

TODAY'S MESSAGE

NEW GUIDE OFFERS STEP-BY-STEP INSTRUCTIONS FOR UPDATING YOUR PROVIDER FILE INFORMATION VIA NAVINET®

BE SURE YOUR INFORMATION IN HIGHMARK'S DATABASES IS ACCURATE

You want to ensure that your information in Highmark's databases is current — whether it's your contact or credentialing information or the roster of practitioners or health care services now available at your practice or facility. It's vital to be sure we have your current information on file so that you receive timely reimbursement and that your entry in our online Provider Directory is accurate and complete.

To support you in keeping your provider file information updated, Highmark recently published the [Provider File Management NaviNet Guide](#). Now available under *Administrative Reference Materials* on our online Provider Resource Center, the guide offers clear, step-by-step instructions and NaviNet screen shots that explain how to add or delete a practitioner; add or delete an address or make changes to an existing address; request credentialing; update your contact information; and more. So access the Provider File Management NaviNet Guide today, and get helpful support in ensuring that your information in our databases reflects everything current about your office or facility.

If you have NaviNet, completing these updates must be done using NaviNet's Provider File Management function. If you don't yet have NaviNet, you can use the Highmark Provider File Maintenance Request form. The form is available on the Provider Resource Center under *Provider Forms* and *Provider Information Management Forms*. To get NaviNet access, please see your Provider Relations Representative today.