

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

JANUARY 7, 2022

ATLAS QUARTERLY PROVIDER DIRECTORY OUTREACH

The Centers for Medicare and Medicaid Services (CMS) and the No Surprises Act require Highmark to have current information for our network providers. We are also required to review all physician information listed in our online and printed provider directories. If your information is not validated at least once every 90 days, you will be removed from our Provider Directory (as required by the No Surprises Act) and members will no longer have easy access to locating your practice information.

To help us verify your information, Highmark's vendor Atlas may call you on behalf of Highmark to verify your information. You can also attest/validate your information via the Atlas PRIME-Hub portal. To get started:

1. Visit hub.primeatlas.com
2. First Time Users:
 - a. Create a username and password to register (if you already have an account skip to Step 4)
 - b. Use your Appointment Phone Number or NPI number to view all the applicable providers that need to be validated
 - c. Continue to Step 4
3. Existing Users:
 - a. Log in using the username and password you set up when you initially registered
 - b. Update the appointment phone number using the edit profile link to access the list of providers that need to be validated

IMPORTANT: If you do not remember your username or password, you will need to call the Atlas support team
4. Once you create your account/log in to your account, you will need to update the field that are marked with an asterisk
 - a. If changes are needed: Review and update the appropriate asterisk sections and click **confirm**
 - b. If changes are not needed: Attest to the accuracy of your information



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

Once you have submitted your information, an email or fax confirmation will be sent to you for your records within 24 hours of validation.

For help filling out the PRIME-Hub information:

- Email support at info.primehealth@atlassystems.com
- Call 856-886-8088
- Review the Frequently Asked Questions provided on hub.primeatlas.com