



PROVIDER DATA MAINTENANCE - PDM

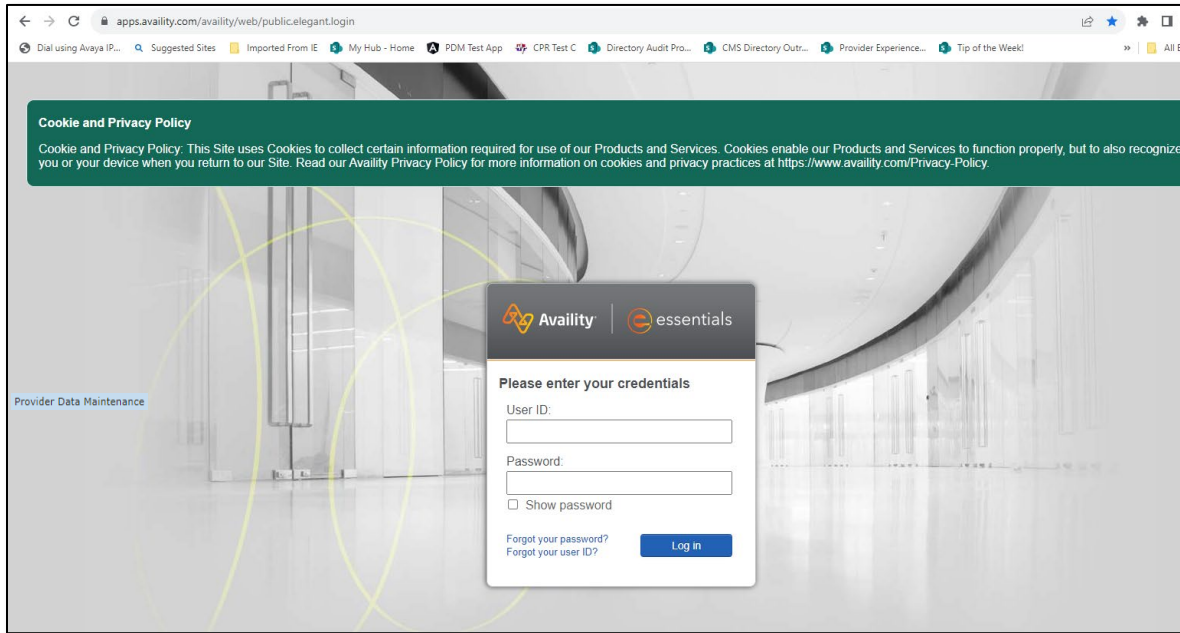
Application Guideline

May 2024

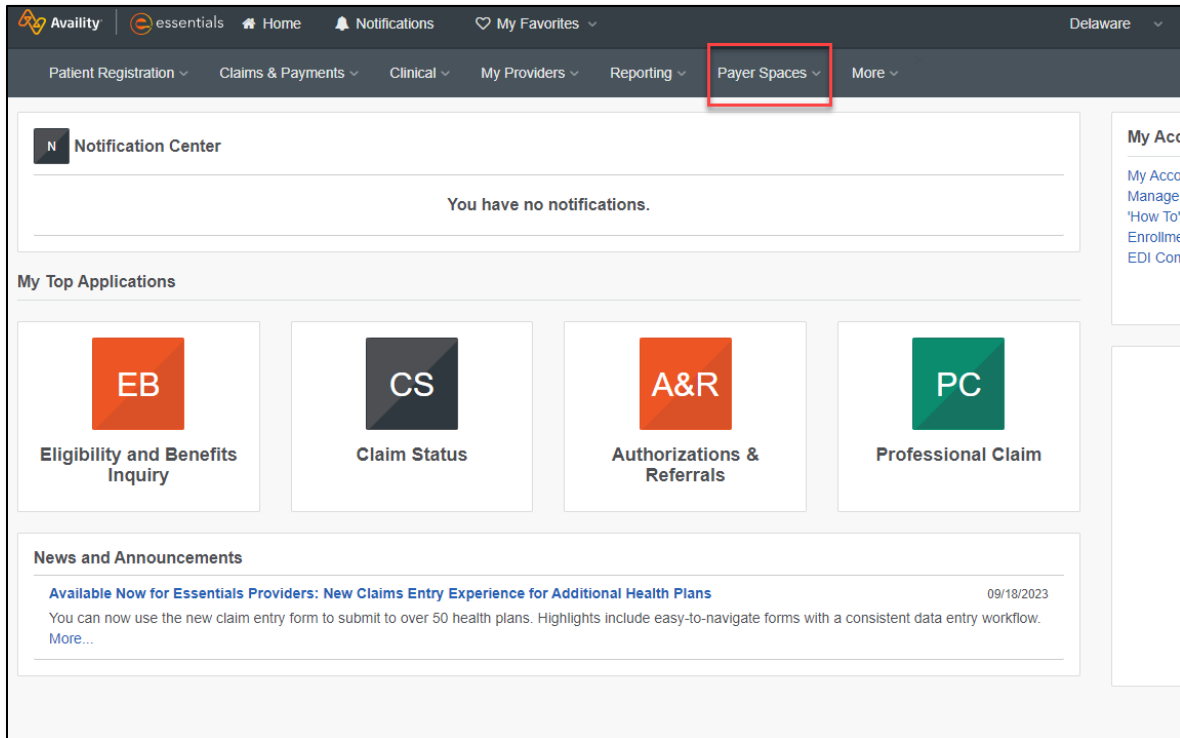
Note: Any provider/practice information included in this guide is fictional and included for educational purposes only.

Availity

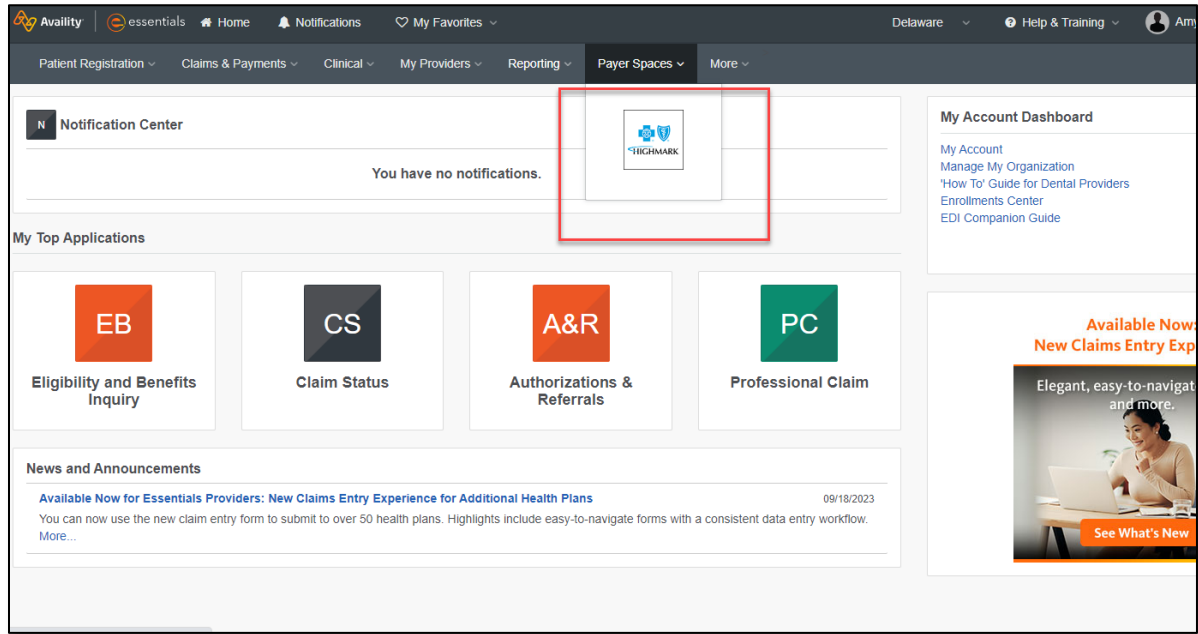
Enter your credentials to log into Availity.



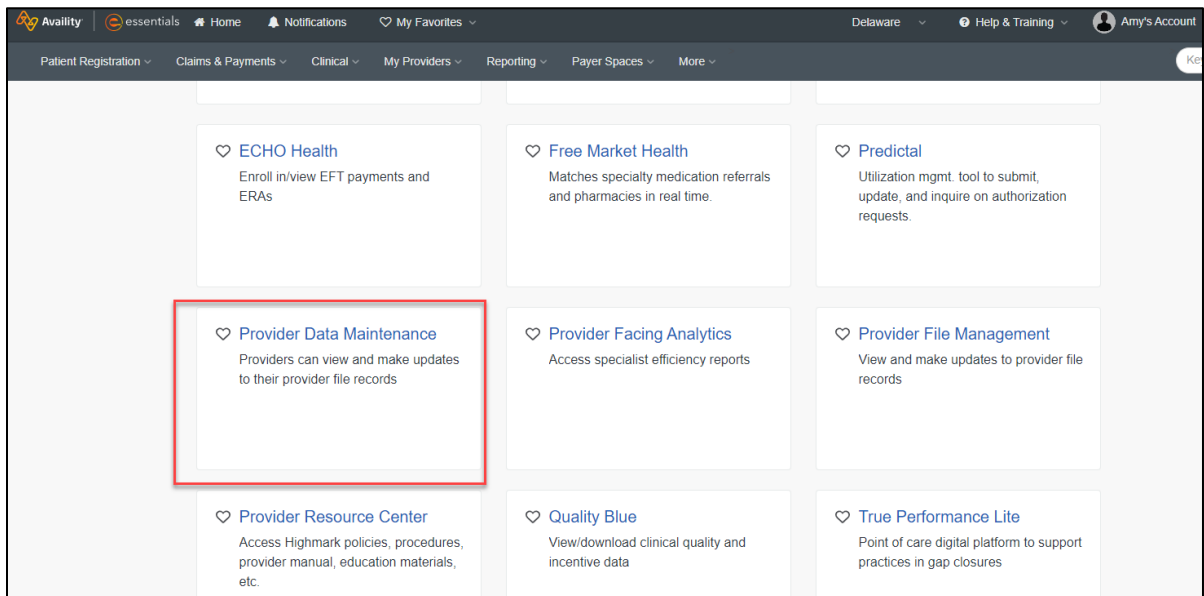
“Click” on Payer Spaces.



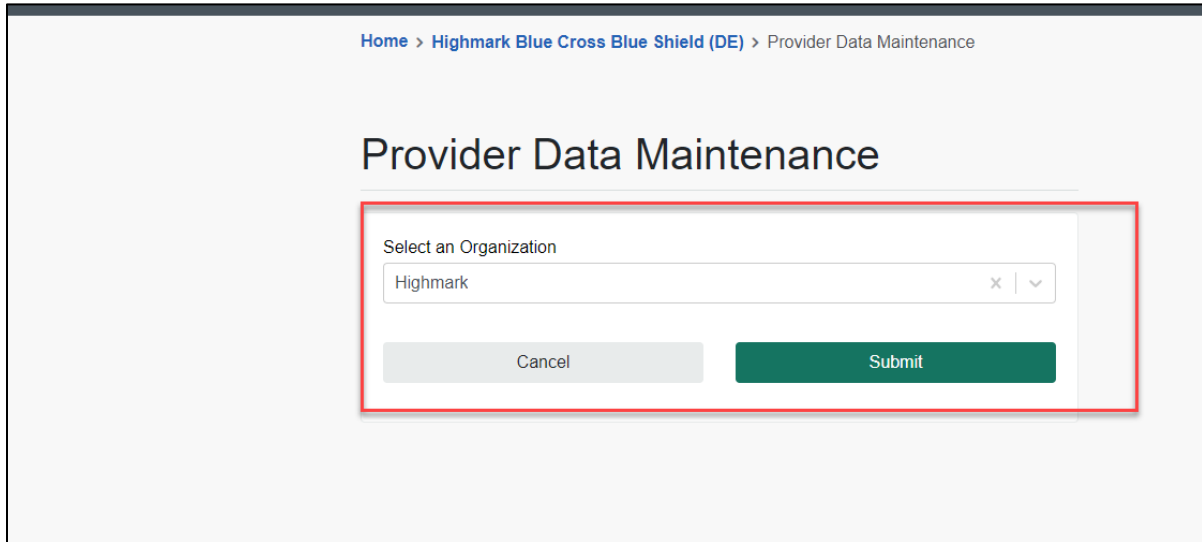
“Select” the appropriate health plan.



Scroll Down the page and “Click” on Provider Data Maintenance.



“Select” an Organization and “Click” **Submit**.

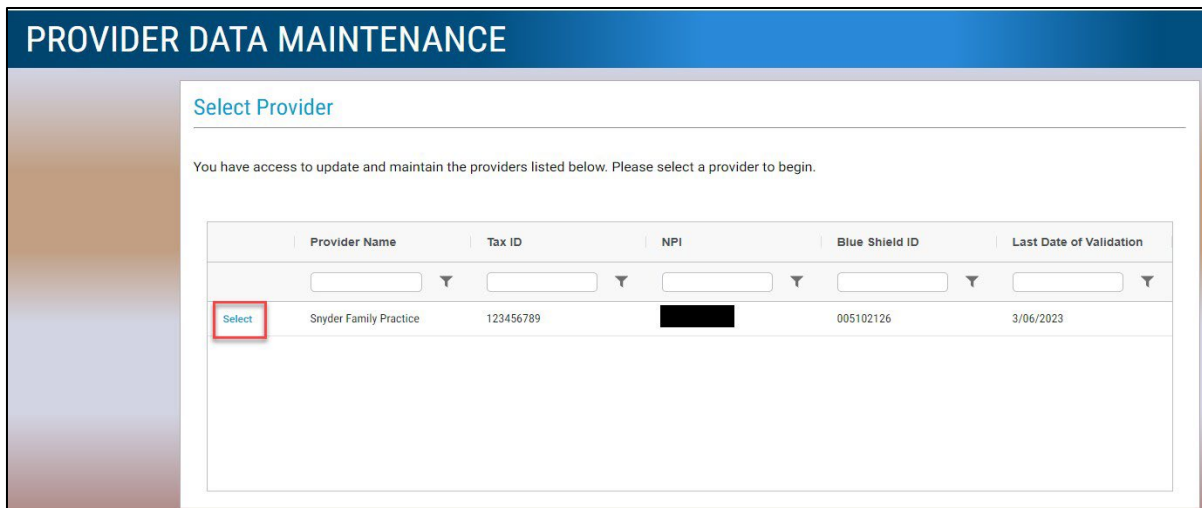


That will take you into the PDM platform.

Select Provider

This is the first page you will see when you sign into PDM from Availity.

For larger entities, more than one account will display on this page. Select the practice/provider you want to view/update by clicking on the **“Select”** button to the left of the practice/provider’s name.



Once you log in, you will see the name of the practice, Blue Shield ID, NPI, and Group Effective Date. The message below the practice information contains important information regarding the due dates for your data validation. The [No Surprises Act](#) requires that you validate your data every 90 days. This message will tell you when you last validated your data and when the next validation is due.

There is a series of nine questions that you must answer throughout the application to enable the validate button at the top of the screen.

Snyder Family Practice
MEDICAL PRACTICE

Validate Select Provider Help

Blue Shield # 005102126 NPI [REDACTED] Vendor Status Active

Group Effective Date 3/01/2023 Group Term Date

Messages
To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

General Group Information

The question, “*Is this general group information listed below correct,*” needs to be answered Yes to validate the record. If the information is incorrect, select No and click on the “**Edit General Group Information**” button.

General Group Information Edit General Group Information

An update made in this section applies to the main location only. If updates are needed to other locations, please use the General Group Address section.

Is this general group information listed below correct? Yes No

Group Name Snyder Family Practice Group DBA Name Patient Age Range 0 YEAR - 125 YEAR

Website Email Address

Once you click “**Edit General Group Information,**” you can update practice name, practice doing business as (DBA) name, website, and email address. The website and email address will update for the main location only. If email and website addresses for other locations need to be updated, you will need to update the contacts section within those addresses (*See Edit Contacts section of this guide for more details.*)

To update your information, simply type over the current information and click “**Save Changes.**” You can cancel any updates prior to hitting the “**Save Changes**” button. If you click “**Cancel**” and confirm you want to abandon the changes, the application will take you back to the previous page.

Hello, ▼ Logout

PROVIDER DATA MAINTENANCE Pended Requests

Snyder Family Practice Save Changes Cancel Help

MEDICAL PRACTICE

Edit General Group Information

Group Name
Snyder Family Practice Group DBA Name

Required

Website Email Address

General Group Address

To edit address information, click on the ellipsis to the left of the address you want to update.

The question, “*Is the Group’s location information correct,*” needs to be answered Yes to validate the record.

General Group Address

Is the Group’s location information correct? Yes No

	Address	City	State	Zip	Status	Address Type	Effective Date	Affiliated Practitioners
...	123 ABC lane	Pittsburgh	Pennsylvania	15228	A	Check, Credenti...	3/01/2023	2

To edit the street address, suite, city, state, and ZIP code, click on the “**Edit General Group Address Information**” button.

Snyder Family Practice - 123 ABC lane

MEDICAL PRACTICE Back

Blue Shield # 005102126	NPI ██████████	Vendor Status Active	Group Effective Date 3/01/2023	Group Term Date
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Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

General Group Address for - 123 ABC lane

Edit General Group Address Information

Address Effective Date 3/01/2023	Patient Age Range 0 YEAR - 125 YEAR	Handicapped Accessible NO	Parking Free	Edit Group Information
Public Transportation NO	Electronic Medical Records NO	Accepts Walk-in Appointments NO		

To edit this screen, type over the information you want to change. If you are adding a suite or room number, please type in the full word Suite or Room before the actual number. For instance, for Suite 302 you would enter Suite 302.

*Please do not abbreviate, spell everything out: Drive, Street, Court.

Click on **“Save Changes.”**

Most address changes are real time updates. If you enter an address that is not in your current region or state, the update will pend for Highmark review.

Edit Group Address Information Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update

Building	Street 123 ABC lane <small>Required</small>	Suite
City Pittsburgh	State PA	Zip 15228 <small>Required</small>
Address Type Main, Check, Mailing, Practice, Credentialial ...	Effective Date 3/01/2023	Status A

To edit practice patient age ranges, handicap accessibility, parking, public transportation, electronic medical records, and accepting walk-in appointments, please click on the **“Edit Group Information”** button.

General Group Address for - 123 ABC lane Edit General Group Address Information

Address Effective Date 3/01/2023	Patient Age Range 0 YEAR - 125 YEAR	Handicapped Accessible NO	Parking Free
Public Transportation NO	Electronic Medical Records NO	Accepts Walk-in Appointments NO	Edit Group Information

Click **“Save Changes.”**

Edit Group Address Information Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update

General Group Address for - 123 ABC lane

Address Effective Date 3/01/2023	Patient Age Begin 0	Patient Age Type Begin YEAR	Patient Age End 125	Patient Age Type End YEAR
Handicapped Accessible No	Parking Free	Public Transportation No	Electronic Medical Records No	Accepts Walk-in-Appointments No

To edit contact information, click on **“Edit Contacts.”**

Name	Title	Contact Method	Type	Member Access Number Indicator
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		717-888-3040	PHONE	YES
Nicole Snyder	Credentialing	717-888-3040	PHONE	NO

Click **“Add New Contact”** and enter the individual’s name, his or her title, the contact method (phone number, website, or email address), and type of contact (email, phone, fax, website address).

It is important that we receive email addresses so we can communicate more effectively with your group. It is especially important that we receive a directory contact name, phone, and email. Highmark does not publish provider email addresses.

To Edit: Click on the cell containing the data you wish to update.

Name	Title	Contact Method	Type	Member Access Number Indicator
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Susie Springer	Directory Contact	susie.springer@snyder.com	E-MAIL	NO
Nicole Snyder	Credentialing	717-888-3040	PHONE	NO
		717-888-3040	PHONE	YES

Office Hours - Weekly

To edit office hours, click “**Edit Office Hours: Weekly.**”

Office Hours: Weekly Schedule

Edit Office Hours: Weekly

Day	Start Time	Stop Time	Frequency
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MONDAY	08:00AM	05:00PM	WEEKLY
TUESDAY	08:00AM	05:00PM	WEEKLY
WEDNESDAY	08:00AM	05:00PM	WEEKLY
THURSDAY	08:00AM	05:00PM	WEEKLY
FRIDAY	08:00AM	05:00PM	WEEKLY

To remove office hours, click on the trash can symbol to the left of the row to be deleted, then click on “**Save Changes.**”

To add office off hours, click “**Add Office Hours**” and fill in the day, start time, stop time, and frequency.

Click “**Save Changes.**”

Edit Office Hours: Weekly Schedule

Save Changes Cancel Help

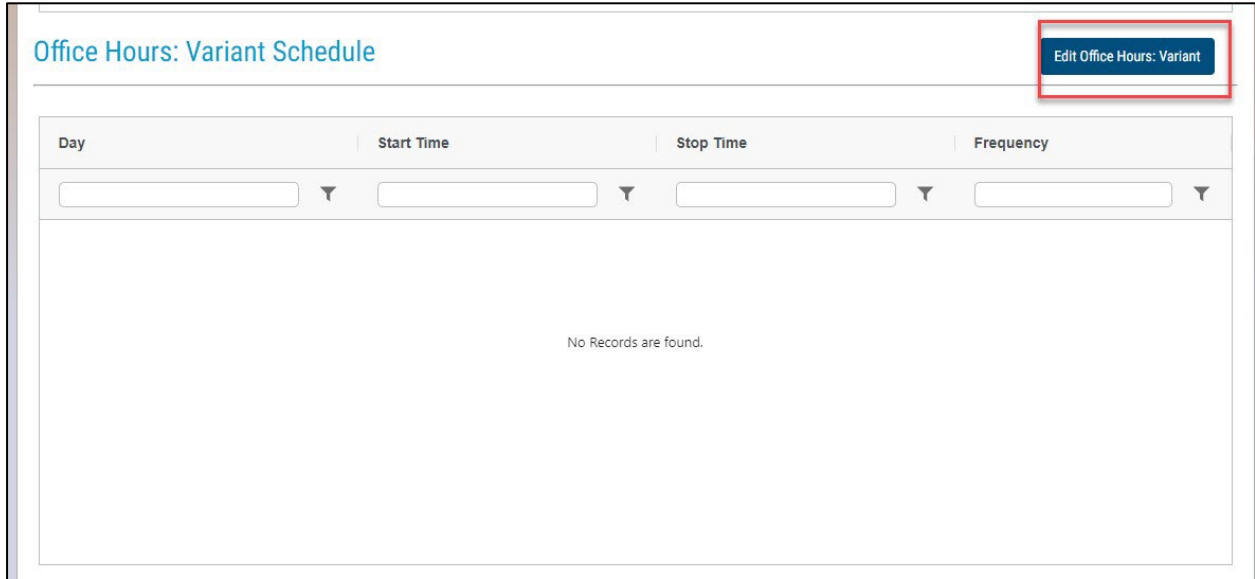
To Edit: Click on the cell containing the data you wish to update.

+ Add Office Hours

Day	Start Time	Stop Time	Frequency
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MONDAY	08:00AM	05:00PM	Weekly
TUESDAY	08:00AM	05:00PM	Weekly
WEDNESDAY	08:00AM	05:00PM	Weekly
THURSDAY	08:00AM	05:00PM	Weekly
FRIDAY	08:00AM	05:00PM	Weekly

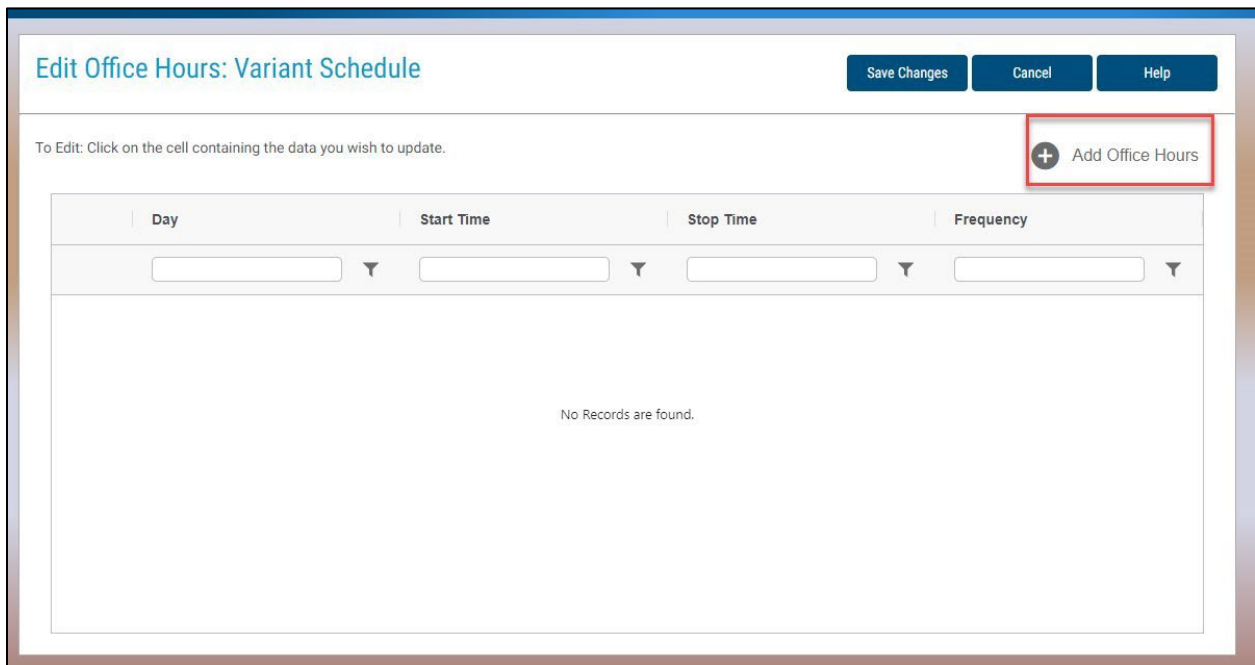
Office Hours - Variant

To add variant office hours, click **“Edit Office Hours: Variant.”**



To add office off hours, click **“Add Office Hours”** and fill in the day, start time, stop time, and frequency.

Click **“Save Changes.”**



Plans and Patient Acceptance

To edit patient acceptance and which addresses are listed in directory, click “**Edit Plans and Patient Acceptance.**”

Network Name is a non-editable field.

Network Name	Accepting Patients	List in Directory
Medicare Advantage Central	Open to New Patients	Yes
Traditional Indemnity Participating	Open to New Patients	Yes
PremierBlue Shield	Open to New Patients	Yes

To edit Accepting Patients or List in Directory, click on the field you want to change, and a dropdown arrow will appear on the right side of the box. Select the appropriate answer.

Click “**Save Changes.**”

NOTE: Only list addresses to appear in the directory if the group is accepting appointments to see patients at the location.

Network Name	Accepting Patients	List in Directory
Medicare Advantage Central	Open to New Patients	Yes
Traditional Indemnity Participating	Open to New Patients	Yes
PremierBlue Shield	Open to New Patients	Yes

Other Clinical Staff at Location

Click “**Edit Clinical Staff**” to update this section.

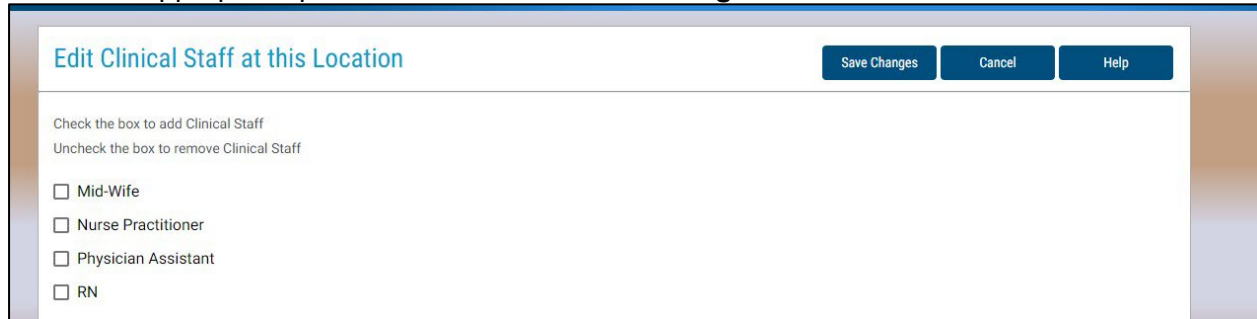


Other Clinical Staff at this Location

Mid-Wife Nurse Practitioner Physician Assistant RN

Edit Clinical Staff

Select the appropriate providers and click “**Save Changes.**”



Edit Clinical Staff at this Location

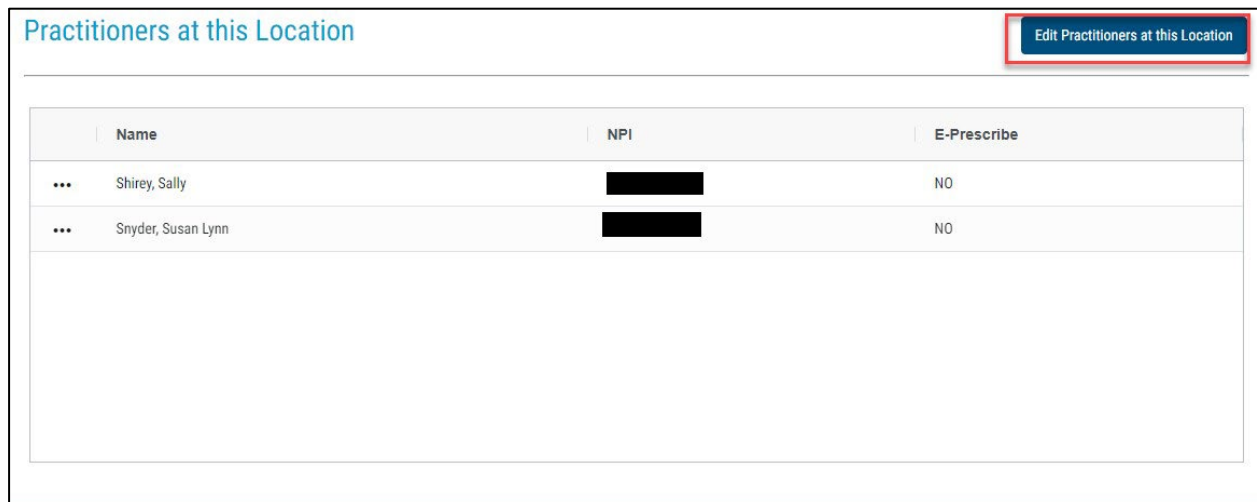
Save Changes Cancel Help

Check the box to add Clinical Staff
Uncheck the box to remove Clinical Staff

Mid-Wife
 Nurse Practitioner
 Physician Assistant
 RN

Practitioners at Location

Click “**Edit Practitioners at this Location**” to edit E-Prescribe.



Practitioners at this Location

Edit Practitioners at this Location

Name	NPI	E-Prescribe
... Shirey, Sally	██████████	NO
... Snyder, Susan Lynn	██████████	NO

Practitioner name and NPI are not editable fields.

To change E-Prescribe, click on the field and a drop-down arrow will appear – allowing you to make a change.

Click **“Save Changes.”**

Edit Practitioner at this Location Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

Name	NPI	E-Prescribe
<input type="text"/>	<input type="text"/>	<input type="text"/>
Shirey, Sally	██████████	NO
Snyder, Susan Lynn	██████████	NO

Click **“Back”** to return to the main page.

Snyder Family Practice - 123 ABC Lane Back
MEDICAL PRACTICE

Blue Shield # 005102126	NPI ██████████	Vendor Status Active	Group Effective Date 3/01/2023	Group Term Date
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Messages
To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

General Group Address for - 123 ABC Lane Edit General Group Address Information

Address Effective Date 3/01/2023	Patient Age Range 0 YEAR - 125 YEAR	Handicapped Accessible NO	Parking Free	Edit Group Information
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Public Transportation NO	Electronic Medical Records NO	Accepts Walk-in Appointments NO
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Patient Appointment Schedule Phone Number

To update the phone number for patients to call for appointments, click **“Edit Schedule Phone Number.”**

The question, *“Is the telephone number for patients to schedule appointments correct,”* needs to be answered Yes to validate the record.

When updating the member access number on the main page, only the main address will be updated. If phone numbers for other locations need to be updated, you will need to update the contacts section within those addresses.

Patient Appointment Schedule Phone Number Edit Schedule Phone Number

An update made in this section applies to the main location only. If updates are needed to other locations, please use the General Group Address section.

Is the telephone number for patients to schedule appointments correct? Yes No

Member Access Number
717-888-3040

Enter the new phone number by typing over the existing number and click **“Save.”**

Snyder Family Practice
MEDICAL PRACTICE

Save Cancel Help

Edit Patient Appointment Schedule Phone Number

Member Access Number
717-888-3040
(Required)

Groups Patient Acceptance Status

To view network details, click on the ellipsis to the left of the network.

If the practice patient acceptance status is not correct, edit it under the General Group Address section.

The question, *“Is the group’s patient acceptance status for each network below correct,”* needs to be answered Yes to validate the record.

Group’s Patient Acceptance Status

Is the group’s patient acceptance status for each network listed below correct? Yes No

	Network name	Patient Acceptance
	<input type="text"/>	<input type="text"/>
...	Medicare Advantage Central	Open to New Patients
...	Traditional Indemnity Participating	Open to New Patients
...	PremierBlue Shield	Open to New Patients

View Only – This information cannot be edited.

Snyder Family Practice
Back

MEDICAL PRACTICE

Blue Shield # 005102126	NPI [REDACTED]	Vendor Status Active	Group Effective Date 3/01/2023	Group Term Date
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Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 3/06/2023. The next validation is due on or before 6/04/2023.

Network Details for - Medicare Advantage Central

Status	Specialty	Role	Taxonomy	List in Directory	Effective Date	Max Assign
A	Multi-Specialty Group	PCP , Specialist	Group - Multi-Specialty	Yes	3/01/2023	

Practitioners in this Network

Loaded 2/2

Status (PAR / Non-PAR)	Name	NPI	Practitioner Specialty	Role	List in Directory	Effective Date
	Shirey, Sally	[REDACTED]	Cardiology (Cardiova...	Specialist	Yes	3/01/2023
	Snyder, Susan Lynn	[REDACTED]	Family Practice	PCP	Yes	3/01/2023

Telehealth Services

To edit Telehealth Services, click **“Edit Telehealth.”**

The question, *“Is the group’s telehealth information correct,”* needs to be answered Yes to validate the record.

Telehealth Services [Edit Telehealth](#)

Is the Group's Telehealth information correct? Yes No

Address	Telehealth
123 ABC lane, Pittsburgh, Pennsylvania, 15228-	

Click on the Telehealth field you want to edit, and a drop-down arrow will appear. Make the change and click **“Save Changes.”**

PROVIDER DATA MAINTENANCE [Pended Requests](#)

Edit Telehealth Services [Save Changes](#) [Cancel](#) [Help](#)

To Edit: Click on the cell containing the data you wish to update.

Address	Telehealth
123 ABC lane, Dillsburg, Pennsylvania, 17019-	No

Handicapped Accessible

To edit Handicap Accessibility, click **“Edit Handicap Accessible.”**

The question, *“Are the group’s locations handicapped accessible information correct,”* needs to be answered Yes to validate the record.

Handicapped Accessible Information [Edit Handicapped Accessible](#)

Are the Group's locations handicapped accessible information correct? Yes No

Address	Accessible Indicator	Access Type
123 ABC lane, Pittsburgh, Pennsylvania, 15228-	No	

To edit, check the boxes that apply to the location and click **“Save Changes.”**

PROVIDER DATA MAINTENANCE Pended Requests

Edit Handicapped Accessible Save Changes Cancel Help

Edit Handicapped Accessible Information
Check the box to add an Access Type
Uncheck the box to remove an Access Type

Address	Handicapped Accessible	Handicapped Accessible – Equipment	Handicapped Accessible – Exam Rooms	Handicapped Accessible – Office/Parking/Entry
123 ABC lane, Dillsburg, Penns...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Practitioner Information

Add Practitioner (Not applicable for Highmark BCBSWNY and Highmark BSNEY.) NY Providers should use the addition form on the PRC to add practitioners to their groups.

To add a practitioner, click **“Add Practitioner.”**

The question, *“Is the practitioner’s general information correct,”* needs to be answered Yes to validate the record.

This section currently does not have a search by practitioner name function, but it is marked for a future enhancement. We will alert you when the new functionality is available. **UPDATE: You can now search by name. To search by name, begin typing the practitioner’s name in the cell below the name. Select the provider when the name is displayed.**

General Practitioner Information

[Add Practitioner](#)

Is the Practitioner's general information correct? Yes No

Loaded 2/2

Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner
Shirey, Sally	[REDACTED]	[REDACTED]	A	YES	3/01/2023	MEDICAL DOCT
Snyder, Susan Lynn	[REDACTED]	[REDACTED]	A	YES	3/01/2023	MEDICAL DOCT

After you click **“Add Practitioner,”** you can search for an existing Highmark practitioner by NPI or Blue Shield ID. Medical License will be released at a later date.

Click **“Search.”**

Add Practitioner

Save Changes Cancel Help

Search by* National Provider ID (NPI) Search Clear

Blue Shield

Medical License

After your practitioner is displayed, click **“Add.”**

Add Practitioner

Save Changes Cancel Help

Search by* Blue Shield Search Clear

Practitioner Name	Blue Shield	State	Specialty	Effective Date	Action
[REDACTED]	[REDACTED]	PA	Orthopedic Surgery	4/4/2023	Add

The two screens below will display.

Select the location you want to affiliate the practitioner to and select the appropriate list in directory indicator.

Note: For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.

The screenshot shows a form titled "Addresses Where Practitioner Will Work" with a sub-header "At least one practice address is required." Below this, there are two columns: "Address and Phone Number" and "List in Directory". A single row is visible with a checkbox in the first column, the text "123 ABC lane , Pittsburgh, PA 717-888-3040" in the second column, and radio buttons for "Yes" and "No" in the third column. Red boxes highlight the checkbox in the first column and the radio buttons in the third column.

Check the appropriate box(es) to affiliate the practitioner to the networks they accept.

Click **“Save Changes.”**

The screenshot shows a form titled "Plans and Specialties" with a sub-header "Our files indicate that this provider is authorized for the specialties shown below. At least one is required. If you have any questions regarding the networks that are listed or about additional networks, please call our regional Provider Service number found in Office Manual on the Provider Resource Center". Below this, there is a table with a checkbox column and a "Network / Specialty - Role" column. The checkbox column has a "Select All" option and three individual checkboxes. The "Network / Specialty - Role" column lists three items: "PremierBlue Shield : Orthopedic Surgery Specialist", "Medicare Advantage Central : Orthopedic Surgery Specialist", and "Traditional Indemnity Participating : Orthopedic Surgery". A red box highlights the checkbox column.

After clicking **Save**, this box will appear. By clicking the box, you are agreeing to the assignment account requirements. To review the requirements, click on the link called **“Assignment Account Requirements.”**

Click **“OK”** after checking the box.

The screenshot shows a dialog box titled "Submit New Practitioner ?" with a close button (X) in the top right corner. Below the title, there is a checkbox and the text "By clicking OK, I approve this request and agree to the Assignment Account Requirements and all applicable network contracts and regulations". A red box highlights the checkbox, and a green box highlights the text "Assignment Account Requirements". At the bottom, there are two buttons: "Ok" and "Cancel".

Delete Practitioner

To delete a practitioner from your group, click on the ellipsis to the left of the practitioner's name that you want to delete. Click **"Delete."**

IMPORTANT: If you decide to resign from the Highmark network(s), the resignation will trigger automatic letters to Highmark members, who are your patients, via U.S. Mail, notifying them you have terminated and are no longer in network. Please take this into an account before completing this action.

General Practitioner Information Add Practitioner

Is the Practitioner's general information correct? Yes No

Loaded 83/83

Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner
...	[REDACTED]	[REDACTED]	A	YES	3/01/2022	OSTEOPATH
View Details	[REDACTED]	[REDACTED]	A	YES	5/03/2021	PHYSICIAN
Delete	[REDACTED]	[REDACTED]	A	NO	7/29/2019	MEDICAL DC
Edit Name	[REDACTED]	[REDACTED]	A	NO	9/25/2023	PHYSICIAN
[REDACTED]	[REDACTED]	[REDACTED]	A	YES	11/08/2021	PHYSICIAN

Click **"OK"** to proceed with the deletion.

Delete Practitioner ✕

Name	NPI/Blue Shield Id	Deletion Date
[REDACTED]	[REDACTED]	10/04/2023

Are you sure you want to delete this practitioner from this group?

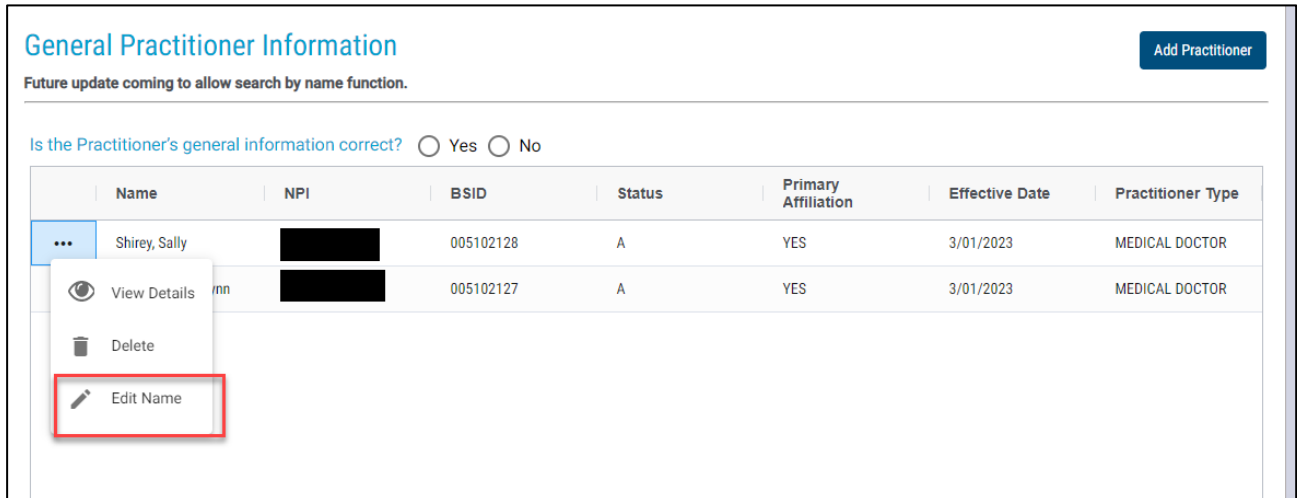
OK Cancel

After clicking **"OK,"** you will receive a confirmation message stating that the practitioner has been removed from your group.

Edit General Practitioner Information

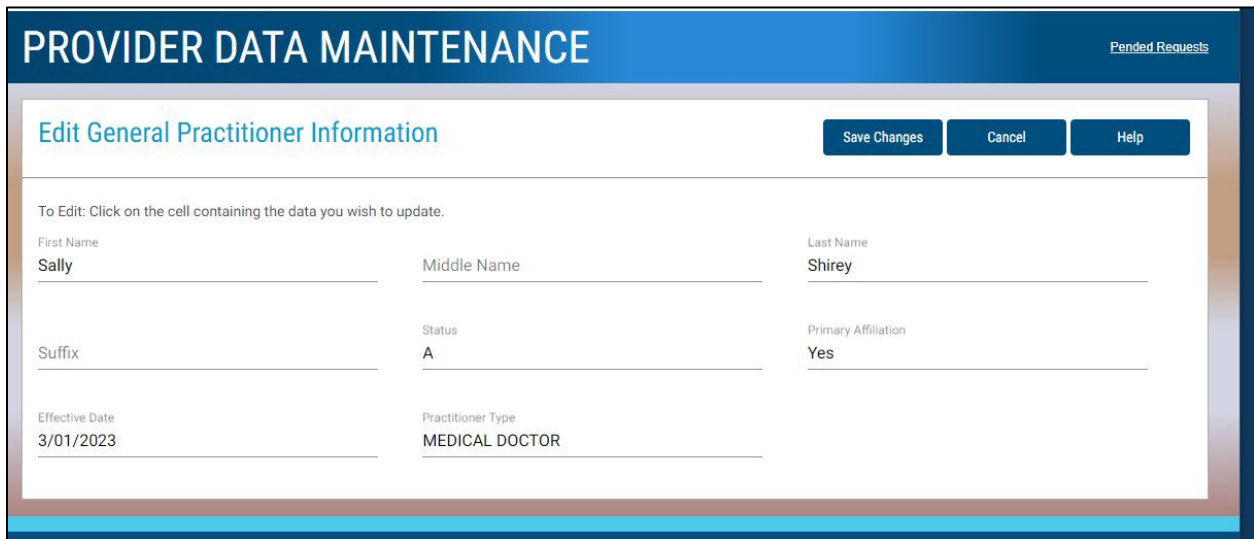
The fields that you are able to edit in this section are Name, Education, Hospital Affiliations, Locations Where the Practitioner Works, and Languages Spoken by the Practitioner.

To edit Practitioner Name, please click on the ellipsis to the left of the name, then select **Edit Name**.



The screenshot shows the 'General Practitioner Information' page. At the top right is an 'Add Practitioner' button. Below the header, there is a note: 'Future update coming to allow search by name function.' A question asks 'Is the Practitioner's general information correct?' with 'Yes' and 'No' radio buttons. Below this is a table with columns: Name, NPI, BSID, Status, Primary Affiliation, Effective Date, and Practitioner Type. Two rows are visible, both for 'Shirey, Sally' with NPIs [REDACTED] and '005102128' and '005102127', both with status 'A', primary affiliation 'YES', and effective date '3/01/2023', and practitioner type 'MEDICAL DOCTOR'. A dropdown menu is open for the first row, showing options: 'View Details', 'Delete', and 'Edit Name'. The 'Edit Name' option is highlighted with a red box.

To edit the data, click on the cell you wish to change and type over the existing data. Name changes will pend for Highmark review.



The screenshot shows the 'Edit General Practitioner Information' form. At the top right is a 'Pended Requests' link. Below the header, there are three buttons: 'Save Changes', 'Cancel', and 'Help'. A note says 'To Edit: Click on the cell containing the data you wish to update.' The form fields are: First Name (Sally), Middle Name (empty), Last Name (Shirey), Suffix (empty), Status (A), Primary Affiliation (Yes), Effective Date (3/01/2023), and Practitioner Type (MEDICAL DOCTOR).

View Details General Practitioner Information




To view general practitioner information, click on the ellipsis to the left of the practitioner, then select **View Details**.

General Practitioner Information

Add Practitioner

Future update coming to allow search by name function.

Is the Practitioner's general information correct? Yes No

	Name	NPI	BSID	Status	Primary Affiliation	Effective Date	Practitioner Type
...	Shirey, Sally	[REDACTED]	005102128	A	YES	3/01/2023	MEDICAL DOCTOR
	Shirey, Sally	[REDACTED]	005102127	A	YES	3/01/2023	MEDICAL DOCTOR
	Delete						
	Edit Name						

To edit Gender, Race and Ethnicity, click **“Edit General Group Practitioner.”**

General Group Practitioner for - Shirey, Sally

Edit General Group Practitioner

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	Race	Ethnicity
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number MD23456

Click on the drop-down arrows to edit. Click **“Save Changes”** when completed. The other data elements on this screen are not editable.




Edit General Group Practitioner for - Shirey, Sally

Save changes

Cancel

Help

To Edit: Click on the cell containing the data you wish to update.

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	 Race	 Ethnicity	
Select upto 2 races.					
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number PA - MD23456	

Snyder Family Practice - Shirey, Sally Back

MEDICAL PRACTICE

Blue Shield # 005102126	NPI [REDACTED]	Vendor Status Active	Group Effective Date 3/01/2023	Group Term Date
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Messages

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General Group Practitioner for - Shirey, Sally

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	Race	Ethnicity
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number MD23456

Tiered benefit levels will be displayed at a later date.

Tiered Benefit Level

Network Name	Effective Date
<input type="text"/>	<input type="text"/>

No Records are found.

The Network, Specialty, Role, and Effective Date in the Network are **view only**.

Network, Specialties and Roles

Network Name	Specialty	Role	Effective Date in Network
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medicare Advantage Central	Cardiology (Cardiovascular ...)	Specialist	3/01/2023
Traditional Indemnity Participating	Cardiology (Cardiovascular ...)		3/01/2023
PremierBlue Shield	Cardiology (Cardiovascular ...)	Specialist	3/01/2023

Education

To add practitioner education, click “**Add Education.**”

Type	Institution	From (Date)	To (Date)
... MEDICAL SCHOOL	South Carolina State University	1/01/2000	6/30/2003
... RESIDENCY	Alamance County Hospital	7/01/2004	6/30/2008

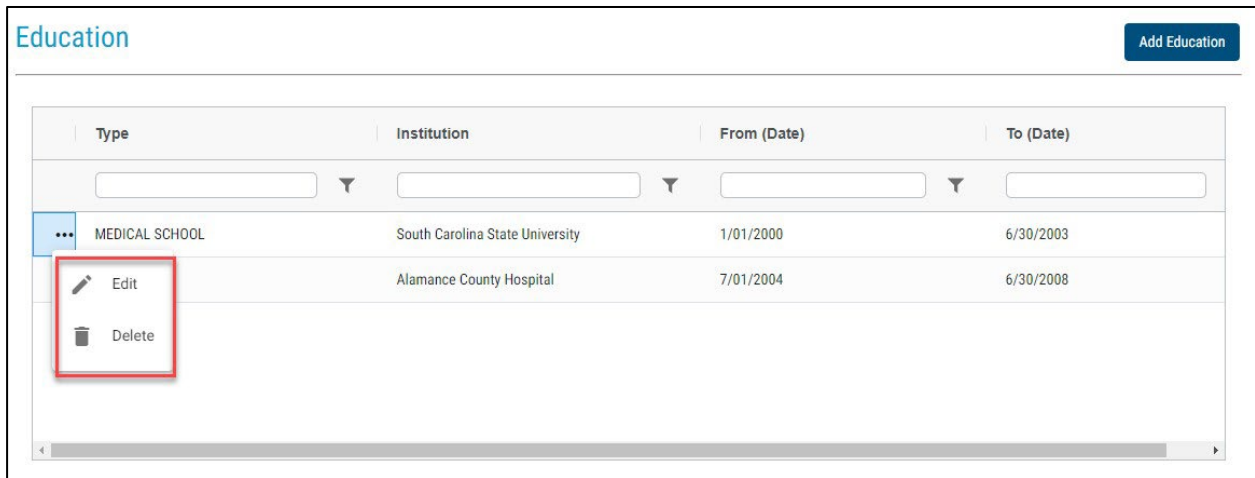
Enter the type of education by clicking on the down arrow and selecting the appropriate training. Enter the institution name by adding the name and clicking on the search button. This will bring up a list of institutions to choose from. Once you have selected an institution, enter the From and To dates of the program, and click “**Save Changes.**”

To Add : Click on the cell containing the data you wish to update

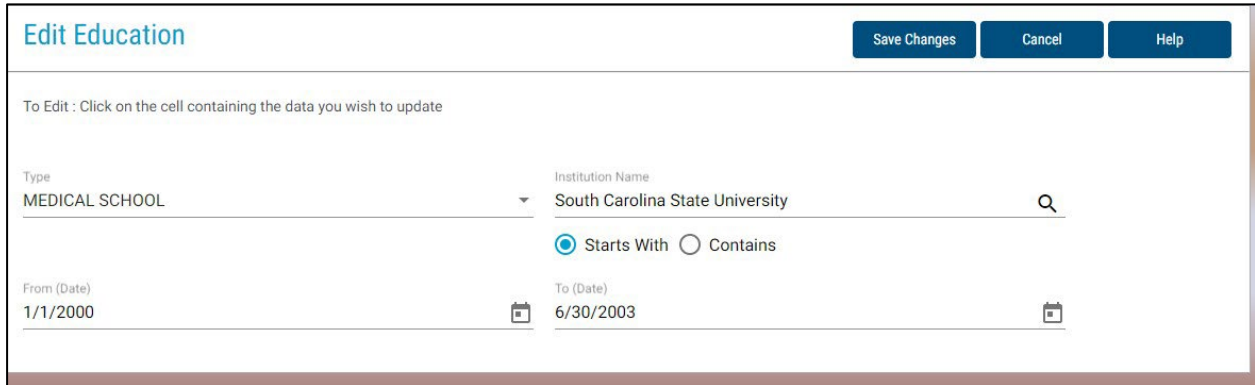
Type Institution Name Starts With Contains

From (Date) To (Date)

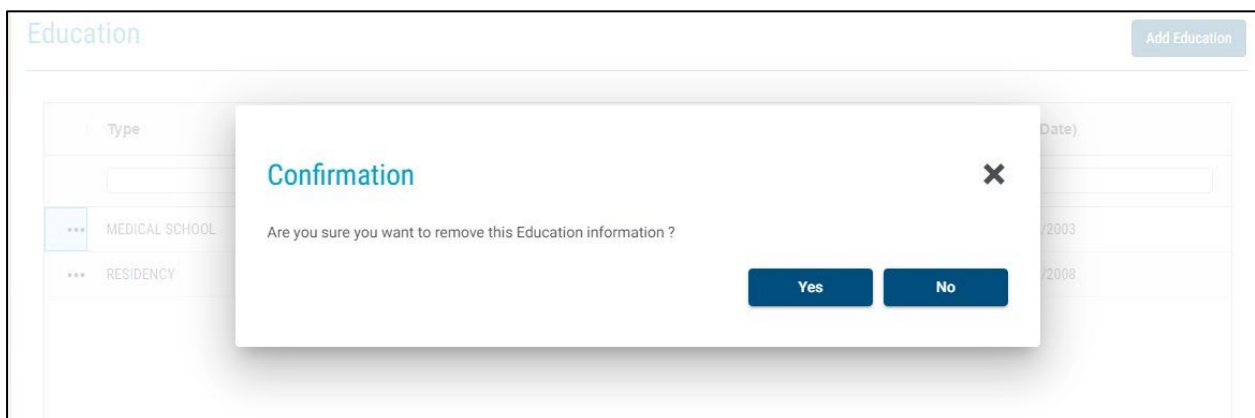
To edit or delete education, click on the ellipsis to the left of the training you wish to edit and select either **Edit** or **Delete**.



To edit, change the fields that need to be updated and click **“Save Changes.”**



To delete education, click on the ellipsis to the left of the training and click **“Delete.”** You will need to confirm the deletion.



Hospital Affiliations

Any changes to hospital affiliations will pend for Highmark review.

Click **“Add Hospital Affiliation”** to add a hospital to a practitioner.

Hospital Affiliations

[Add Hospital Affiliation](#)

Name	Hospital Status	Affiliation Type	Affiliation Level	Full Admission	Status	Effective Date	Termination Date
...	Penn State Hea...	A	Hospital	ACTIVE	YES	A	4/03/2023

Enter the hospital information by adding the name and clicking on the search button (eyeglass icon). This will bring up a list of hospitals to choose from. Use the down arrows to choose the affiliation level and admission type.

Click **“Save Changes.”**

Add Hospital Affiliation

[Save Changes](#) [Cancel](#) [Help](#)

To Add: Click on the cell containing the data you wish to update

Note: Updates to hospital affiliation will pend. Check the status of your request in the above pended request link before submitting additional requests.

Name Address

Starts With Contains

Affiliation Level Affiliation Type

Full Admission Effective Date

To edit an existing affiliation, click on the ellipsis to the left of the hospital that needs to be updated.

The screenshot shows a table titled "Hospital Affiliations" with a header row containing columns: Name, Hospital Status, Affiliation Type, Affiliation Level, Full Admission, Status, Effective Date, and Termination Date. Below the header is a data row for "Penn State Hea...". To the left of this row is a blue ellipsis button. A dropdown menu is open, showing two options: "Edit" (with a pencil icon) and "Delete" (with a trash can icon). The "Edit" option is highlighted with a red box.

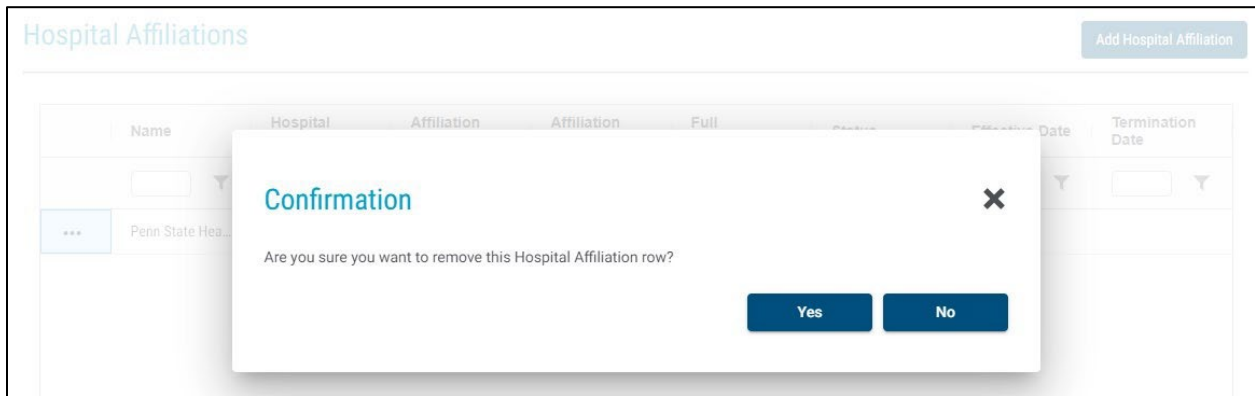
Update the fields that need to be changed and click **“Save Changes.”**

The screenshot shows the "Edit Hospital Affiliation" form. At the top right are three buttons: "Save Changes", "Cancel", and "Help". Below the buttons is a message: "To Edit: Click on the cell containing the data you wish to update". A note follows: "Note: Updates to hospital affiliation will pend. Check the status of your request in the above pended request link before submitting additional requests." The form contains several fields: "Name" (Penn State Health), "Address" (Hershey, PA 17033), "Affiliation Level" (ACTIVE), "Affiliation Type" (Hospital), "Full Admission" (Yes), and "Effective Date" (4/03/2023).

To delete a hospital affiliation, click on the ellipsis to the left of the hospital and select **“Delete.”**

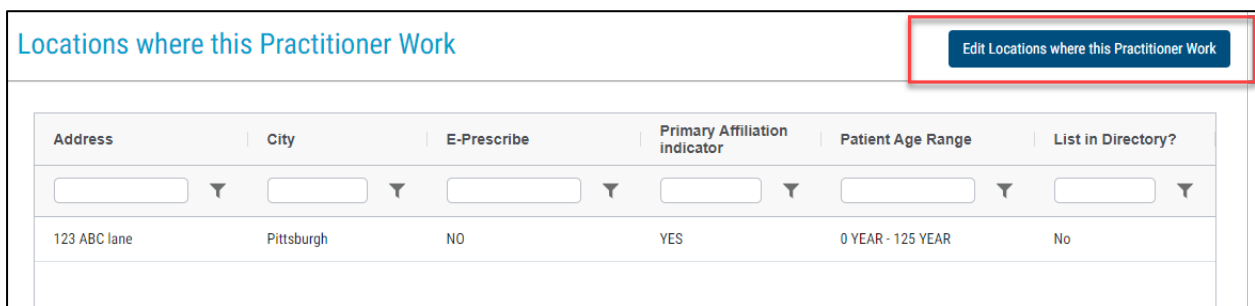
The screenshot shows the "Hospital Affiliations" table with the same data row as the first screenshot. The blue ellipsis button is clicked, and the dropdown menu is open. The "Delete" option (with a trash can icon) is highlighted with a red box.

You will need to confirm the deletion.



Locations Where this Practitioner Works

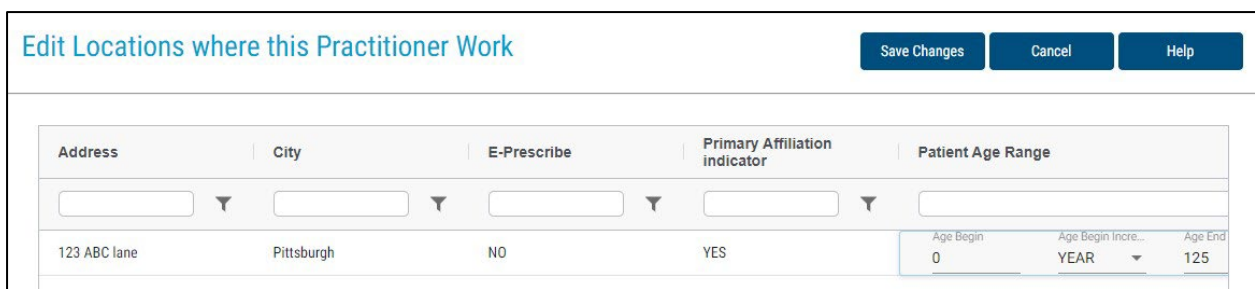
To edit a practitioner's E-Prescribe, patient age ranges, or list in directory indicator for a specific location, click **"Edit Locations Where This Practitioner Works."**



Click on the fields you want to edit and click **"Save Changes"** when you are finished updating.

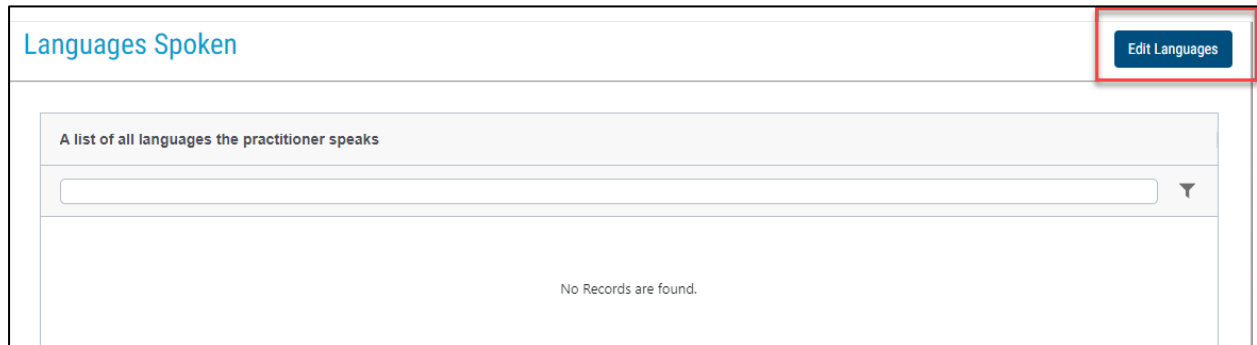
Primary Affiliation is not an editable field. You will need to scroll to the right of the edit the list in directory indicator.

Note: For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.



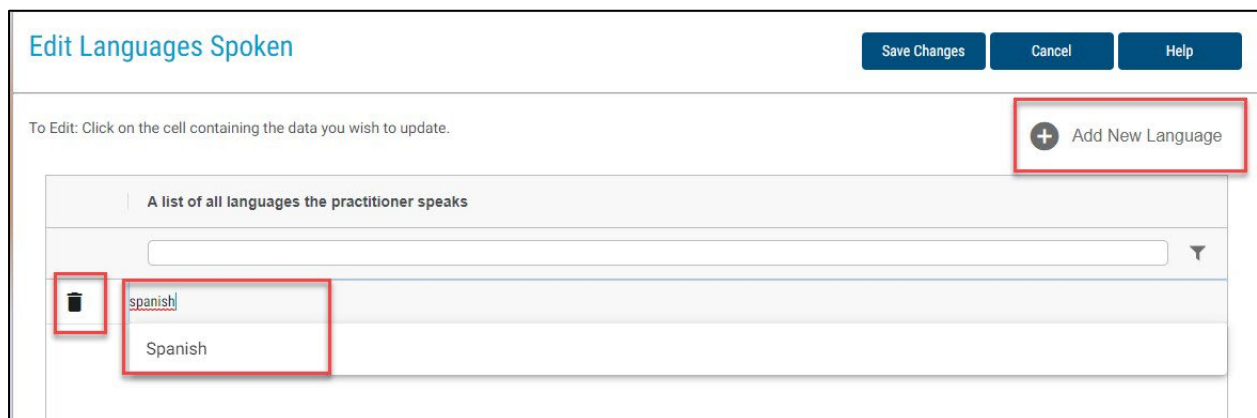
Languages Spoken

Click **“Edit Language”** to add or delete languages spoken by the practitioner.



To add a new language, click **“Add New Language.”** Begin typing the language in the cell below the filter and select the language when it appears. If you want to delete a language, click on the trash can to the left of the language.

Click **“Save Changes”** when you are finished updating the languages.



Practitioner’s Practicing Specialty

To edit a practitioner’s specialty information, click on the ellipsis to the left of the practitioner’s name and network.

The question *“Is the Practitioner’s practicing specialty listed correctly,”* needs to be answered Yes to validate the record.

All specialty and role changes will pend for Highmark review.

Practitioner's Practicing Specialty
Future update coming to allow search by name function.

Is the Practitioner's practicing specialty listed correctly? Yes No

	Practitioner's Name	Network	Specialty	Taxonomy Code	Role	Effective Date
...	Shirey, Sally	Medicare Advantage Ce...	Cardiology (Cardiovasc...	207RC0000X	Specialist	3/01/2023
View Details		Traditional Indemnity Pa...	Cardiology (Cardiovasc...	207RC0000X		3/01/2023
Edit Details		PremierBlue Shield	Cardiology (Cardiovasc...	207RC0000X	Specialist	3/01/2023
...	Snyder, Susan Lynn	Medicare Advantage Ce...	Family Practice	207Q00000X	PCP	3/01/2023
...	Snyder, Susan Lynn	Traditional Indemnity Pa...	Family Practice	207Q00000X		3/01/2023
...	Snyder, Susan Lynn	PremierBlue Shield	Family Practice	207Q00000X	PCP	3/01/2023

To add a new specialty, click **“Add New Specialty.”** Type in the first letter of the specialty you want to add, scroll down to find the correct specialty, and click **“Save Changes.”**

To delete a specialty, click on the trash can to the left of the specialty you want to remove and click **“Save Changes.”**

There must always be at least one specialty attached to a network.

Edit Shirey, Sally Practicing Specialty - Medicare Advantage Central Save Changes Cancel Help

To Edit: Click on the cell containing the data you wish to update.

+ Add New Specialty

Specialty

Select a Specialty

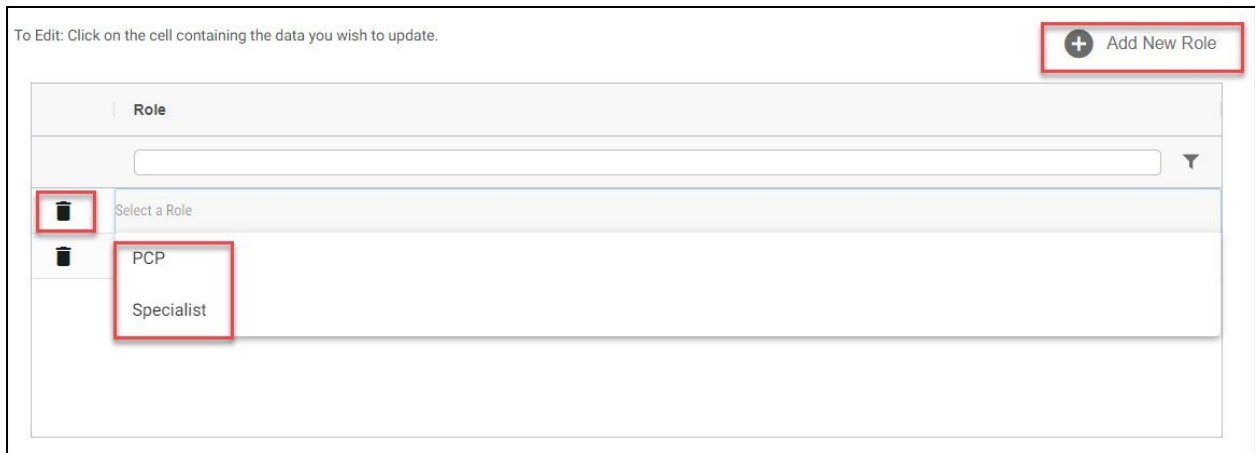
Cardiology (Cardiovascular Disease)

To add a new role, click **“Add New Role.”** Click on the cell you want to edit and select Primary Care Physician (PCP) or specialist.

Click **“Save Changes.”**

To delete a role, click on the trash can to the left of the role you want to delete and click **“Save Changes.”**

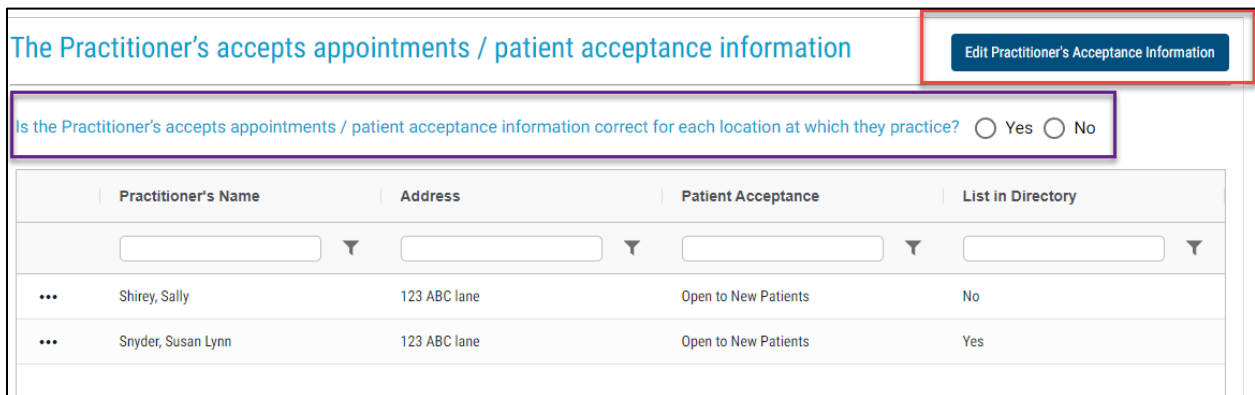
There must always be at least one role attached to a network with the exception of the Indemnity Network.



Practitioner Accepts Appointments / Patient Acceptance Information

Click **“Edit Practitioner’s Acceptance Information”** to edit patient acceptance and the list in directory indicator for a practitioner’s location.

The question *“Is the practitioner’s accepts appointments/patient acceptance information correct for each location in which they practice,”* needs to be answered Yes to validate the record.



On this screen, you can edit the patient acceptance and list in directory. Click on the cell you want to update, make the change, and click **“Save Changes.”**

NOTE: For a practitioner to be listed in the directory, they should be accepting appointments to see patients at the location listed. If a practitioner does not directly schedule appointments with patients, the list in directory indicator should be **No**. Examples include covering practitioners, practitioners who read test results, practitioners who only see patients in nursing homes, practitioner who oversee residents, and hospitalists.

Snyder Family Practice
MEDICAL PRACTICE

Save Changes Cancel Help

Edit Practitioner's Accepts Appointments/Patient Acceptance Information

To Edit: Click on the cell containing the data you wish to update.

Practitioner's Name	Address	Patient Acceptance	List in Directory
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Shirey, Sally	123 ABC lane	Open to New Patients	No
Snyder, Susan Lynn	123 ABC lane	Open to New Patients	Yes

Validation Process

After you have answered all nine required questions as Yes, the validation button at the top of the main page will be highlighted.

Click on the **“Validate”** button when you are ready to attest to your data.

Snyder Family Practice
MEDICAL PRACTICE

Validate Select Provider Help

Blue Shield # 005102126 NPI [REDACTED] Vendor Status Active

Group Effective Date 3/01/2023 Group Term Date

Messages
To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

The below screen will pop up after you click Validate asking you to attest to your information.

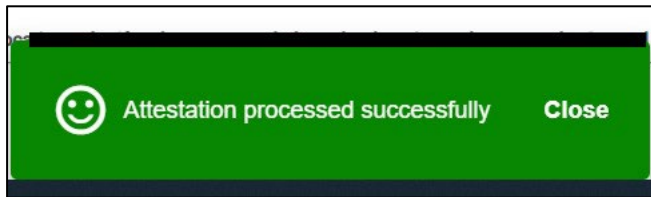
Click **“Attest”** to submit your attestation.

Attestation

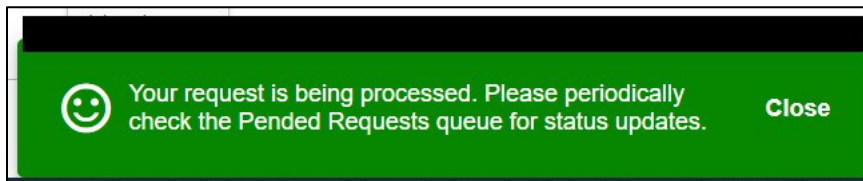
I attest that all the information is correct as of 04/12/2023 2:15 PM

Attest Cancel

You will receive this message after the attestation processes.



For large practices you may not get the above message right away. You may receive the below message.



If you receive the above message, monitor your pended requests queue. Once the attestation processes, it will show in this queue.

Type	Status	External User	Summary
Attestation Update	Closed	[REDACTED]	Attestation update successful.

After you validate the record, you will see that the message below is updated to reflect when the next validation is due.

Snyder Family Practice
MEDICAL PRACTICE

Buttons: Validate, Select Provider, Help

Blue Shield # 005102126	NPI [REDACTED]	Vendor Status Active
Group Effective Date 3/01/2023	Group Term Date	

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

Pended Requests

To view the status of the updates that required Highmark review, click the **“Pended Requests”** link at the top of the page.

PROVIDER DATA MAINTENANCE Pended Requests

Snyder Family Practice - Shirey, Sally Back

MEDICAL PRACTICE

Blue Shield # 005102126	NPI [REDACTED]	Vendor Status Active	Group Effective Date 3/01/2023	Group Term Date
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Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, Highmark requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for Snyder Family Practice was on 4/12/2023. The next validation is due on or before 7/11/2023.

General Group Practitioner for - Shirey, Sally

Blue Shield ID 005102128	Name Shirey, Sally	Gender Female	Race	Ethnicity
NPI [REDACTED]	Degree MD - Medical Doctor	Practitioner Type MEDICAL DOCTOR	Practitioner Effective Date 3/01/2023	Medical License Number MD23456

Below is an example of a pended request. You will see type of request, status, and summary.

Type	Status	External User	Summary
Add Practitioner	Accepted	lidymam	Add practitioner [REDACTED] ▼
Address Change	Open	lidymam	123 ABC lane, York, PA 17402 ▼
Hospital Affiliation	Open	lidymam	Add Shirey, Sally affiliation with WellSpan Health ▼

If you click on the down arrow in the summary, you will see the request date, the date processed, and any notes sent by Highmark.

Type	Status	External User	Summary
Add Practitioner	Accepted	lidymam	Add practitioner [REDACTED] ^
Request Date: 4/04/2023			
Processed Date: 4/05/2023			
Note: <input type="text"/>			

Credentialing Functions

At the top of the main page, three links have been added beside the Pended Requests: “Request Credentialing,” “Review Submitted Change,” and “Review Credentialing Status.”

The screenshot shows the 'PROVIDER DATA MAINTENANCE' interface for 'Snyder Family Practice'. At the top, there are navigation links: 'Pended Requests', 'Request Credentialing' (highlighted with a red box), 'Review Submitted Changes', and 'Review Credentialing Status'. A red arrow points to the 'Request Credentialing' link. Below the navigation, there are buttons for 'Validate', 'Select Provider', and 'Help'. The main content area displays fields for 'Blue Shield #', 'NPI', and 'Vendor Status' (Active). Below these are fields for 'Group Effective Date' (3/01/2023) and 'Group Term Date'. A 'Messages' section at the bottom contains a notice about validation requirements.

Request Credentialing

To request initial credentialing for a practitioner, Click on the “Request Credentialing Link.”

This screenshot shows the 'PROVIDER DATA MAINTENANCE' interface for a medical practice. The 'Request Credentialing' link is highlighted with a red box. The interface includes 'Validate', 'Select Provider', and 'Help' buttons. The main content area displays fields for 'Blue Shield #', 'NPI', and 'Vendor Status' (Active). Below these are fields for 'Group Effective Date' (7/30/1998) and 'Group Term Date'. A 'Messages' section at the bottom contains a notice about validation requirements.

On this page, all required fields need to be answered before you can submit the form.

PROVIDER DATA MAINTENANCE

[Pended Requests](#) [Request Credentialing](#) [Review Submitted Changes](#) [Review Credentialing Status](#)

Request Credentialing

Submit

Cancel

Plan to complete and submit any updates and new provider, address, and credentialing requests you start during the same session. You will not be able to save updates or requests and submit them at a later session.

Provider Demographic

First Name

Required

Middle Name

Last Name

Required

Suffix

Birth Date



Required

ID Numbers

Highmark ID

(Individual, not Group)

National Provider ID

(Individual, not Group) - Required

CAQH ID

Required

Type of Doctor and Degree

Practitioner Type

Required

Degree

Required

Specialties and Roles

Primary Specialty

Required

Primary Role

Required

Secondary Specialty

Secondary Role

Credentialing Contact

Contact name

Required

Contact email address

Required

Contact phone number

Required

Ext

For the addresses, you can look up an existing address and select it. This will save time instead of typing the address over again. Also, the suite/room and building name are not required, however, you should add these fields if they are part of your address.

Addresses

Primary Practice Location/Address

Street
Required

National Provider ID (group)
[Redacted]
Required

Building/Location

Suite/Room

City
Required

State
Required

Zip Code
Required

Zip Code Ext

County
Required

Credentialing Mailing Address

Street
Required

Building/Location

Suite/Room

City
Required

State
Required

Zip Code
Required

Zip Code Ext

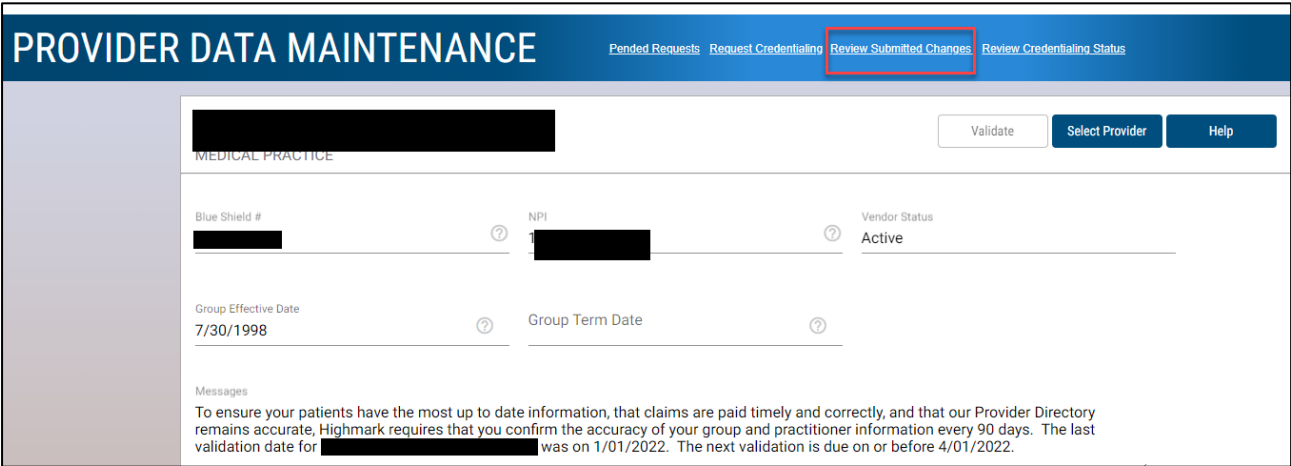
County
Required

Once all required fields are completed, scroll to the top of the page, and click on **“Submit.”** If you are ready to submit, click **“OK.”**

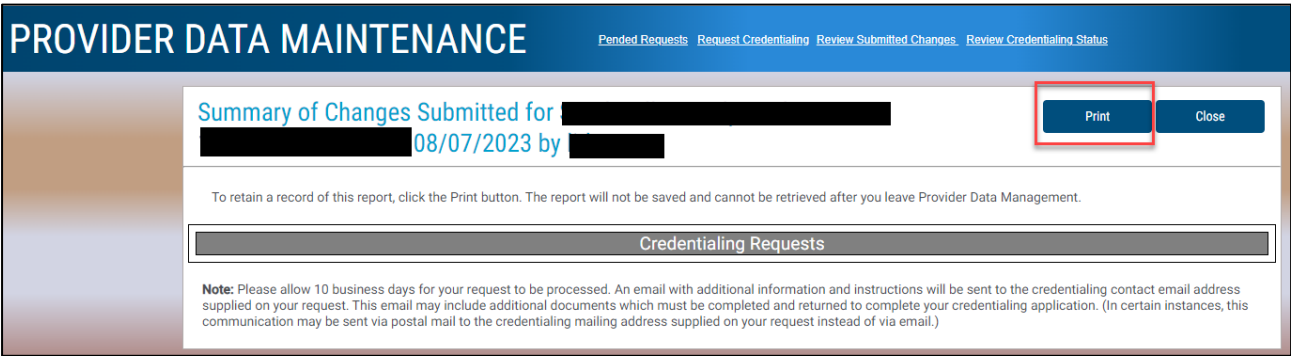
Confirmation

Click OK if you are ready to submit the credentialing request to Highmark. To continue editing or reviewing the request, click Cancel.

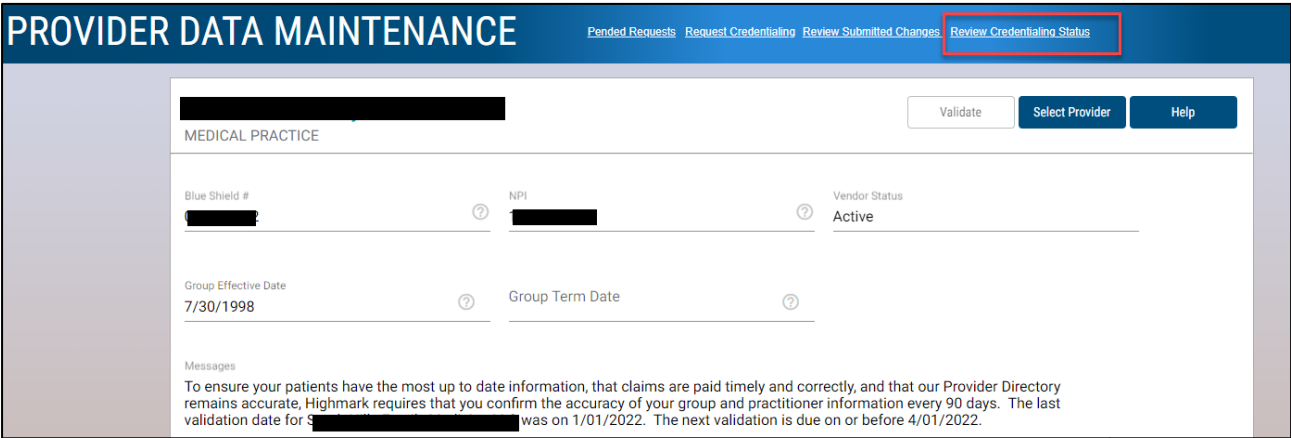
Once submitted, you can view the summary in the **“Review Submitted Changes”** Link.



You can print the submitted request from this screen. This report is not saved, so you will need to print before you exit PDM.



To view the status of practitioners in the credentialing process, click on the “**Review Credentialing Status**” link.



On this page, you can sort by All, Open, or Closed cases. You can also expand all cases or collapse them.

Credentiaing Status for [REDACTED]

Print Close

All Open Closed Expand All/Collapse All

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
> [REDACTED]	[REDACTED]	[REDACTED]	CLOSED
> [REDACTED]	[REDACTED]	[REDACTED]	CLOSED
> [REDACTED]	[REDACTED]	[REDACTED]	CLOSED
> [REDACTED]	[REDACTED]	[REDACTED]	OPEN
> [REDACTED]	[REDACTED]	[REDACTED]	CLOSED
> [REDACTED]	[REDACTED]	[REDACTED]	CLOSED

Note: The average processing time is 60 days to complete initial applications; however, some applications may exceed the 60 day processing time. Incomplete applications will delay the credentialing process, please submit missing information in a timely manner.

Below are examples of what you will see for open statuses.

The first example is a provider in the recredentialing process where the application has not been returned yet.

PROVIDER DATA MAINTENANCE [Pending Requests](#) [Request Credentialing](#) [Review Submitted Changes](#) [Review Credentialing Status](#)

Credentiaing Status for [REDACTED]

Print Close

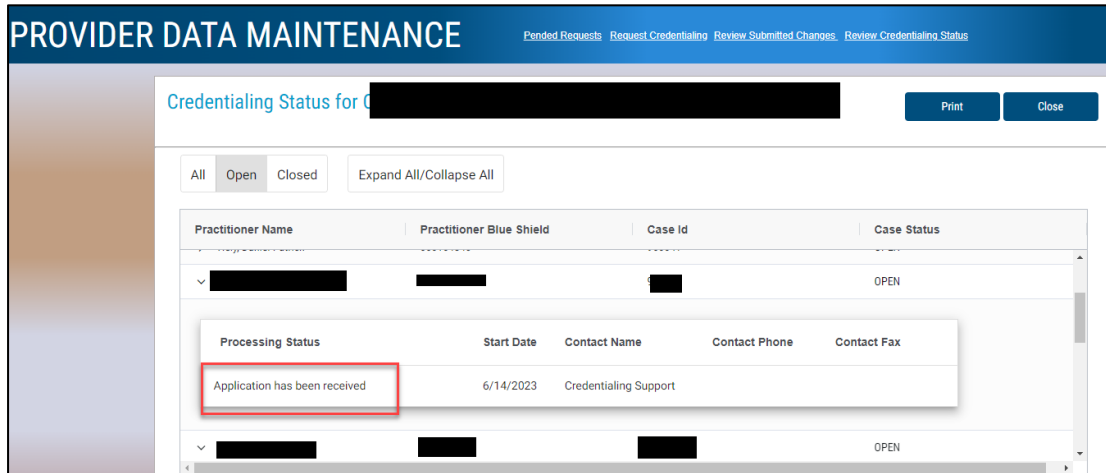
All Open Closed Expand All/Collapse All

Practitioner Name	Practitioner Blue Shield	Case Id	Case Status
▼ [REDACTED]	[REDACTED]	[REDACTED]	OPEN

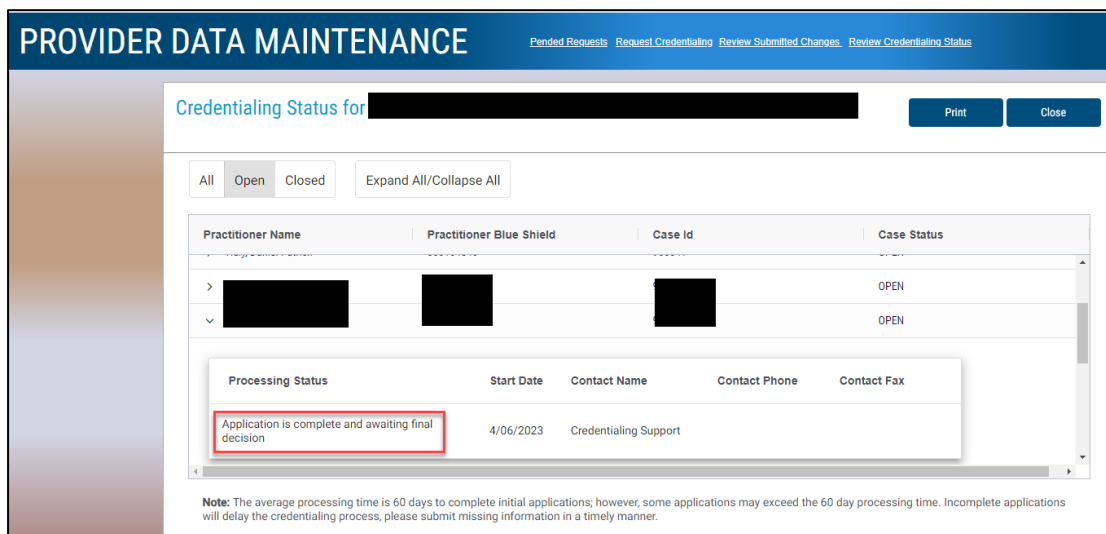
Processing Status	Start Date	Contact Name	Contact Phone	Contact Fax
Application needs to be completed by provider and submitted. For providers that utilize CAQH, please visit https://proview.caqh.org/pr to review and complete/update your application. Be sure to select Highmark as a plan authorized to receive your information.	6/09/2023	Credentialing Support		

Note: The average processing time is 60 days to complete initial applications; however, some applications may exceed the 60 day processing time. Incomplete applications will delay the credentialing process, please submit missing information in a timely manner.

The next example shows where an application was received.

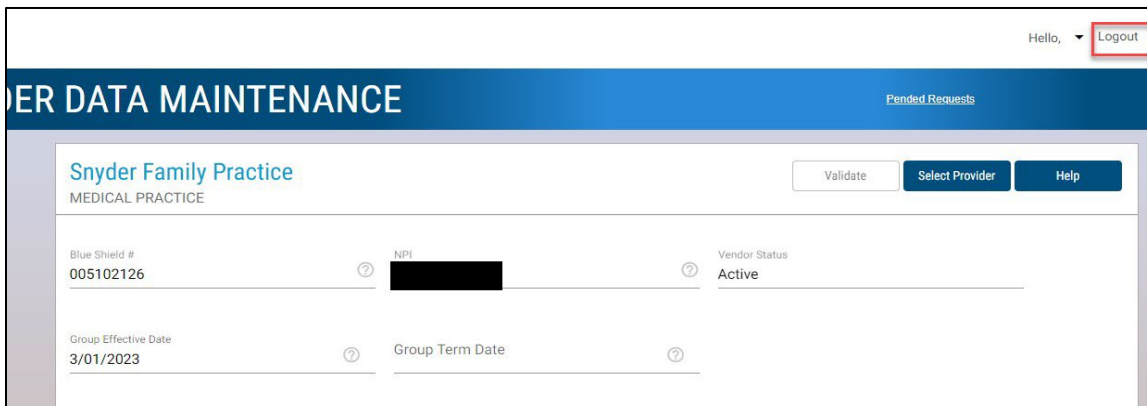


This example shows the application process is complete and is waiting for a final decision.



Logging Out of PDM

To logout of the application, click on “Logout” at the top of the page.



Availity is an independent company that contracts with Highmark to offer provider portal services.