

# Special Bulletin

For professional providers

August 16, 2023

## Annual SPH Analytics Survey

Over the next several weeks, SPH Analytics (an independent research firm) will be conducting a phone survey with a sample of providers to assess knowledge of the tools available to you and your staff to verify the products/networks in which you participate through your Highmark contract.

### Updating Your Information

In advance of SPH Analytics making these calls, verify your information in the Highmark Provider Directory and, if necessary, update that information, including:

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

To verify and/or update your information, use the Provider Data Maintenance (PDM) tool in [NaviNet®](#). If needed, a guide on how to use the PDM tool is available under **PROVIDER RESOURCES** in NaviNet's Plan Central.

If you have questions regarding this survey, please call the appropriate [Highmark Provider Service Center](#) for your region.

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