

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

MARCH 21, 2017

IMMEDIATE ACTION REQUIRED: PROVIDERS MUST ENSURE ACCURATE DIRECTORY INFORMATION TO BE LISTED

CMS FEDERAL REGULATION MANDATES ACCURATE PROVIDER DATA

The Centers for Medicare & Medicaid Services (CMS) require 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.

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

Highmark is committed to ensuring the information in the Provider Directory meets our standards for quality. To that end, **providers who do not validate their data will be immediately removed from the directory.** Additionally, your status within Highmark's networks may be impacted.

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

- **The provider name is correct.** For example, if a provider marries, we must ensure the provider's name in the directory matches the name on their medical license.
- **The practice name is correct.** For example, is there a difference between the practice name that is being used when phones are answered vs. the practice name listed in the directory?
- **The provider's specialties are correctly listed.** Is there more than one specialty listed in the directory? Are both specialties being practiced?
- **There are providers listed at practice locations where they don't actually practice.** Providers listed must be affiliated with the group and practice at that specific location on a regular basis. Providers who cover on an occasional basis are not required to be listed. Providers who do not see patients on a regular basis at a location should not be listed at that location.
- **The provider is accepting new patients, or not accepting new patients, at the location.**
- **The provider's street address and phone number are correct.**

It's vital that all providers review and update their information in NaviNet® as soon as a change occurs. All data should be reviewed at a minimum of once a quarter to ensure it's accurate. Detailed instructions are available in the [Provider File Management NaviNet Guide](#), which is available on the **Provider Resource Center** under **Administrative Reference Materials**.



Highmark is currently in the process of making outreach calls to providers to verify the accuracy of provider data. If you receive a call, please provide the agent with the requested information. Don't wait for this call, however, to take action. Log in to NaviNet now to review/update your practice information.

For your convenience, some basic steps for reviewing/updating your practice information are included below.

Step	Action in NaviNet
1.	Click Provider File Management .
2.	If your office has multiple billing provider numbers, select the number you want to review and click Go . All items underlined in blue are links to access the information provided within the title. Note: This only appears if you have multiple provider numbers.
3.	Click View Group Details to access the information provided within the title.
4.	Click View Group Details to access your group level numbers, networks, etc.
5.	For Patient Review, click on the Practitioner whose information you wish to access. The words "Patient Review" will appear next to the practitioner's name if there are patient reviews on file. Click Patient Review to open.

TIPS

- Click **Change Group** to return to the Billing Provider list so you can choose a different vendor.
- The **Add/Edit** buttons allow you to make updates to the information identified on the button.
- Instructional business rule pop-up windows will guide you through the process. Please read them carefully.
- There is no Start/Save option. All updates, additions, etc., must be done in one login session.
- To view and print a copy of your submitted changes, click **Review Submitted Changes**.

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.

The question appears 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, "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.

Adding a new practice address:

Affiliate Practitioners

Select Practitioners

Select All Clear All

Information ✕
Patients Seen : Does the practitioner see patients here at least one day per week on a regular basis?

	Practitioner	NPI	E-Prescribe?	Patients Seen?
<input type="checkbox"/>	Doe, Jane A	1234567890	<input type="checkbox"/> Yes	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	Doe, John A	1234567891	<input type="checkbox"/> Yes	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	Smith, John A	1234567892	<input type="checkbox"/> Yes	<input type="radio"/> Yes <input type="radio"/> No

OK Cancel

Affiliating a new or existing practitioner to existing practice addresses:

Addresses Where Practitioner Will Work

At least one practice address and additionally a patients seen answer must be chosen for each location selected.

Select All

	Address	Patients Seen?
<input type="checkbox"/>	101 Orchard Drive Trafford, PA 412-457-1820	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	2976 Clay Pike Rilliton, PA 724-446-5567	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	2057 Route 130 Jeannette, PA 724-527-6651	<input type="radio"/> Yes <input type="radio"/> No

Information ✕
Patients Seen: Does the practitioner see patients here at least one day per week on a regular basis?

The "Patients Seen" responses can be viewed once established and modified through the EDIT function.

Practitioners and Other Clinic Staff

Practitioners who work at this location Edit

Name	NPI Number	E-Prescribe?	Patients Seen?
Doe, Jane A	1234567890	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Doe, John A	1234567891	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Smith, John A	1234567892	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes

Information ✕
Patients Seen: Does the practitioner see patients here at least one day per week on a regular basis?

Affiliate Practitioners

Edit Practitioners Affiliated With 123 Main Street

To edit location affiliations for practitioners, use the Practitioner tab.

Practitioner	NPI	E-Prescribe?	Patients Seen?
Doe, Jane A	1234567890	<input type="checkbox"/> Yes	<input type="radio"/> Yes <input checked="" type="radio"/> No
Doe, John A	1234567891	<input type="checkbox"/> Yes	<input type="radio"/> Yes <input checked="" type="radio"/> No
Smith, John A	1234567892	<input type="checkbox"/> Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No

OK Cancel

Information ✕
Patients Seen : Does the practitioner see patients here at least one day per week on a regular basis?

Confirm "Patients Seen?" questions for their practitioner for each practice location.

Name	NPI Number	E-Prescribe?	Patients Seen? *
Doe, Jane A	1234567890	✓	✓
Doe, John A	1234567891	✓	✓
Smith, John A	1234567892	✓	

Providers who do not have NaviNet should visit the Provider Resource Center, select **Provider Forms**, then **Provider Information Management Forms**, then **Provider File Maintenance Request**. Please follow the submission instructions within the form to ensure it is properly routed.

FACILITIES

Facilities can update their information in NaviNet by accessing the "Highmark Facility/Ancillary Ownership Change Form" via **Facility Forms**. This process will formally notify Highmark when a facility anticipates mergers, acquisitions, changes of ownership, legal name changes, new or changed locations or services, or related events. This form is available via NaviNet and on the Provider Resource Center. To access the form:

- Select **Facility Information**.
- Select **Facility Forms**.
- Select the form titled "Highmark Facility/Ancillary Ownership Change Form."

Note: Any and all requirements set forth in the provider's contract(s) with Highmark that are applicable to a Facility Event must also be observed by the provider in order to avoid a breach of such contract(s).

ALL PROVIDERS

Please note that 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.

THANK YOU

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