

Special Bulletin

For professional and facility providers

August 28, 2023

PIM Forms Must Be Submitted Electronically

Effective October 1, 2023, providers must use electronic Provider Information Management (PIM) forms when updating their Highmark directory information. Paper versions of PIM forms will no longer be accepted after September 30, 2023.

Electronic PIM forms are accessible via the Provider Resource Center (PRC). From the left menu, select **FORMS** and then click **Provider Information Management Forms**. A wide variety of forms are available, including:

- **Provider Directory Update Form** – for updating a practitioner or group name, address, phone number, email, website address, and specialty.
- **Request for New Practice (Assignment Account)** – for creating a new practice account or updating existing participating practice tax ID.
- **Request to Add a New Practitioner to an Existing Participating Practice** – for updating practitioner's affiliation to an existing participating practice (Assignment Account).
- **Advanced Practice Provider (APP) Enumeration Form** – for enrolling Nurse Practitioners (NPs), Physician Assistants – Certified (PA-Cs), Certified Registered Nurse Anesthetists (CRNAs), and Registered Nurse First Assistant (RNFAs) with your participating practice.
- **Nurse Practitioner Agreement/Acknowledgement** – for participating NPs to change their supervising physician.
- **Supervision Data Form** – participating PA-Cs, CRNAs and RNFAs must use this form to change their supervising physician.
- **NPI Change Form** – for updating an existing individual participating provider or group National Provider Identifier (NPI).
- **Facility-Based Provider Affirmation Statement** – for adding a practitioner to an existing assignment account when the services provided to members services by the networks are delivered exclusively in a participating skilled nursing facility, participating ambulatory surgery center, inpatient hospital and/or freestanding inpatient or outpatient facility setting and for members only because they are directed to the facility setting.

Credentialing

Electronic Credentialing forms are also available on the PRC. From the left menu, select **CREDENTIALING** and then click **Credentialing Forms**.

NOTE: Effective October 1, 2023, the email address Provider_Data_Mgmt@healthnow.org will be eliminated.

Highmark Blue Shield of Northeastern New York and BlueShield of Northeastern New York are trade names of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.