Provider Web Portal Quick Guide: Provider Maintenance - Update License

Provider Maintenance is where a provider will update their information, including license updates.

1. Login to Provider Web Portal

2. Click Provider Maintenance

![Provider Web Portal Screenshot]

3. Click Provider Maintenance again

![Provider Web Portal Screenshot]
4. Click on the **Provider Identification Changes** page

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**Use these pages to submit any changes to your organizational information.**

Please select the link on the left to access the information you would like to update. After all the necessary changes are made you must submit the changes from the Attachments and Submit page.

**Important information:**
- After you have updated the necessary provider information, please visit the Manage Accounts page to review and update (if necessary) your delegate information.
On the “Provider Maintenance: Provider Identification” page, a new license can be added or an existing license displayed in the grid can be updated.

- New license: Enter data for all required fields in the “License” section. Press the “Add” button to add the record to the grid.
- Existing license: If a license is displayed in the grid, update the information as necessary and click “Save”.
- Click “Go to Submit”.

![Provider Maintenance: Provider Identification](image)
Clinical Laboratory Improvement Amendments (CLIA) Certification

A CLIA Certification can be added or changed through the “Provider Maintenance: Provider Identification” page. A copy of the CLIA certificate is required as an attachment in order to process the request.

When viewing an existing CLIA Certification on the “Provider Identification” page, do not be concerned if the “Effective Date” displayed does not match the “Effective Date” originally entered or the date of the most recent certification. DXC updated the “Effective Date” and “End Date” for all CLIA licenses in the Colorado interChange as of 8/10/2018. The Effective and End Dates for all CLIA licenses are as follows:

Effective Date: 1/1/1900
End Date: 12/31/2299

When adding or changing a CLIA record, enter the “Effective Date” and “End Date” for all CLIA licenses as follows:

Effective Date: 1/1/1900
End Date: 12/31/2299

DXC and the Department are working on updating the Provider Web Portal so the effective dates will no longer be required and will be automatically populated.
When adding or changing a license, a copy of the license must be submitted on the “Provider Maintenance: Attachments and Submit” page. Attach a license under the “Attachments” section and enter data for all required fields. Press “Add” to add the attachment to the grid.

Under the “Submit” section, click the “I accept” checkbox and enter the name of the person reporting the change. Click “Submit”. An auto-generated tracking number will be generated.
5. Retain the tracking number

![Image of tracking number]

- 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.

6. Check the status of an update request

Click the “Provider Maintenance Status” link.

![Image of Provider Maintenance Status]

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

- View the status details under the “Provider Maintenance - Summary” section.
Need More Help?

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

- Aid Code and Benefit Plan Acronyms
- Adding and Updating TPL Information
- Are You Billing from the Correct Account?
- Copy, Adjust, or Void a Claim
- Delegates
- Delegate Access Definitions
- Entering Third Party Liability
- Provider Maintenance
- Provider Maintenance - License Update
- Pulling your 835 - Linking to your own TPID
- Pulling your Remittance Advice (RA)
- Reading your Remittance Advice (RA)
  - Internal Control Number (ICN) Information Sheet
  - Region Code Information Sheet
- Submitting a Claim with Other Insurance or Medicare Crossover Information
- Submitting an Institutional Claim
- Submitting a Professional Claim
- Validating a Trading Partner ID (TPID)
- Verifying Member Eligibility and Co-Pay
- Managed Care Assignments
- Primary Care Provider
- Medicare Coverage
- Member Co-Pay Amounts
- Updating your EFT Information
- Updating your ERA Information
- Viewing Prior Authorizations in the Portal
- Web Portal Registration

Provider Web Portal - Frequently Asked Questions (FAQs)

Please visit the Provider FAQ Central web page and look under the Billing and Web Portal headings to see Provider Web Portal FAQs.

Provider Web Portal - Recorded Webinars

Click the links below to access the recorded webinars:

- Session #1 Access the new Portal, Portal Registration, Log in, My Profile, Manage Accounts (including delegates)
- Session #2 Provider Maintenance (including updates and affiliations), EFT/ERA Enrollment, Disenrollment
- Session #3 Member Information and Eligibility Verification
- Session #4 Remittance Advice (RA), Search Payment History, Search for Accounts Receivable Records, Make a Payment
- Session #5 Notify Me, Alerts, Secure Correspondence
- Session #6 Files Exchange, Resources
- Session #7 Search & Submit CMS 1500, UB-04, Emergency Dental Claims, Prior Authorizations (Nursing Facility PETI PARs only)
- Bridge Bridge training for Community Centered Boards (CCBs) only