

# Special Bulletin

For professional providers

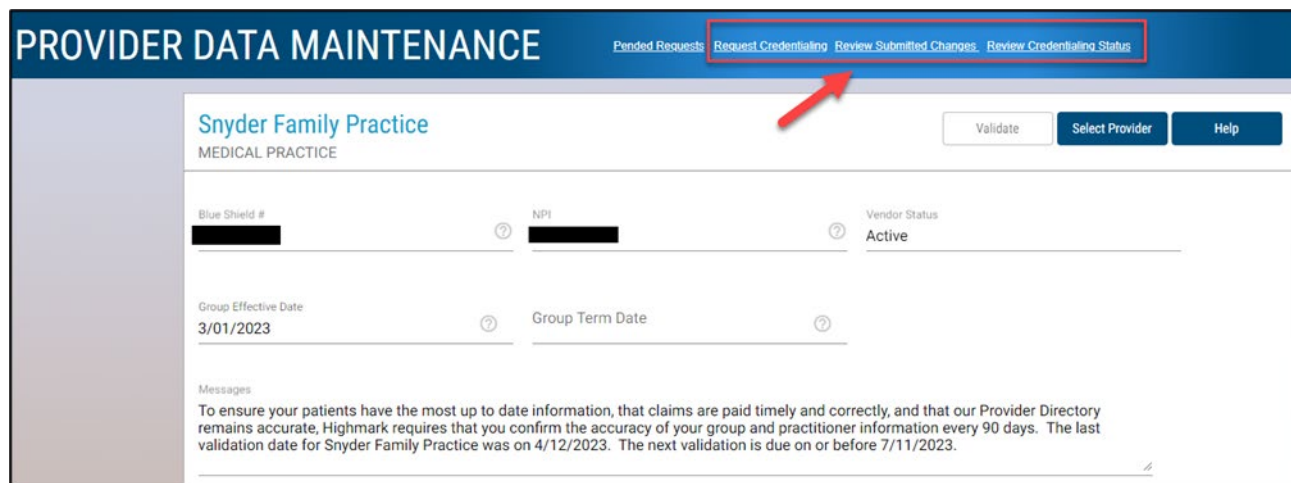
August 30, 2023

## New Credentialing Enhancements and Search Capabilities for PDM Tool

Highmark continues to roll out enhancements to its new Provider Data Maintenance (PDM) tool. Starting **August 19, 2023**, professional providers can perform the following Credentialing functions via the PDM tool:

- **Request Credentialing** – New providers can request initial credentialing.
- **Review Submitted Changes** – Users can review the information they submitted.
- **Review Credentialing Status** – Allows providers to see where they are in the credentialing process.

At the top of PDM's main page, the three Credentialing links have been added next to **Pended Requests**: “**Request Credentialing**,” “**Review Submitted Change**,” and “**Review Credentialing Status**.”



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

Snyder Family Practice  
MEDICAL PRACTICE

Validate Select Provider Help

Blue Shield # [REDACTED] ⓘ 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.

### New Search Capabilities

The PDM tool also features **enhanced search capabilities** that enable users to search by names and addresses. In the **General Practitioner Information section**, users can click in the box above **Name** and all names associated with the practice will appear.

## 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

In the **General Group Address section**, users can click in the box above **Address** and all addresses associated with the practice will appear.

## General Group Address

Is the Group's location information correct?  Yes  No

Loaded 8/8

Address	City	State	Zip	Status	Address Type	Effective Date	Affi Pra	
...	[REDACTED] Trindle Road	Camp Hill	Pennsylvania	17011	A	[REDACTED]	5/09/2006	8
...	[REDACTED] Powers Ave...	Harrisburg	Pennsylvania	17109	A	[REDACTED]	8/15/1975	6
...	[REDACTED] November Dri...	Camp Hill	Pennsylvania	17011	A	[REDACTED]	8/17/2015	1
...	[REDACTED] Bretz Court	Newport	Pennsylvania	17074	A	[REDACTED]	9/24/2018	1
...	[REDACTED] Evelyn Drive	Millersburg	Pennsylvania	17061	A	[REDACTED]	4/05/2021	7

## 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.

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

A PDM tool user guide is available on Plan Central in [NaviNet](#)® under **PROVIDER RESOURCES**.

This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware, and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

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.

