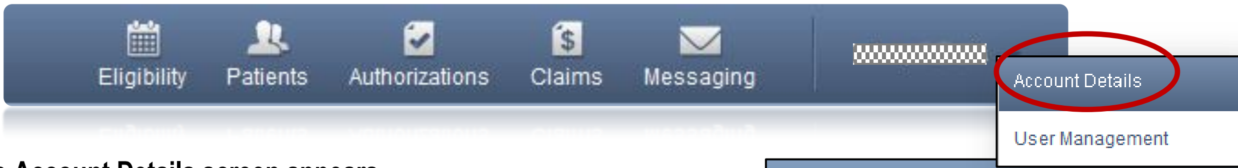
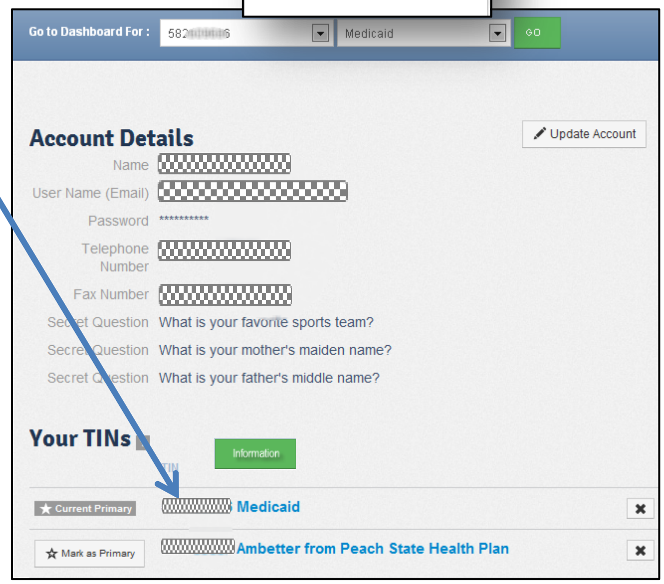
Update Provider Demographic Information

1. From the Main Tool Bar - select **Account Details** under the Users Name.

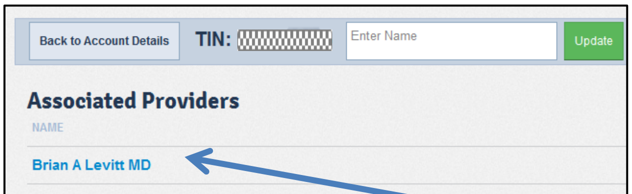


The Account Details screen appears.



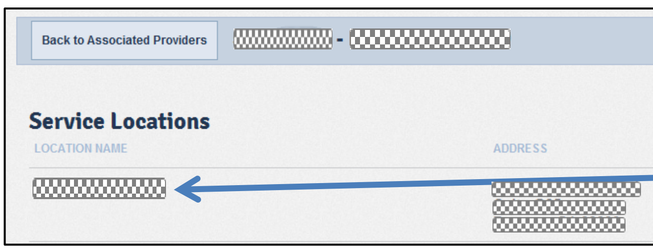
2. To modify information about the Specific TIN, click on the individual TIN to update.

Under each TIN, a list of associate providers will appear.



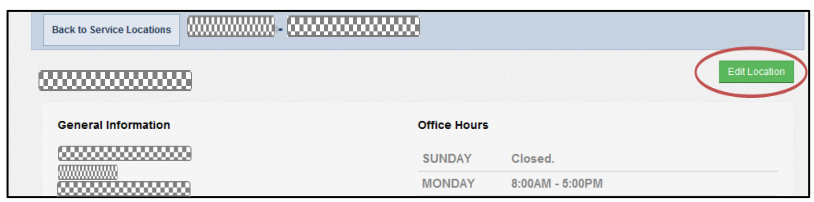
3. To update information about one of the Associated Providers, click on the name.

A list of possible Service Locations will appear.



4. Click on the name associated to the address to update.

5. Click Edit Location to update the provider information – This information will update the Find A Provider website.



6. The following Transaction attributes will be available for edits - ***only one update within a transaction set is allowed per day.*** (If any additional updates are necessary – please contact your provider relations representative)

Transaction Set #1 - Provider Location Address
- Address1
- Address2
- City

Transaction Set #2 - Provider Location Phone
- Phone
- Fax

Transaction Set #3 - Provider Location Accessibility
- Accessibility (Yes or No)

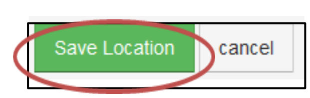
Transaction Set #4 - Provider Office Hours
- Monday- Sunday (7 Data Attributes for each day)

Transaction Set #5 - Practitioner Gender
- Gender

Transaction Set #6 - Practitioner Office Hours
- Monday- Sunday (7 Data Attributes for each day).

For example: Changing the phone number and saving will cause a wait time of 24-36 hours in order to change the fax number. However, changing information in a different transaction set will not be limited to an additional wait time.

7. Save changes by clicking on the Save Location button at the bottom of the screen.



ATTENTION: 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 your health plan.

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