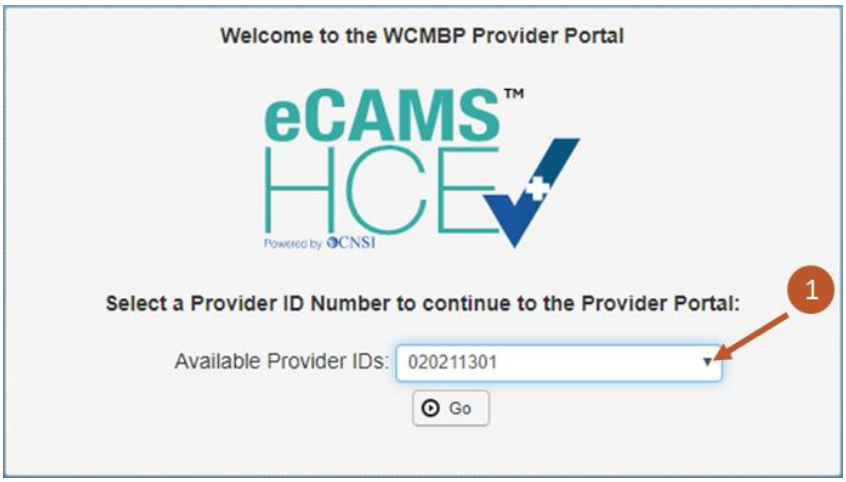
Updating Provider Information: **Table of Contents**

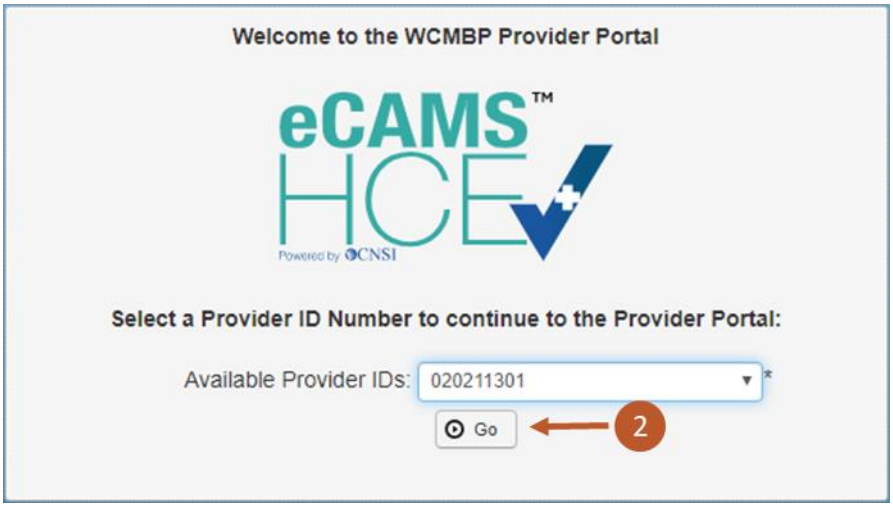
Note: This guide is intended for Providers with an existing Provider Portal account.

Selecting Provider ID and Profile

1. Select the Provider ID from the **Available Provider IDs** drop-down.



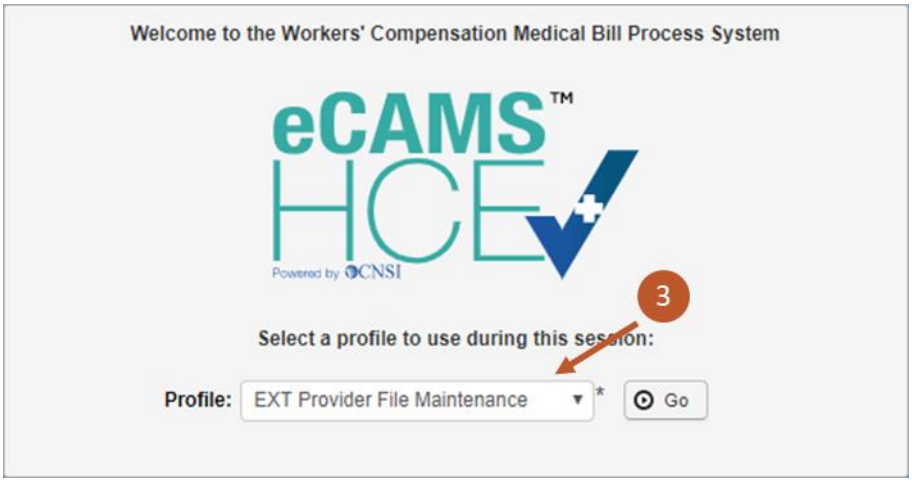
2. Select **Go**.



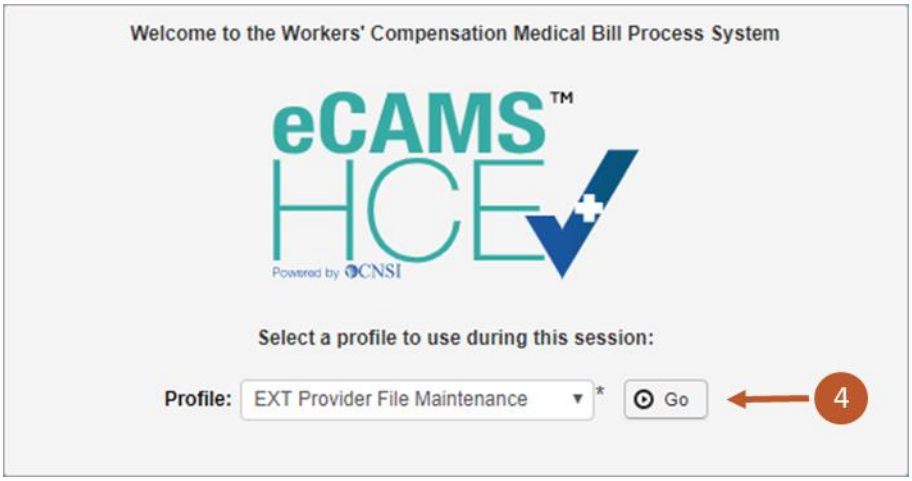
Selecting Provider ID and Profile

3. Select the applicable profile from the **Profile** drop-down list (such as, EXT Provider File Maintenance).

Note: Choose the applicable profile to access the relevant functionalities of the provider portal.

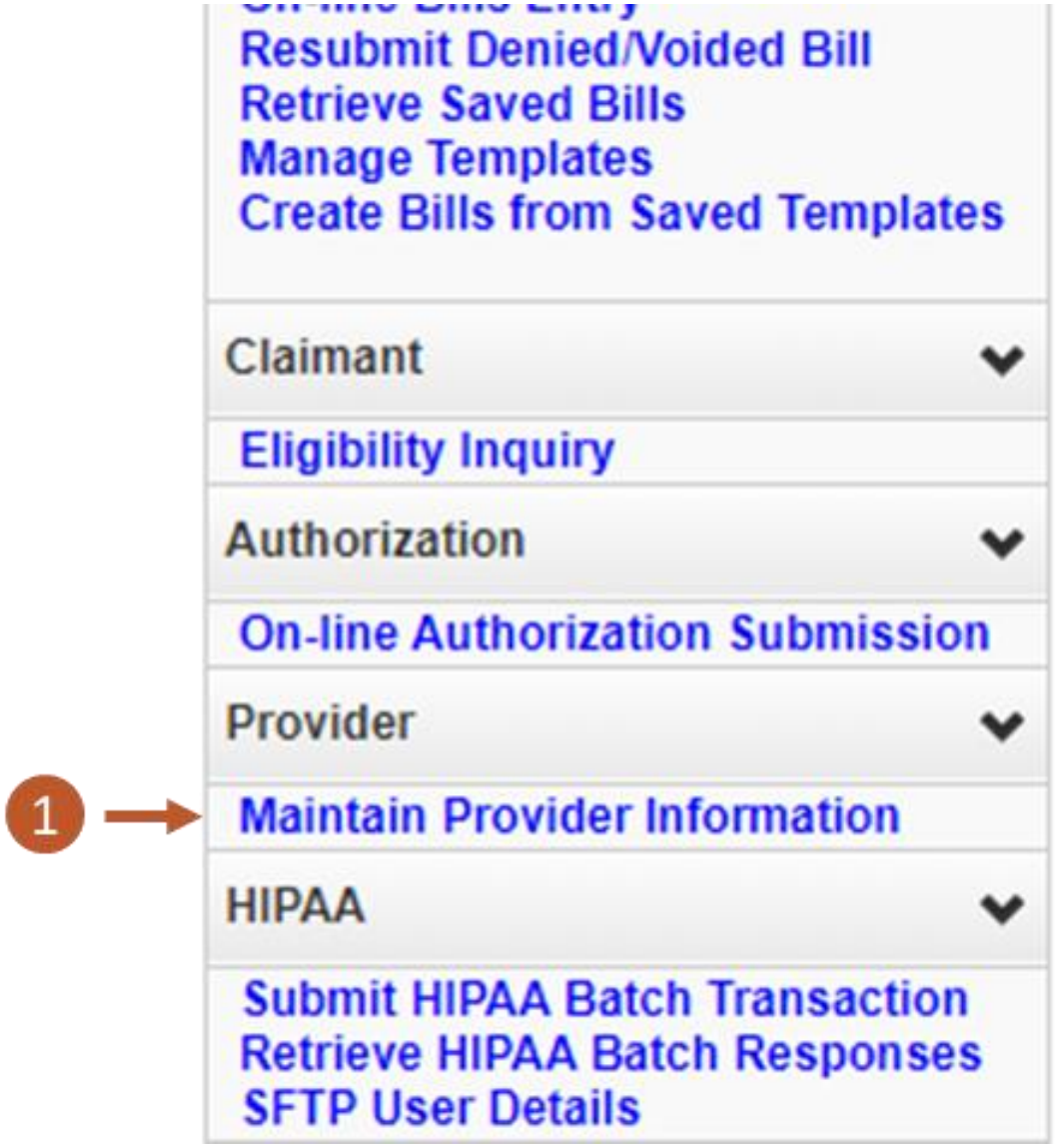


4. Select **Go**. You will be taken to the Provider Portal.



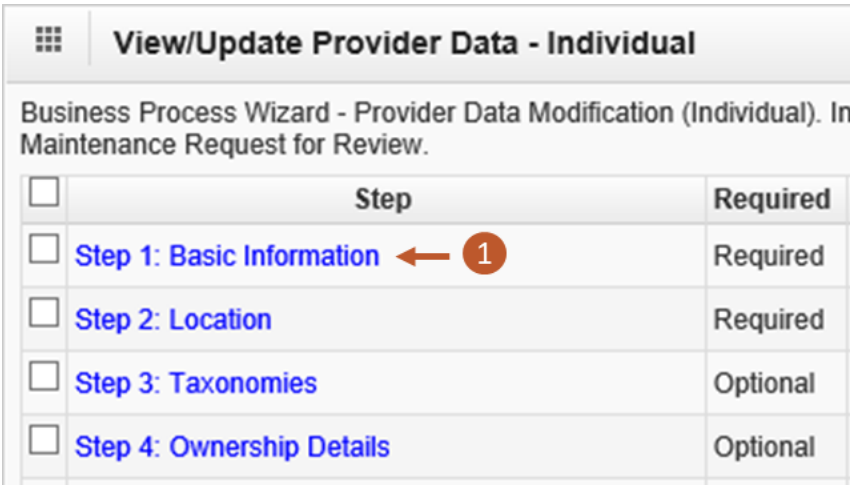
Updating Information

1. To navigate to the View/Update Provider Data screen, select the **Maintain Provider Information** link.



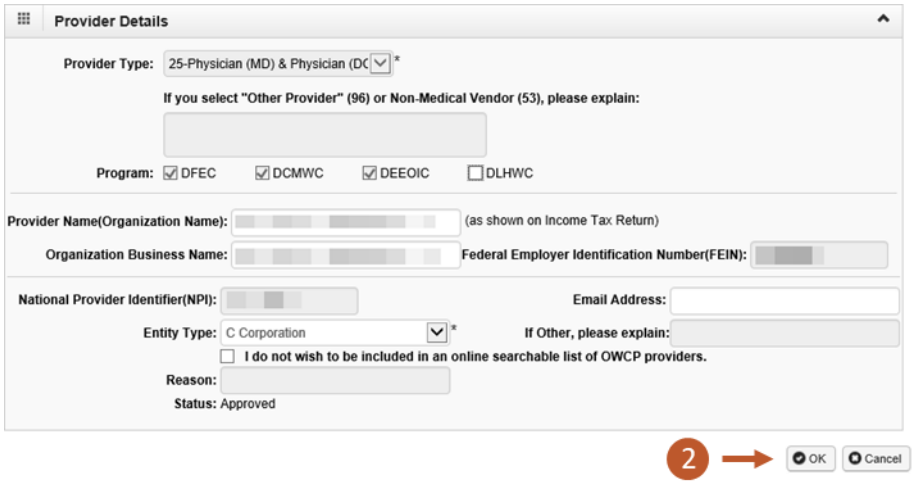
Updating Basic Information

1. Select the **Step 1: Basic Information** link.



2. Make necessary updates to any of the editable fields, then select **OK**.

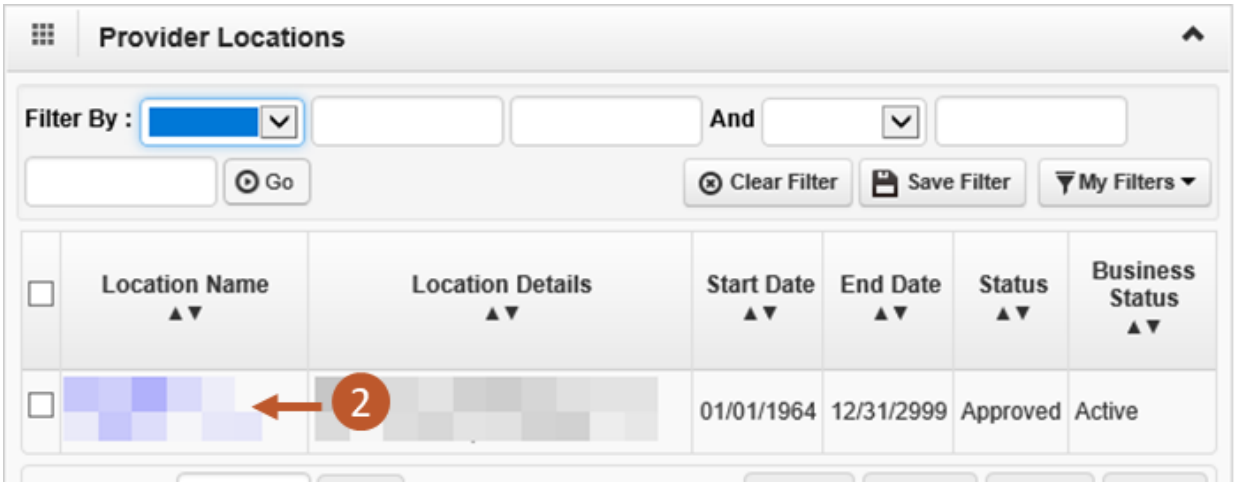
Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



Updating Location

1. Select the **Step 2: Location** link.

2. To review the Physical and Mailing addresses, select the **Location Name** blue link.



Updating Location

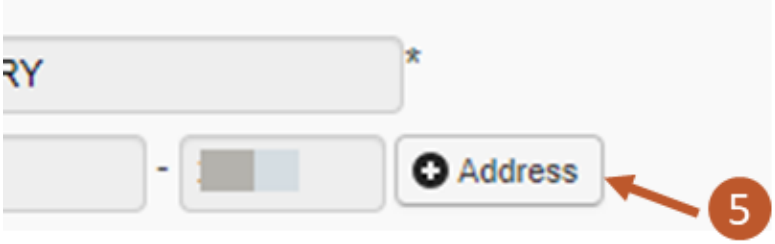
3. Enter a **Contact Last Name**, **Contact First Name**, and **Phone Number**.

Note: In addition to reviewing the Physical and Mailing addresses, users will be required to enter this information.

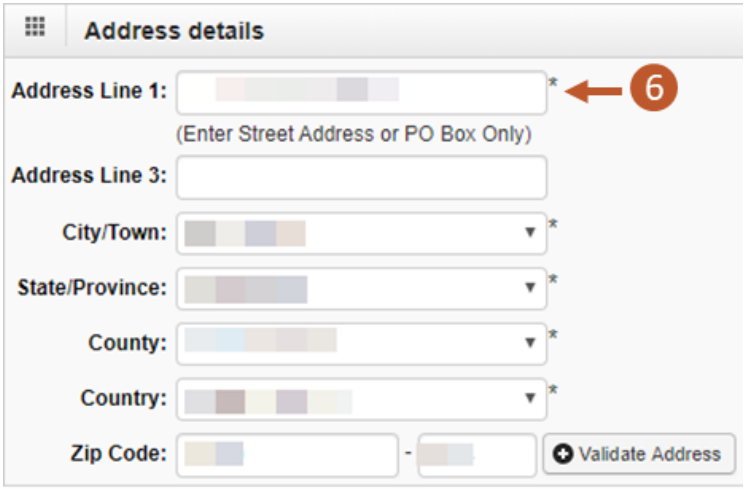
4. To change your Physical or Mailing address, select the applicable **Address Type** blue link at the bottom of the **Location Details** page.

Updating Location

5. Select **+ Address** at the bottom of the **Location Address** window.

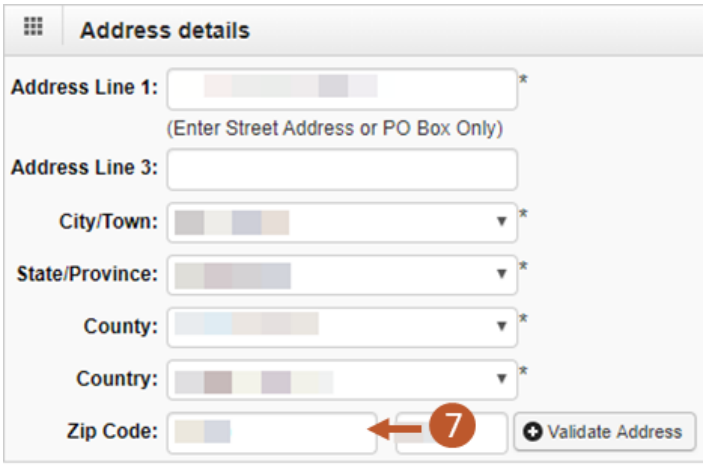


6. Enter the new street address in **Address Line 1**, and **Address Line 2** or **Address Line 3**, if needed.



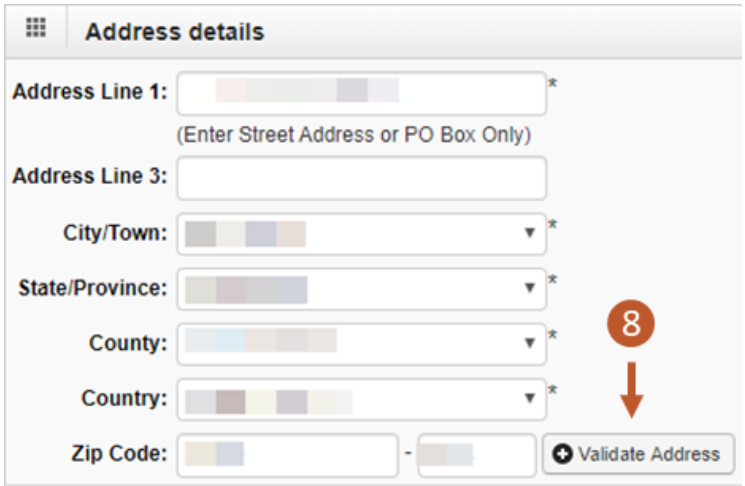
Updating Location

7. Enter the **Zip Code** of the new address.



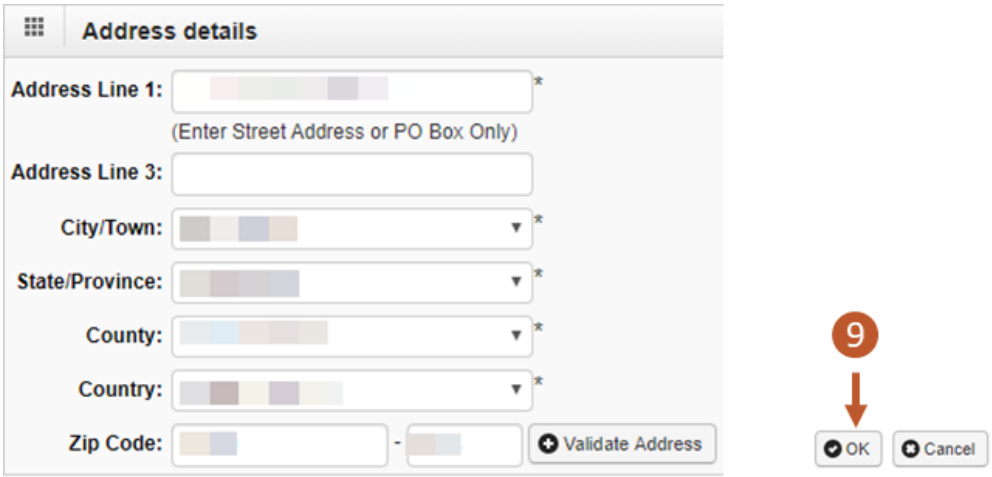
8. Select **+ Validate Address**.

Note: If the address is valid, the City/Town, State/Province, County, and Country fields auto-populate.

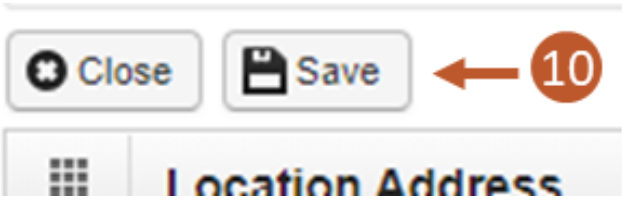


Updating Location

9. Once the system has validated the address, select **OK** at the bottom right of the screen.



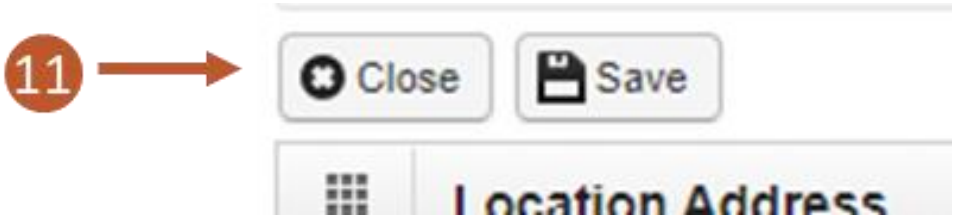
10. After reviewing and entering the required information, select **Save**.



Updating Location

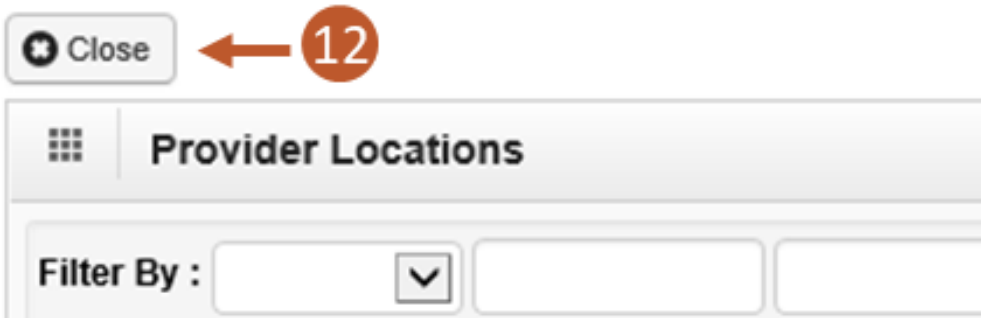
11. Select **Close**.

Note: On the **Provider Location** list page, if there is a data change in location, there will be two records on the **Provider Location** list page (one "Approved" and one "In Review"). Once the updated location is approved, the previously added location will be replaced with the new one.



12. Select **Close** again on the **Provider Locations** list page.

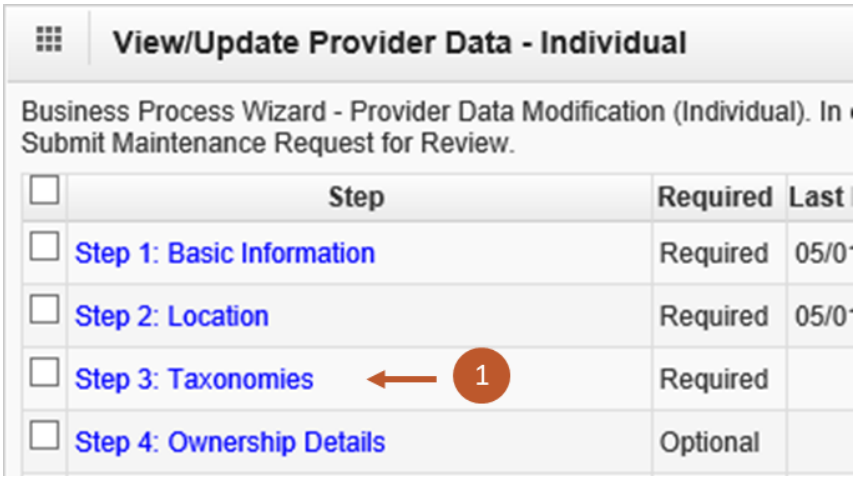
Note: If this is the only step that needs an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



Updating Taxonomies

1. Select the **Step 3: Taxonomies** link.

Note: Depending on the Provider Type assigned during enrollment, this step may be required.

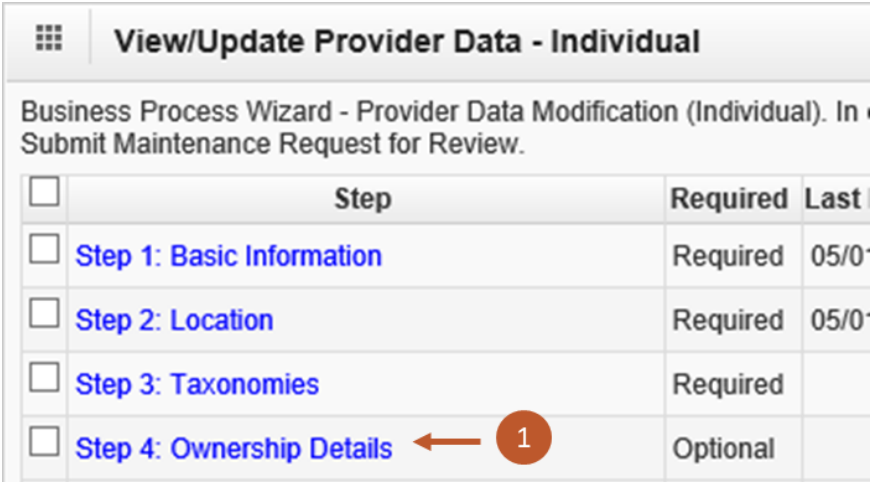


2. Review the Taxonomy information. If additional taxonomies need to be added, select **+ Add**. Otherwise, select **Close**.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.

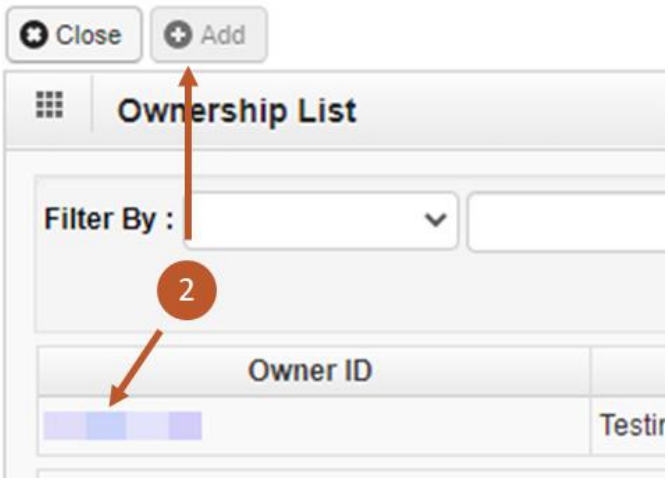
Updating Ownership Details

1. Select the **Step 4: Ownership Details** link.



2. Either select the **Owner ID** link to make changes or select **+ Add** to add Ownership Details.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review.**

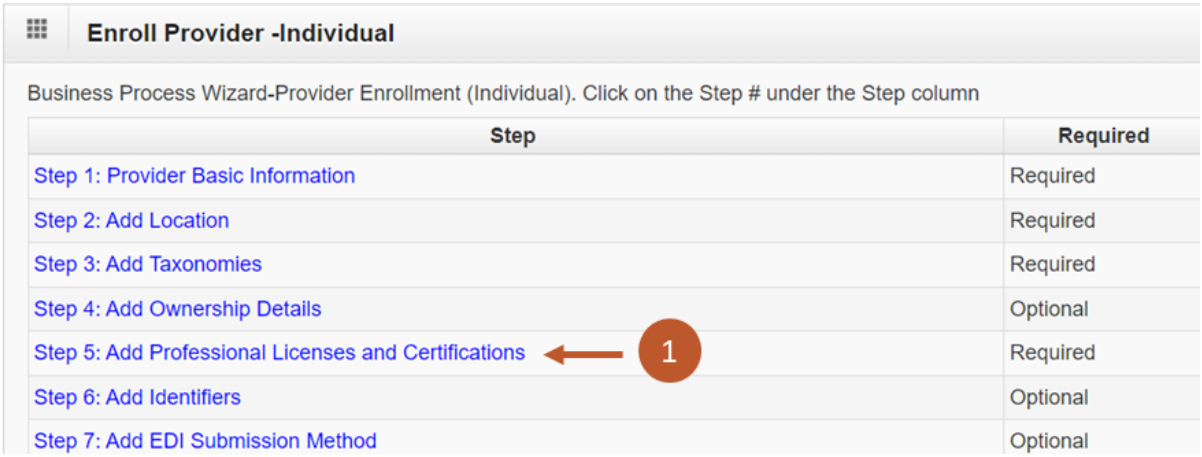


Updating Licenses and Certifications

1. Select the **Step 5: Add Professional Licenses and Certifications** link.

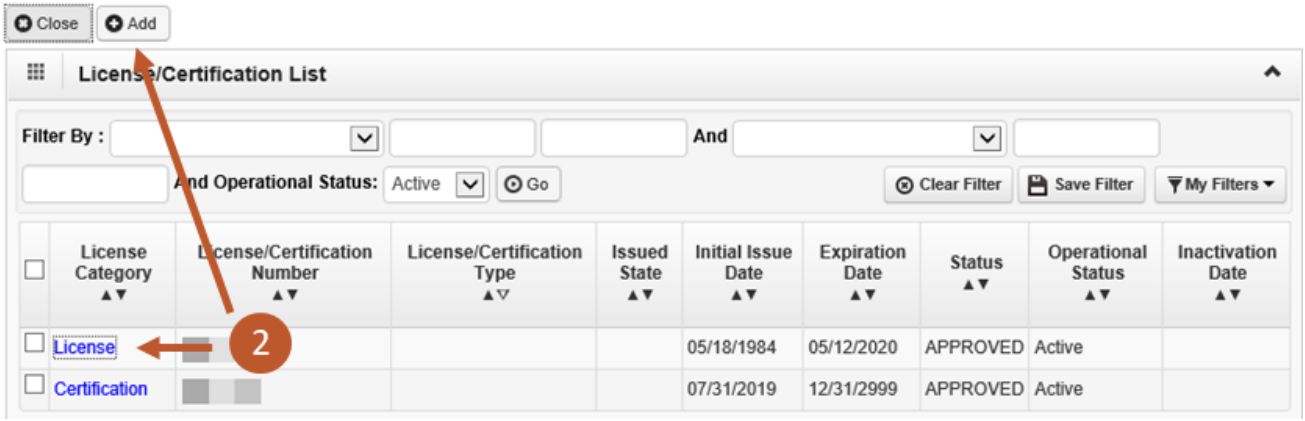
Note: For Group Practice and Facility, Agency, Organization, and Institution Providers, this step is titled **Step 5: Add Business Licenses and Certifications**.

Note: This step is not required for Group Practice Providers.



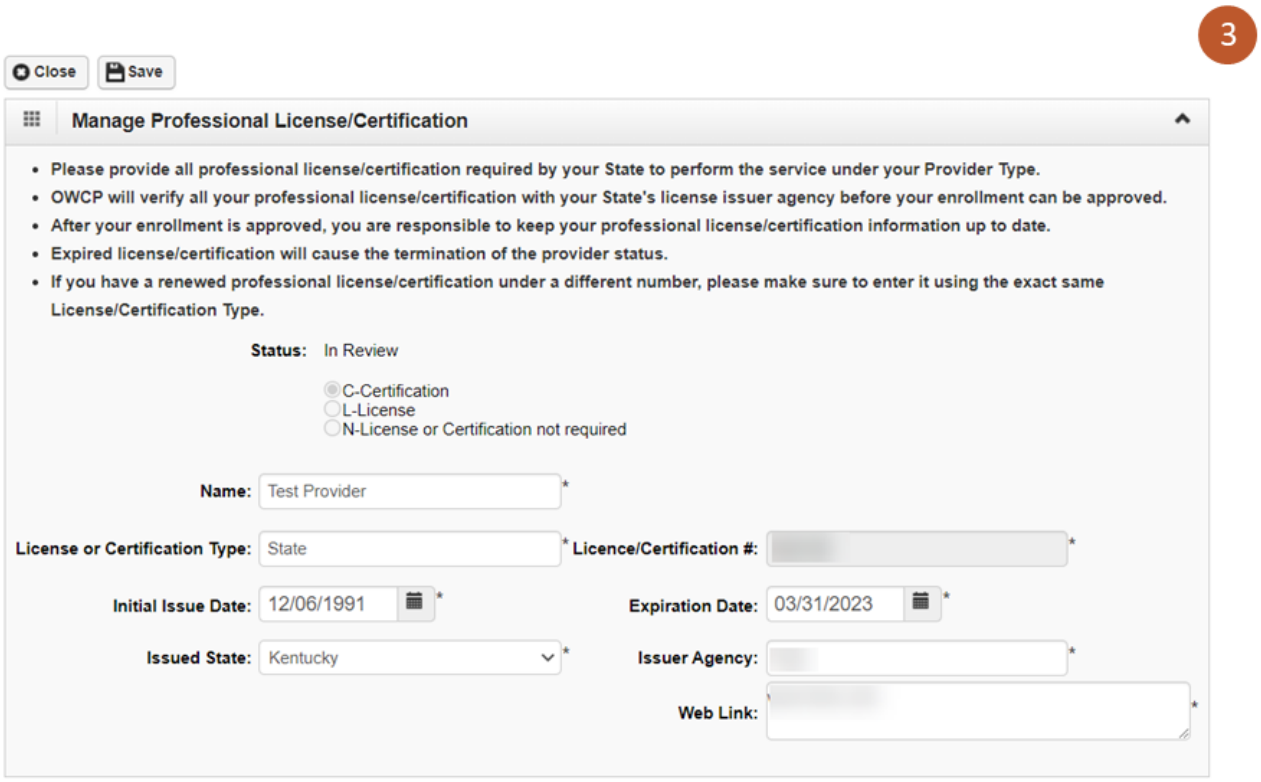
2. To update the license or certification, select either the **License** link or the **Certification** link.

Note: The **Add** button is available to add a new license number and information.



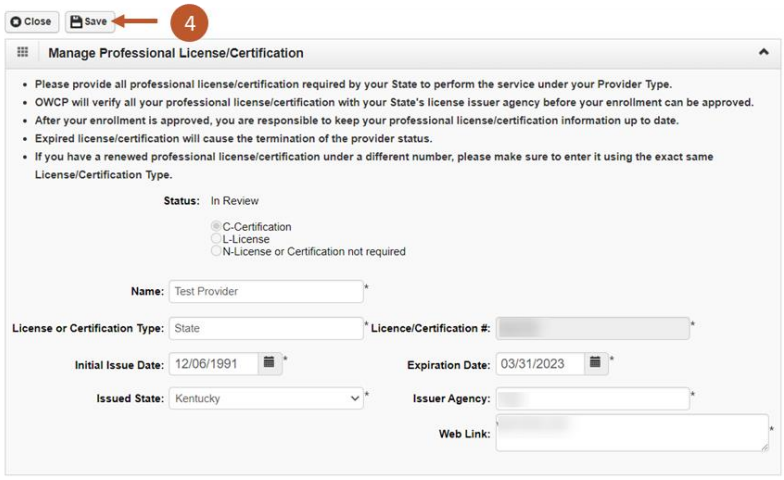
Updating Licenses and Certifications

3. Update the following information:
   - Name
   - License or Certification Type
   - License or Certification Number
   - Initial Issue Date
   - Expiration Date
   - Issued State
   - Issuer Agency
   - Web Link (where your license or certification can be verified)



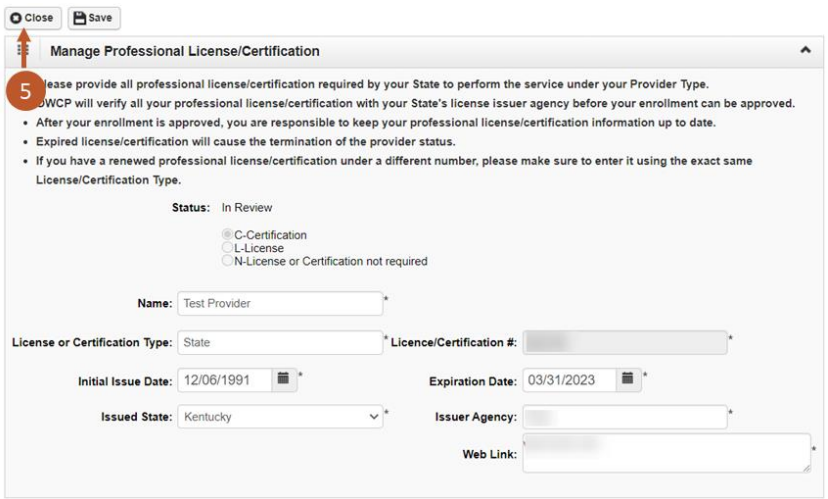
Updating Licenses and Certifications

4. After updating this information, select **Save**.



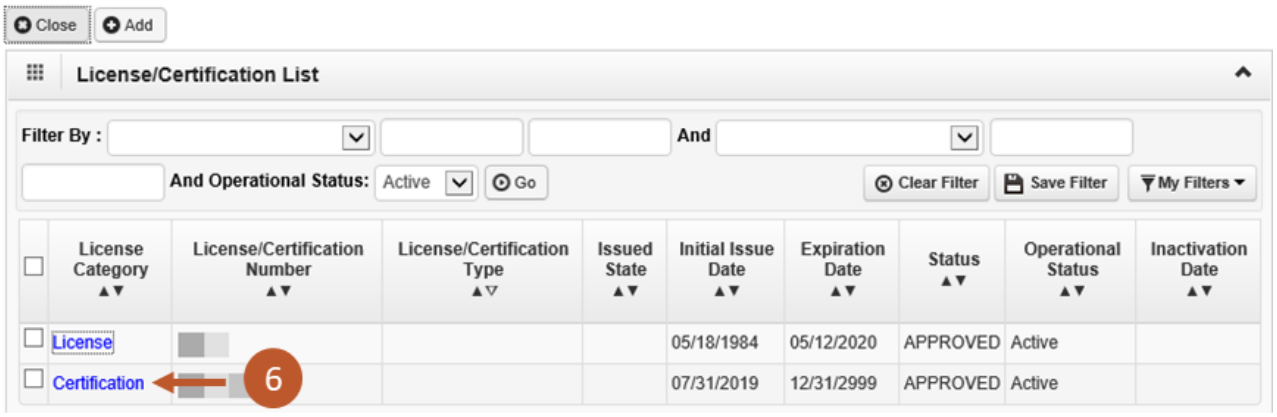
5. After saving the update, select **Close**.

Note: This is an optional step for Group Practices, and the verbiage on this step for Group Practices is different.



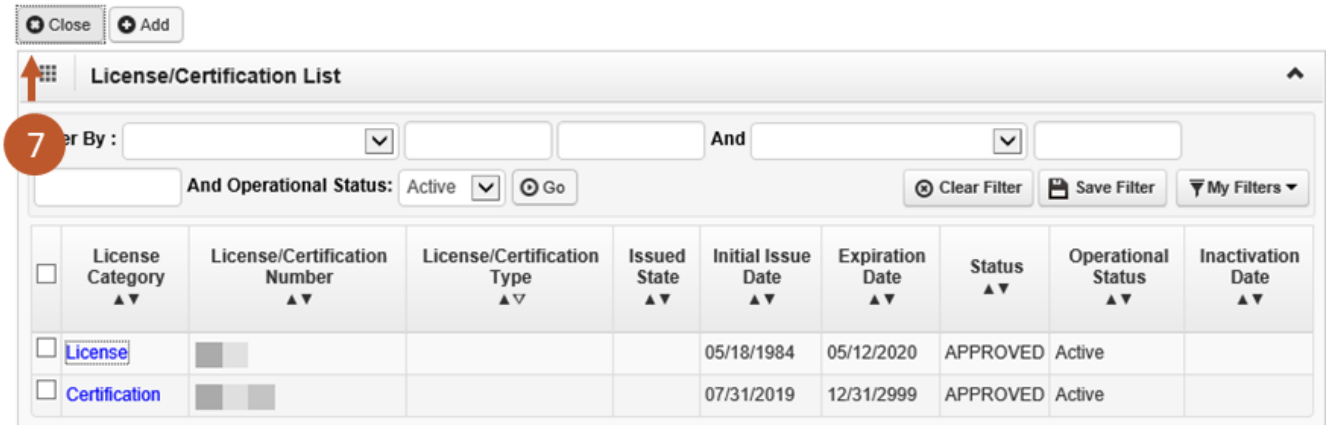
Updating Licenses and Certifications

6. If multiple licenses or certifications are listed on the **Licenses/Certification List** page, then follow *Steps 2-5* for each item listed to complete the update.



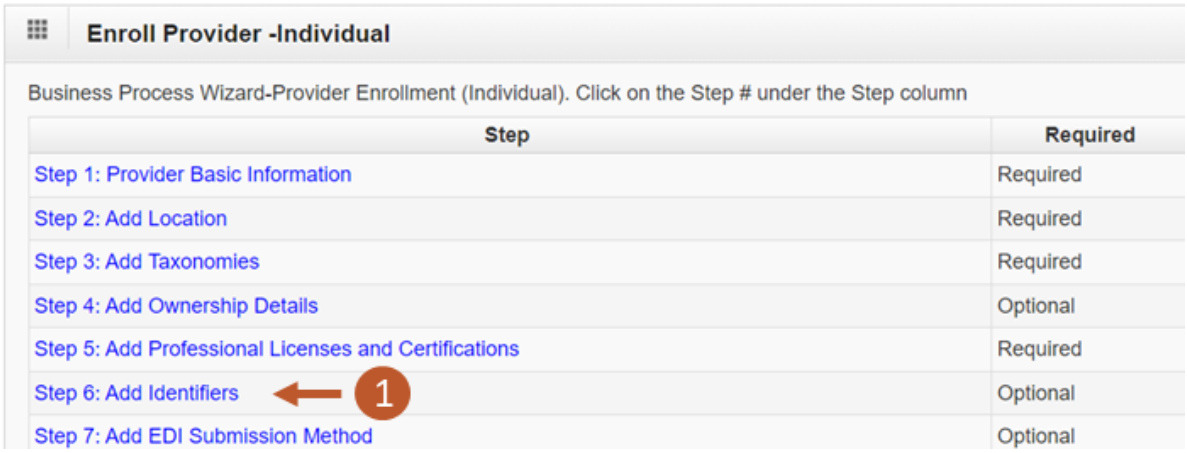
7. After updating all licenses and certifications, select **Close** on the **Licenses/Certification List** page to return to the list of steps.

Note: If this is the only step that needs an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



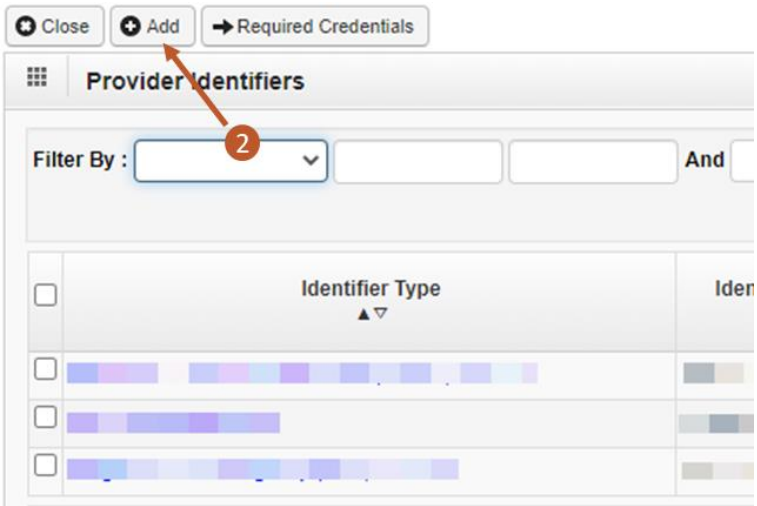
Updating Identifiers

1. Select the **Step 6: Add Identifiers** link.



2. To add additional identifiers, select **Add**.

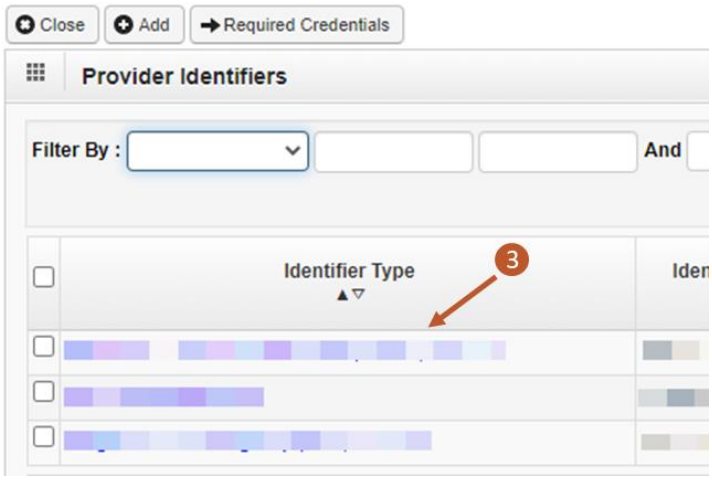
   If adding identifiers, enter the required information in the **Add New Identifier** window, then select **OK**.



Updating Identifiers

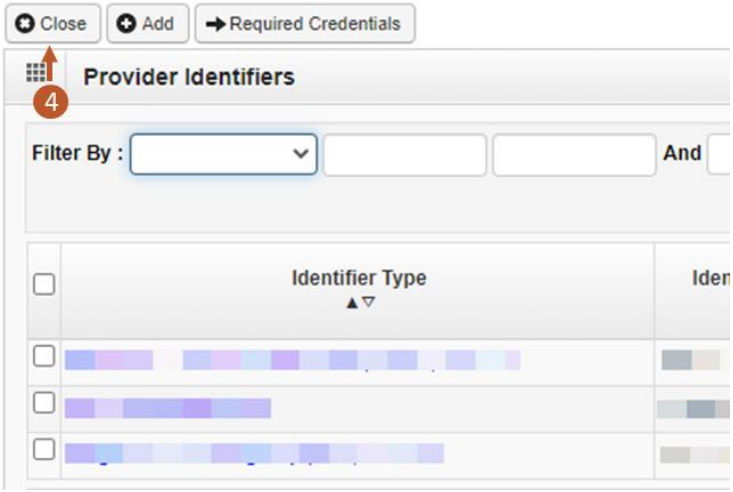
3. To update the respective identifier, select the **Identifier Type** link.

   If making updates to identifiers, once updated select **Save** and return to the list of steps.



4. After saving the update, select **Close**.

   Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.

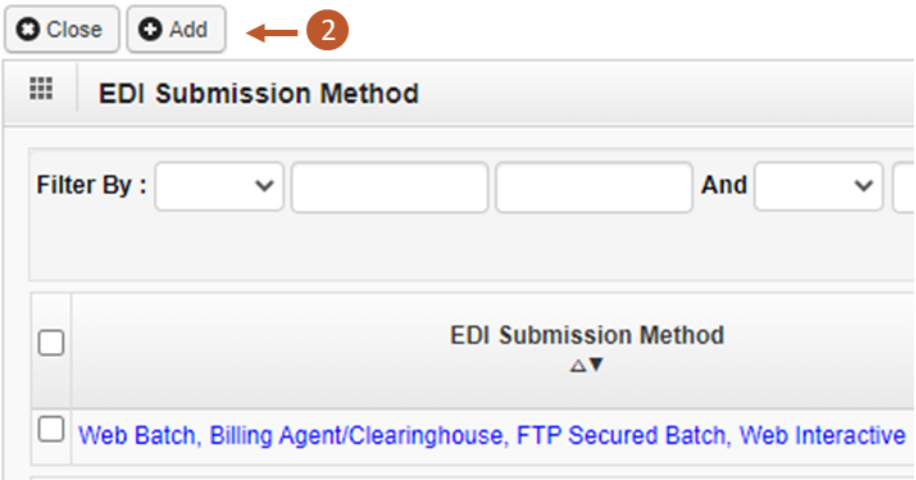


Updating EDI Submission Method

1. Select the **Step 7: EDI Submission Method** link.

2. To add an EDI Submission Method, select **Add**.

   If adding an EDI Submission Method, select the preferred mode of submission in the **EDI Submission Method** window, then select **OK** in the **Add New Identifier** window.



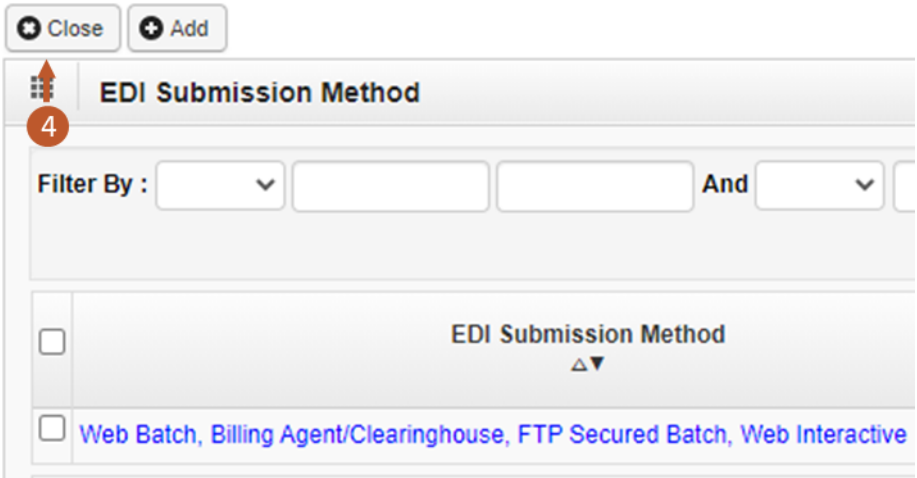
Updating EDI Submission Method

3. Select the **EDI Submission Method** link to update previously selected modes of submission.

   If making updates to previously selected modes of submission, select **OK** and return to the list of steps.

4. After saving the update, select **Close**.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



Updating EDI Submitter Details

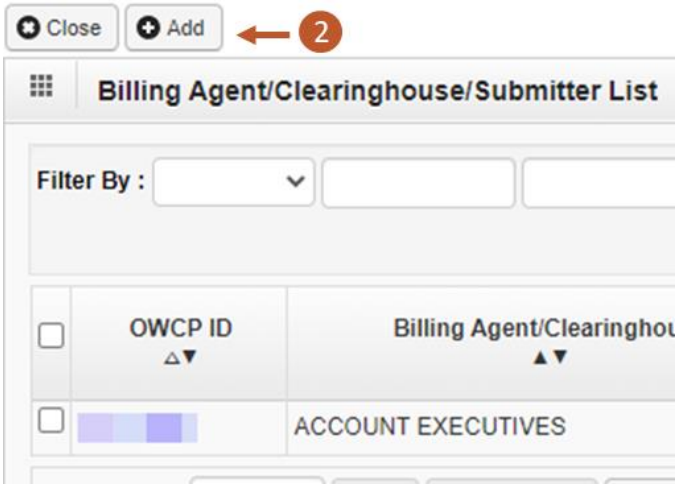
1. Select the **Step 8: EDI Submitter Details** link.

Note: This step is marked as "Required" only if Billing Agent or Clearinghouse was selected as an EDI Submission Method in the **EDI Submission Method** step; otherwise, it would be marked as "Optional".

2. To add a Billing Agent or Clearinghouse, select **Add**.

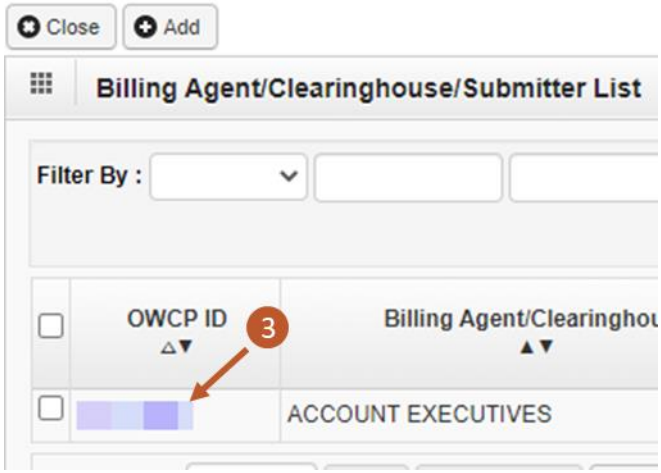
   If adding an EDI Submission Details, include the Billing Agent or Clearinghouse OWCP ID, Start and End dates, and select **OK** on the **Associate Billing Agent/Clearinghouse** window.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



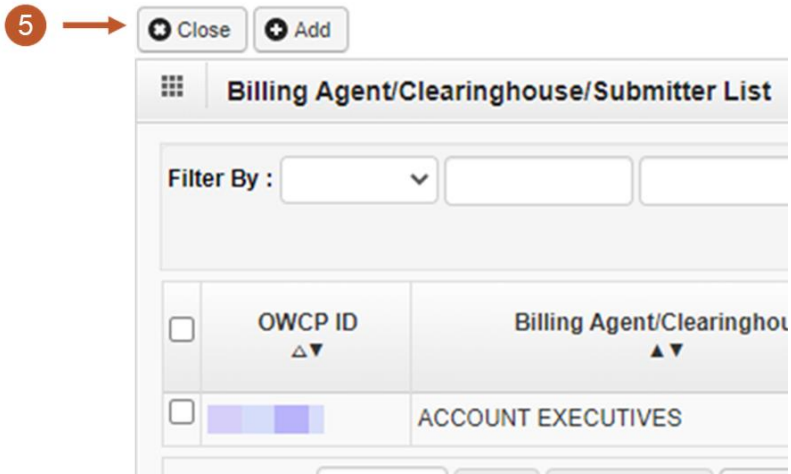
Updating EDI Submitter Details

3. Select the **OWCP ID** link to update the EDI Submitter Details.
4. After making updates to the Billing Agent or Clearinghouse Submitter, select **Save** on the **Manage Billing Agent/Clearinghouse Association** page.



5. After saving the update, select **Close**.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



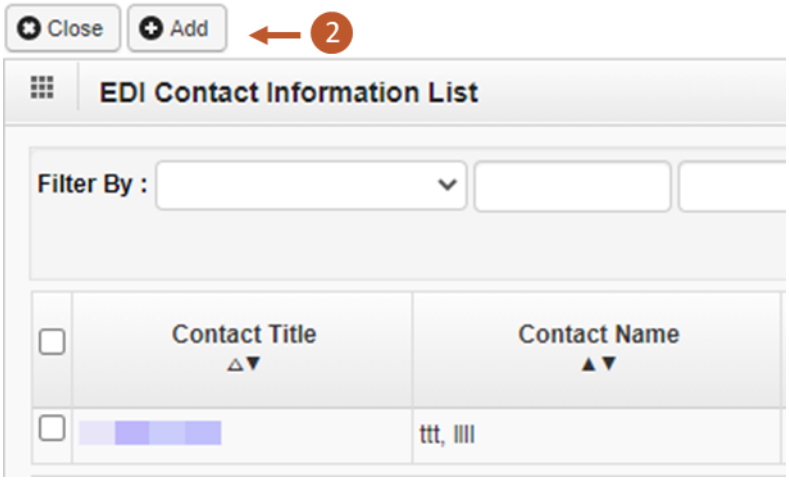
Updating EDI Contact Information

1. Select the **Step 9: EDI Contact Information** link.

Note: This step is marked as "Required" only if Web Batch or FTP Secured Batch was selected as an EDI Submission Method in the **EDI Submission Method** step.

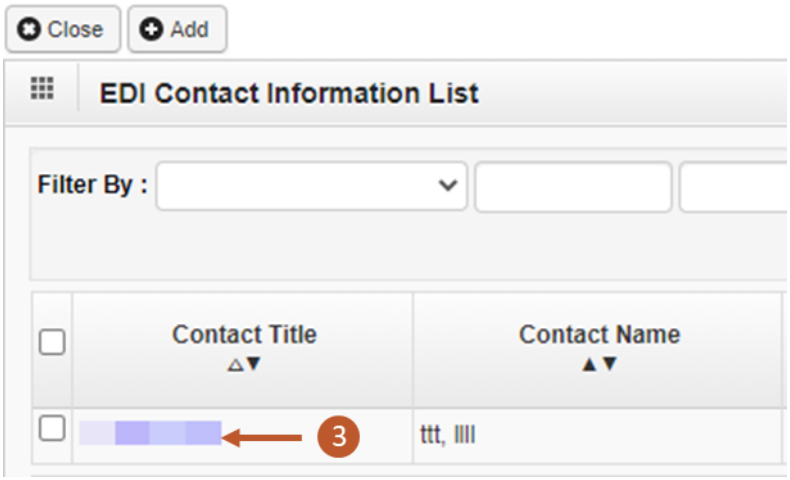
2. To add EDI contacts, select **Add**.

   If adding a contact, enter the required information in the **Add EDI Contact Information** window, then select **OK**.



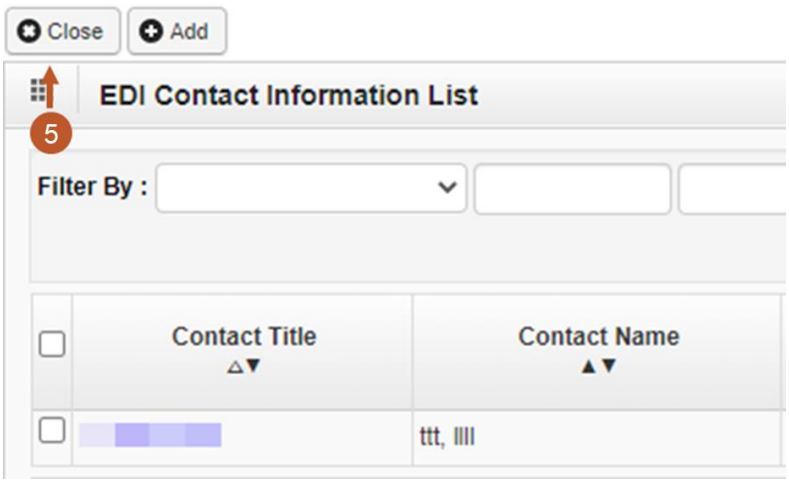
Updating EDI Contact Information

3. To update the respective contact information, select the **Contact Title** links.
4. After making updates to the contact, select **Save**.



5. After saving the update, select **Close**.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.

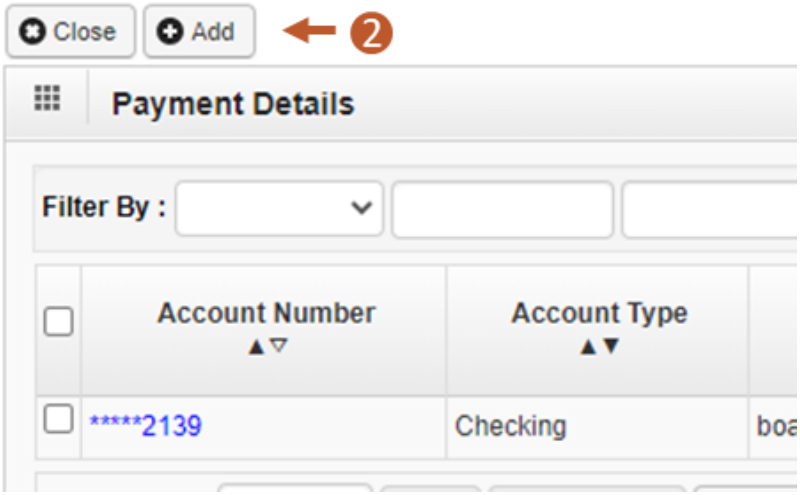


Updating Payment Details

1. Select the **Step 10: Payment Details** link.

Note: ***If enrolled as a Group Provider***, an additional step is included prior to this one to add or associate "Servicing Providers." The instructions for updating that step are included after the "Submit Maintenance Request for Review" step.

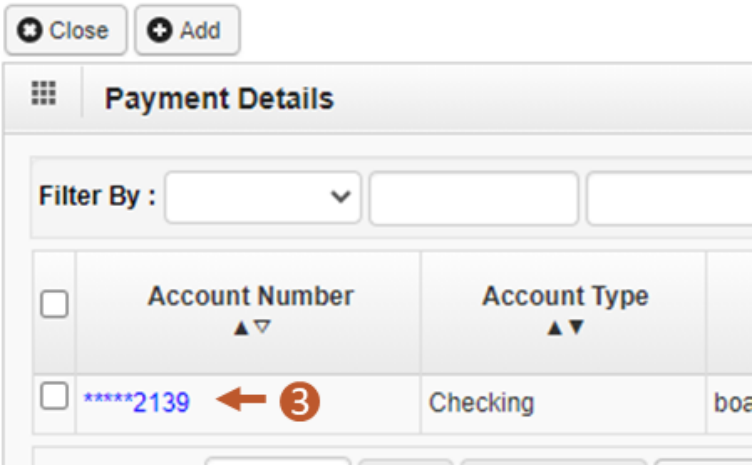
2. To add payment details, if currently no payment details are listed, select **Add**. Then enter the required information in the **Payment Details** window and select **OK**.



Updating Payment Details

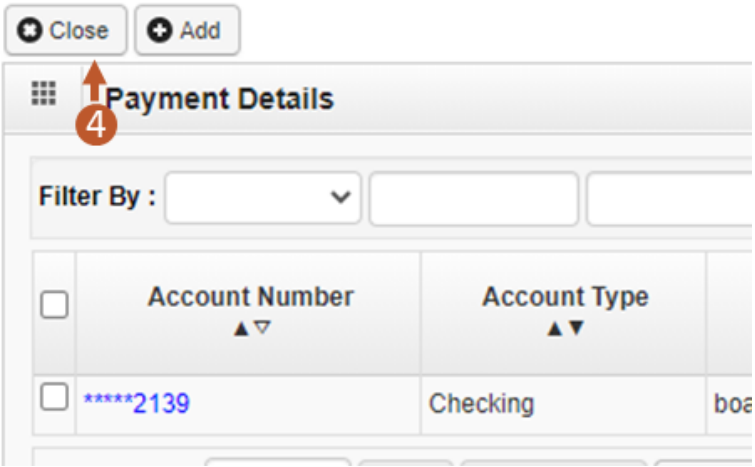
3. To update the respective payment details, select the **Account Number** link.

   After making updates to the payment details, select **OK**.



4. After selecting **OK**, select **Close**.

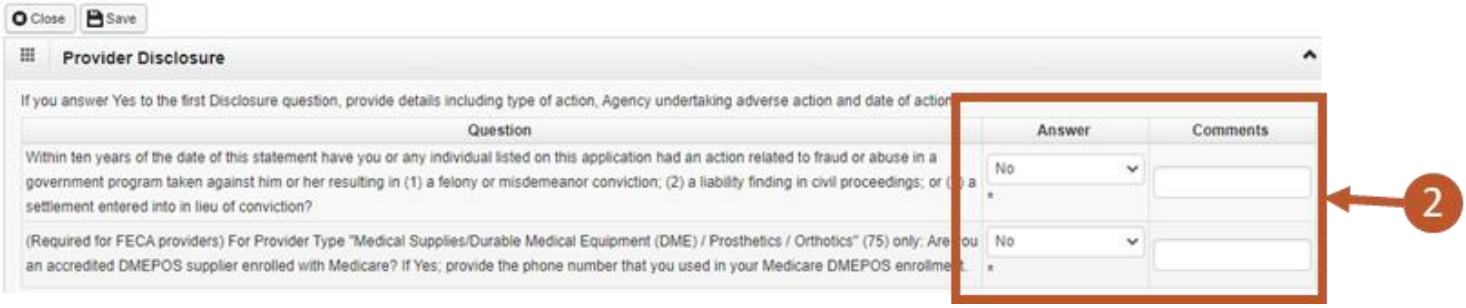
Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



Complete Provider Disclosure

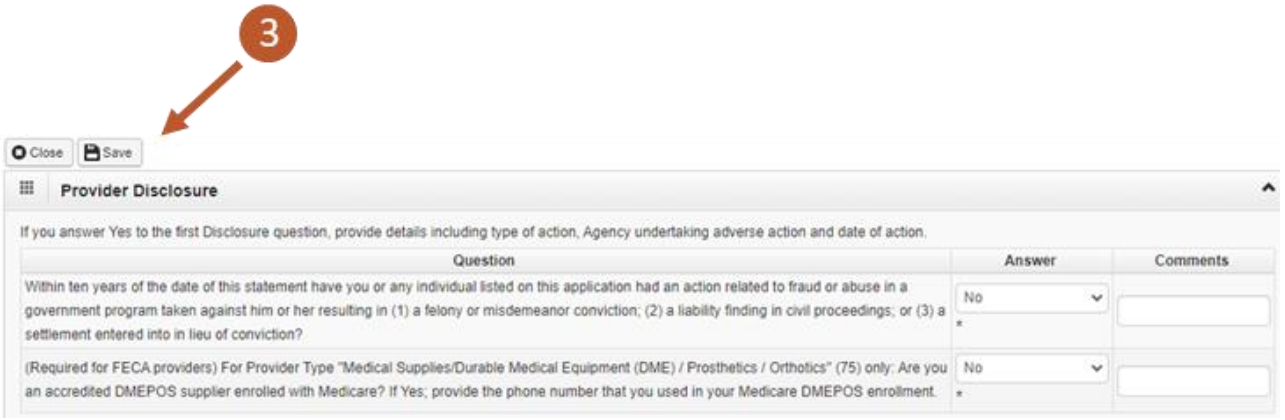
1. Select the **Step 11: Complete Provider Disclosure** link.

2. Update the answers to the two questions on the Provider Disclosure page and provide comments if necessary.

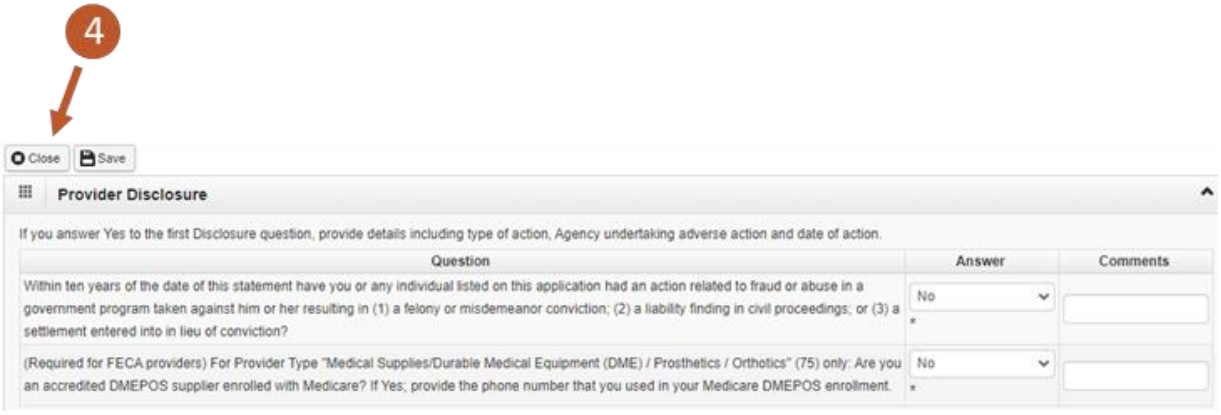


Complete Provider Disclosure

3. Select **Save**.



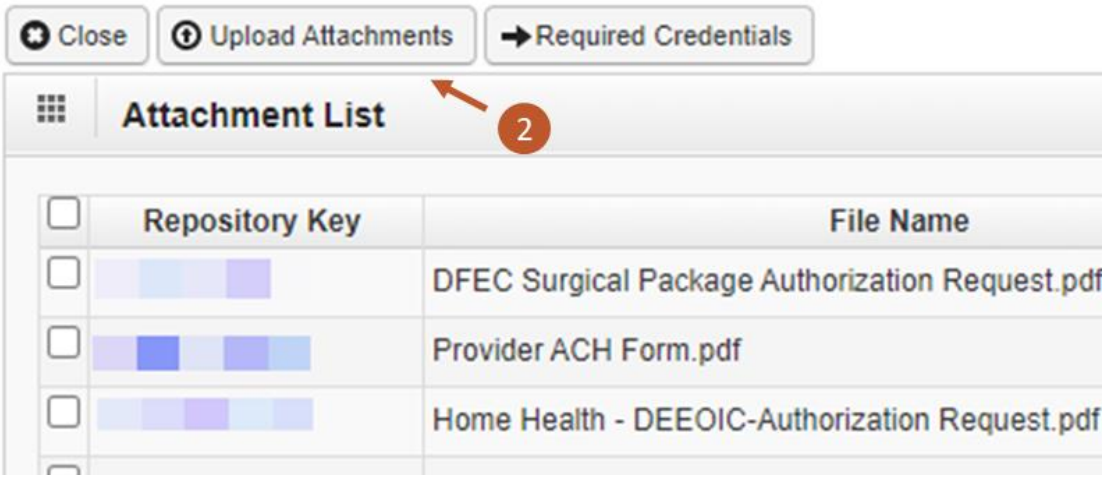
4. Select **Close**.



Viewing and Uploading Attachments

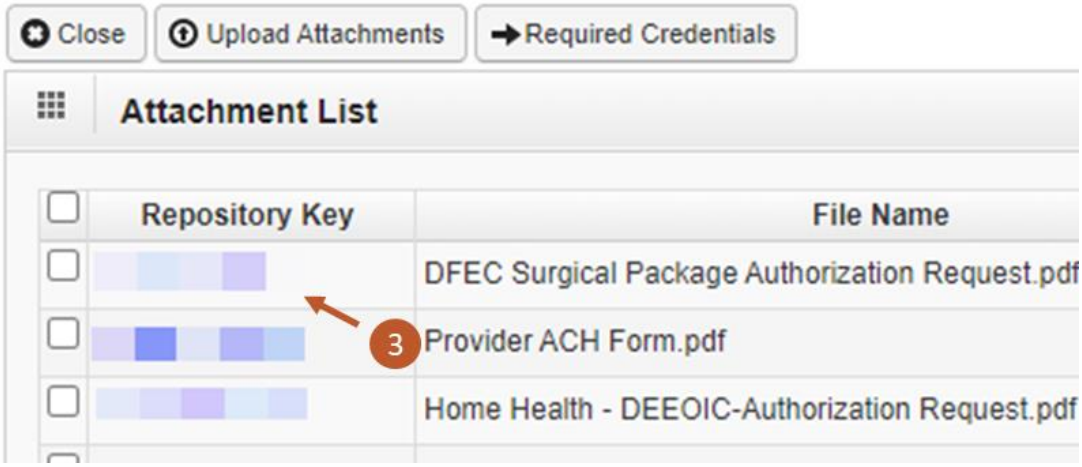
1. To upload any required attachments, select the **Step 12: View/Upload Attachments** link.

2. To begin uploading attachments, select **Upload Attachments**.

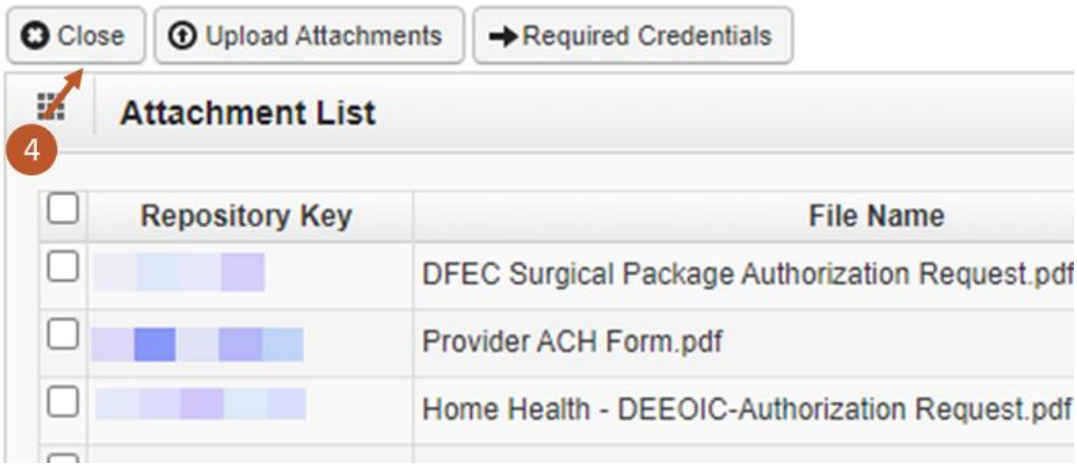


Viewing and Uploading Attachments

3. To view previously uploaded attachments, select the **Repository Key** link.



4. Select **Close**.

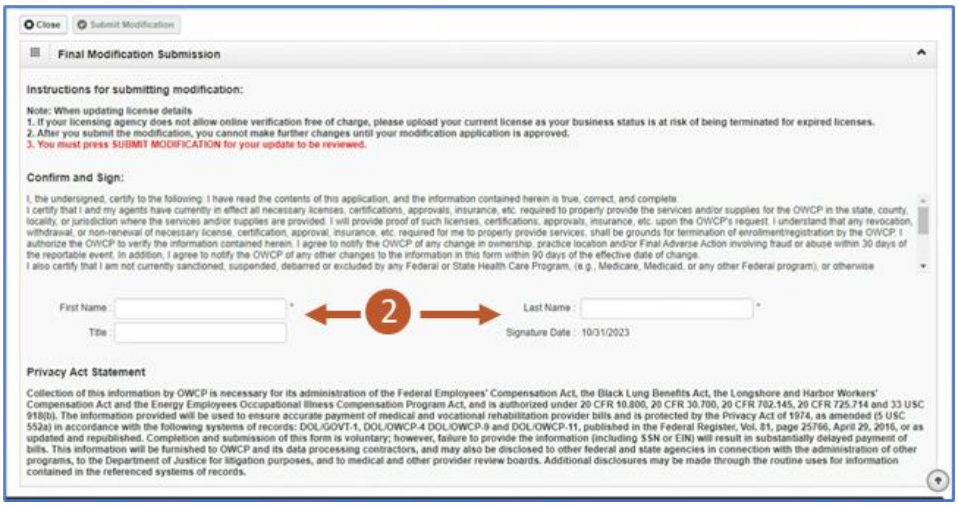


Submit Maintenance Request for Review

1. As a required step, to submit the updates for review, select the **Step 13: Submit Maintenance Request for Review** link.

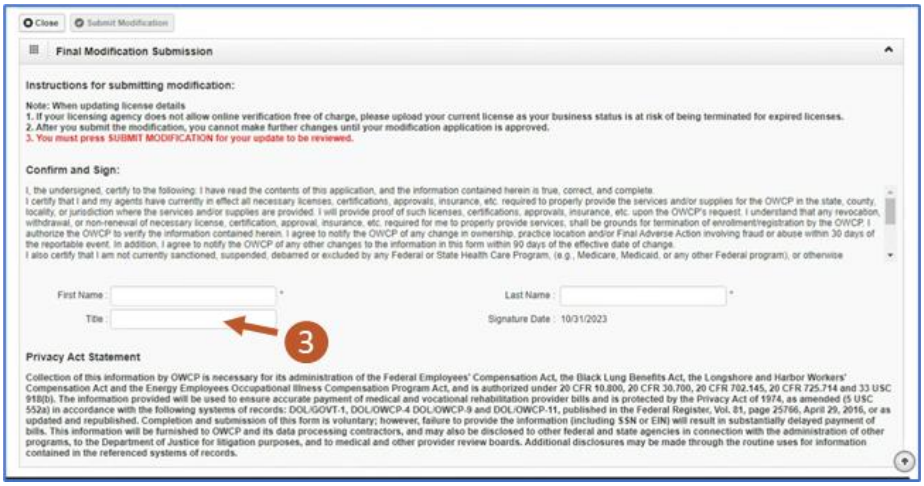
2. On the **Final Modification Submission** page, carefully read the instructions, then verify the pre-populated **First Name** and **Last Name**.

Note: The provider has the option to edit the first name and last name fields on the Final Modification Submission page before submitting the modification in case there is an error or a need for correction.



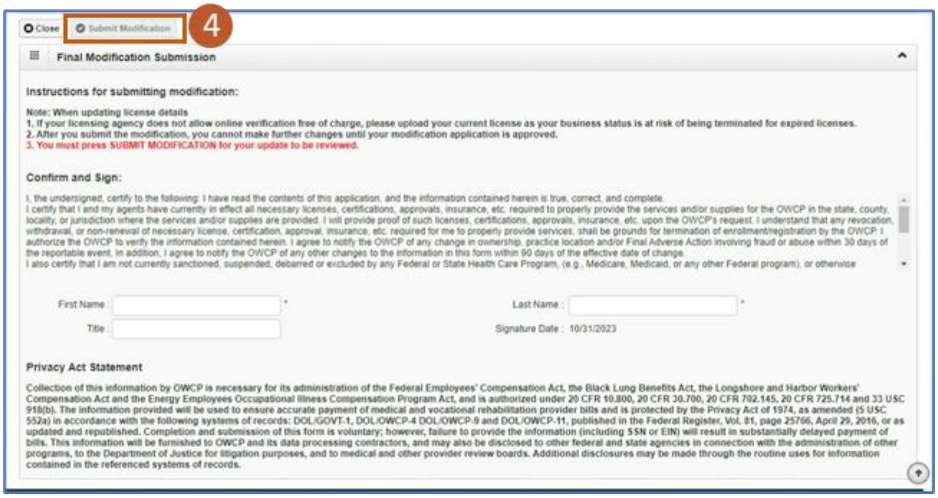
Submit Maintenance Request for Review

3. (Optional) Enter the **Title** of the Final Modification Submitter.



4. Select **Submit Modification**.

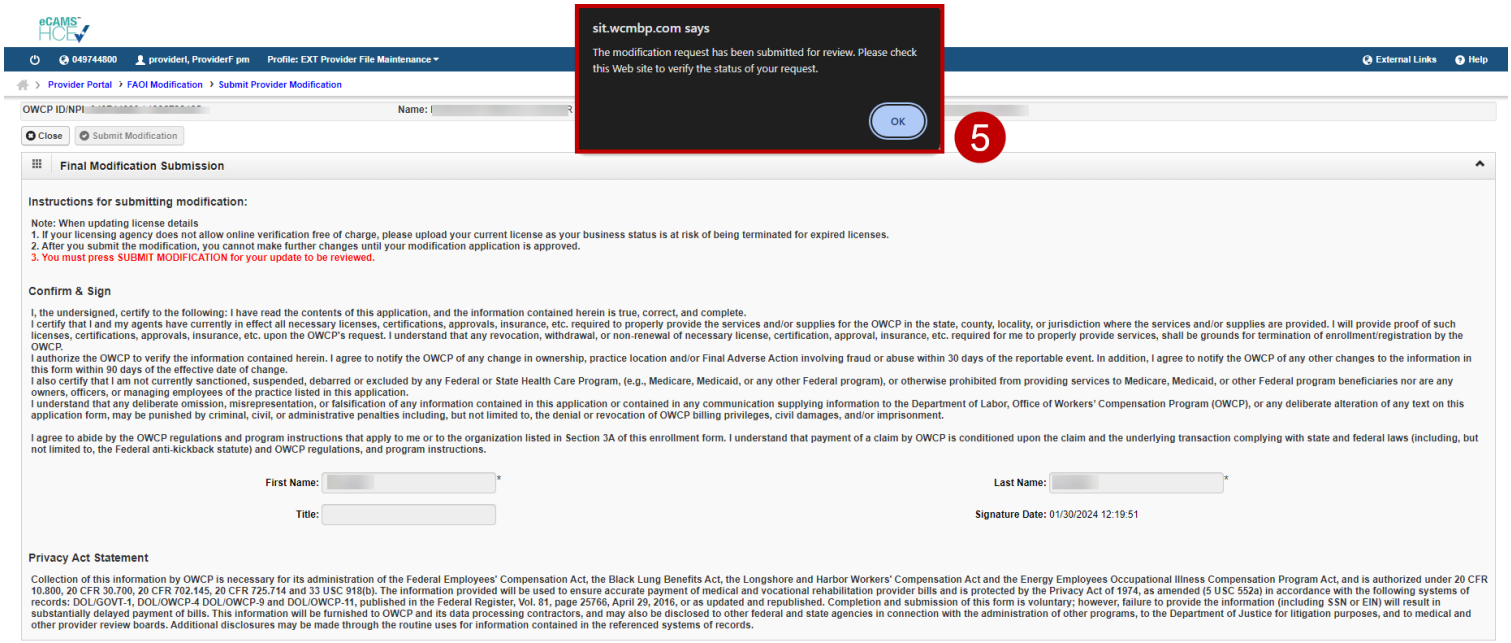
Note: Additional modifications to the information are not allowed until after the modification submission has been reviewed by Acentra Health staff.



Submit Maintenance Request for Review

5. The system shows the message that confirms the modification request has been submitted for review.

Select **OK**.

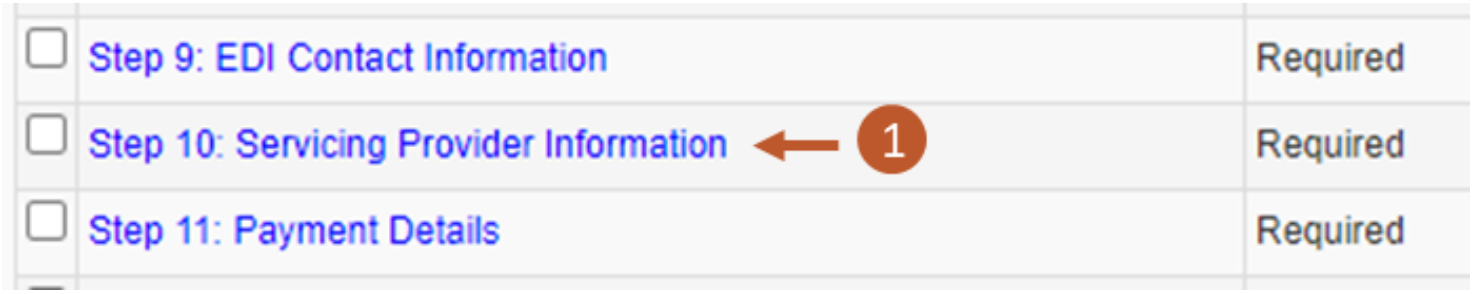


Updating Servicing Provider Information

(FOR PROVIDERS ENROLLED AS GROUP PROVIDERS)

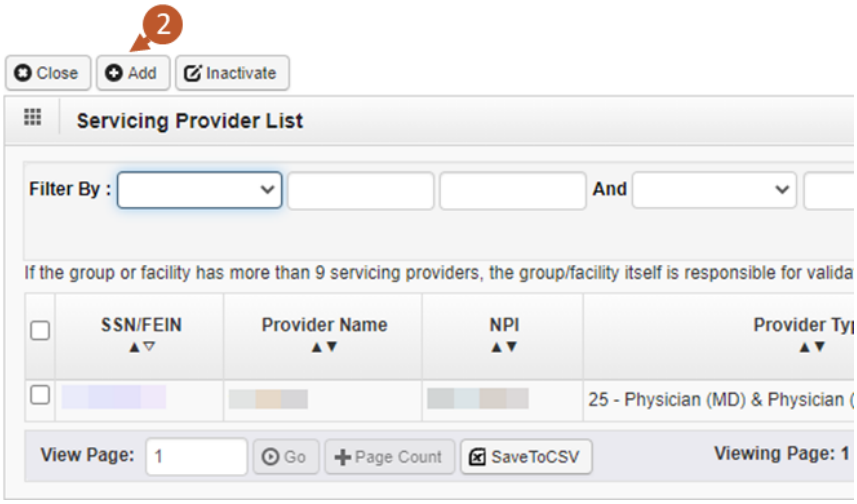
Note: ***If the Provider is enrolled as a Group Provider***, this additional step will appear *before* the **Payment Details** step.

1. Select the **Step 10: Servicing Provider Information** link.



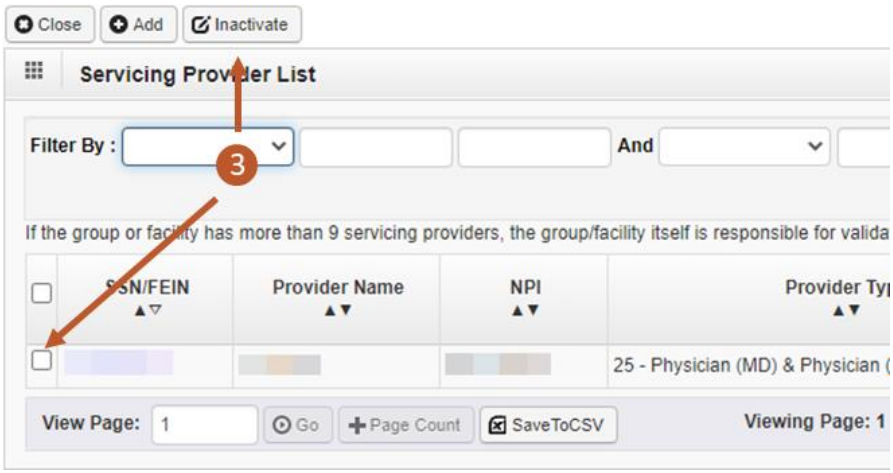
2. To add additional servicing providers, select **Add**.

   If associating additional servicing providers, within the **Associate Servicing Provider** window, enter the required information and select **OK**.



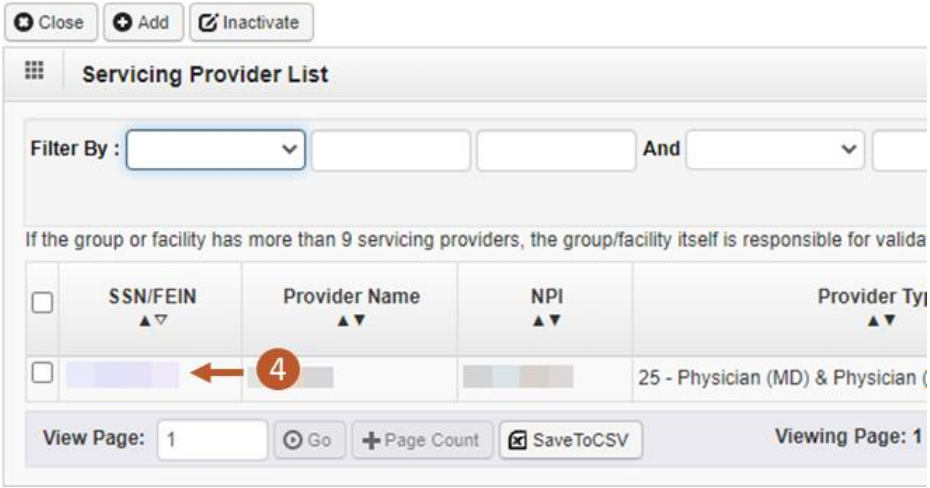
Updating Servicing Provider Information
(FOR PROVIDERS ENROLLED AS GROUP PROVIDERS)

3. To inactivate a servicing provider, select the checkbox next to the **SSN/FEIN** link, select **Inactivate**, then select **OK** on the **Confirmation** window to confirm.



4. To update the respective servicing provider, select the **SSN/FEIN** links.

   If making updates to the selected servicing providers, select **Save** and return to the list of steps.

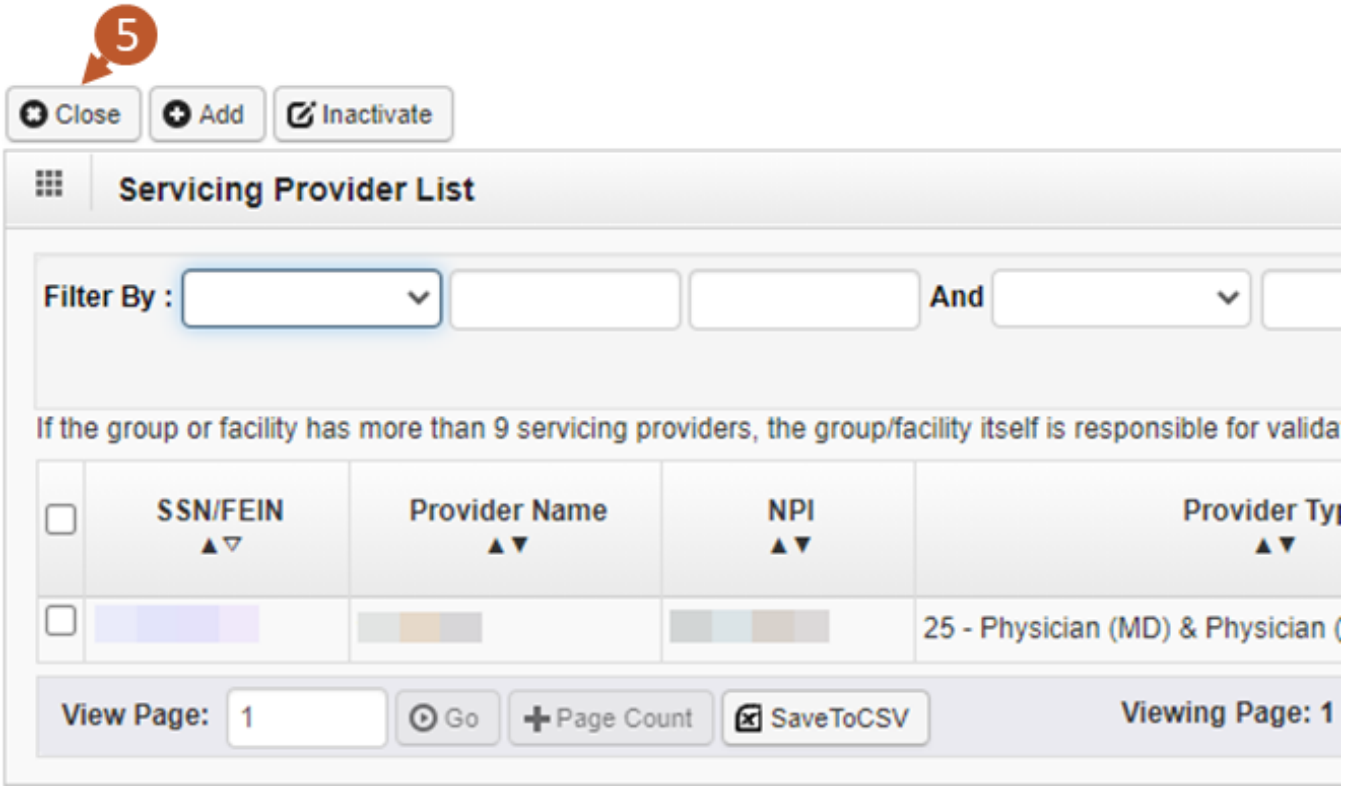


Updating Servicing Provider Information

(FOR PROVIDERS ENROLLED AS GROUP PROVIDERS)

5. After saving the update, select **Close**.

Note: If this is the only step needing an update, proceed to the last step, **13. Submit Maintenance Request for Review**.



Changing Profiles

Notes:

- Profiles can be switched at any point while in the Provider Portal by selecting the **Profile** drop-down list from the menu bar near the top of the Provider Portal. A list of available profiles displays.
- By selecting the applicable profile from this drop-down list, the Provider Portal functions you have access to will be updated after making that selection.