

SPECIAL eBULLETIN

FOR PROFESSIONAL PROVIDERS

OCTOBER 5, 2021

ANNUAL SPH ANALYTICS SURVEY

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

UPDATING YOUR INFORMATION

In advance of SPH Analytics making these calls, verify your information in the provider directory and update your information if necessary, including:

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

Doing this will help your patients get the care they need from providers that participate in their plans' networks, lowering their out-of-pocket costs and dissatisfaction with Highmark.

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



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