), and 'Age End' (125). Buttons for 'Save Changes', 'Cancel', and 'Help' are visible at the top right.

Address	City	E-Prescribe	Primary Affiliation Indicator	Patient Age Range
123 ABC lane	Pittsburgh	NO	YES	Age Begin: 0, Age Begin Incre...: YEAR, Age End: 125

## Languages Spoken

Click **“Edit Language”** to add or delete languages spoken by the practitioner.

To add a new language, click **“Add New Language.”** Begin typing the language in the cell below the filter and select the language when it appears. If you want to delete a language, click on the trash can to the left of the language.

Click **“Save Changes”** when you are finished updating the languages.

## Practitioner’s Practicing Specialty

To edit a practitioner’s specialty information, click on the ellipsis to the left of the practitioner’s name and network.

The question *“Is the Practitioner’s practicing specialty listed correctly,”* needs to be answered Yes to validate the record.

All specialty and role changes will pend for Highmark review.

### Practitioner's Practicing Specialty

Future update coming to allow search by name function.

Is the Practitioner's practicing specialty listed correctly? ☐ Yes ☐ No

	Practitioner's Name	Network	Specialty	Taxonomy Code	Role	Effective Date
...	Shirey, Sally	Medicare Advantage Ce...	Cardiology (Cardiovasc...	207RC0000X	Specialist	3/01/2023
View Details		Traditional Indemnity Pa...	Cardiology (Cardiovasc...	207RC0000X		3/01/2023
Edit Details		PremierBlue Shield	Cardiology (Cardiovasc...	207RC0000X	Specialist	3/01/2023
...	Snyder, Susan Lynn	Medicare Advantage Ce...	Family Practice	207Q00000X	PCP	3/01/2023
...	Snyder, Susan Lynn	Traditional Indemnity Pa...	Family Practice	207Q00000X		3/01/2023
...	Snyder, Susan Lynn	PremierBlue Shield	Family Practice	207Q00000X	PCP	3/01/2023

To add a new specialty, click **"Add New Specialty."** Type in the first letter of the specialty you want to add, scroll down to find the correct specialty, and click **"Save Changes."**

To delete a specialty, click on the trash can to the left of the specialty you want to remove and click **"Save Changes."**

There must always be at least one specialty attached to a network.

### Edit Shirey, Sally Practicing Specialty - Medicare Advantage Central

Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

+ Add New Specialty

Specialty

Select a Specialty

Cardiology (Cardiovascular Disease)

To add a new role, click **"Add New Role."** Click on the cell you want to edit and select Primary Care Physician (PCP) or specialist.

Click **"Save Changes."**

To delete a role, click on the trash can to the left of the role you want to delete and click **"Save Changes."**

There must always be at least one role attached to a network with the exception of the Indemnity Network.

To Edit: Click on the cell containing the data you wish to update.

+ Add New Role

Role

Select a Role

PCP

Specialist

## **Practitioner Accepts Appointments / Patient Acceptance Information**

Click **“Edit Practitioner’s Acceptance Information”** to edit patient acceptance and the list in directory indicator for a practitioner’s location.

The question *“Is the practitioner’s accepts appointments/patient acceptance information correct for each location in which they practice,”* needs to be answered Yes to validate the record.

The Practitioner’s accepts appointments / patient acceptance information

Edit Practitioner’s Acceptance Information

Is the Practitioner’s accepts appointments / patient acceptance information correct for each location at which they practice? ☐ Yes ☐ No

	Practitioner’s Name	Address	Patient Acceptance	List in Directory
...	Shirey, Sally	123 ABC lane	Open to New Patients	No
...	Snyder, Susan Lynn	123 ABC lane	Open to New Patients	Yes

On this screen, you can edit the patient acceptance and list in directory. Click on the cell you want to update, make the change, and click **“Save Changes.”**

**NOTE:** For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.

**Snyder Family Practice**  
MEDICAL PRACTICE

**Edit Practitioner's Accepts Appointments/Patient Acceptance Information**

To Edit: Click on the cell containing the data you wish to update.

Practitioner's Name	Address	Patient Acceptance	List in Directory
Shirey, Sally	123 ABC lane	Open to New Patients	No
Snyder, Susan Lynn	123 ABC lane	Open to New Patients	Yes

## Validation Process

After you have answered all nine required questions as Yes, the validation button at the top of the main page will be highlighted.

Click on the **“Validate”** button when you are ready to attest to your data.

**Snyder Family Practice**  
MEDICAL PRACTICE

**Validate** Select Provider Help

Blue Shield # 005102126 NPI [REDACTED] Vendor Status Active

Group Effective Date 3/01/2023 Group Term Date

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

The below screen will pop up after you click Validate asking you to attest to your information.

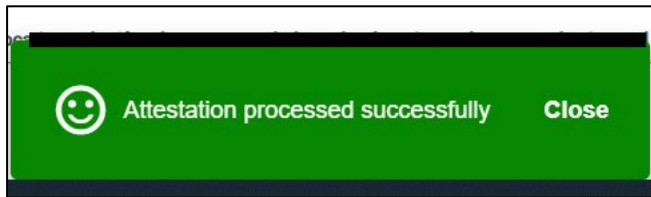
Click **“Attest”** to submit your attestation.

**Attestation**

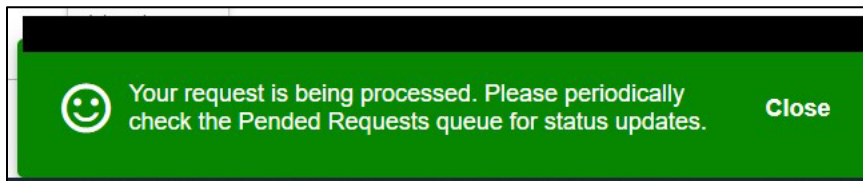
I attest that all the information is correct as of 04/12/2023 2:15 PM

**Attest** Cancel

You will receive this message after the attestation processes.



For large practices you may not get the above message right away. You may receive the below message.



If you receive the above message, monitor your pended requests queue. Once the attestation processes, it will show in this queue.

Pended Requests				×
Type	Status	External User	Summary	
Attestation Update	Closed	[REDACTED]	Attestation update successful.	▼

After you validate the record, you will see that the message below is updated to reflect when the next validation is due.

Snyder Family Practice

MEDICAL PRACTICE

ValidateSelect ProviderHelp

Blue Shield #

005102126

?

NPI

1 [REDACTED]

?

Vendor Status

Active

Group Effective Date

3/01/2023

?

Group Term Date

?

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

## Pended Requests

To view the status of the updates that required Highmark review, click the **“Pended Requests”** link at the top of the page.

PROVIDER DATA MAINTENANCE

Pended Requests

Snyder Family Practice - Shirey, Sally

MEDICAL PRACTICE

Back

Blue Shield #  
005102126

NPI  
[REDACTED]

Vendor Status  
Active

Group Effective Date  
3/01/2023

Group Term Date

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

General Group Practitioner for - Shirey, Sally

Blue Shield ID  
005102128

Name  
Shirey, Sally

Gender  
Female

Race

Ethnicity

NPI  
[REDACTED]

Degree  
MD - Medical Doctor

Practitioner Type  
MEDICAL DOCTOR

Practitioner Effective Date  
3/01/2023

Medical License Number  
MD23456

Below is an example of a pended request. You will see type of request, status, and summary.

Pended Requests			
Type	Status	External User	Summary
Add Practitioner	Accepted	lidymam	Add practitioner [REDACTED]
Address Change	Open	lidymam	123 ABC lane, York, PA 17402
Hospital Affiliation	Open	lidymam	Add Shirey, Sally affiliation with WellSpan Health

If you click on the down arrow in the summary, you will see the request date, the date processed, and any notes sent by Highmark.

Pended Requests

Type

Status

External User

Summary

Add Practitioner

Accepted

lidymam

Add practitioner [REDACTED]

Request Date  
4/04/2023

Processed Date  
4/05/2023

Note

## Credentialing Functions

At the top of the main page, three links have been added beside the Pended Requests: **“Request Credentialing,” “Review Submitted Change,”** and **“Review Credentialing Status.”**

The screenshot shows the 'PROVIDER DATA MAINTENANCE' page for 'Snyder Family Practice'. At the top, there are four links: 'Pended Requests', 'Request Credentialing', 'Review Submitted Changes', and 'Review Credentialing Status'. The 'Request Credentialing' link is highlighted with a red box, and a red arrow points to it. Below the links, there are buttons for 'Validate', 'Select Provider', and 'Help'. The main form area contains fields for 'Blue Shield #', 'NPI', 'Vendor Status' (set to 'Active'), 'Group Effective Date' (set to '3/01/2023'), and 'Group Term Date'. There is also a 'Messages' section with a notice about patient information accuracy and validation dates.

## Request Credentialing

To request initial credentialing for a practitioner, Click on the **“Request Credentialing Link.”**

This screenshot is similar to the previous one, showing the 'PROVIDER DATA MAINTENANCE' page for 'Snyder Family Practice'. The 'Request Credentialing' link is highlighted with a red box. The form fields are the same, but the 'Group Effective Date' is now set to '7/30/1998'. The 'Messages' section contains a notice about patient information accuracy and validation dates, mentioning a last validation date of 1/01/2022 and a next validation date of 4/01/2022.

On this page, all required fields need to be answered before you can submit the form.

# PROVIDER DATA MAINTENANCE

[Pended Requests](#) [Request Credentialing](#) [Review Submitted Changes](#) [Review Credentialing Status](#)

## Request Credentialing

Submit

Cancel

Plan to complete and submit any updates and new provider, address, and credentialing requests you start during the same session. You will not be able to save updates or requests and submit them at a later session.

## Provider Demographic

First Name

Required

Middle Name

Last Name

Required

Suffix

Birth Date



Required

## ID Numbers

Highmark ID

(Individual, not Group)

National Provider ID

(Individual, not Group) - Required

CAQH ID

Required

## Type of Doctor and Degree

Practitioner Type

Required

Degree

Required

## Specialties and Roles

Primary Specialty

Required

Primary Role

Required

Secondary Specialty

Secondary Role

## Credentialing Contact

Contact name

Required

Contact email address

Required

Contact phone number

Required

Ext

For the addresses, you can look up an existing address and select it. This will save time instead of typing the address over again. Also, the suite/room and building name are not required, however, you should add these fields if they are part of your address.

## Addresses

### Primary Practice Location/Address

Look Up Address

Clear

Street

Required

National Provider ID (group)

Required

Building/Location

Suite/Room

City

Required

State

Required

Zip Code

Required

Zip Code Ext

County

Required

### Credentialing Mailing Address

Look Up Address

Clear

Copy Practice

Street

Required

Building/Location

Suite/Room

City

Required

State

Required

Zip Code

Required

Zip Code Ext

County

Required

Once all required fields are completed, scroll to the top of the page, and click on **“Submit.”** If you are ready to submit, click **“OK.”**

Confirmation

×

Click OK if you are ready to submit the credentialing request to Highmark. To continue editing or reviewing the request, click Cancel.

OK

Cancel

Once submitted, you can view the summary in the **“Review Submitted Changes”** Link.

You can print the submitted request from this screen. This report is not saved, so you will need to print before you exit PDM.

To view the status of practitioners in the credentialing process, click on the “**Review Credentialing Status**” link.

On this page, you can sort by All, Open, or Closed cases. You can also expand all cases or collapse them.

**Credentialing Status for [redacted]** Print Close

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
> [redacted]	[redacted]	[redacted]	CLOSED
> [redacted]	[redacted]	[redacted]	CLOSED
> [redacted]	[redacted]	[redacted]	CLOSED
> [redacted]	[redacted]	[redacted]	OPEN
> [redacted]	[redacted]	[redacted]	CLOSED
> [redacted]	[redacted]	[redacted]	CLOSED

**Note:** The average processing time is 60 days to complete initial applications; however, some applications may exceed the 60 day processing time. Incomplete applications will delay the credentialing process, please submit missing information in a timely manner.

Below are examples of what you will see for open statuses.

The first example is a provider in the recredentialing process where the application has not been returned yet.

**PROVIDER DATA MAINTENANCE** Pending Requests Request Credentialing Review Submitted Changes Review Credentialing Status

**Credentialing Status for [redacted]** Print Close

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
▼ [redacted]	[redacted]	[redacted]	OPEN

Processing Status	Start Date	Contact Name	Contact Phone	Contact Fax
Application needs to be completed by provider and submitted. For providers that utilize CAQH, please visit <a href="https://proview.caqh.org/pr">https://proview.caqh.org/pr</a> to review and complete/update your application. Be sure to select Highmark as a plan authorized to receive your information.	6/09/2023	Credentialing Support		

**Note:** The average processing time is 60 days to complete initial applications; however, some applications may exceed the 60 day processing time. Incomplete applications will delay the credentialing process, please submit missing information in a timely manner.

The next example shows where an application was received.

**PROVIDER DATA MAINTENANCE** [Pended Requests](#) [Request Credentialing](#) [Review Submitted Changes](#) [Review Credentialing Status](#)

Credentiaing Status for [Redacted] [Print](#) [Close](#)

[All](#) [Open](#) [Closed](#) [Expand All/Collapse All](#)

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
[Redacted]	[Redacted]	[Redacted]	OPEN

Processing Status	Start Date	Contact Name	Contact Phone	Contact Fax
Application has been received	6/14/2023	Credentialing Support		

This example shows the application process is complete and is waiting for a final decision.

**PROVIDER DATA MAINTENANCE** [Pended Requests](#) [Request Credentialing](#) [Review Submitted Changes](#) [Review Credentialing Status](#)

Credentiaing Status for [Redacted] [Print](#) [Close](#)

[All](#) [Open](#) [Closed](#) [Expand All/Collapse All](#)

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
[Redacted]	[Redacted]	[Redacted]	OPEN

Processing Status	Start Date	Contact Name	Contact Phone	Contact Fax
Application is complete and awaiting final decision	4/06/2023	Credentialing Support		

**Note:** The average processing time is 60 days to complete initial applications; however, some applications may exceed the 60 day processing time. Incomplete applications will delay the credentialing process, please submit missing information in a timely manner.

## Logging Out of PDM

To logout of the application, click on “Logout” at the top of the page.

**PROVIDER DATA MAINTENANCE** [Pended Requests](#)

Snyder Family Practice  
MEDICAL PRACTICE

[Validate](#) [Select Provider](#) [Help](#)

Blue Shield # 005102126 NPI [Redacted] Vendor Status Active

Group Effective Date 3/01/2023 Group Term Date

Hello, [Logout](#)

Availity is an independent company that contracts with Highmark to offer provider portal services.