

## HOT TOPIC

# CHECK YOUR MAILBOX: PROVIDER DIRECTORY SURVEY

## IS YOUR INFORMATION UP-TO-DATE?

Highmark members rely on our online provider directory “Find a Doctor or Rx” to find providers who participate in their plans’ networks that best fit their budget and their needs for care.

We rely on you to make sure that the information we have about you and your practice in our online provider directory is accurate and up-to-date.

That’s why we reach out to you regularly to ask you to verify and/or update the information we have about you and your practice in our online provider directory, such as your office location, telephone number, and if you’re accepting new patients, as well your hospital affiliations and the products/networks you and your practice participate in.

Inaccurate information in our online provider directory can result in members unknowingly getting care from providers that don’t participate in their plans’ networks, which can mean higher out-of-pocket costs and dissatisfaction with their plans.

## ABOUT THE PROVIDER DIRECTORY SURVEY

A sample of providers will receive a survey from SPH Analytics, an independent research firm that is helping us conduct this survey, via postal mail.

We are conducting this survey to make sure that we have the most accurate and up-to-date information about you and your practice for our online provider directory, so that Highmark members are charged the correct cost-sharing, as required by their plans, for any services you provide.

When you receive this survey, please read and follow the instructions included with the survey for completing and submitting it.

## QUESTIONS?

If you need more information, or have other questions, you can call the Highmark Provider Service Center at 1-800-342-2221.

We look forward to continuing to work together to ensure the best possible care for our members.