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 will update their 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**

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

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

Update the email address where we send provider related emails.

Update your info for the Provider Look-up

a. **Opt-out of being listed in the directory** (if you don’t want to be listed)

b. **Indicate an open or closed panel**

Make sure you are affiliated to the correct Group.

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, you are not an Individual within a Group, and do not need to update affiliations.
5. To change your 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 you want to change.

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

---

**Table: Provider Addresses**

<table>
<thead>
<tr>
<th>Type</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Location</td>
<td>123 Fake Street</td>
<td>DENVER</td>
<td>Colorado</td>
<td></td>
</tr>
</tbody>
</table>

---

**Edit your 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.

<table>
<thead>
<tr>
<th>Provider Maintenance: Group Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructions</strong></td>
</tr>
<tr>
<td><strong>Change of Ownership</strong></td>
</tr>
<tr>
<td><strong>Specialty and Contact Information Changes</strong></td>
</tr>
<tr>
<td><strong>Address Changes</strong></td>
</tr>
<tr>
<td><strong>Provider Identification Changes</strong></td>
</tr>
<tr>
<td><strong>Language Changes</strong></td>
</tr>
<tr>
<td><strong>Other Information Changes</strong></td>
</tr>
<tr>
<td><strong>Group Affiliation Changes</strong></td>
</tr>
<tr>
<td><strong>Network Participation Changes</strong></td>
</tr>
<tr>
<td><strong>Disclosure Changes</strong></td>
</tr>
<tr>
<td><strong>ACC Provider Opt-In Changes</strong></td>
</tr>
<tr>
<td><strong>Attachments and Submit</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Maintenance: Group Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Affiliations</strong></td>
</tr>
<tr>
<td>You are initiating a change request. Complete the desired changes and click 'Continue' button to make additional changes. Or click the 'Group Affiliations' to add a new affiliation. Indicated a required field.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group NPI</th>
<th>Group Name</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click to add Group Affiliation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

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

<table>
<thead>
<tr>
<th>Provider Maintenance: Group Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Affiliations</strong></td>
</tr>
<tr>
<td>Click '+ ' to view or update the details in a row. Click '-' to collapse the row. To end an affiliation enter the End Date for the group row and click 'Save'. Click 'Remove' link to remove a new group affiliation that has not been submitted.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group NPI</th>
<th>Group Name</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click to add Group Affiliation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Go to Submit**  **Continue**  **Cancel**
Click the magnifying glass to search for a provider Group

<table>
<thead>
<tr>
<th>Group NPI</th>
<th>Group Name</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Group NPI  
* Effective Date

[Add] [Reset]

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

**Provider ID Search**

- Search By ID
- Search By Name
- Search By Organization

* Indicates a required field.

Provider ID: 223344556677
*Provider ID Type: NPI

[Search] [Cancel]

Click on the Provider ID for the provider Group you want to affiliate to, make sure it’s the correct location.

**Provider ID Search**

- Search By ID
- Search By Name
- Search By Organization

* Indicates a required field.

Provider ID: 223344556677
*Provider ID Type: NPI

[Search] [Cancel]

**Search Results: NPI 223344556677**

<table>
<thead>
<tr>
<th>Provider ID</th>
<th>Provider Name</th>
<th>Provider Type</th>
<th>Taxonomy</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>223344556677</td>
<td>Doctors Group</td>
<td>Other Health Services</td>
<td>207O00000X</td>
<td>123 Main Street</td>
<td>AURORA</td>
<td></td>
<td>80012</td>
</tr>
<tr>
<td>223344556677</td>
<td>Doctors Group</td>
<td>Other Health Services</td>
<td>261O00000X</td>
<td>123 Fake Street</td>
<td>ENGLEWOOD</td>
<td></td>
<td>80113</td>
</tr>
<tr>
<td>223344556677</td>
<td>Doctors Group</td>
<td>Other Health Services</td>
<td>207A05050X</td>
<td>123 Sesame Street</td>
<td>DENVER</td>
<td></td>
<td>80220</td>
</tr>
<tr>
<td>223344556677</td>
<td>Doctors</td>
<td>Other Health</td>
<td>193200000X</td>
<td>123 Road</td>
<td>DENVER</td>
<td></td>
<td>80218</td>
</tr>
</tbody>
</table>
Choose the effective date for the affiliation, and then click Add

<table>
<thead>
<tr>
<th>Group NPI</th>
<th>Group Name</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>22334455667</td>
<td>Doctors Group</td>
<td>02/14/2017</td>
<td>12/31/2299</td>
<td>Remove</td>
</tr>
</tbody>
</table>

Continue to add additional Group affiliations as needed.

7. To remove an affiliation, simply end date 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 your name, and click Submit.
10. **Retain tracking number**

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**

<table>
<thead>
<tr>
<th>Tracking Number</th>
<th>66605</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Submitted</td>
<td>02/03/2017</td>
</tr>
<tr>
<td>Status</td>
<td>Under Review</td>
</tr>
<tr>
<td>Status Date</td>
<td>02/03/2017</td>
</tr>
</tbody>
</table>
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Provider maintenance is where a provider will update their information, including:

- **Provider affiliations**
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- **Contact information (including who gets the emails for a provider)**
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- 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**

![Provider Web Portal Screenshot]
3. Click **Provider Maintenance** again

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

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**Important To-Dos for a Group**

- Update the email address where we send provider related emails.
- Update your info for the Provider Look-up
  - **Opt-out of being listed in the directory (if you don’t want to be listed)**
  - **Indicate an open or closed panel**
- Make sure the correct Individuals within a Group are affiliated to your Group.
  - **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, you are not a Group, and do not need to update affiliations.**
5. To change your 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 you want to change.
Opt-out of Provider Directory & changing your panel, can only be done in the Service Location.

<table>
<thead>
<tr>
<th>Information Changes</th>
<th>Provider Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Changes</td>
<td></td>
</tr>
<tr>
<td>Provider Identification Changes</td>
<td>The provider addresses identify the location where a provider renders services, as well as locations that are used for billing and payment. At least one address must be selected as the primary address.</td>
</tr>
<tr>
<td>Language Changes</td>
<td></td>
</tr>
<tr>
<td>Other Information Changes</td>
<td>All Providers must enter a Service Location, Billing, and Mailing address.</td>
</tr>
</tbody>
</table>

Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

<table>
<thead>
<tr>
<th>Type</th>
<th>Address</th>
<th>City</th>
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<tbody>
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<td>Service Location</td>
<td>123 Fake Street</td>
<td>DENVER</td>
<td>Colorado</td>
<td></td>
</tr>
</tbody>
</table>

Edit your address information, check or uncheck the applicable checkboxes, & click Save.

*Address Type*  
*Location Code*  
*Address Code*  
*City*  
*State*  
*Primary Address*  
*County*  
*Zip Code*  
*Primary Email*  
*Confirm Email*  
*Secondary Email*  
*Confirm Email*  
*Phone*  
*Fax*  

Service Address Information

If 'Address Type' is changed from 'Service', the service information below will be lost upon Add or Save of address.

Opt Out of Provider Directory  
Accepting New Members  
ADA Compliant  
Accepting New Members with Special Needs  
TDD Capability  
TTY Capability

Save  Reset  Cancel
6. To see all of the providers affiliated to your 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>Effective Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890</td>
<td>Dr. Pepper Smith</td>
<td>04/01/2016</td>
<td>12/31/2299</td>
<td></td>
</tr>
</tbody>
</table>

**Missing Affiliations?**
Individuals within 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.

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

<table>
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<tr>
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<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890</td>
<td>Dr. Pepper Smith</td>
<td>04/01/2016</td>
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</table>

Click the magnifying glass to search for a provider

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<tbody>
<tr>
<td>1234567890</td>
<td>Dr. Pepper Smith</td>
<td>04/01/2016</td>
<td>12/31/2299</td>
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</tr>
</tbody>
</table>
Search for the provider you want to affiliate by NPI, Provider ID, Name, or Organization

Click on the Provider ID for the provider you want to affiliate

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

<table>
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<tr>
<td>1234567890</td>
<td>Dr. Pepper Smith</td>
<td>04/01/2016</td>
<td>12/31/2299</td>
<td></td>
</tr>
<tr>
<td>9876543210</td>
<td>Dr. Doolittle</td>
<td>02/10/2017</td>
<td>12/31/2299</td>
<td>Remove</td>
</tr>
</tbody>
</table>

Click to add Provider Affiliation

Go to Submit  Continue  Cancel

7. To remove an affiliation, simply end date 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 your name, and click Submit.
10. **Retain tracking number**

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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.**

Status details:

- **Tracking Number: 66605**
- **Date Submitted:** 02/03/2017
- **Status:** Under Review
- **Status Date:** 02/03/2017
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**
- **Updating your EFT/ERA Information**
- **Are You Billing from the Correct Account?**
- **Validating a Trading Partner ID (TPID)**
- **Copy, Adjust, or Void a Claim**
- **Verifying Member Eligibility**
- **Delegates**
- **Managed Care Assignments**
- **Delegate Access Definitions**
- **Primary Care Provider**
- **Entering Third Party Liability**
- **Medicare Coverage**
- **Provider Maintenance**
- **Member Co-Pay Amounts**
- **Pulling your 835 - Linking to your own TPID**
- **Viewing Prior Authorizations in the Portal**
- **Pulling your Remittance Advice (RA)**
- **Web Portal Registration**
- **Reading your Remittance Advice (RA)**
  - Internal Control Number (ICN) Information Sheet
  - Region Code Information Sheet

**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, Disenroll
- **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