

PROVIDER UPDATE

An Update for Highmark Delaware Health Options Providers and Clinicians

The State of Delaware requires health plans to conduct a quarterly outreach to verify provider data. Beginning in April 2019, Highmark Health Options started conducting quarterly outreaches to verify your provider data and has continued every quarter to date. Our Vendor, Atlas Systems, Inc., performs the quarterly outreach on our behalf.

The list of provider data elements that are verified are:

- Practitioner Name
- Practice Name
- Practitioner Specialty
- Locations where the practitioner schedules appointments and sees patients
- Phone Number
- Address
- Whether the practitioner does or does not accept new Medicaid patients
- Languages spoken by the practitioner
- Age ranges seen by practitioner
- Wheelchair accessibility
- Group Website

What can you expect? Atlas will fax a letter to your practice locations within the first two weeks of every quarter. This letter will provide instructions on how to register on PrimeHub, the Atlas portal. Please complete your data verifications through this portal. If the data validations are not completed through the portal, Atlas will begin making calls to your practice locations to verify the data.

Our members use the Highmark Health Options Provider Directory to make the best-informed decisions when selecting a provider. Therefore, it is to your advantage to make sure your directory information is correct and current.

If you have questions regarding this communication, please contact Provider Services at 1-844-325-6251.