

Special Bulletin

For professional providers

August 6, 2024

Annual Phone Survey to Verify Provider Directory Information

Throughout August, the independent research firm Press Ganey will conduct phone surveys with a sampling of providers in Delaware, New York, Pennsylvania, and West Virginia. Survey questions will assess knowledge of the tools available to you and your staff and to verify the products/networks in which you participate through your Highmark contract.

Review Your Provider Directory Information

We encourage all providers to review their information in the Highmark Provider Directory and, if necessary, update that information, including:

- Office location
- Phone number
- If the office is accepting new patients
- Hospital affiliations
- Products/networks you participate in

To verify and/or update your information, use the Provider Data Maintenance (PDM) tool in [Availity](#)[®]. To access PDM, sign in to [Availity](#), choose the state you practice in, click **Payer Spaces** from the task bar, and then select the Highmark plan you participate in. Once you arrive at the **Payer Spaces** page, scroll down, and select **Provider Data Maintenance** under **Applications**.

If you have questions on how to use PDM or questions regarding this survey, please call the appropriate [Highmark Provider Service Center](#) for your region.

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