

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**.”

The screenshot displays the 'PROVIDER DATA MAINTENANCE' interface for 'Snyder Family Practice'. At the top, a navigation bar includes 'Pended Requests', 'Request Credentialing', 'Review Submitted Changes', and 'Review Credentialing Status'. A red arrow points to the 'Request Credentialing' link. Below this, the practice name and type are shown, along with buttons for 'Validate', 'Select Provider', and 'Help'. The main content area contains fields for 'Blue Shield #', 'NPI', 'Vendor Status' (Active), 'Group Effective Date' (3/01/2023), and 'Group Term Date'. A 'Messages' section at the bottom provides a notice about information accuracy and validation dates.

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.

General Practitioner Information

Add Practitioner

Is the Practitioner's general information correct? Yes No

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Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner	
...	Shirey, Sally	[REDACTED]	[REDACTED]	A	YES	3/01/2023	MEDICAL DOCT
...	Snyder, Susan Lynn	[REDACTED]	[REDACTED]	A	YES	3/01/2023	MEDICAL DOCT

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

General Group Address

Is the Group's location information correct? Yes No

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Address	City	State	Zip	Status	Address Type	Effective Date	Affi Pra	
...	[REDACTED] Trindle Road	Camp Hill	Pennsylvania	17011	A	[REDACTED]	5/09/2006	8
...	[REDACTED] Powers Ave...	Harrisburg	Pennsylvania	17109	A	[REDACTED]	8/15/1975	6
...	[REDACTED] November Dri...	Camp Hill	Pennsylvania	17011	A	[REDACTED]	8/17/2015	1
...	[REDACTED] Bretz Court	Newport	Pennsylvania	17074	A	[REDACTED]	9/24/2018	1
...	[REDACTED] Evelyn Drive	Millersburg	Pennsylvania	17061	A	[REDACTED]	4/05/2021	7

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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