

Special Bulletin

For professional providers

June 23, 2023

New Capabilities Added to Provider Data Maintenance Tool

Highmark continues to make enhancements to its new Provider Data Maintenance (PDM) tool. Beginning **June 23, 2023**, professional providers will be able to use PDM to view the following credentialing process information:

- Insights into where credentialing applications are in the process
- Open and closed cases

A link can be found at the top of the PDM homepage.

The screenshot shows the 'PROVIDER DATA MAINTENANCE' interface. At the top right, there are two tabs: 'Pending Requests' and 'Review Credentialing Status', with the latter highlighted by a red box. Below the tabs, the user is logged in as 'Snyder Family Practice' (MEDICAL PRACTICE). There are three buttons: 'Validate', 'Select Provider', and 'Help'. The main content area displays fields for 'Blue Shield #' (redacted), 'NPI' (redacted), and 'Vendor Status' (Active). Below these are 'Group Effective Date' (3/01/2023) and 'Group Term Date'. A 'Messages' section at the bottom contains a notice about the 90-day validation requirement and the next validation deadline of 7/11/2023.

Additional enhancements are coming soon, including the ability for providers to use PDM to begin the initial credentialing process and to see credentialing requests previously submitted to Highmark.

About Provider Data Maintenance

The PDM tool is an easy-to-use electronic application to update, validate, and attest to the accuracy of your Highmark provider directory information in one electronic application. PDM also indicates the last time your directory information was validated and the due date for the next validation deadline.

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.

NaviNet is a registered trademark of NaviNet Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

EXCEPTION: Facility, ancillary, and any Medicaid providers will continue to use Atlas to validate their information as they do today.

For additional information on our Provider Data Maintenance tool, read our previous [Special Bulletin](#).

A user guide is also available on Plan Central in [NaviNet®](#).