

WHAT TO EXPECT DURING AN AUDIT CALL

A secret shopper approach is normally used when CMS conducts an audit of provider data accuracy. The caller will not identify themselves as CMS. The questions will be similar to the ones listed below.

In order to be prepared, please log onto NaviNet then navigate to My Health Plans. Select the correct Health Plan then select Provider File Management under Workflows for this Plan. Here is where you can verify and update your directory information. Feel free to print your directory information for your reference.

1 I'm interested in scheduling an appointment, is this provider at this location?

- Answer yes if the provider schedules appointments with patients at least one day a week.
- Answer no if the practitioner provides coverage services only and/or interpretation of diagnostic services without face-to-face patient contact.

2 Do you accept Highmark Medicare Insurance?

This would include all products such as: Security Blue, Community Blue Medicare HMO, Community Blue Medicare PPO, Community Blue Medicare Plus PPO, and Freedom Blue.

- Answer yes if you accept the Highmark products.
- Answer no if you do not accept these products.

***Please ensure you are aware of the Highmark insurance products that your practice accepts.*

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3 Does this provider accept or not accept new patients for Medicare Advantage?

- Answer yes if a new patient can schedule an appointment with this specific providers.
- Answer no if the provider is not scheduling appointments with new patients.

4 Is this provider a PCP, Cardiologist, Oncologist, or Ophthalmologist?

Please answer according to what specialty the provider practices at the location.

5 Is the practice address correct?

Please include a suite number in your response if one exists for the practice location.

6 Is the telephone number correct?

This is usually confirmed by dialing the phone number.

7 Is the provider's name correct?

If the provider's name has recently changed and the medical license has not been updated and Highmark has not been notified to make the change – the directory will still show the maiden/ married name – so please answer accordingly.

8 Is the practice name correct?

CMS expects the phone to be answered the way the practice name is displaying in the directory.

You can also update your directory information by completing the various forms located on the Provider Resource Center. On the Provider Resource Center select Forms, then Provider Information Management Forms and fill out and return the appropriate forms for your practice.