

Update Provider Demographic Information

Secure Provider Portal

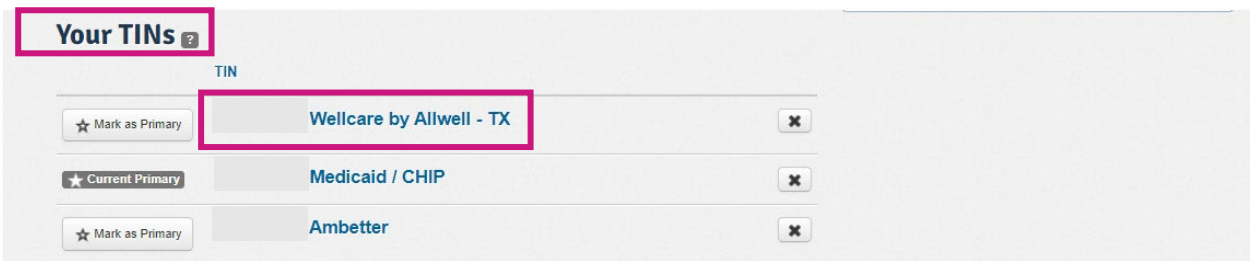


To update provider demographic information using Superior's Secure Provider Portal please follow the steps below:

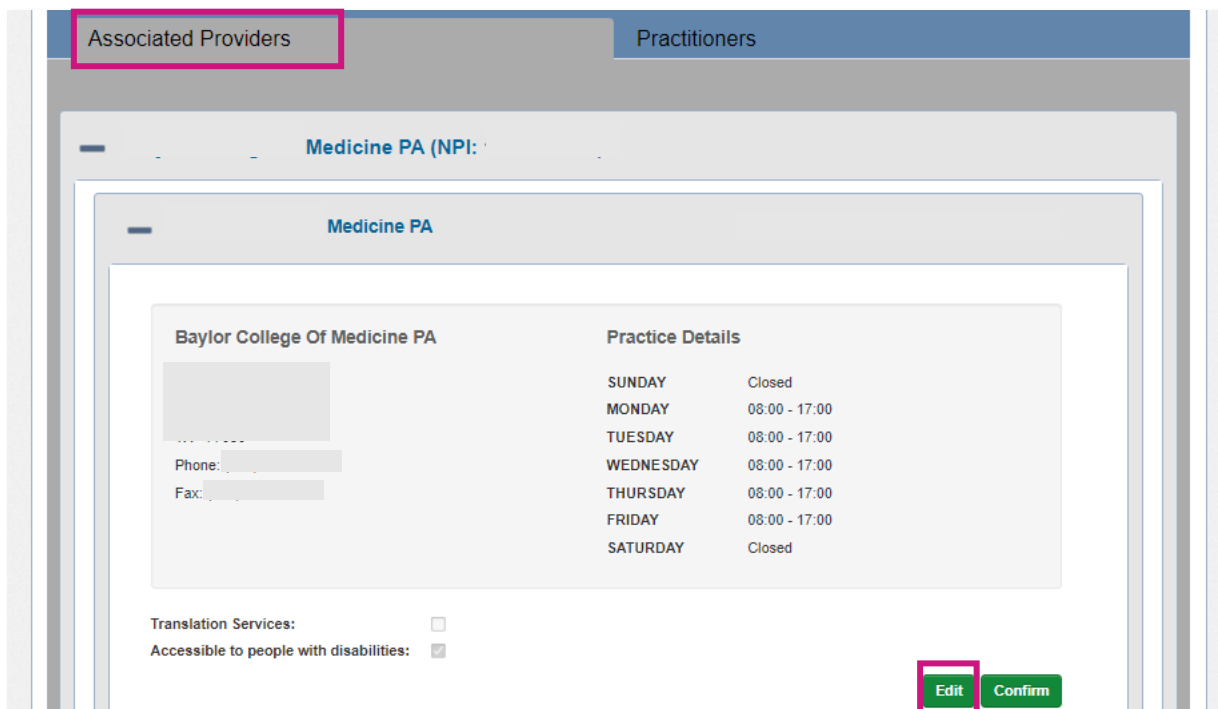
1. Go to Provider.SuperiorHealthPlan.com and log in to Superior's Secure Provider Portal.
2. From the Main Tool Bar select **Account Details** under the User Name.



3. To modify information for a Specific TIN, select a TIN listed under **Your TINs**.



4. To update information for a provider, select their name under the **Associated Providers** tab.
 - A list of possible service locations will appear. Select the provider you want to update.
 - To edit the selected provider click **Edit**.



5. Add the new location address by filling in the information in the fields, **Address Line1**, **Address Line2** (if applicable), **City**, **State**, **Zip Code**, **Phone** and **Fax**.
 - If applicable, providers can also update:
 - Office hours under **Practice Details**.
 - **Accessibility Options** offered to members.
 - To save your changes click **Update**.

This information will update on [Superior's Find a Provider webpage](#).

The screenshot shows a web form for updating a provider's information. The form is titled "Medicine PA (NPI:)" and "Medicine PA". It is divided into several sections:

- Baylor College Of Medicine PA:** This section contains input fields for "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu), "Zip Code", "Phone:", and "Fax:".
- Select All Practice Details:** This section has a "Select All" checkbox and a table of days of the week with time slots. The table is as follows:

Day	Start Hour	Start Minute	End Hour	End Minute
SUNDAY	00	00	00	00
MONDAY	08	00	17	00
TUESDAY	08	00	17	00
WEDNESDAY	08	00	17	00
THURSDAY	08	00	17	00
FRIDAY	08	00	17	00
SATURDAY	00	00	00	00

 Below the table are "Closed" and "Open 24hrs" buttons.
- Translation Services:** A checkbox that is currently unchecked.
- Accessible to people with disabilities:** A checkbox that is checked.
- What types of accessibility options do you offer?** A list of options with checkboxes:
 - Parking space curb ramps, loading zones at building entrance
 - Doorways wide enough to ensure safe passage for mobility aids
 - Wheelchair accessible restrooms with grab bars and accessible lavatories
 - ASL signage and raised tactile text characters at office elevators and restrooms
 - Medical equipment accessible to patients using mobility aids
 - Exam rooms accessible to patients using mobility aids

At the bottom right of the form are "Update" and "Cancel" buttons.

To contact your local Account Manager for assistance, please visit SuperiorHealthPlan.com/FindMyAM.

Please Note: All delegated providers, please contact your delegate for any changes. All demographic updates for delegated providers must be routed through the delegate for submission to Superior.