Special Bulletin

For professional providers

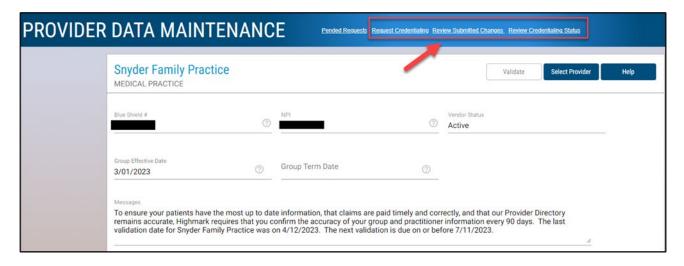
August 30, 2023

New Credentialing Enhancements and Search Capabilities for PDM Tool

Highmark continues to roll out enhancements to its new Provider Data Maintenance (PDM) tool. Starting **August 19, 2023**, professional providers can perform the following Credentialing functions via the PDM tool:

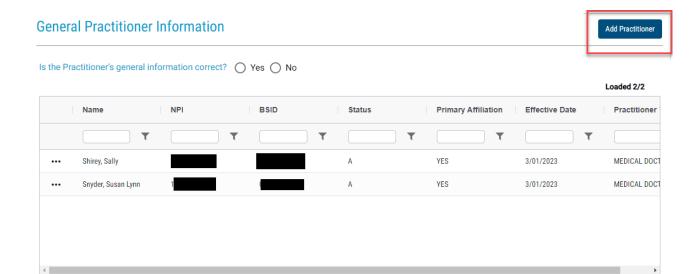
- Request Credentialing New providers can request initial credentialing.
- Review Submitted Changes Users can review the information they submitted.
- Review Credentialing Status Allows providers to see where they are in the credentialing process.

At the top of PDM's main page, the three Credentialing links have been added next to **Pended** Requests: "Request Credentialing," "Review Submitted Change," and "Review Credentialing Status."

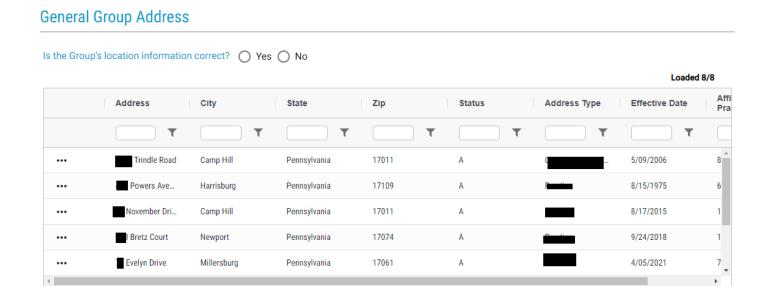


New Search Capabilities

The PDM tool also features **enhanced search capabilities** that enable users to search by names and addresses. In the **General Practitioner Information section**, users can click in the box above **Name** and all names associated with the practice will appear.



In the **General Group Address section**, users can click in the box above **Address** and all addresses associated with the practice will appear.



About Provider Data Maintenance

The PDM tool is an easy-to-use electronic application to update, validate, and attest to the accuracy of your Highmark provider directory information in one electronic application. PDM also indicates the last time your directory information was validated and the due date for the next validation deadline.

EXCEPTION: Facility, ancillary, and any Medicaid providers will continue to use Atlas to validate their information as they do today.

A PDM tool user guide is available on Plan Central in NaviNet® under PROVIDER RESOURCES.

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