

SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

OCTOBER 22, 2019

A SURVEY YOU DON'T WANT TO MISS

SPH ANALYTICS SURVEY

Over the next several weeks, SPH Analytics (an independent research firm) will be conducting a phone survey to a sample of providers to assess your and your staff's knowledge of the tools available to you to use to verify every product and network you participate in through your Highmark contract.

UPDATING YOUR INFORMATION

In advance of SPH Analytics making these calls, please verify the following information and update if changes are needed.

- Office location
- Telephone number
- If you're accepting new patients
- Hospital affiliations
- Products/Networks you participate in

Doing this will also help your patients get the care they need from providers that participate in their plans' networks, lowering their out-of-pocket costs and dissatisfaction with Highmark.

If you need help updating your information or have questions regarding this survey, please call the appropriate Highmark Provider Service Center for your region. To access the phone number for your region:

- Go to the **Provider Resource Center**
- Click **Provider Training**
- Select **Provider Orientation**
- Click the link for **Contact Information**

