

PROVIDERS MUST ENSURE ACCURATE DIRECTORY INFORMATION

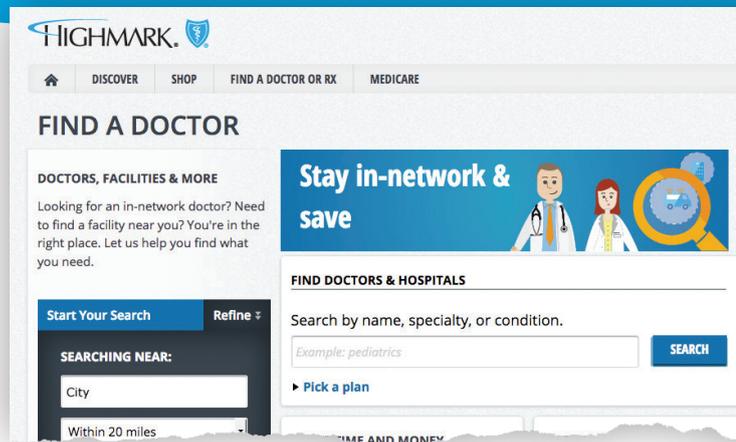
The Centers for Medicare & Medicaid Services (CMS) requires Highmark to have the most current information on our network providers. We use this information to populate our Provider Directory and to ensure correct claims processing.

Highmark is committed to ensuring the information in the Provider Directory meets our standards for quality. **Please note: providers who do not validate their data will be immediately removed from the directory.** Your status within Highmark's networks may be impacted.

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

- provider name is correct.
- practice name is correct.
- provider's specialties are correctly listed.
- providers are not listed at practice locations where they don't actually practice.
- provider is accepting new patients, or not accepting new patients, at the location.
- provider's street address and phone number are correct.

Note: 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.



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



Review and update your information in NaviNet as soon as a change occurs. All data should be reviewed at a minimum of once a quarter to ensure accuracy. Detailed instructions can be found in the **Provider File Management Guide** on the **Provider Resource Center** under **Administrative Reference Materials**.

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. 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, the response is “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.

For a quick walk-through of the NaviNet process to confirm your data, see the Special eBulletin dated March 21, 2017, on the Provider Resource Center. Log into NaviNet now to review and update your practice information.

THANK YOU

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

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