

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

DECEMBER 31, 2019

ATTENTION: BEHAVIORAL HEALTH PROVIDERS

HIGHMARK PERFORMING QUARTERLY OUTREACH TO VERIFY YOUR PROVIDER DATA

At Highmark, we believe we have to put patients first. To do this, we are continuing to partner with you to provide the most appropriate care possible.

Whether it's making it easier to schedule a doctor appointment, ensuring access to nearby hospitals, or providing answers over the phone, we work with providers to help patients get the right care at the right time.

Our members use the Highmark Health Options Provider Directory to make the best informed decisions when selecting a provider. It is, therefore, to your advantage to make sure your directory information is correct and current.

To that end, beginning in January 2020, Highmark will begin doing a quarterly outreach to all of our behavioral health providers to ensure your information is accurate and up-to-date.

Providers who don't validate their data at least quarterly will be immediately removed from the directory, and their status within Highmark's networks may be impacted.

WHAT YOU NEED TO VERIFY

You will need to verify that:

- Your name is correct and matches your name on your medical license
- Your practice Name is correct and matches the name used when your office staff answer the phone
- Your specialties are correctly listed and are, in fact, currently being practiced.
- Locations listed are where you see patients and schedule appointments on a regular basis. All practitioners listed must be affiliated with the group. (Practitioners who cover on an occasional basis are not required to be listed.)
- If you are accepting new patients — or not accepting new patients — at the location.
- Your address, suite number (if any), and phone number are correct.

CHANGE HAPPENS

It's vital that you review and update your information as soon as a change occurs. Go to **Provider File Management** within NaviNet® to check these fields:

- Current address
- Phone number

