



NEWS FOR PROFESSIONAL PROVIDERS ONLY (HIPAA 837P CLAIM SUBMITTERS)

Posted on 05-06-2020

IMPORTANT UPDATE: ATLAS OUTREACH CALLS RESUMING FOR THE QUARTERLY DIRECTORY DATA VALIDATION PROCESS

The Centers for Medicare & Medicaid Services (CMS) requires Highmark to have the most current information for our network providers and also requires ongoing review of all physician information listed in our online and printed provider directories. Atlas has been selected as a vendor on behalf of Highmark to conduct quarterly outreaches as part of the CMS directory requirement.

In our communications on April 9, 2019, we advised that Highmark was suspending all directory data validation outreach calls to provider offices until further notice in response to COVID-19.

Effective May 7, 2020, Highmark will resume a modified quarterly validation process and Atlas will begin making phone calls to provider offices for data verification. Highmark is monitoring hot spots for COVID-19 and will direct Atlas to avoid making calls to those areas. If you receive a call from Atlas and your office is overwhelmed due to COVID-19, please advise them of your situation and your office will be placed on a two-week hold before making additional attempts to call your office.

Providers continue to have the option to attest online via the Atlas PRIME-Hub portal. It is extremely important, especially in the COVID-19 environment, to complete your data validations to allow your patients and our members direct access to your current information.

Online Validation Using Atlas Systems' PRIME-Hub

You can ensure that your practice information is accurate in our online and printed directories by using Atlas Systems' PRIME-Hub, an online tool for updating and confirming your practice information.

1. To get started, visit hub.primeatlas.com. If you are a first-time user, you will be asked to register by creating a user name and password. You can use your Appointment Phone Number or NPI Number to view all the applicable providers to be validated.

If you have previously registered on PRIME-Hub and updated your appointment phone number, you will still be able to log in with the same credentials. However, to view the updated list of providers, please update the appointment phone number using the edit profile link. If you do not remember your updated information, please reach out to the Atlas support team.

2. After logging in, it takes just four steps to update or confirm each provider record. You only need to update the fields that are marked with an asterisk. Review and update where appropriate, hit the **Confirm** button, and PRIME-Hub takes care of the rest.

NOTE: Even if no changes are required, please attest to the accuracy of your information.
You will receive a confirmation email or fax for your records within 24 hours of validating information.

If you need help, PRIME-Hub has the following options:

- Email support (info.primehealth@atlassystems.com)
- Telephone support by calling **1-844-334-9694**
- Answers to frequently asked questions are available at hub.primeatlas.com (click on **FAQs** at the bottom of the login screen)

Our goal is to make sure your patients, our members have the right information. Please visit PRIME-Hub soon to review and validate your practice information.