Provider Maintenance - Provider Web Portal Quick Guide:

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**Individual within a Group Provider Maintenance – Provider Web Portal Quick Guide**

Provider Maintenance is where a provider updates information, including:

- **Provider affiliations**
- Provider Specialty and additional taxonomies
- **Contact information (including who gets the emails for a provider)**
- **Opt-out of the Provider Directory**
- License and board certification information and updates
- Insurance information
- Network Participation
- Disclosure information
- ACC opt-in changes

**1. Login to Provider Web Portal**

**2. Click Provider Maintenance**
3. Click Provider Maintenance again

![Provider Maintenance](image)

4. Click the links on the left-hand side of the screen to jump to that area, or just click Continue

![Provider Maintenance Instructions](image)

**Important To-Dos for an Individual within a Group**

- Update the email address where we send provider related emails.
- Update information for the Provider Look-up
  - a. **Opt-out of being listed in the directory** (Removal from directory listing)
  - b. **Indicate an open or closed panel**
- Ensure Group affiliations are correct.
  - a. A Group’s claims will deny if the Individual’s within a Group (rendering providers) on a claim are not affiliated to the Group (the billing provider).
  - b. If the **Group Affiliation Changes** link does not show, updated affiliation information is not required.
5. Changing an address, opting-out of being listed in the Provider Directory, or to indicate an open/closed panel

Click **Address Changes**, then click on the + next to the address being changed.

Opt-out of Provider Directory & changing the panel can only be done in the Service Location.

- **Edit the address information**, check or uncheck the applicable checkboxes, & click Save.
6. See all of the Groups an individual is affiliated to

Click Group Affiliation Changes

This Individual within a Group is not affiliated to any Groups.

To add a Group affiliation, click the + next to Click to add Group Affiliation

Missing Affiliations?

Individuals w/in a Group, are only allowed to affiliate to a Group. If affiliations are missing, it's because they were incorrectly affiliated to a Facility or other enrollment type.
Click the magnifying glass to search for a provider Group

Search for the provider Group to affiliate to by NPI, Provider ID, Name, or Organization.

Click on the Provider ID for the provider Group to affiliate to; make sure it’s the correct location.
Choose the effective date for the affiliation, and then click Add

![Group NPI and Effective Date](image)

Continue to add additional Group affiliations as needed.

![Group NPI and Additional Affiliations](image)

7. To remove an affiliation, simply fill in the end date of the affiliation and Save.
8. Click the links on the left-hand side to edit other pieces of provider information, or click Go to Submit to submit all changes made

9. Submit Changes

Attach any supporting documentation (if applicable), complete required fields, and click Submit.
10. **Retain tracking number**

Retain tracking number

11. **Check the status of an update request**

Check the status of an update request

Click the Provider Maintenance Status link.

Enter the Tracking Number for the update request, and click Search.

View Status details
Group Provider Maintenance — Provider Web Portal Quick Guide

Provider Maintenance is where a provider updates information, including:

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1. **Login to Provider Web Portal**
2. **Click Provider Maintenance**

![Login to Provider Web Portal](image)
3. Click Provider Maintenance again

![Provider Maintenance](image)

4. Click the links on the left-hand side of the screen to jump to that area, or just click Continue

![Provider Maintenance: Instructions](image)

**Important To-Dos for a Group**

Update the email address where we send provider related emails.

Update information for the Provider Look-up

- Opt-out of being listed in the directory (Removal from directory listing)
- Indicate an open or closed panel

Ensure the correct Individuals within a Group are affiliated correctly:

- A Group’s claims will deny if the Individual’s within a Group (rendering providers) on a claim are not affiliated to the Group (the billing provider).
- If the Provider Affiliation Changes link does not show, updated affiliation information is not required.
5. To change address, opt-out of being listed in the Provider Directory, or to indicate an open/closed panel

Click **Address Changes**, then click on the + next to the address to change.

Opt-out of Provider Directory & changing the panel can only be done in the Service Location.

Edit address information, check or uncheck the applicable checkboxes, & click Save.
6. To see all the providers affiliated to a Group

Click Provider Affiliation Changes

This Group only has one provider affiliated to it, Dr. Pepper Smith.

<table>
<thead>
<tr>
<th>Provider ID</th>
<th>Provider Name</th>
<th>Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890</td>
<td>Dr. Pepper Smith</td>
<td>04/01/2016</td>
<td>12/31/2299</td>
</tr>
</tbody>
</table>

Click to add Provider Affiliation

To add additional affiliations, click the + next to Click to add Provider Affiliation

Click the magnifying glass to search for a provider
Search for the provider to affiliate by NPI, Provider ID, Name, or Organization

Click on the Provider ID for the provider to affiliate

Choose the effective date for the affiliation, and then click Add
Continue to add additional affiliations as needed.

7. To remove an affiliation, simply enter the end date of the affiliation and Save.
8. Click the links on the left-hand side to edit other pieces of provider information, or click Go to Submit to submit all changes made

9. Submit Changes

Attach any supporting documentation (if applicable), sign by entering the name and click Submit.
10. Retain tracking number

Provider Maintenance: Tracking Information

Your change request has been submitted and assigned the following tracking number: 66605

Please retain the tracking number for checking on the status of your change request. This change may require additional processes to verify data submitted. Use the Provider Maintenance Status page to check on the status of this change request.

A confirmation email has also been sent to the following contact person’s email, associated with the provider: provider@provider.com.

11. Check the status of an update request

Click the Provider Maintenance Status link.

Enter the Tracking Number for the update request, and click Search.

View Status details

Need More Help?

Please visit the Quick Guides and Webinars web page to find all the Provider Web Portal Quick Guides.