



# HOT TOPIC

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## IMPORTANT: QUARTERLY DIRECTORY DATA VALIDATION PROCESS CHANGE

### Outreach Calls Suspended; Other Options Available for Validation

The Centers for Medicare & Medicaid Services (CMS) requires Highmark to have the most current information for our network providers and also requires ongoing review of all physician information listed in our online and printed provider directories. Atlas has been selected as a vendor on behalf of Highmark to conduct quarterly outreaches as part of the CMS directory requirement. However, in response to COVID-19, Highmark is suspending all directory data validation outreach calls to provider offices until further notice.

**Although the outreach calls from Atlas are suspended, quarterly data validations are still required.** You may attest online via the Atlas PRIME-Hub portal. Also, Atlas will be sending a communication detailing other ways to verify your data via phone. It is extremely important, especially in the COVID-19 environment, to complete your data validations to allow your patients and our members direct access to your current information.

### Online Validation Using Atlas Systems' PRIME-Hub

You can ensure that your practice information is accurate in our online and printed directories by using Atlas Systems' PRIME-Hub, an online tool for updating and confirming your practice information.

1. To get started, visit [hub.primeatlas.com](http://hub.primeatlas.com). If you are a first-time user, you will be asked to register by creating a user name and password. You can use your Appointment Phone Number or NPI Number to view all the applicable providers to be validated.

If you have previously registered on PRIME-Hub and updated your appointment phone number, you will still be able to log in with the same credentials. However, to view the updated list of providers, please update the appointment phone number using the edit profile link. If you do not remember your updated information, please reach out to the Atlas support team.

2. After logging in, it takes just four steps to update or confirm each provider record. You only need to update the fields that are marked with an asterisk. Review and update where appropriate, hit the **Confirm** button, and PRIME-Hub takes care of the rest.

**NOTE: Even if no changes are required, please attest to the accuracy of your information.** You will receive a confirmation email or fax for your records within 24 hours of validating information.

If you need help, PRIME-Hub has the following options:

- Email support ([info.primehealth@atlassystems.com](mailto:info.primehealth@atlassystems.com))
- Telephone support by calling **1-844-334-9694**
- Answers to frequently asked questions are available at [hub.primeatlas.com](http://hub.primeatlas.com) (click on **FAQs** at the bottom of the login screen)

Our goal is to make sure your patients, our members have the right information. Please visit PRIME-Hub soon to review and validate your practice information.