

SELF SERVICE PROVIDER PORTAL USER GUIDE

October 2025

VERSION 7.2

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INTRODUCTION TO THE CLARITEV PROVIDER PORTAL

The User Guide provides detailed instructions on how to use the Claritev Provider Portal. The table of contents on the previous page(s) contains links to each topic. Locate the desired topic and click on the title to go to the desired section.

Claritev Provider Portal Basics

Introduction

The Claritev Provider Portal is a web-based application designed to perform various customer service tasks online, independently. Features available vary depending on the account type. Review the [Access Types](#) section for a brief overview.

Customer Service & Technical Difficulties

For Customer Service related matters, contact Claritev Provider Portal Customer Service at 1-877-460-0352.

For technical difficulties related to the portal, contact the Claritev Support team at support@claritev.com.

For non-portal related matters, contact Claritev Customer Service at 1-800-950-7040.

Message Banners

Incorrect Email or Password

When an invalid email or password is entered when attempting to sign into the Claritev Provider Portal, an error is displayed. Users are allowed five attempts to successfully sign into the system before being locked out. Once a user is locked out, they must wait at least 30 minutes before attempting to log in again.



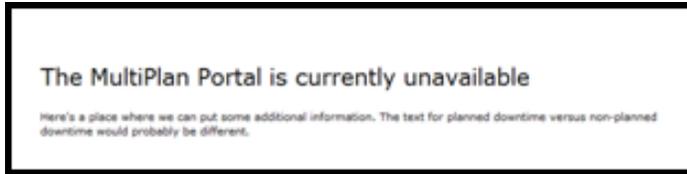
Enhancements

When enhancements or routine maintenance is done within the Claritev Provider Portal, a message banner is displayed on the log in screen stating when the system will be unavailable.



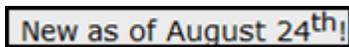
Unavailable

When the Claritev Provider Portal is not available, a message will display on the login screen with a notification that the system is currently unavailable.



New Features

When new features are available, they are displayed within a banner on the Claritev Provider Portal home page.

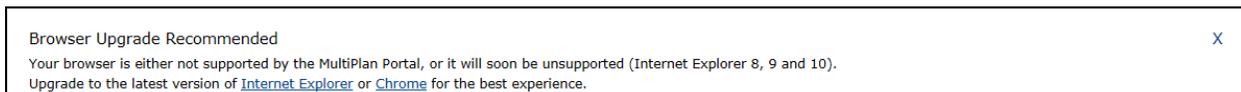


Support Applications

As of January 2016, Microsoft Corporation only supports the most current version of Internet Explorer (IE 11). Using an unsupported browser to access the Claritev Provider Portal may result in unavailable features or elements not appearing as they should.

When using IE 8, 9 or 10, Claritev recommends upgrading the browser soon to maintain optimal compatibility with the portal. Please also be aware that IE 7 and below are no longer supported, along with Firefox, Safari, and Opera.

The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box. For the best portal experience, upgrade today to the latest version of [Internet Explorer](#) or [Chrome](#).



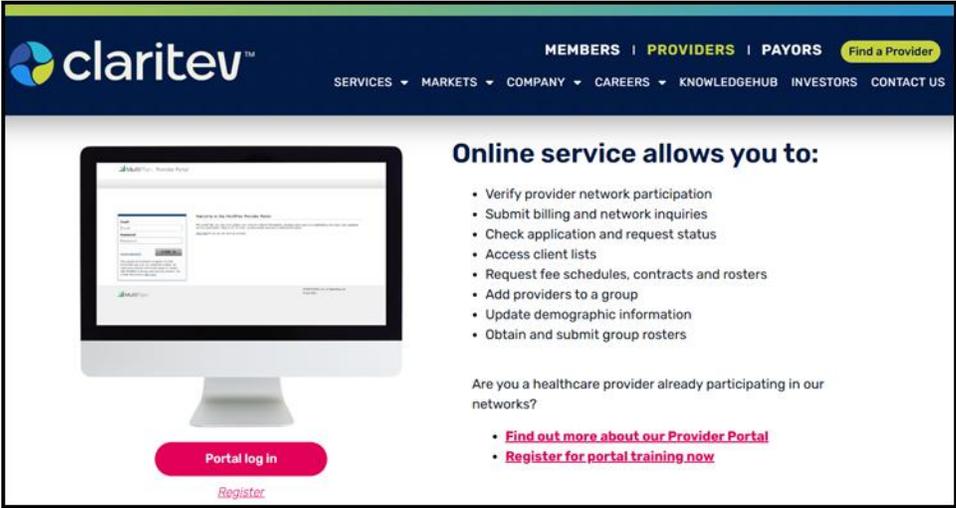
Account Access

Create and Activate an Account

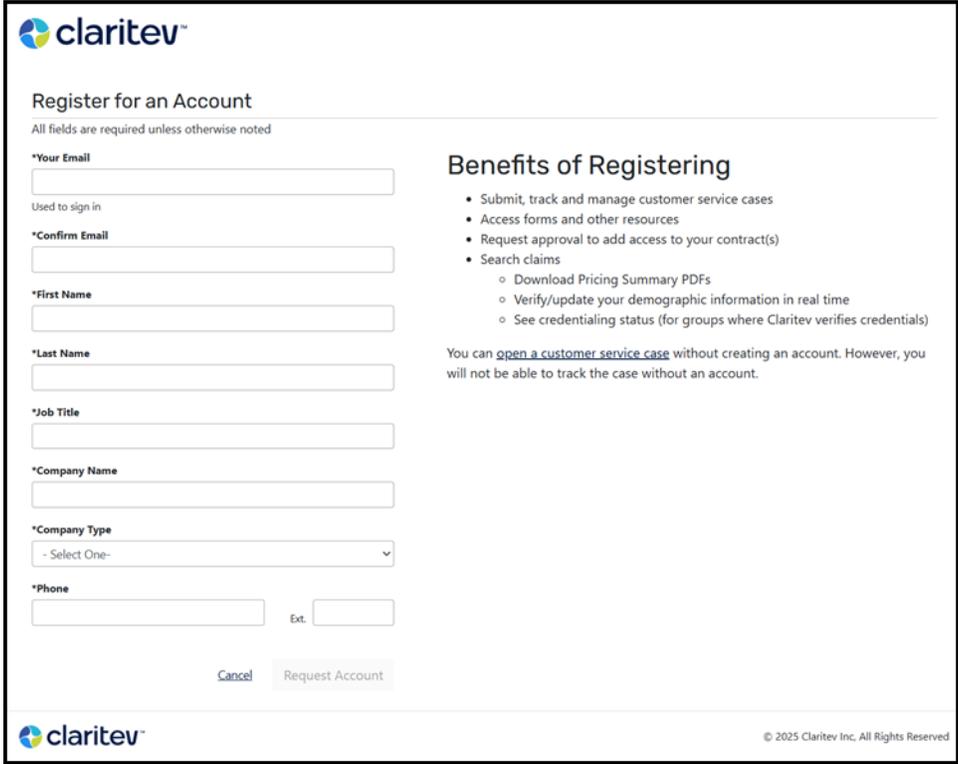
Introduction: When new users would like to gain full access to Claritev’s Provider Portal self-service features, they must register for an account.

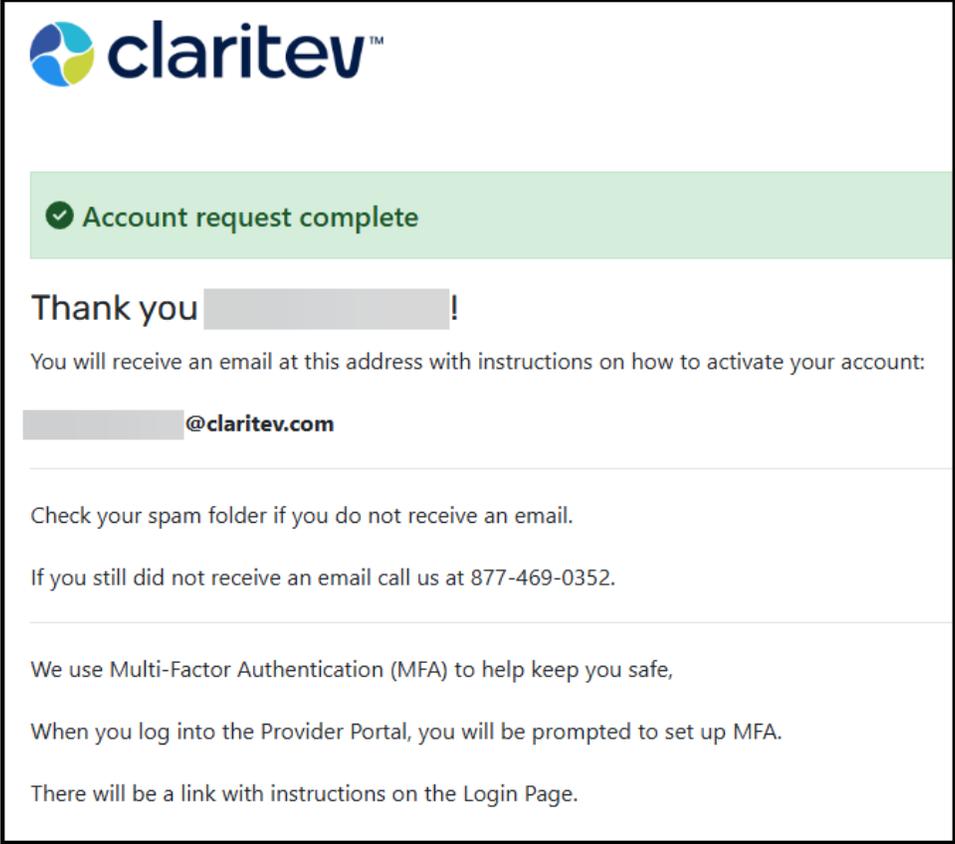
How to Create an Account

Introduction: Follow the steps outlined below for creating a new Claritev Provider Portal account.

Step	Action
1.	<p>Go to Claritev.com and click the Providers tab.</p> <p>Click Register to create an account.</p>  <p>The screenshot shows the Claritev website navigation bar with 'MEMBERS PROVIDERS PAYORS' and a 'Find a Provider' button. Below the navigation bar, there is a section titled 'Online service allows you to:' with a list of services: Verify provider network participation, Submit billing and network inquiries, Check application and request status, Access client lists, Request fee schedules, contracts and rosters, Add providers to a group, Update demographic information, and Obtain and submit group rosters. At the bottom of the screenshot, there is a 'Portal log in' button and a 'Register' link.</p>

Step	Action
2.	<p data-bbox="329 262 1279 296">On the Claritev Provider Portal Log In Screen, click Register for an Account.</p> <div data-bbox="329 321 1279 961" style="border: 1px solid black; padding: 10px;"><h3 data-bbox="354 338 1062 373">Welcome to the Claritev Provider Portal</h3><p data-bbox="354 401 1192 506">The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install.</p><p data-bbox="354 558 621 588">Register for an account</p><div data-bbox="354 615 1256 884" style="border: 1px solid gray; border-radius: 15px; padding: 10px;"><h3 data-bbox="386 653 761 688">For No Surprises Act</h3><p data-bbox="386 716 1198 821">First time visitor? Register for an account so we can communicate with you via this portal. Optionally you can open a service case without an account from the link on the registration page.</p></div><p data-bbox="354 919 1154 949">We use multi-factor authentication to help keep you safe, learn more.</p></div>

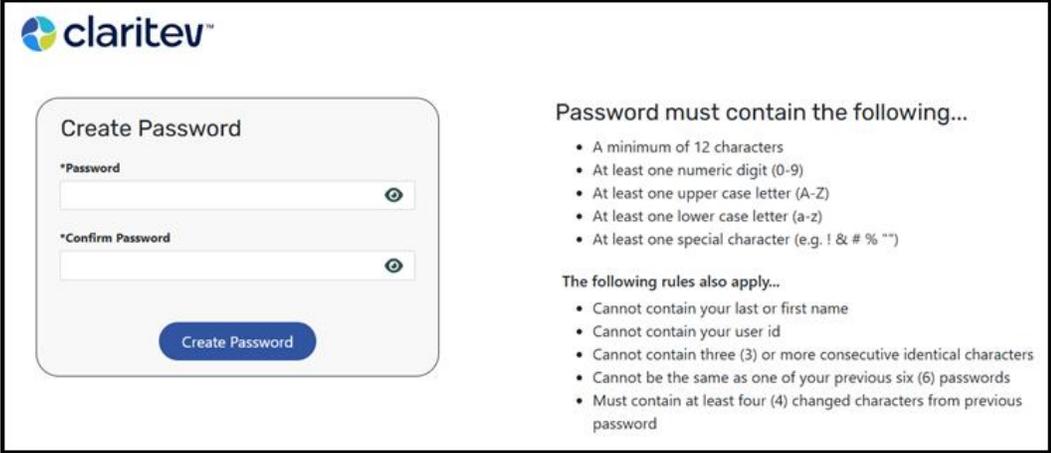
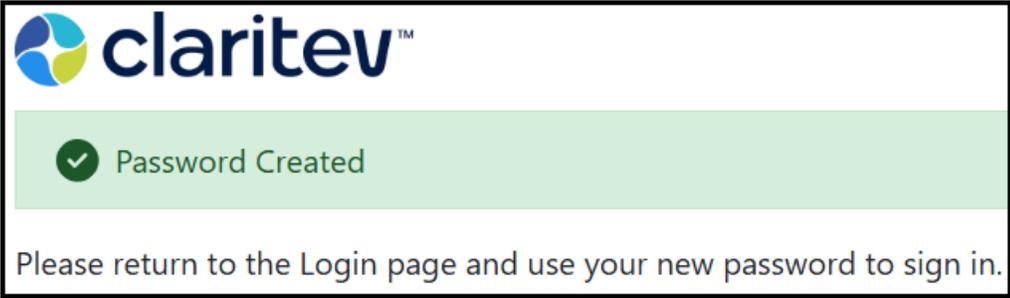
Step	Action
3.	<p>Complete the required fields, indicated by an asterisk (*) and bold text.</p> <div data-bbox="326 319 1284 1083" style="border: 1px solid black; padding: 10px;">  </div> <p> Company Types supported by the Claritev Provider Portal are: Practitioner, Law Firm – Third Party, Facility, Ancillary and Other.</p>

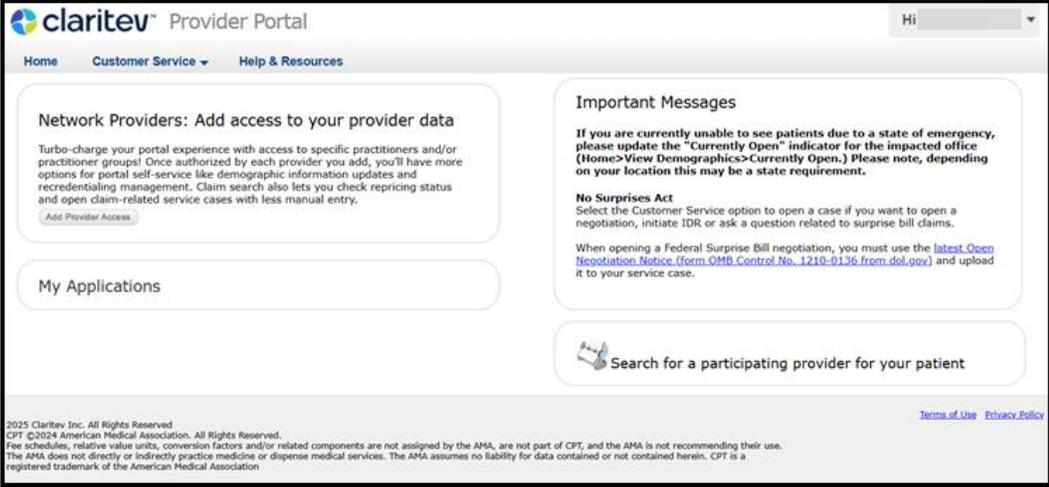
Step	Action
4.	<p data-bbox="329 264 630 296">Click Request Account.</p> <div data-bbox="329 317 820 426"><p data-bbox="342 352 428 384">Cancel</p><p data-bbox="521 352 764 390">Request Account</p></div> <p data-bbox="329 453 1430 575">Once requested, a confirmation page will display indicating an activation email with a link to create a password and use their account has been sent. Go to the How to Activate an Account section for instructions on creating the password.</p> <div data-bbox="342 604 444 701"></div> <p data-bbox="483 611 1373 684">Emails are sent by support@Claritev.com. Be sure to add this address to the "safe" list if email filters are utilized.</p> <div data-bbox="329 737 1284 1581"><p data-bbox="354 751 711 821"> claritev™</p><div data-bbox="358 905 1279 995"><p data-bbox="370 936 748 968"> Account request complete</p></div><p data-bbox="354 1024 786 1062">Thank you [redacted]!</p><p data-bbox="354 1083 1252 1115">You will receive an email at this address with instructions on how to activate your account:</p><p data-bbox="354 1146 662 1178">[redacted]@claritev.com</p><hr/><p data-bbox="354 1241 902 1272">Check your spam folder if you do not receive an email.</p><p data-bbox="354 1304 943 1335">If you still did not receive an email call us at 877-469-0352.</p><hr/><p data-bbox="354 1398 1000 1430">We use Multi-Factor Authentication (MFA) to help keep you safe,</p><p data-bbox="354 1461 1110 1493">When you log into the Provider Portal, you will be prompted to set up MFA.</p><p data-bbox="354 1524 906 1556">There will be a link with instructions on the Login Page.</p></div>

How to Activate an Account

Introduction: Follow the steps outlined below for activating a new Claritev Provider Portal account.

Step	Action
1.	<p data-bbox="329 380 1157 411">Open the activation email and click the link to activate the account.</p>  <ul data-bbox="527 443 1401 831" style="list-style-type: none"> The activation link must be used within 7 calendar days after receipt. The activation link can only be used once; therefore, it is important to complete the activation of the account upon accessing the link. Check Spam Folders if the activation email does not appear in the Inbox Folder. If the link expires before activating, contact support@Claritev.com to request a new link. <div data-bbox="329 863 1281 1436" style="border: 1px solid black; padding: 5px;"> <p>From: Claritev Support <support@multiplan.com> Sent: Monday, June 30, 2025 12:41 PM To: [REDACTED] Subject: Almost done: Validate your new Claritev Portal account</p> <p>Claritev has created an account for peggy.harmon@claritev.com to access our portal. Before using our system, you will need to validate information and establish a password by clicking here.</p> <p>If the above link does not work for you, please copy and paste the following URL to Activate your email address for the account.</p> <p>https://profile.multiplan.com/createpassword?e=43abecb-c4284-80b79bc-96d8-ef3f40d98888-f-b489503cf91b3464-1c152b94-8527d2274-ee3f15d67-d228ec7986969c-b8-a8fd160f710fe9-a-3e18dd38884-34ad33-7c465595afb99-9f74-8429-cc9bb-46f5b66e65434-d0a7f-962d61e7a9--9a3797366496f999c6c-4f-bab4b63e22c1aaca3-82585b-b9b1b8f-9139c3e1-4336ee0c5739-85-a3d</p> <p>This is an automated response. Please do not reply to this message. If you need assistance, you may reach us via email by sending a brand new message to support@multiplan.com, or call us at 877-685-8411.</p> <p>Thank you,</p> <p>The Claritev Support Team support@multiplan.com 877-685-8411</p> </div>

Step	Action
2.	<p>Enter the desired password and click Create Password.</p> <div data-bbox="329 321 1380 774" style="border: 1px solid black; padding: 10px;">  </div> <p> Use the password rules located on the right-hand side of the page.</p>
3.	<p>The Confirmation page will appear stating that password has been set.</p> <div data-bbox="329 989 1339 1287" style="border: 1px solid black; padding: 10px;">  </div> <p>Go to the Claritev Provider Portal Log In Screen, enter the email address and password into sign on fields, and click Sign In.</p>
4.	<p>Follow the instructions on the next screen to set up Multi-Factor Authentication. See the Multi-Factor Authentication Setup Instructions document for more information.</p>

Step	Action
5.	<p>Once logged in, users will have access to the following features:</p> <ul style="list-style-type: none"> • Customer Service • Add Provider Access • Search for a Participating Provider for your Patient • Help & Resources  <ul style="list-style-type: none"> •  Facility users are only able to submit Customer Service cases. • Individual Practitioner, Group or PHO/Health System users may have additional access, if adding provider access to their account. <ul style="list-style-type: none"> ○ See the Add Provider Access section for more information.

Log In Items

Accessing the Claritev Provider Portal

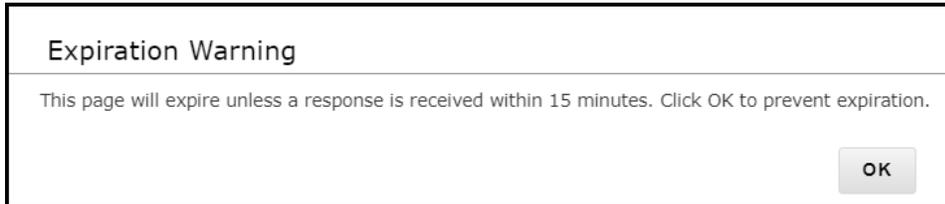
The options to access Claritev’s Provider Portal are listed below.

- Access through the secured Claritev Provider Portal website:
<https://provider.Claritev.com/provider/>
- Access through the [Claritev.com > Providers](#) tab.
- Access through favorites link saved during the account access process.

Login Warnings

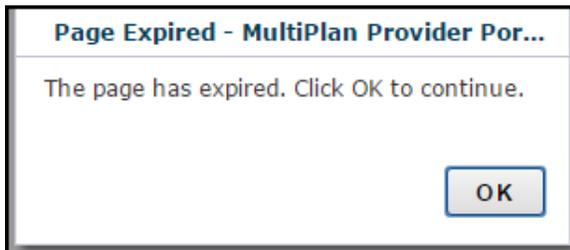
15 Minute Warning

When a user is signed in and idle for 15 minutes, the **Expiration Warning** will appear. To remain signed in, click the **OK** button.



30 Minute Warning

When a user is signed in and idle for 30 minutes, the **Page Expired** message will appear. Click **OK** to return to the [Claritev Provider Portal](#) and sign in.



Inactive Accounts - 365 Days

After 365 days of inactivity in the account, access will expire. To reactivate the account, contact Claritev support at support@claritev.com.

Password Process

Change Password Process & Policy

Introduction: Claritev has a password change policy on the Provider Portal requiring users to change their password every 90 days. However, users can change their password at any time or when it is forgotten or expired.

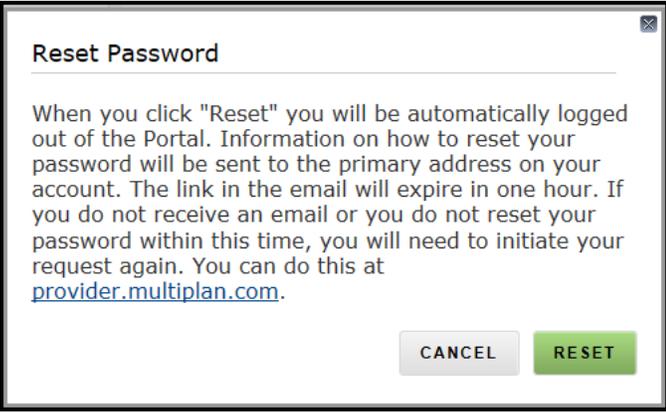
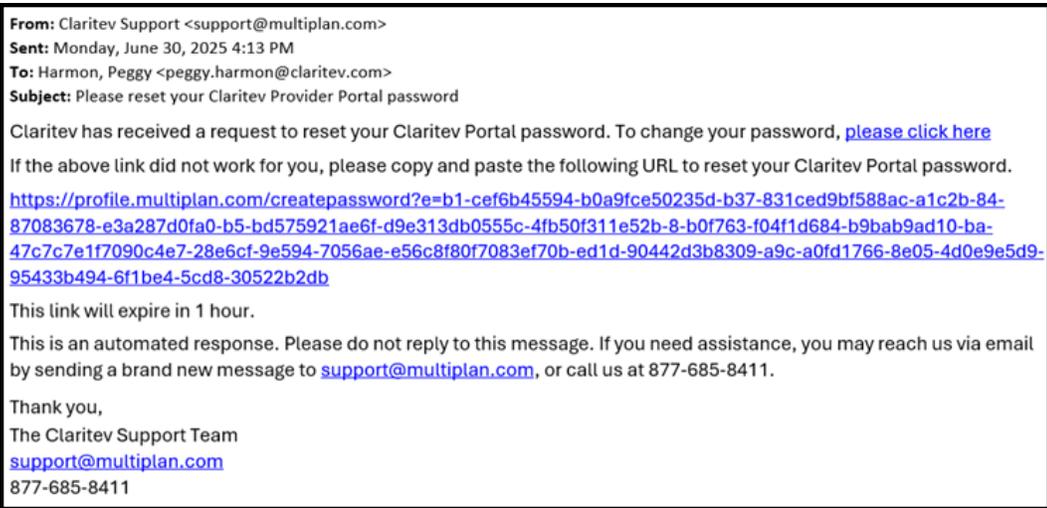
When a password change is required, a prompt will be displayed on the login screen to change the password to be compliant with Claritev's security policy.

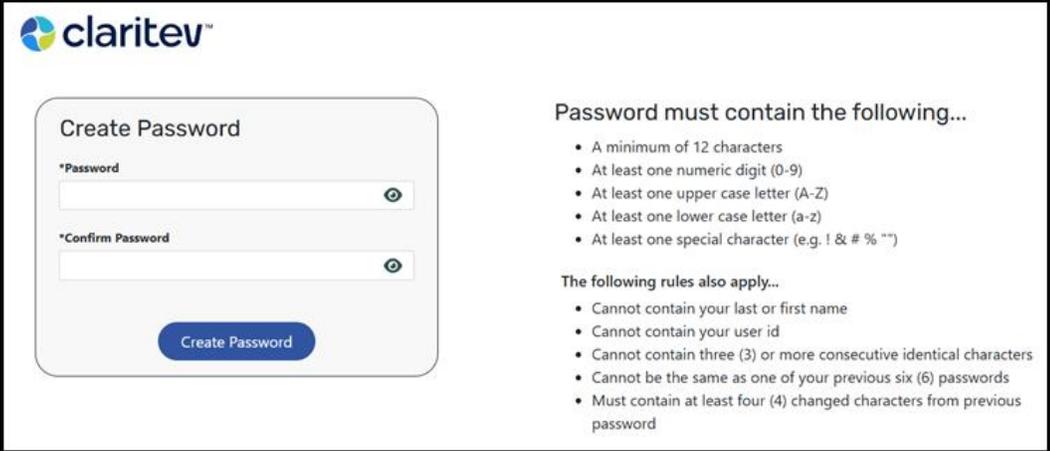
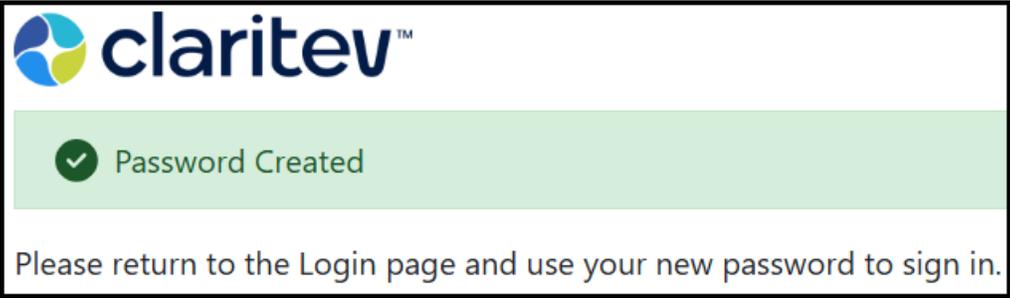


Claritev uses Multi-Factor Authentication. See the [Multi-Factor Authentication Setup Instructions](#) document for more information.

Resetting an Active Password:

Introduction: Review the steps outlined below for resetting an Active Password.

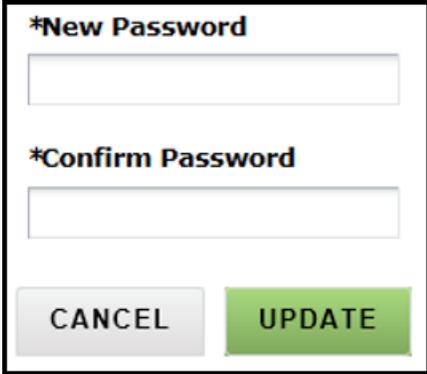
Step	Action
1.	Click Reset Password . 
2.	The following pop screen will appear, click Reset . 
3.	Open the Reset Password email received from Claritev and click the link. 

Step	Action
4.	<p>Enter the desired password and click Create Password.</p> <div data-bbox="310 321 1360 772" style="border: 1px solid black; padding: 10px;">  </div> <div data-bbox="321 804 418 898" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 10px;">Use the password rules located on the right-hand side of the page.</p>
5.	<p>The Confirmation page will appear stating that password has been set.</p> <div data-bbox="310 989 1320 1287" style="border: 1px solid black; padding: 10px;">  </div> <p>Go to the Claritev Provider Portal Log In Screen, enter the email address and password into sign on fields, and click Sign In.</p>
6.	<p>Follow the instructions on the next screen for Multi-Factor Authentication. See the Multi-Factor Authentication Setup Instructions document for more information.</p>

Step	Action
7.	<p>Once logged in, users will have access to their Claritev Provider Portal Account.</p>  <ul style="list-style-type: none"> • Facility users are only able to submit Customer Service cases. • Individual Practitioner, Group or PHO/Health System users may have additional access, if adding provider access to their account. <ul style="list-style-type: none"> ○ See the Add Provider Access section for more information.

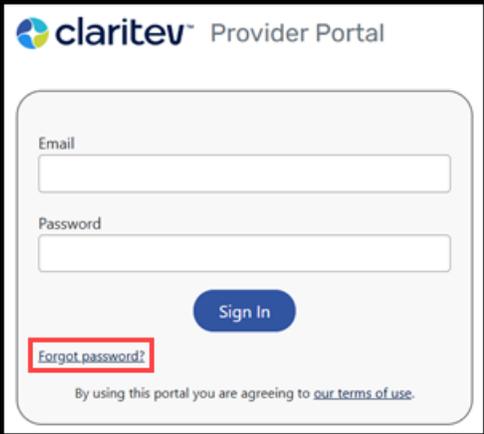
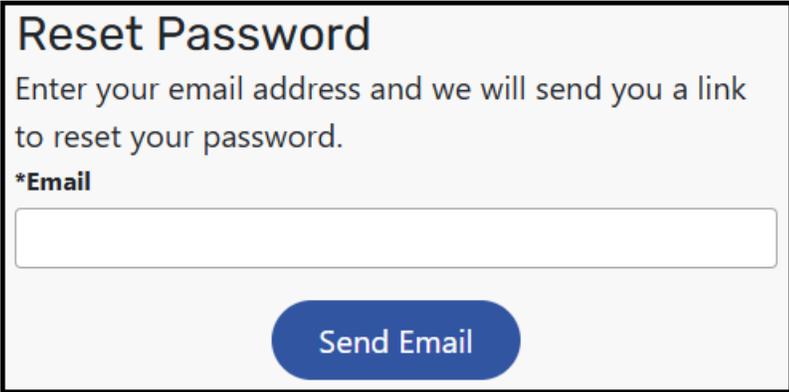
Resetting an Expired Password:

Introduction: Follow the steps outlined below for resetting an Expired Password.

Step	Action
1.	<p>Click Reset Password.</p> 
2.	<p>Enter the current and new passwords in each of the noted fields and click Update.</p>  <p> Use the password rules located on the right-hand side of the page.</p>

Resetting a Forgotten Password:

Introduction: Follow the steps outlined below for resetting a Forgotten Password.

Step	Action
1.	<p>On the log in screen, select Forgot Password.</p> 
2.	<p>Enter the email address that is used to sign into the account and select Send Email.</p> 

Step	Action
3.	<p>A confirmation page will appear advising instructions on how to reset the password will be sent to the email address provided.</p> <div data-bbox="329 369 901 583" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="background-color: #e0f2f1; padding: 2px; display: flex; align-items: center;"> ✔ Request Sent </div> <p style="margin-top: 5px;">An email has been sent with a link to reset your password. It will expire in one hour.</p> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <ul style="list-style-type: none"> The password rest link will be valid for one hour. If the password is not rest within the hour, it will expire. If the password link has expired, another request can be sent to reset the password by going back to step 1. </div>
4.	<p>Once the email is received, click once on the URL link provided. Enter the desired password and click Create Password.</p> <div data-bbox="329 955 1380 1409" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: right;"> <p>Password must contain the following...</p> <ul style="list-style-type: none"> A minimum of 12 characters At least one numeric digit (0-9) At least one upper case letter (A-Z) At least one lower case letter (a-z) At least one special character (e.g. ! & # % "') <p>The following rules also apply...</p> <ul style="list-style-type: none"> Cannot contain your last or first name Cannot contain your user id Cannot contain three (3) or more consecutive identical characters Cannot be the same as one of your previous six (6) passwords Must contain at least four (4) changed characters from previous password </div> </div> <div style="margin-top: 10px;"> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; width: fit-content;"> <p style="margin: 0;">Create Password</p> <p><small>*Password</small></p> <input style="width: 100%; margin-bottom: 5px;" type="password"/> <p><small>*Confirm Password</small></p> <input style="width: 100%; margin-bottom: 5px;" type="password"/> <p style="text-align: center; margin-top: 10px;">Create Password</p> </div> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <p>Use the password rules located on the right-hand side of the page.</p> </div>

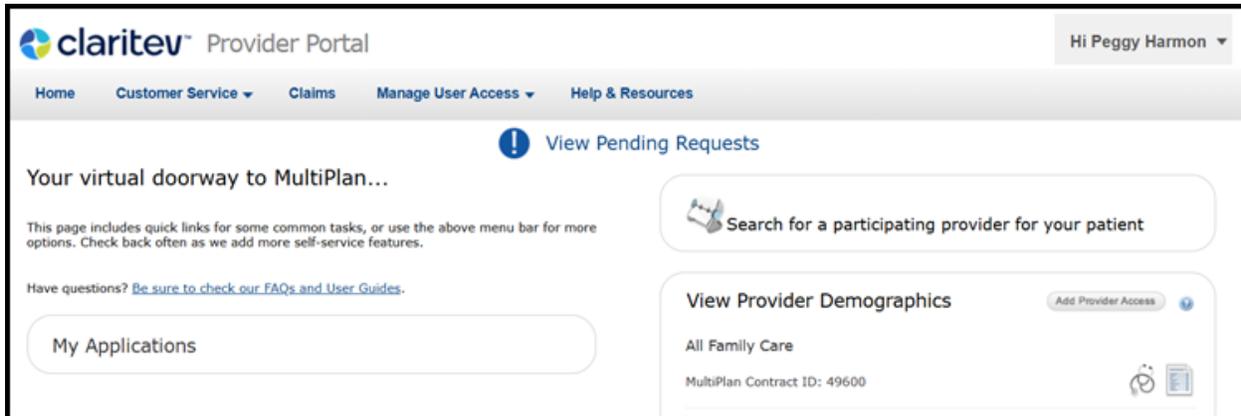
Step	Action
5.	<p>The Confirmation page will appear stating that password has been set.</p> <div data-bbox="329 321 1339 617" style="border: 1px solid black; padding: 10px;"> <div data-bbox="345 430 1331 529" style="background-color: #e0f2e0; padding: 5px;">✓ Password Created</div><p data-bbox="345 562 1331 604">Please return to the Login page and use your new password to sign in.</p></div> <p>Go to the Claritev Provider Portal Log In Screen, enter the email address and password into sign on fields, and click Sign In.</p>

PORTAL NAVIGATION

Introduction: Navigating within the Claritev Provider Portal is achieved by using the navigation tabs at the top of the screen. Once logged in, the system will default to the [Home Page](#).



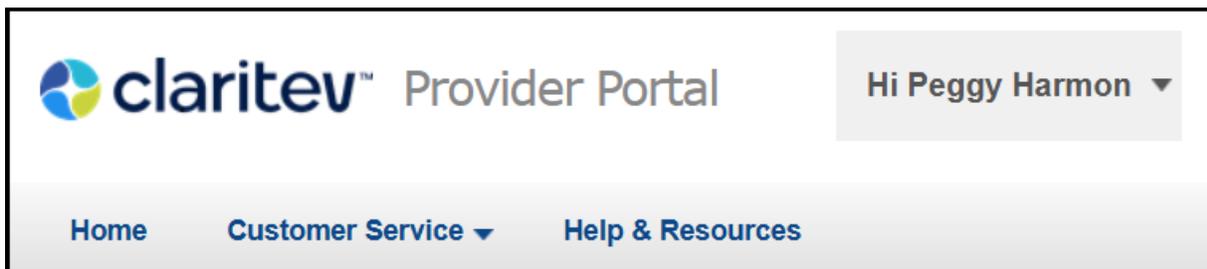
The information displayed will vary depending on the account type. See [Access Types](#) section below for available tabs based on user access type.



Access Types

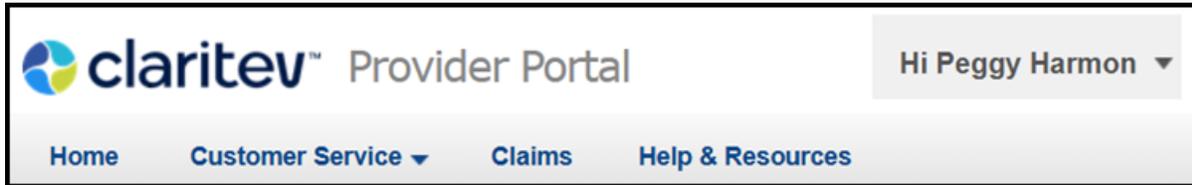
Introduction: Review the below images and notes for an overview of the different access types available within the Provider Portal.

Customer Service View:



Facility users will only have access to the [Customer Service](#) and [Help & Resources](#) features.

Individual Practitioner, Group or PHO/Health System View:



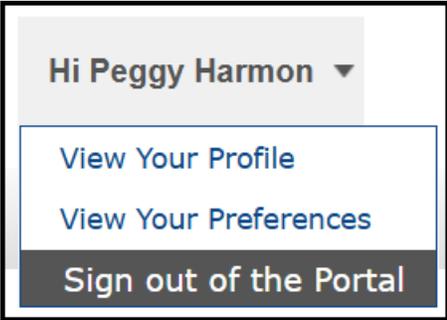
Individual Practitioner, Group or PHO/Health System users may have access to the [Customer Service](#), [Claims](#) and [Help & Resources](#) features. The features available will vary depending on the Provider Access the user has. See the [Add Provider Access](#) section for more information.

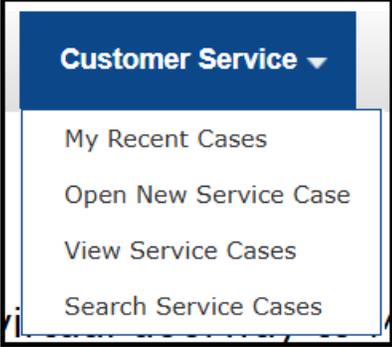
Administrator Individual Practitioner, Group or PHO/Health System View:

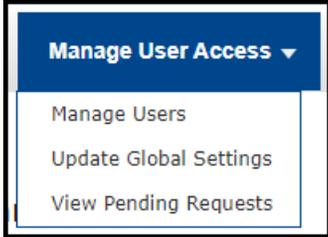


Administrators for Individual Practitioner, Group or PHO/Health Systems may have access to the [Customer Service](#), [Claims](#), [Manage User Access](#) and [Help & Resources](#) features. The features available will vary depending on the Provider Access the user has. See the [Add Provider Access](#) section for more information.

Navigation Descriptions

Field	Description
Hi "Name" (user profile and preferences)	<p>Provides access to update profile, preferences, and logging out.</p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;">  </div> <p>Menu options:</p> <ul style="list-style-type: none"> • View Your Profile <ul style="list-style-type: none"> ○ Ability to Update Profile ○ Ability to Reset Password ○ Ability to Add Provider Access ○ View of Provider Access ○ Display of Roles within the Claritev Provider Portal • View Your Preferences <ul style="list-style-type: none"> ○ Ability to Update Preferences for email notifications. • Sign out of the Portal <ul style="list-style-type: none"> ○ Ability to log out of the Claritev Provider Portal.
Home	<p>Allows navigation of the main portal page.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>The only way to access the View Provider Demographics section is from the Home tab.</p> </div>

Field	Description
Customer Service	<p>Provides access to the Customer Service features available within the Provider Portal.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • My Recent Cases <ul style="list-style-type: none"> ○ Displays the five most recently opened and closed customer service cases. • Open New Service Case <ul style="list-style-type: none"> ○ Used to create new customer service cases. • View Service Cases <ul style="list-style-type: none"> ○ Provides access to all open and closed service cases. ○ Closed service cases will display for up to 24 months. • Search Service Cases <ul style="list-style-type: none"> ○ Used to search for existing cases.
Claims	<p>Provides access to search for claims that have been repriced through Claritev.</p>  <p>This tab is not available for Facility users.</p>

Field	Description
Manage User Access	<p>Provides access to a list of administrator level access options.</p>  <p>This tab is limited to portal administrator users only.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • Manage Users <ul style="list-style-type: none"> ○ Provides access to assign and/or remove access to other users for providers or groups the user is a portal administrator for. • Update Global Settings <ul style="list-style-type: none"> ○ Provides access to globally approve, deny, or review access to providers or groups the user is a portal administrator for. • View Pending Requests <ul style="list-style-type: none"> ○ Provides access to approve or decline pending access requests for providers or groups the user is a portal administrator for.
View Provider Demographics	<p>Provides access to the following:</p> <ul style="list-style-type: none"> • Access to Group and Practitioner demographic information. • Ability to request access for Individual Practitioners, Groups or PHO/Health Systems.
Search for a Participating Provider for Your Patient	<p>Provides access to the Find a doctor or facility option on the Claritev website.</p> 

Field	Description
Help & Resources	<p>Provides access to the following information:</p> <ul style="list-style-type: none"> • Provider Portal User Guide <ul style="list-style-type: none"> ○ Provides access to download the Provider Portal User Guide with detailed instructions for using the various features within the Provider Portal. • Guidelines & Terms for Portal Administrators <ul style="list-style-type: none"> ○ Provides access to download the Guidelines & Terms for being a Portal Administrator for an Individual Practitioner, and/or Group or PHO/Health System. • FAQ <ul style="list-style-type: none"> ○ Contains frequently asked questions and answers within each topic. • Take Action <ul style="list-style-type: none"> ○ Contains provider applications and credentialing forms. • Learn About Claritev <ul style="list-style-type: none"> ○ Contains information about Claritev products, a copy of the Provider Handbook, and Client Lists.

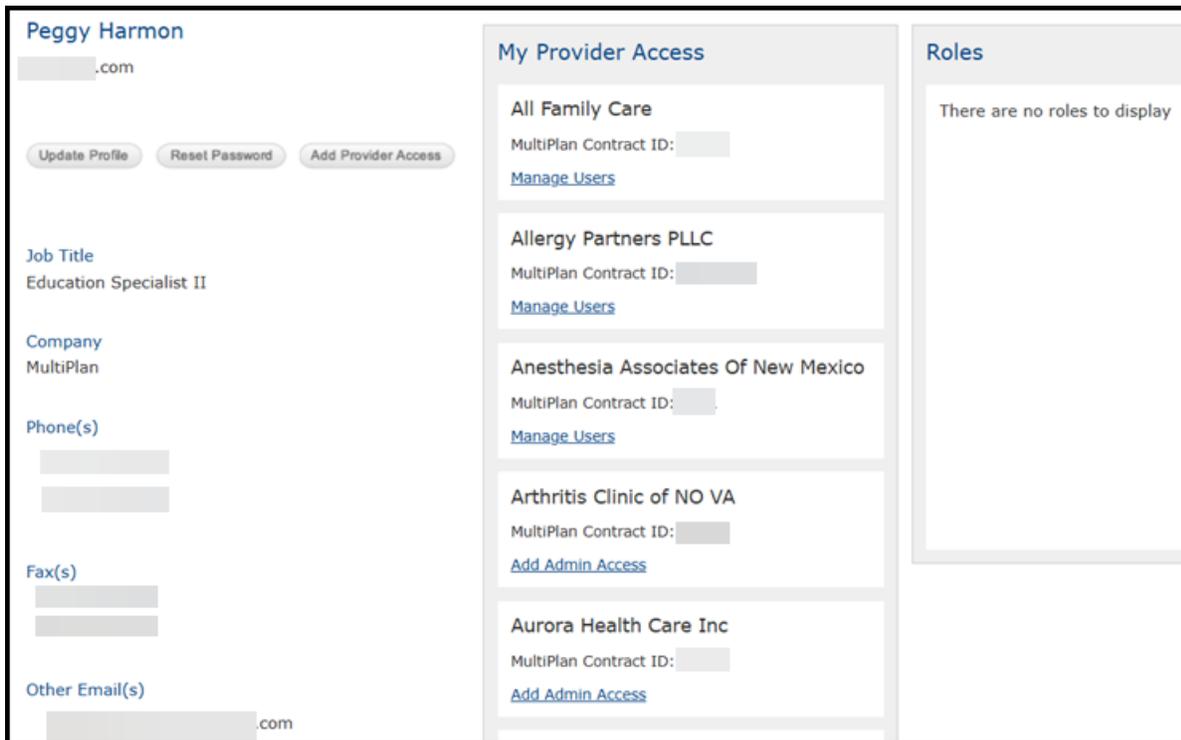
Hi "NAME" (USER PROFILE AND PREFERENCES)

View Your Profile

Introduction: Within the View Your Profile option, users can update their profile, reset their password, and add provider access. They will also see a view of the Providers they have access to and a display of their Roles within the Claritev Provider Portal.



The **Add Provider Access** and **My Provider Access** options are not applicable for an Ancillary or Facility provider type.



Navigation Menu	Description
Update Profile	Provides access to update profile information.
Reset Password	Provides access to reset their password prior to expiration.
Add Provider Access	Allows users to add demographic access for Individual Practitioners or Group or PHO/Health Systems .
My Provider Access	Provides access to a list of providers the users have access to.
Roles	Provides access to a list of user roles within the portal.

Update Profile:

Introduction: Follow the steps outlined below for updating the profile.

Step	Action
1.	Click Update Profile . This opens all the editable fields. 
2.	Enter information into any of the fields that need to be updated/changed. All fields with bold and an asterisk (*) are required. The following fields can be updated: <ul style="list-style-type: none"> • First Name • Last Name • Alternate Email • Primary Phone • Alternate Phone • Primary Fax • Alternate Fax • International No. check boxes for Phone and Fax numbers  Primary Email cannot be changed. To change the Primary Email, contact Support@Claritev.com .
3.	Click Update to accept changes or Cancel to cancel changes. 

Password Reset:

Introduction: See the [Resetting an Active Password](#) section.

Add Provider Access:

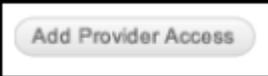
Introduction: Portal users have the ability to add demographic access for [Individual Practitioners](#) and [Group or PHO/Health Systems](#).



Facility users do not have the ability to add demographic access.

Add Provider Access for Individual Practitioners

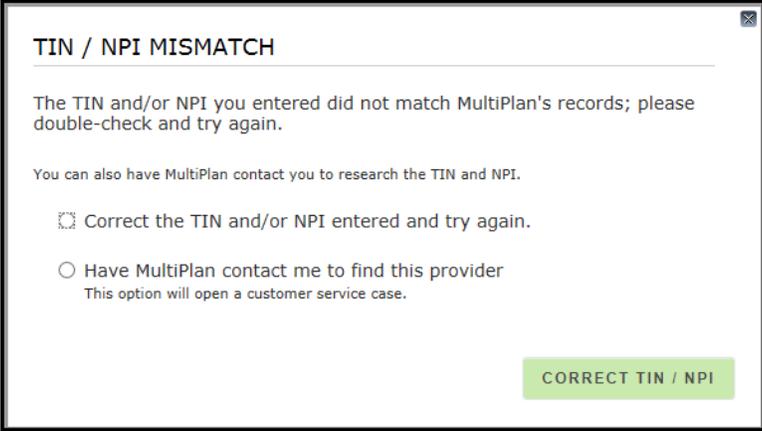
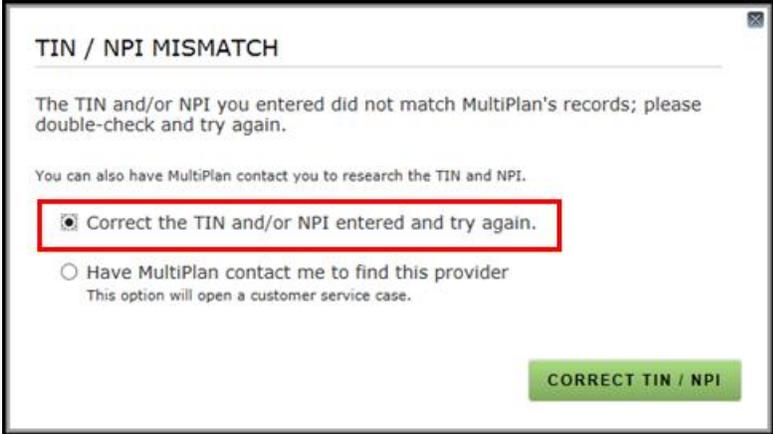
Introduction: Follow the steps outlined below to add provider access for Individual Practitioners.

Step	Action
1.	Click the Add Provider Access button. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>
2.	Select ADD ACCESS under <i>Individually Contracted Practitioner(s)</i> . <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid red; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center;">Individually Contracted Practitioner(s)</p> <p style="text-align: center; background-color: #fff; border: 1px solid #ccc;">ADD ACCESS</p> </div> <div style="padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center;">Group or PHO/Health System</p> <p style="text-align: center; background-color: #fff; border: 1px solid #ccc;">ADD ACCESS</p> </div> <div style="padding: 5px; background-color: #e6e6ff;"> <p style="text-align: center;">Ancillary or Facility</p> <p style="text-align: center; font-size: small;">Not available at this time.</p> </div> </div> </div>
3.	Enter the practitioner's NPI and TIN , then click Next . <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <p style="font-size: small;">All fields are required</p> <p>Tell us about the practitioner</p> <p>*What is your practitioner's NPI?</p> <input style="width: 100%;" type="text"/> <p>*What is your practitioner's TIN?</p> <input style="width: 100%;" type="text"/> <div style="display: flex; justify-content: flex-end; gap: 10px; margin-top: 10px;"> CANCEL NEXT </div> </div>

Step	Action
4.	<p>The Portal will validate the <i>NPI</i> and <i>TIN</i> entered using the Claritev database.</p> <p>Did the NPI and TIN match?</p> <ul style="list-style-type: none"> • No, the NPI and TIN <i>did not match</i>, go to the NPI & TIN Mismatch section. • Yes, the NPI and TIN <i>matched</i>, go to the next step.
5.	<p>If a match was made, the screen that is displayed will depend on whether the practitioner has an administrator for the portal.</p> <ul style="list-style-type: none"> • If the practitioner has a portal administrator, go to the next step. • If the practitioner does not have a portal administrator, go to the No Portal Administrator section.
6.	<p>If an administrator exists for the practitioner, the following screen will appear asking the user to validate the information displayed.</p> <div data-bbox="329 871 901 1255" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <hr/> <p>Is this okay?</p> <hr/> <p>Request access to:</p> <p><i>[Redacted]</i></p> <p>NPI: <i>[Redacted]</i></p> </div> <p>Is the information valid?</p> <ul style="list-style-type: none"> • Yes, the information <i>is valid</i>, click Yes, Request Access, and go to the next step. • No, the information <i>is not valid</i>, click No, Cancel, and return to step 1 to re-enter the practitioners' information.
7.	<p>The Access Requested screen will appear displaying the user's provider access.</p> <div data-bbox="329 1564 787 1696" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  Access Requested </div> <div data-bbox="349 1732 446 1816" style="float: left; margin-right: 10px;">  </div> <p>The practitioner will show as Pending approval by the administrator within the View Demographics section until the request is approved or declined by the administrator.</p>

TIN / NPI Mismatch

Introduction: Follow the steps outlined below if there is a TIN/NPI mismatch when adding provider access for Individual Practitioners.

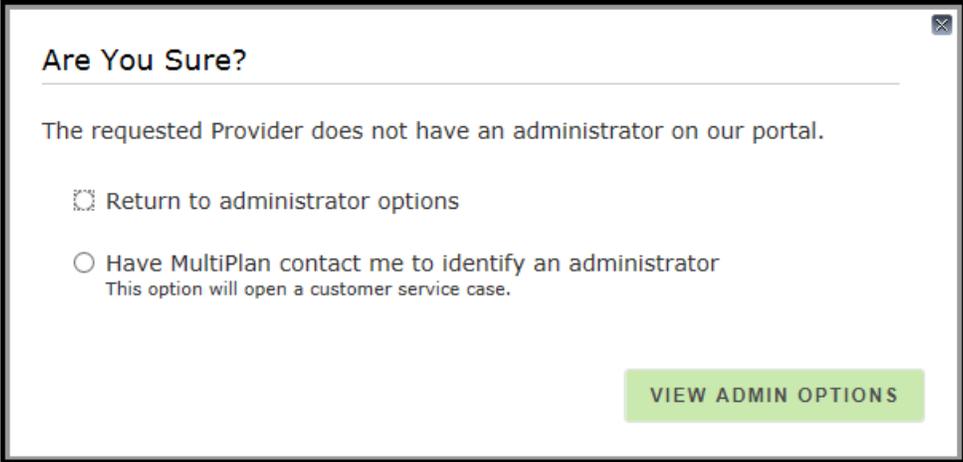
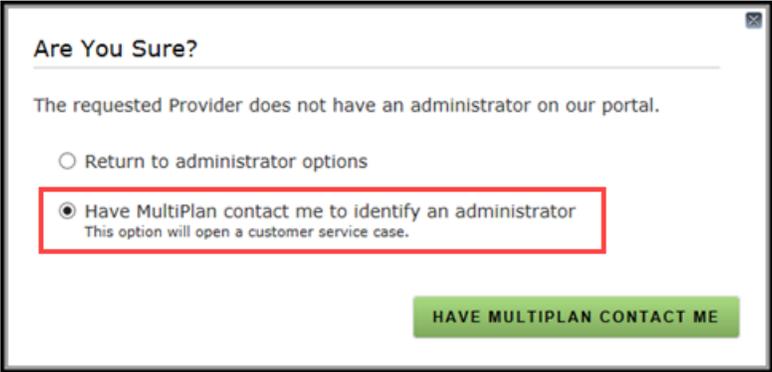
Step	Action
1.	<p>The following page displays when a TIN / NPI Mismatch was made.</p>  <p>The screenshot shows a dialog box titled "TIN / NPI MISMATCH" with a close button in the top right corner. The text inside reads: "The TIN and/or NPI you entered did not match MultiPlan's records; please double-check and try again." Below this, it says "You can also have MultiPlan contact you to research the TIN and NPI." There are two radio button options: "Correct the TIN and/or NPI entered and try again." (which is currently unselected) and "Have MultiPlan contact me to find this provider" (with a sub-note "This option will open a customer service case."). A green button labeled "CORRECT TIN / NPI" is at the bottom right.</p> <ul style="list-style-type: none"> • To Correct the TIN and/or NPI entered and try again, go to step 2. • To Have MultiPlan contact me to find this provider, go to step 3.
2.	<p>Select Correct the TIN and/or NPI entered and try again, then click CORRECT TIN/NPI. This closes the window. Go back to step 1 of the Add Provider Access for Individual Practitioners section and follow the steps for adding the practitioner.</p>  <p>The screenshot is identical to the one in step 1, but the radio button for "Correct the TIN and/or NPI entered and try again." is now selected and highlighted with a red rectangular box. The "CORRECT TIN / NPI" button remains at the bottom right.</p>

Step	Action
3.	<p>Select Have MultiPlan contact me to find this provider, then click HAVE MULTIPLAN CONTACT ME.</p> 
4.	<p>A case will be created and submitted to Claritev for a representative to contact the user regarding the NPI/TIN Mismatch.</p> <p>Users will receive a <i>Service Case Created</i> page containing the case information and the ability to add attachments or send a fax with supporting documents.</p> upload additional documents or print a fax cover sheet if necessary.'" data-bbox="203 496 614 684"/>

No Portal Administrator

Introduction: If a match was made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below if there is not a portal administrator when adding provider access for Individual Practitioners.

Step	Action
1.	<p>What would you like to do?</p> <ul style="list-style-type: none"> • Yes, I will be the administrator, go to the I will be the Administrator section. • No, I will not become the administrator, go to the next step. <div data-bbox="329 653 1175 1098" style="border: 1px solid black; padding: 10px;"> <p> The following practitioner does not have an administrator for the MultiPlan Portal.</p> <p>Mark J. Murray, MD NPI: 1234567890</p> <p>If you choose to become the administrator, then you will have the responsibility to approve and deny all other user requests.</p> <p>If you choose not to become the administrator, then because this provider does not yet have an administrator, you will not be able to add provider access. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can add provider access.</p> <hr/> <p>*What would you like to do?</p> <p><input type="radio"/> I will be the administrator</p> <p><input type="radio"/> I will not become the administrator</p> </div>
2.	<p>Click the radio button I will not become the administrator and click NEXT.</p> <div data-bbox="329 1188 997 1419" style="border: 1px solid black; padding: 10px;"> <p>*What would you like to do?</p> <p><input type="radio"/> I will be the administrator</p> <p><input checked="" type="radio"/> I will not become the administrator</p> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="NEXT"/> </p> </div>

Step	Action
3.	<p>A pop-up message will display asking the user to verify what they would like to do.</p> <ul style="list-style-type: none"> To Return to administrator options, select the <i>Return to administrator options</i> radio button, click VIEW ADMIN OPTIONS and go back to step 1 of this section. To Have MultiPlan contact me to identify the administrator, go to the next step. 
4.	<p>Select the Have MultiPlan contact me to identify the administrator radio button and click Have MultiPlan Contact Me.</p> 

Step	Action
5.	<p>A case will be created and submitted to Claritev for a representative to contact the user regarding the Portal Administrator.</p> <p>Users will receive a <i>Service Case Created</i> page containing the case information and the ability to add attachments or send a fax with supporting documents.</p> <div data-bbox="329 470 995 867" style="border: 1px solid black; padding: 10px;"> <p> Service Case Created</p> <hr/> <p>Service Case Number: 14140883</p> <hr/> <p>We've opened your case and sent the details to:</p> <div style="background-color: #cccccc; width: 100px; height: 15px; margin-bottom: 5px;"></div> <hr/> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>

I will be the Administrator

Introduction: If a match was made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below to become the portal administrator when adding provider access for Individual Practitioners.

Step	Action
1.	<p>If the decision is to become the administrator, select the radio button next to I will be the administrator and click Next.</p> <div data-bbox="329 1350 1143 1766" style="border: 1px solid black; padding: 10px;"> <p> The following practitioner does not have an administrator for the MultiPlan Portal.</p> <p>Dr. J. K. Brown, MD NPI: 1234567890</p> <hr/> <p>If you choose to become the administrator, then you will have the responsibility to approve and deny all other user cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can claim.</p> <hr/> <p>*What would you like to do?</p> <p><input checked="" type="radio"/> I will be the administrator</p> <p><input type="radio"/> I will not become the administrator</p> </div>

Step	Action
2.	<p>The Terms of Use page will display.</p> <div data-bbox="329 319 1284 678" style="border: 1px solid black; padding: 5px;"> <p>Request Access</p> <p>You must read and accept the following terms in order to become the administrator.</p> <p>Download our Portal Administration Guidelines</p> <p><small>You can always reference the Terms and the Portal Administration Guidelines in the FAQ section upon logging in.</small></p> <hr/> <p><small>By agreeing to terms of becoming the administrator, I am confirming that all of the information contained below is true and accurate.</small></p> <p><small>I am authorized to be administrator for Bruce A Mackey, MD, and certify that I am authorized to assign and maintain other users for Bruce A Mackey, MD for the purposes of interacting directly with MultiPlan.</small></p> <p><small>The administrator is responsible for which users have access to the MultiPlan's Provider Portal related to the group/entity in accordance with MultiPlan's online portal administration guidelines. The administrator and any authorized user(s) have read and agreed to the terms and conditions contained in the portal administration guidelines. Bruce A Mackey, MD retains sole responsibility for notifying MultiPlan in writing when the authorized administrator access right should be terminated or changed. Administrator and any authorized user(s) understand and acknowledge that they will have access to Bruce A Mackey, MD's confidential information and agree to treat such information as confidential and use the information only as specifically authorized by Bruce A Mackey, MD. MultiPlan, Inc. has no liability with respect to any unauthorized access by third parties.</small></p> <p><input type="checkbox"/> I have read and accept the terms of use for being the administrator.</p> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="DECLINE"/> <input type="button" value="ACCEPT"/> </p> </div> <ul style="list-style-type: none"> • To ACCEPT the terms of use, go to step 3. • To DECLINE the terms of use, go to step 7.
3.	<p>Check the box next to the statement <i>I have read and accept the terms of use for being the administrator</i> and click ACCEPT.</p> <div data-bbox="329 926 1091 1026" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="checkbox"/> I have read and accept the terms of use for being the administrator.</p> </div>
4.	<p>Enter the practitioner's social security number and date of birth, then click Next.</p> <div data-bbox="345 1123 444 1220" style="float: left; margin-right: 10px;">  </div> <p>Entering the practitioner's social security number (SSN) and date of birth (DOB) is Claritev's way to verify proprietary information for privacy purposes to authenticate you as an administrator of the account. Go to the SSN/DOB Mismatch section.</p> <div data-bbox="329 1327 902 1705" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p style="text-align: center;">Tell us about the practitioner</p> <p>*What is your practitioner's SSN?</p> <input style="width: 100%;" type="text"/> <p>*What is your practitioner's DOB?</p> <input style="width: 100%;" type="text"/>  </div>

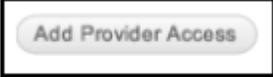
Step	Action
5.	<p>The Request Access screen will appear, asking the user to validate the information displayed.</p> <div data-bbox="329 367 901 751" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>Request Access</p> <hr/> <p>Is this okay?</p> <hr/> <p>Request access to:</p> <p><i>[Redacted Name]</i></p> <p>NPI: <i>[Redacted NPI]</i></p> </div> <p>Is the information valid?</p> <ul style="list-style-type: none"> • Yes, the information <i>is valid</i>, click Yes, Gain Access, and go to the next step. • No, the information <i>is not valid</i>, click No, Cancel, and go back to step 4 to re-enter the practitioners information. <p> When No, Cancel is selected, users will receive an Unsaved Work message asking if they would like to continue with the cancellation or return to the Request Access page.</p> <ul style="list-style-type: none"> • Click YES, I WANT TO CANCEL and go to step 4 to re-enter the practitioners' information. • Click NEVER MIND and go to step 6. <div data-bbox="479 1333 1339 1654" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <div style="background-color: #ffffcc; border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> ⚠ Unsaved Work </div> <p>Click YES, I WANT TO CANCEL to proceed with your request. Click NEVER MIND to remain on the current screen.</p> <div style="display: flex; justify-content: center; gap: 20px; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #e0e0e0;">NEVER MIND</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #90ee90;">YES, I WANT TO CANCEL</div> </div> </div>

Step	Action
6.	<p>The Access Granted page will appear.</p> <p>The practitioner’s name and NPI will appear within My Provider Access with a notification that the requester is the Administrator User.</p> <div data-bbox="328 422 787 558" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <p>End of process.</p>
7.	<p>If Decline is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator.</p> <div data-bbox="328 751 901 1029" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Are You Sure? ✕</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input checked="" type="radio"/> Return to administrator terms options</p> <p><input type="radio"/> I will not accept the terms <small>This option will open a customer service case.</small></p> <p style="text-align: right;">VIEW TERMS</p> </div> <p>A pop-up message will display asking the user to verify what they would like to do.</p> <ul style="list-style-type: none"> • To Return to administrator options, select the <i>Return to administrator options</i> radio button, click VIEW TERMS and go back to step 2 of this section. • To decline the terms, go to the next step.

Step	Action
8.	<p>Select the <i>I will not accept the terms</i> radio button and click HAVE MULTIPLAN CONTACT ME.</p> <div data-bbox="328 350 899 625" style="border: 1px solid black; padding: 10px;"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p> <input type="radio"/> Return to administrator terms options <input checked="" type="radio"/> I will not accept the terms <small>This option will open a customer service case.</small> </p> <p style="text-align: right;">HAVE MULTIPLAN CONTACT ME</p> </div> <p>A service case will be created on your behalf and a Claritev representative will contact you.</p> <div data-bbox="328 753 993 1150" style="border: 1px solid black; padding: 10px;"> <div style="background-color: #e0f2f1; padding: 5px; display: flex; align-items: center;"> ✔ Service Case Created </div> <p>Service Case Number: 14140883</p> <hr/> <p>We've opened your case and sent the details to:</p> <div style="background-color: #cccccc; height: 15px; width: 100%;"></div> <hr/> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>

Add Provider Access for Group or PHO/Health System

Introduction: Follow the steps outlined below to add provider access for Group or PHO/Health System.

Step	Action
1.	Click the Add Provider Access button. <div data-bbox="329 506 602 583" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>
2.	Select ADD ACCESS under <i>Group or PHO/Health System</i> . <div data-bbox="329 669 1187 936" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff; width: 30%; text-align: center;"> <p>Individually Contracted Practitioner(s)</p> <p>ADD ACCESS</p> </div> <div style="border: 2px solid red; padding: 10px; background-color: #e6f2ff; width: 30%; text-align: center;"> <p>Group or PHO/Health System</p> <p>ADD ACCESS</p> </div> <div style="border: 1px solid #ccc; padding: 10px; background-color: #e6e6ff; width: 30%; text-align: center;"> <p>Ancillary or Facility</p> <p>Not available at this time.</p> </div> </div> </div>
3.	Enter the NPI, TIN, and Claritev Group ID (optional), then click Next . <div data-bbox="329 1031 902 1692" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <p>All fields are required</p> <p>Tell us about the group</p> <p>*What is your group's NPI?</p> <input style="width: 100%;" type="text"/> <p>*What is your group's TIN?</p> <input style="width: 100%;" type="text"/> <p>What is your group's MultiPlan Group ID?</p> <input style="width: 100%;" type="text"/> <p>optional</p> </div>

Step	Action
4.	<p>The Portal will validate the <i>NPI</i> and <i>TIN</i> entered using the Claritev database.</p> <p>Was the group Identified?</p> <ul style="list-style-type: none"> • No, the group <i>was not identified</i>, go to the Group Not Identified – Request Assistance section. • Yes, the group <i>was identified</i>, go to the next step.
5.	<p>If a match was made, the screen that is displayed will depend on whether the group has an administrator for the portal.</p> <ul style="list-style-type: none"> • If the group has a portal administrator, go to the next step. • If the group does not have a portal administrator, go to the No Portal Administrator section.
6.	<p>If an administrator exists for the group, the following screen will appear asking the user to validate the information displayed.</p> <div data-bbox="329 919 901 1304" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <hr/> <p>Is this okay?</p> <hr/> <p>Request access to:</p> <p><i>[Redacted]</i></p> <p>NPI: <i>[Redacted]</i></p> <hr/> </div> <p>Is the information valid?</p> <ul style="list-style-type: none"> • Yes, the information <i>is valid</i>, click Yes, Request Access, and go to the next step. • No, the information <i>is not valid</i>, click No, Cancel, and return to step 1 to re-enter the group information.

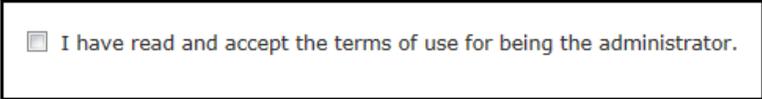
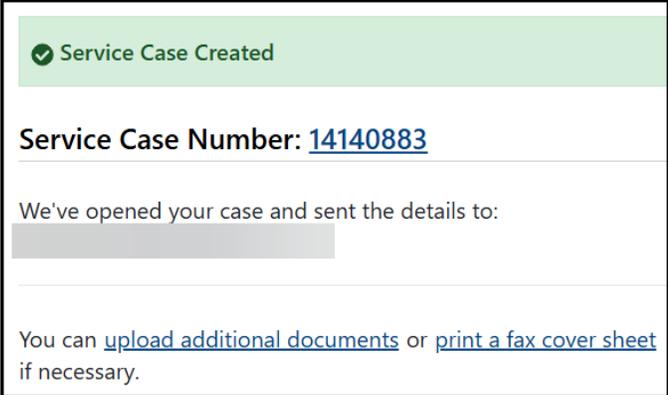
Step	Action
7.	<p>The Access Requested screen will appear displaying the user's provider access.</p> <div data-bbox="329 321 787 457" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <p> The group will show as Pending approval by the administrator within the Manage user Access section until the request is approved or declined by the administrator.</p>

Group Not Identified - Request Assistance

Introduction: Follow the steps outlined below if the Group is not identified when adding provider access for a Group or PHO/Health System.

Step	Action
1.	<p>The following page displays when a Group cannot be identified.</p> <div data-bbox="329 1003 1378 1304" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="border-bottom: 1px solid gray; padding-bottom: 5px;"> <p>GROUP NOT IDENTIFIED - REQUEST ASSISTANCE ×</p> </div> <p>We are not able to match to a unique active Group with the information you supplied.</p> <p>You can have MultiPlan contact you to find this group. If you choose this option, you'll be asked to enter more information, which we will research and then contact you to set up access.</p> <div style="text-align: right; margin-top: 10px;"> HAVE MULTIPLAN CONTACT ME </div> </div> <ul style="list-style-type: none"> • Select HAVE MULTIPLAN CONTACT ME and go to step 2.

Step	Action
2.	<p>Users will see the below message:</p> <div data-bbox="329 317 1378 548" style="border: 1px solid black; padding: 5px;"> <p>Request Access</p> <hr/> <p>All fields are required</p> <p> We need more information about your group</p> <p>In order to expedite adding your group access to your account, we need to collect some additional information. We will then research what you've given us and contact you to set up access.</p> <p>If you choose to become the administrator, then you will have the responsibility to approve and deny all other users' requests to access this provider's data.</p> <p>If you choose not to become the administrator, then because this provider does not yet have an administrator, your access will be limited to submitting customer service cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can eventually gain access to this provider's demographics and claims.</p> </div> <p>Complete the required fields, indicated by bold and an asterisk (*) and select next.</p> <div data-bbox="329 627 1105 1220" style="border: 1px solid black; padding: 10px;"> <p>*What is the name of the group?</p> <input data-bbox="355 695 833 743" type="text"/> <p>*Street Address 1:</p> <input data-bbox="355 810 833 858" type="text"/> <p>Street Address 2:</p> <input data-bbox="355 926 833 974" type="text"/> <p>*City:</p> <input data-bbox="355 1041 833 1089" type="text"/> <p>*State: <input data-bbox="355 1157 474 1205" type="text"/> *Zip Code: <input data-bbox="885 1157 1084 1205" type="text"/></p> </div>
3.	<p>*Will you become the administrator for this group?</p> <div data-bbox="329 1310 1349 1577" style="border: 1px solid black; padding: 10px;"> <p>*Will you become the administrator for this group?</p> <p><input data-bbox="367 1388 386 1413" type="radio"/> Yes</p> <p><input data-bbox="367 1423 386 1449" type="radio"/> No</p> <p style="text-align: right;"> <input data-bbox="1040 1488 1198 1551" type="button" value="CANCEL"/> <input data-bbox="1219 1488 1333 1551" type="button" value="NEXT"/> </p> </div> <ul style="list-style-type: none"> • Select Yes, click next and go to the next step. • Select No, click next and go to step 8.

Step	Action
4.	<p>The Terms of Use page will display.</p>  <ul style="list-style-type: none"> • To ACCEPT the terms of use, go to step 5. • To DECLINE the terms of use, go to step 6.
5.	<p>Check the box next to the statement <i>I have read and accept the terms of use for being the administrator</i> and click ACCEPT.</p>  <p>A case will be created and submitted to Claritev for a representative to contact the user. Users will receive a <i>Service Case Created</i> page containing the case information and the ability to add attachments or send a fax with supporting documents.</p>  <p>End of Process.</p>

Step	Action
6.	<p>If Decline is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator.</p> <div data-bbox="329 367 901 642" style="border: 1px solid black; padding: 10px;"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="checkbox"/> Return to administrator terms options</p> <p><input type="radio"/> I will not accept the terms This option will open a customer service case.</p> <p style="text-align: right;">VIEW TERMS</p> </div> <p>A pop-up message will display asking the user to verify what they would like to do.</p> <ul style="list-style-type: none"> • To Return to administrator options, select the <i>Return to administrator options</i> radio button, click VIEW TERMS and go back to step 2 of this section. • To decline the terms, go to the next step.
7.	<p>Select the <i>I will not accept the terms</i> radio button and click HAVE MULTIPLAN CONTACT ME.</p> <div data-bbox="329 978 901 1253" style="border: 1px solid black; padding: 10px;"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="radio"/> Return to administrator terms options</p> <p><input checked="" type="radio"/> I will not accept the terms This option will open a customer service case.</p> <p style="text-align: right;">HAVE MULTIPLAN CONTACT ME</p> </div> <p>A service case will be created on your behalf and a Claritev representative will contact you.</p> <div data-bbox="329 1381 997 1780" style="border: 1px solid black; padding: 10px;"> <p>✔ Service Case Created</p> <p>Service Case Number: 14140883</p> <p>We've opened your case and sent the details to:</p> <p style="background-color: #cccccc; height: 15px; width: 100%;"></p> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div> <p>End of Process.</p>

Step	Action
8.	<p>A service case will be created on your behalf and a Claritev representative will contact you.</p> <div data-bbox="329 369 995 764" style="border: 1px solid black; padding: 10px;"> <p> Service Case Created</p> <hr/> <p>Service Case Number: 14140883</p> <hr/> <p>We've opened your case and sent the details to:</p> <div style="background-color: #cccccc; height: 15px; width: 100%;"></div> <hr/> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div> <p>End of Process.</p>

No Portal Administrator

Introduction: Follow the steps outlined below if there is not a portal administrator when adding provider access for a Group or PHO/Health System.

Step	Action
1.	<p>If a match was made, and the group does not have a Portal Administrator, users have the option to become Portal Administrator for the group.</p> <p>What would you like to do?</p> <ul style="list-style-type: none"> • Yes, I will be the administrator, go to the I will be the Administrator section. • No, I will not become the administrator, go to the next step. <div data-bbox="329 1461 1284 1822" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;"> Provide Group Information No Current Admin Accept Terms Provide More Information Summary </p> <hr/> <p>Request Access</p> <p> The following group does not have an administrator for the MultiPlan Portal. Bay Area Cardiology Med Group</p> <p><small>If you choose to become the administrator, then you will have the responsibility to approve and deny all other users' requests to access this provider's data. If you choose not to become the administrator, then because this provider does not yet have an administrator, your access will be limited to submitting customer service cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can eventually gain access to this provider's demographics and claims.</small></p> <p>*What would you like to do?</p> <p><input type="radio"/> I will be the administrator <input type="radio"/> I will not become the administrator</p> <p style="text-align: right;"><input type="button" value="CANCEL"/> <input type="button" value="NEXT"/></p> </div>

Step	Action
2.	<p>Click the radio button I will not become the administrator and click NEXT.</p> <div data-bbox="329 321 997 554" style="border: 1px solid black; padding: 10px;"> <p>*What would you like to do?</p> <p><input type="radio"/> I will be the administrator</p> <p><input checked="" type="radio"/> I will not become the administrator</p> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="NEXT"/> </p> </div>
3.	<p>A pop-up message will display asking the user to verify what they would like to do.</p> <ul style="list-style-type: none"> To Return to administrator options, select the <i>Return to administrator options</i> radio button, click VIEW ADMIN OPTIONS and go back to step 1 of this section. To Have MultiPlan contact me to identify the administrator, go to the next step. <div data-bbox="329 804 1292 1266" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right; font-size: small;">✕</p> <p>Are You Sure?</p> <hr/> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="checkbox"/> Return to administrator options</p> <p><input type="radio"/> Have MultiPlan contact me to identify an administrator This option will open a customer service case.</p> <p style="text-align: right; background-color: #c8e6c9; padding: 5px 15px;">VIEW ADMIN OPTIONS</p> </div>
4.	<p>Select the Have MultiPlan contact me to identify the administrator radio button and click Have MultiPlan Contact Me.</p> <div data-bbox="329 1400 1099 1772" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right; font-size: small;">✕</p> <p>Are You Sure?</p> <hr/> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="radio"/> Return to administrator options</p> <div style="border: 2px solid red; padding: 2px;"> <p><input checked="" type="radio"/> Have MultiPlan contact me to identify an administrator This option will open a customer service case.</p> </div> <p style="text-align: right; background-color: #c8e6c9; padding: 5px 15px;">HAVE MULTIPLAN CONTACT ME</p> </div>

Step	Action
5.	<p>A case will be created and submitted to Claritev for a representative to contact the user regarding the Portal Administrator.</p> <p>Users will receive a <i>Service Case Created</i> page containing the case information and the ability to add attachments or send a fax with supporting documents.</p> <div data-bbox="328 470 997 867" style="border: 1px solid black; padding: 10px;"> <p>✔ Service Case Created</p> <hr/> <p>Service Case Number: 14140883</p> <hr/> <p>We've opened your case and sent the details to:</p> <div style="background-color: #cccccc; width: 100px; height: 15px; margin-bottom: 5px;"></div> <hr/> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>

I will be the Administrator

Introduction: If a match is made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below to become the portal administrator when adding provider access for Individual Practitioners.

Step	Action
1.	<p>If the decision is to become the administrator, select the radio button next to I will be the administrator and click Next.</p> <div data-bbox="328 1350 997 1591" style="border: 1px solid black; padding: 10px;"> <p>*What would you like to do?</p> <p><input checked="" type="radio"/> I will be the administrator</p> <p><input type="radio"/> I will not become the administrator</p> <div style="text-align: right; margin-top: 10px;"> CANCEL NEXT </div> </div>

Step	Action		
2.	<p>The Terms of Use page will display.</p> <div data-bbox="329 317 1378 711" style="border: 1px solid black; padding: 5px;"> <p>Request Access</p> <p>You must read and accept the following terms in order to become the administrator.</p> <p>Download our Portal Administration Guidelines</p> <p><small>You can always reference the Terms and the Portal Administration Guidelines in the FAQ section upon logging in.</small></p> <hr/> <p>By agreeing to terms of becoming the administrator, I am confirming that all of the information contained below is true and accurate.</p> <p>I am authorized to be administrator for Bruce A Mackey, MD, and certify that I am authorized to assign and maintain other users for Bruce A Mackey, MD for the purposes of interacting directly with MultiPlan.</p> <p><small>The administrator is responsible for which users have access to the MultiPlan's Provider Portal related to the group/entity in accordance with MultiPlan's online portal administration guidelines. The administrator and any authorized user(s) have read and agreed to the terms and conditions contained in the portal administration guidelines. Bruce A Mackey, MD retains sole responsibility for notifying MultiPlan in writing when the authorized administrator access right should be terminated or changed. Administrator and any authorized user(s) understand and acknowledge that they will have access to Bruce A Mackey, MD's confidential information and agree to treat such information as confidential and use the information only as specifically authorized by Bruce A Mackey, MD. MultiPlan, Inc. has no liability with respect to any unauthorized access by third parties.</small></p> <p><input type="checkbox"/> I have read and accept the terms of use for being the administrator.</p> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="DECLINE"/> <input type="button" value="ACCEPT"/> </p> </div> <ul style="list-style-type: none"> • To ACCEPT the terms of use, go to step 3. • To DECLINE the terms of use, go to step 9. 		
3.	<p>Check the box next to the statement <i>I have read and accept the terms of use for being the administrator</i> and click ACCEPT.</p> <div data-bbox="329 961 1089 1062" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="checkbox"/> I have read and accept the terms of use for being the administrator.</p> </div>		
4.	<p>Enter the social security number and date of birth for two practitioners, then click Next.</p> <div data-bbox="345 1157 444 1255" style="float: left; margin-right: 10px;">  </div> <p>Entering the practitioner's social security number (SSN) and date of birth (DOB) is ClariteV's way to verify proprietary information for privacy purposes to authenticate you as an administrator of the account.</p> <div data-bbox="329 1314 1378 1688" style="border: 1px solid black; padding: 5px;"> <p>Request Access</p> <p><small>All fields are required</small></p> <p>We need more information.</p> <p><small>In order to confirm that you are eligible to become an administrator for this group, please provide the following information for any two practitioners within the group</small></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Practitioner 1</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small> </td> <td style="width: 50%; vertical-align: top;"> <p>Practitioner 2</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small> </td> </tr> </table> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px; font-size: small;"> <p>Why are we asking for this information?</p> <p>As the account administrator, you will have access to the provider's demographic and claims data, as well as the ability to manage other users accessing it. We therefore need to verify this proprietary information for privacy purposes in order to authenticate you as the appropriate individual to administer this account.</p> </div> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="NEXT"/> </p> </div>	<p>Practitioner 1</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small>	<p>Practitioner 2</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small>
<p>Practitioner 1</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small>	<p>Practitioner 2</p> <p>*Practitioner's SSN:</p> <input type="text"/> <p>*Practitioner's DOB:</p> <input type="text" value="mm/dd/yyyy"/> <small>📅</small>		

Step	Action
5.	<p>The Portal will validate the <i>SSN</i> and <i>DOB</i> entered using the Claritev database.</p> <p>Did the SSN and DOB match?</p> <ul style="list-style-type: none"> • No, the SSN and DOB <i>did not match</i>, go to the SSN/DOB Mismatch section. • Yes, the SSN and DOB <i>matched</i>, go to step 6.
6.	<p>The Request Access screen will appear, asking the user to validate the information displayed.</p> <div data-bbox="329 600 1187 869" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Request Access</p> <p>Is this okay?</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>Become the administrator for:</p> <div style="background-color: #ccc; height: 15px; width: 100%;"></div> <p>NPI: </p> </div> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="NO, CANCEL"/> <input type="button" value="YES, GAIN ACCESS"/> </div> </div> <p>Is the information valid?</p> <ul style="list-style-type: none"> • Yes, the information <i>is valid</i>, click Yes, Gain Access, and go to the next step. • No, the information <i>is not valid</i>, click No, Cancel, and go to step 1 of the Add Provider Access for Group or PHO/Health System section. <p> When No, Cancel is selected, users will receive an Unsaved Work message asking if they would like to continue with the cancellation or return to the Request Access page.</p> <div data-bbox="480 1262 1338 1581" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="background-color: #fff9c4; border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">  Unsaved Work </div> <p>Click YES, I WANT TO CANCEL to proceed with your request. Click NEVER MIND to remain on the current screen.</p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="NEVER MIND"/> <input type="button" value="YES, I WANT TO CANCEL"/> </div> </div>

Step	Action
7.	<p>The Admin Access Added screen will appear. Users will have access to Administrator Functionality the next time they sign in.</p> <div data-bbox="329 367 1187 600" style="border: 1px solid black; padding: 10px;"> <p>Admin Access Added</p> <p>You will be able to use the administrator functionality the next time you sign in. Would you like to sign out now?</p> <p style="text-align: center;"> <input type="button" value="NO, CONTINUE SESSION"/> <input type="button" value="YES, SIGN OUT"/> </p> </div> <ul style="list-style-type: none"> • Select YES, SIGN OUT, to return to the Log In screen and sign in again to access Administrator Functionality. • Select NO, CONTINUE SESSION, to continue the portal session without Administrator Functionality and go to step 8.
8.	<p>The Access Granted page will appear and the group name and MultiPlan Contract ID will appear within the My Provider Access and View Provider Demographics sections.</p> <div data-bbox="329 947 789 1079" style="border: 1px solid black; padding: 10px; text-align: center;">  </div> <p>End of process.</p>
9.	<p>If Decline is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator.</p> <div data-bbox="329 1276 902 1551" style="border: 1px solid black; padding: 10px;"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input checked="" type="radio"/> Return to administrator terms options</p> <p><input type="radio"/> I will not accept the terms <small>This option will open a customer service case.</small></p> <p style="text-align: right;"><input type="button" value="VIEW TERMS"/></p> </div> <p>A pop-up message will display asking the user to verify what they would like to do.</p> <ul style="list-style-type: none"> • To Return to administrator options, select the <i>Return to administrator options</i> radio button, click VIEW TERMS and go back to step 2 of this section. • To decline the terms, go to the next step.

Step	Action
10.	<p>Select the <i>I will not accept the terms</i> radio button and click HAVE MULTIPLAN CONTACT ME.</p> <div data-bbox="329 352 899 625"><p>Are You Sure?</p><p>The requested Provider does not have an administrator on our portal.</p><p><input type="radio"/> Return to administrator terms options</p><p><input checked="" type="radio"/> I will not accept the terms This option will open a customer service case.</p><p>HAVE MULTIPLAN CONTACT ME</p></div> <p>A service case will be created on your behalf and a Claritev representative will contact you.</p> <div data-bbox="329 753 995 1150"><p>✔ Service Case Created</p><p>Service Case Number: 14140883</p><p>We've opened your case and sent the details to: [REDACTED]</p><p>You can upload additional documents or print a fax cover sheet if necessary.</p></div>

SSN/DOB Mismatch

Introduction: Follow the steps outlined below if there is an SSN/DOB mismatch when adding provider access for an Individual Practitioner or Group or PHO/Health System.

Step	Action
1.	<p>The following page displays when an SSN/DOB Mismatch was made.</p> <div data-bbox="329 470 1187 892" style="border: 1px solid black; padding: 10px;"> <p>SSN / DOB MISMATCH</p> <p>The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again.</p> <p>You can also have MultiPlan contact you to research the SSN and DOB.</p> <p><input type="radio"/> Correct the SSN and/or DOB entered and try again</p> <p><input type="radio"/> Have MultiPlan contact me</p> <p style="margin-left: 20px;">This option will open a customer service case.</p> <p style="text-align: right;">CORRECT SSN / DOB</p> </div> <ul style="list-style-type: none"> • To Correct the SSN and/or DOB entered and try again, go to step 2. • To Have MultiPlan contact me, go to step 3.
2.	<p>Select Correct the SSN and/or DOB entered and try again, then click CORRECT SSN/DOB. This closes the window. Go to the Add Provider Access for Individual Practitioners or Add Provider Access for Group or PHO/Health System section and follow the steps for adding the practitioner SSN and/or DOB.</p> <div data-bbox="329 1239 1187 1686" style="border: 1px solid black; padding: 10px;"> <p>SSN / DOB MISMATCH</p> <p>The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again.</p> <p>You can also have MultiPlan contact you to research the SSN and DOB.</p> <p><input checked="" type="radio"/> Correct the SSN and/or DOB entered and try again</p> <p><input type="radio"/> Have MultiPlan contact me</p> <p style="margin-left: 20px;">This option will open a customer service case.</p> <p style="text-align: right;">CORRECT SSN / DOB</p> </div>

Step	Action
3.	<p>Select Have MultiPlan contact me, then click HAVE MULTIPLAN CONTACT ME. Go to step 4.</p> <div data-bbox="329 367 1187 825" style="border: 1px solid black; padding: 10px;"> <p>SSN / DOB MISMATCH</p> <p>The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again.</p> <p>You can also have MultiPlan contact you to research the SSN and DOB.</p> <p><input type="radio"/> Correct the SSN and/or DOB entered and try again</p> <p><input checked="" type="radio"/> Have MultiPlan contact me</p> <p style="border: 1px solid red; padding: 2px;">This option will open a customer service case.</p> <p style="text-align: right;">HAVE MULTIPLAN CONTACT ME</p> </div>
4.	<p>A case will be created and submitted to Claritev for a representative to contact the user regarding the SSN/DOB Mismatch.</p> <p>Users will receive a <i>Service Case Created</i> page containing the case information and the ability to add attachments or send a fax with supporting documents.</p> <div data-bbox="329 1062 997 1455" style="border: 1px solid black; padding: 10px;"> <p> Service Case Created</p> <p>Service Case Number: 14140883</p> <p>We've opened your case and sent the details to:</p> <p style="background-color: #cccccc; height: 15px; width: 100%;"></p> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>

My Provider Access

Introduction: The My Provider Access feature allows users to see their provider access at a glance. Other features include the ability to [Manager Users](#) and [Update Global Settings](#) for administrative users. See the [Manage User Access](#) section for more information. If the Individual Practitioner or Group does not have a portal administrator, users can request Add Admin Access. See the [Add Provider Access](#) section for more information.

My Provider Access

All Family Care

MultiPlan Contract ID:

[Manage Users](#)

Childrens Multi-Specialty Group, LLC

MultiPlan Contract ID:

[Manage Users](#) [Update Global Settings](#)

Modesto Radiological Medical Group Inc.

MultiPlan Contract ID:

[Add Admin Access](#)

View Your Preferences

Introduction: The View Your Preferences feature allows users to indicate how they wish to receive email notifications that pertain to their case(s) from ClariteV. The system will default to **Yes** for the Primary email address. If a user has a secondary email address on file, they may choose to receive notifications at that email address as well.



Emails are sent by Noreplycustser@claritev.com. Be sure to add this address to the “safe” list if email filters are utilized.

Application Preferences

Customer Service Preferences

Each time a customer service case is created, closed or reopened you will receive an email at your primary email address: [redacted].com

Would you like to receive an email each time MultiPlan adds a note to your service case? 

Yes
 No

Would you like to also receive email notifications at [redacted].com?

Yes
 No

You can update your available email address by [updating your profile](#).

UPDATE

Updating Your Preferences

Introduction: Follow the steps outlined below to update your preferences.

Step	Action
1.	<p>Question 1: Would you like to receive an email each time MultiPlan adds a note to your case?</p> <p>Select the Yes or No radio button.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Would you like to receive an email each time MultiPlan adds a note to your service case? </p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No </p> </div> <ul style="list-style-type: none"> If there is a secondary email address on file, go to step 2. If there is not a secondary email address on file, go to step 3. <p> The primary email address must be updated by contacting support@Claritev.com.</p>
2.	<p>Question 2: Would you like to also receive email notifications at test@test.com?</p> <p>Select the Yes or No radio button.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Would you like to also receive email notifications at peggy.harmon@multiplan.com?</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No </p> </div> <p> If the email address in this section is incorrect or needs to be updated, click the Updating your profile link.</p>

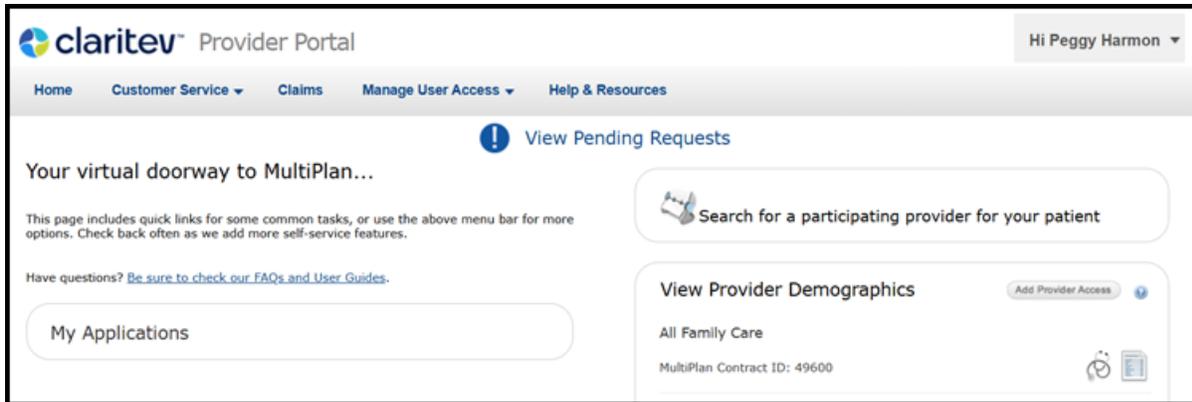
Step	Action
3.	Select UPDATE . 

HOME

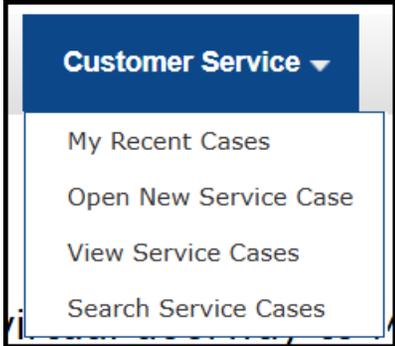
Introduction: Once logged into the Claritev Provider Portal, the system will default to the Home Page. Use the navigation links within the Provider Portal to access the features available.

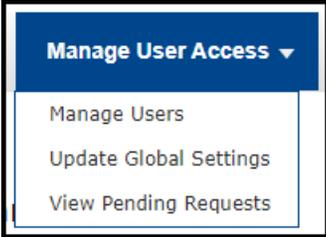


The information displayed will vary depending on the account type. See the [Access Types](#) section above for more information.



Field	Description
<p>Hi "Name" (user profile and preferences)</p>	<p>Provides access to update profile, preferences, and logging out.</p> <div data-bbox="540 800 987 1119" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Hi Peggy Harmon ▾</p> <p>View Your Profile</p> <p>View Your Preferences</p> <p>Sign out of the Portal</p> </div> <p>Menu options:</p> <ul style="list-style-type: none"> • View Your Profile <ul style="list-style-type: none"> ○ Ability to Update Profile ○ Ability to Reset Password ○ Ability to Add Provider Access ○ View of Provider Access ○ Display of Roles within the Claritev Provider Portal • View Your Preferences <ul style="list-style-type: none"> ○ Ability to Update Preferences for email notifications. • Sign out of the Portal <ul style="list-style-type: none"> ○ Ability to log out of the Claritev Provider Portal.

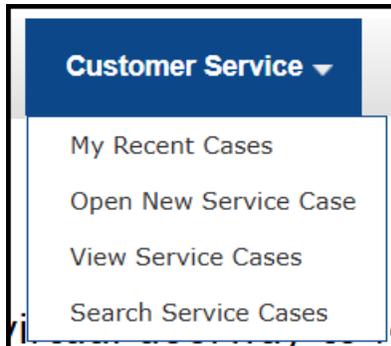
Field	Description
Home	<p>Allows navigation of the main portal page.</p>  <p>The only way to access the View Provider Demographics section is from the Home tab.</p>
Customer Service	<p>Provides access to the Customer Service features available within the Provider Portal.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • My Recent Cases <ul style="list-style-type: none"> ○ Displays the five most recently opened and closed customer service cases. • Open New Service Case <ul style="list-style-type: none"> ○ Used to create new customer service cases. • View Service Cases <ul style="list-style-type: none"> ○ Provides access to all open and closed service cases. ○ Closed service cases will display for up to 24 months. • Search Service Cases <ul style="list-style-type: none"> ○ Used to search for existing cases.
Claims	<p>Provides access to search for claims that have been repriced through Claritev.</p>  <p>This tab is not available for Facility users.</p>

Field	Description
Manage User Access	<p>Provides access to a list of administrator level access options.</p>  <p>This tab is limited to portal administrator users only.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • Manage Users <ul style="list-style-type: none"> ○ Provides access to assign and/or remove access to other users for providers or groups the user is a portal administrator for. • Update Global Settings <ul style="list-style-type: none"> ○ Provides access to globally approve, deny, or review access to providers or groups the user is a portal administrator for. • View Pending Requests <ul style="list-style-type: none"> ○ Provides access to approve or decline pending access requests for providers or groups the user is a portal administrator for.
View Provider Demographics	<p>Provides access to the following:</p> <ul style="list-style-type: none"> • Access to Group and Practitioner demographic information. • Ability to request access for Individual Practitioners, Groups or PHO/Health Systems.
Search for a Participating Provider for Your Patient	<p>Provides access to the Find a doctor or facility option on the Claritev website.</p> 

Field	Description
Help & Resources	<p>Provides access to the following information:</p> <ul style="list-style-type: none"> • Provider Portal User Guide <ul style="list-style-type: none"> ○ Provides access to download the Provider Portal User Guide with detailed instructions for using the various features within the Provider Portal. • Guidelines & Terms for Portal Administrators <ul style="list-style-type: none"> ○ Provides access to download the Guidelines & Terms for being a Portal Administrator for an Individual Practitioner, and/or Group or PHO/Health System. • FAQ <ul style="list-style-type: none"> ○ Contains frequently asked questions and answers within each topic. • Take Action <ul style="list-style-type: none"> ○ Contains provider applications and credentialing forms. • Learn About Claritev <ul style="list-style-type: none"> ○ Contains information about Claritev products, a copy of the Provider Handbook, and Client Lists.

CUSTOMER SERVICE

Introduction: The Customer Service feature provides a list of recently opened and/or closed service cases, access to create new service cases, and the ability to view or search for open/closed service cases.

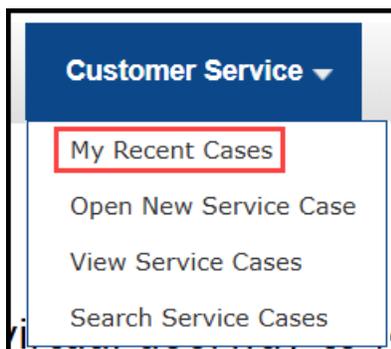


Menu options:

- [My Recent Cases](#)
 - Displays the five most recently opened and closed customer service cases.
- [Open New Service Case](#)
 - Used to create new customer service cases.
- [View Service Cases](#)
 - Provides access to all open and closed service cases.
 - Closed service cases will display for up to 24 months.
- [Search Service Cases](#)
 - Utilized to search for existing case(s).

My Recent Cases

Introduction: The **My Recent Cases** feature is used to view the five most recently opened or closed service cases.



My Recent Cases

Open Service Cases | Closed Service Cases

Created On	Service Case #	Reason For Inquiry	Provider Name
 07/01/2025	13368696	Reg error - NPI/TIN mismatch - Group	UNKNOWN,UNKNOWN
 07/01/2025	13368695	Reg error - NPI/TIN mismatch - Group	UNKNOWN,UNKNOWN
06/17/2025	13368475	Name Change	Unknown,Unknown
03/18/2025	10332521	Claim Research	King,Adam
03/18/2025	10332520	Application Status	Test,Joe

Viewing 1-5 of 35 results

[View All](#)



Cases highlighted in Yellow with a caution symbol have not yet been reviewed.

- Notes listed in yellow, with a caution icon  indicate a new note has been added. This note may have been added by the Claritev Representative, or by the Claritev Provider Portal User.
- Once the notes are reviewed the icon will no longer appear.

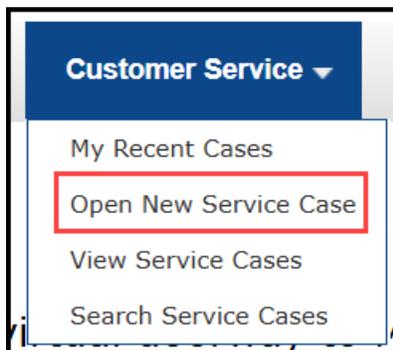
My Recent Cases Field Descriptions

Field	Description
Created On	Indicates the date the service case was originally created.  This field is only available on the Open Service Cases tab.
Closed On	Indicates the date the service case was originally created.  This field is only available on the Closed Service Cases tab.
Service Case #	The unique identification number used to track the service case.  Click the service case number to view the case details. See the Service Case Details section for more information.
Reason for Inquiry	Indicates the reason the customer service case was opened.
Provider Name	The name of the provider (individual practitioner, group, or facility) the service case is related to.

Field	Description
View All	When selected, users are taken to the View Services Cases page to view all service cases. See the View Service Cases section for more information.

Open New Service Case

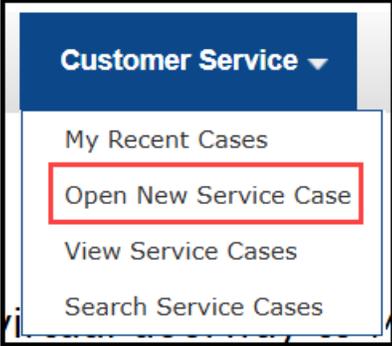
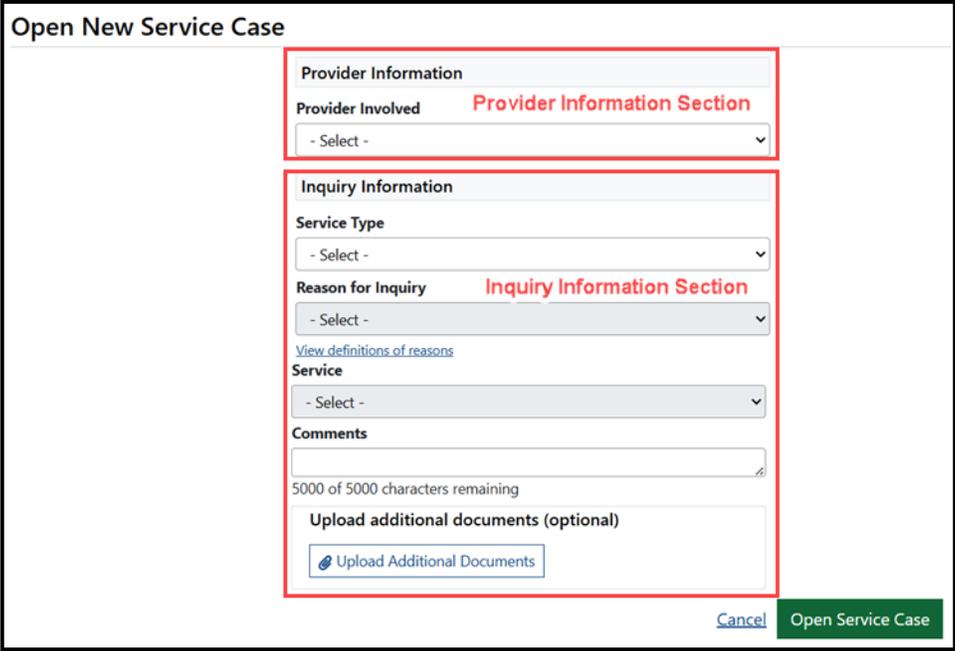
Introduction: The **Open New Service Case** feature is used to create a new service case for a specific inquiry or issue.



- Items with an **Bold** font are required.
- Items with a **Question Mark**  icon have help text available.

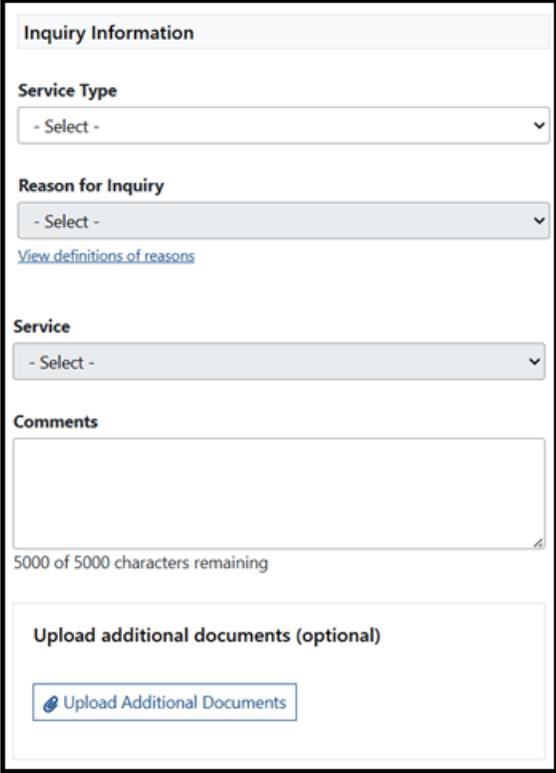
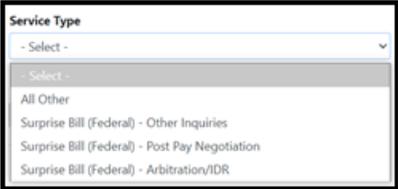
Opening a New Service Case

Introduction: Follow the steps outlined below when opening a new service case.

Step	Action
1.	<p>Click on <i>Customer Service</i> and select Open New Service Case from the dropdown menu.</p> 
2.	<p>The <i>Open New Service Case</i> screen will appear.</p> <ul style="list-style-type: none"> To update the Provider Information section, go to step 3. To update the Inquiry Information section, go to step 5. 

Step	Action
3.	<p>Select the Provider Involved from the dropdown. The next questions will vary depending on the <i>Provider Involved</i>.</p> <ul style="list-style-type: none"> If an <i>Individual Practitioner</i> is selected, select the Contract Involved from the dropdown and go to step 5. <div data-bbox="375 472 1138 825" style="border: 1px solid black; padding: 10px; margin-bottom: 20px;"> <p>Provider Information</p> <p>Provider Involved</p> <p>[Redacted], MD</p> <p>Contract Involved</p> <p>- Select -</p> </div> <ul style="list-style-type: none"> If a <i>Group Name or Other</i> is selected, the <i>Select Provider Type</i> option becomes available. Go to step 4. <div data-bbox="375 957 1138 1228" style="border: 1px solid black; padding: 10px;"> <p>Provider Involved</p> <p>Other</p> <p>Select Provider Type</p> <p><input type="radio"/> Practitioner/Group</p> <p><input type="radio"/> Facility/Ancillary</p> </div>

Step	Action
4.	<p data-bbox="329 264 1143 296">Complete the required fields based on the Provider Type selected.</p> <p data-bbox="329 321 769 352"><u>Practitioner/Group Required Fields:</u></p> <ul data-bbox="378 380 727 863" style="list-style-type: none"><li data-bbox="378 380 578 411">• Group Name<li data-bbox="378 436 727 468">• First Name (practitioner)<li data-bbox="378 493 727 525">• Last Name (practitioner)<li data-bbox="378 550 526 581">• Address<li data-bbox="378 606 475 638">• City<li data-bbox="378 663 492 695">• State<li data-bbox="378 720 459 751">• Zip<li data-bbox="378 777 459 808">• TIN<li data-bbox="378 833 594 865">• NPI (Optional) <p data-bbox="329 890 743 921"><u>Facility/Ancillary Required Fields:</u></p> <ul data-bbox="378 949 594 1316" style="list-style-type: none"><li data-bbox="378 949 594 980">• Facility Name<li data-bbox="378 1005 526 1037">• Address<li data-bbox="378 1062 475 1094">• City<li data-bbox="378 1119 492 1150">• State<li data-bbox="378 1176 459 1207">• Zip<li data-bbox="378 1232 459 1264">• TIN<li data-bbox="378 1289 594 1320">• NPI (Optional)

Step	Action
5.	<p>Complete the Inquiry Information Section.</p> 
6.	<p>Select the Service Type from the Dropdown.</p> 
7.	<p>Select the Reason for Inquiry from Dropdown.</p>  <ul style="list-style-type: none"> • The options in this section vary depending on the Service Type selected. • Some Service Types have a default Reason for Inquiry users cannot change. • Use the View definitions of reasons link for a definition of the Inquiry Type.

Step	Action																		
8.	<p>Select Go to Claim Search</p> <div data-bbox="329 321 1091 541" style="border: 1px solid black; padding: 10px;"> <p> You must provide at least one claim</p> <p>Start by searching for claims. You can add up to 30 claims.</p> <p>Go to Claim Search</p> </div> <p> This option is only available when a Reason for Inquiry that pertains to a claim is selected. Go to the next step if your inquiry does not pertain to a claim.</p> <p>Enter the information exactly as it appears on the <i>Explanation of Payment (EOP)</i>. The system will search for the claim and indicate if it was found or not. Click Add Claim (this applies to claims found and not found). Repeat this process for each claim. Click Return to case in progress once all claims are added.</p> <p> • Review the Claims section for more information.</p>																		
9.	<p>The added claim details are displayed on the <i>Open New Service Case</i> screen.</p> <div data-bbox="329 1239 1187 1493" style="border: 1px solid black; padding: 10px;"> <p> You must provide at least one claim</p> <p>Start by searching for claims. You can add up to 30 claims.</p> <p>Go to Claim Search</p> <table border="1" data-bbox="345 1392 1170 1476"> <thead> <tr> <th>Claim #</th> <th>Patient Last Name</th> <th>DOS</th> <th>Total Charge</th> <th>TIN</th> <th>EOP</th> </tr> </thead> <tbody> <tr> <td>240626114614446</td> <td>TILLMAN</td> <td>03/21/2024</td> <td>\$25,453.11</td> <td>27-2953799</td> <td>  </td> </tr> <tr> <td>Manually added</td> <td>TILLMAN</td> <td>03/21/2025</td> <td>\$25,453.11</td> <td>27-2953799</td> <td> </td> </tr> </tbody> </table> </div>	Claim #	Patient Last Name	DOS	Total Charge	TIN	EOP	240626114614446	TILLMAN	03/21/2024	\$25,453.11	27-2953799	  	Manually added	TILLMAN	03/21/2025	\$25,453.11	27-2953799	 
Claim #	Patient Last Name	DOS	Total Charge	TIN	EOP														
240626114614446	TILLMAN	03/21/2024	\$25,453.11	27-2953799	  														
Manually added	TILLMAN	03/21/2025	\$25,453.11	27-2953799	 														

Step	Action
10.	<p>Select the Service (Network) from the Dropdown</p> <div data-bbox="329 321 885 835" style="border: 1px solid black; padding: 5px;"> <p>- Select -</p> <p>MultiPlan Network</p> <p>PHCS Network / PHCS Healthy Directions</p> <p>Beech Street Network</p> <p>Arizona Medical Network (AMN)</p> <p>MultiPlan Auto Medical Network</p> <p>Beech Street Workers' Compensation Network</p> <p>MultiPlan Extender Networks</p> <p>Health Management Network (HMN)</p> <p>HealthEOS</p> <p>PHCS Savility</p> <p>Rural Arizona Network (RAN)</p> <p>Viant Supplemental Network</p> <p>Texas True Choice - Commercial</p> <p>MultiPlan Workers' Compensation Network</p> </div>
11.	<p>Insert any additional comments that pertain to the request.</p> <div data-bbox="345 930 435 1014" style="float: left; margin-right: 10px;">  </div> <p>Note:</p> <ul style="list-style-type: none"> • The character limit is five thousand. • This field is free form and does spell check.

Step	Action
12.	<p>Select Upload Additional Documents to upload additional supporting documents.</p> <ul style="list-style-type: none"> • Select Choose File(s) • Locate the document on the computer and select Open. <ul style="list-style-type: none"> ○ Once added, users will see the document name below the Choose File(s) button. • Repeat this process for all additional documents and select Done. <div data-bbox="328 592 1091 1020" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s) </p> <p>Book1.xlsx </p> <p style="text-align: right;">Done</p> </div> <p>Note:</p> <ul style="list-style-type: none"> • Documents can be removed by selecting the Trash Can  icon. • The maximum file size and accepted file types are displayed.

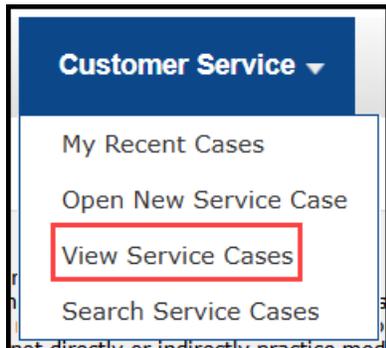
Step	Action
13.	<p>Click Open Service Case to open the service case or click the Cancel button to cancel the service case creation.</p> <div data-bbox="329 369 846 478" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Cancel Open Service Case</p> </div> <p> When Cancel is selected, an additional box pops up to confirm cancellation.</p> <ul style="list-style-type: none"> • Click Yes, cancel and go to step 1 to re-enter the information. • Click Keep what I've entered, select Open Service case and go to step 7. <div data-bbox="516 726 1373 1016" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p style="text-align: center;">⚠ Are you sure you want to cancel?</p> <p>You will lose any selections or data entered.</p> <p style="text-align: right;">Keep what I've entered Yes, cancel</p> </div>
14.	<p>The Service Case is now created and the ability to upload additional documents or print a fax cover sheet is available.</p> <div data-bbox="329 1155 997 1554" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <div style="background-color: #e0f2f1; padding: 5px; border: 1px solid #ccc; margin-bottom: 10px;"> <p> Service Case Created</p> </div> <p>Service Case Number: 14140883</p> <hr/> <p>We've opened your case and sent the details to: peggy.harmon@claritev.com</p> <hr/> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>

Step	Action										
15.	<p>To Upload Additional Documents:</p> <ul style="list-style-type: none"> • Click Upload additional documents • Click Choose File(s) • Locate the file and select Open • Click Done once all attachments are added <div data-bbox="328 548 997 1087" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s)</p> <p>Book1.xlsx</p> <p style="text-align: right;">Done</p> </div> <p>To Print a Fax Cover Sheet:</p> <ul style="list-style-type: none"> • Click Print a fax cover sheet • Locate the PDF in the downloads folder and open to print. • Complete any blank fields prior to faxing the attachment to 888-850-7604. <div data-bbox="328 1341 997 1770" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Portal Fax Cover Sheet</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">To: Service Operations</td> <td style="width: 50%; border-bottom: 1px solid black;">From: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Fax: 888-850-7604</td> <td style="border-bottom: 1px solid black;">Fax: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Phone: 800-950-7040</td> <td style="border-bottom: 1px solid black;">Phone: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Date: 7/16/2025</td> <td style="border-bottom: 1px solid black;">Pages: (Inc. Cover)</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Re: 14140883</td> <td style="border-bottom: 1px solid black;">CC: <input type="text"/></td> </tr> </table> <p>This fax includes document related to:</p> <p>Case Reference Number: <input type="text"/></p> <p>Provider Name: <input type="text"/></p> </div>	To: Service Operations	From: <input type="text"/>	Fax: 888-850-7604	Fax: <input type="text"/>	Phone: 800-950-7040	Phone: <input type="text"/>	Date: 7/16/2025	Pages: (Inc. Cover)	Re: 14140883	CC: <input type="text"/>
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Phone: 800-950-7040	Phone: <input type="text"/>										
Date: 7/16/2025	Pages: (Inc. Cover)										
Re: 14140883	CC: <input type="text"/>										

Step	Action
16.	<p>Upon successful completion of a case creation, users will receive email notification with case information.</p> <p>Example Email:</p> <div data-bbox="328 424 1362 800" style="border: 1px solid black; padding: 10px;"> <p>New Customer Service Case [redacted]</p> <p> noreplycustserv@multiplan.com To: [redacted] Wed 7/16/2025 11:32 AM</p> <p>Multiplan has received your inquiry. One of our Customer Service representatives will research and respond to you via email with updates and/or resolution. You can check status and make updates to this case online.</p> <p>Case Number: [redacted] Submitter Name: [redacted] Date of Submission: 07/16/2025 TIN: 12-3456789 Provider Name: Test, Joe Inquiry Type: Account Creation • Account Creation Priority: Standard</p> </div> <p> The email will be generated from noreplycustserv@multiplan.com. Be sure to add this address to the "safe" list if email filters are utilized.</p>

View Service Cases

Introduction: The **View Service Cases** feature provides a list of open and/or closed cases submitted through the Claritev Provider Portal.



View Service Cases

Open Service Cases | Closed Service Cases

Created On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	Created By	Reopened On
07/18/2025	13368926	Credentialing Status	Application Status	MultiPlan Network	All Family Care	Test,Joe	Peggy Harmon	
07/15/2025	13368880	Claim Inquiry	Request status of claim	MultiPlan Network	Contract Not Listed	Drew,Otis	Peggy Harmon	
07/15/2025	13368879	Credentialing Status	Application Status	MultiPlan Network	Childrens Multi-Specialty Group, LLC	Test,Joe	Peggy Harmon	
07/15/2025	13368878	Data Maintenance	Name Change	MultiPlan Network		Drew,Otis	Peggy Harmon	
07/07/2025	13368746	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	Peggy Harmon	
07/07/2025	13368745	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	Peggy Harmon	
07/07/2025	13368744	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	Peggy Harmon	
07/07/2025	13368741	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	Peggy Harmon	
07/07/2025	13368742	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	Peggy Harmon	
07/07/2025	13368740	CQM Complaint	Report Quality of Care	MultiPlan Network	All Family Care	Test,Joe	Peggy Harmon	

10 25 50 per page 45 results

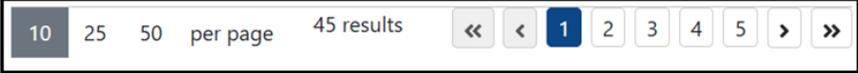


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- Once the notes are reviewed the icon will no longer appear.

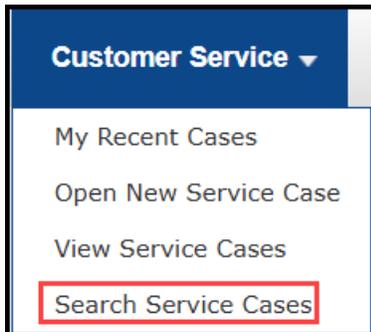
View Service Cases Field Descriptions

Field	Description
Created On	<p>Displays the date the service case was originally created.</p> <p> This field is only available on the <i>Open Service Cases</i> tab.</p>
Closed On	<p>Displays the date the service case was originally closed.</p> <p></p> <ul style="list-style-type: none"> This field is only available on the <i>Closed Service Cases</i> tab. Closed service cases will display for up to 24 months.

Field	Description
Service Case #	<p>Displays the unique identification number used to track the service case.</p>  <p>Click the service case number to view the case details. See the Service Case Details section for more information.</p>
Inquiry Type	<p>Displays the type of inquiry that was selected when the service case was created.</p>
Reason for Inquiry	<p>Displays the reason that was selected when the service case was created.</p>
Network	<p>Displays the network that was selected when the service case was created.</p>
Group Name	<p>Displays the name of the group selected when the service case was created, if applicable.</p>
Provider Name	<p>Displays the name of the provider (individual practitioner, group, or facility) that was selected when the service case was created.</p>
Created By	<p>Displays the name of the person who created the service case.</p>
Reopened On	<p>Displays the date the service case was reopened, if previously closed.</p>  <p>This field is only available on the <i>Open Service Cases</i> tab.</p>
Results Display	<p>Displays at the bottom of the service case list.</p> <ul style="list-style-type: none"> • Allows users to select 10, 25, or 50 number of cases to display per page. • Displays total number of results. • Displays page numbers and links for users to navigate between pages. 

Search Service Cases

Introduction: The **Search Service Cases** feature is used to search for existing open and/or closed service cases. Searches can be performed by service case #, case creation dates, provider TIN, provider name or a combination of this data.



Search Service Cases

Service Case # Case Created From Case Created To Provider TIN Provider Name Status [Clear Search](#)

Search Service Cases Field Descriptions

Field	Description
Service Case #	<p>Enter in the unique identification number to generate results.</p>  <ul style="list-style-type: none"> • There is no need to use this field in a combined search. • If a match is found, the screen will automatically open to the Service Case Details screen.
Case Created From / Case Created To	<p>Enter a date range that the service case was created or reopened.</p>  <ul style="list-style-type: none"> • Both fields must be completed to perform a search. • This field can be used in a combined search.
Provider TIN	<p>Enter the TIN that was used to create the case.</p>  <p>This field can be used in a combined search.</p>

Field	Description
Provider Name	<p>Enter the provider, group, or facility name that the service case was created for.</p>  <ul style="list-style-type: none"> • This field can be used in a combined search. • When searching by a provider name, a comma is required between the last and first name. Example: Smith, John
Status	<p>Use the drop-down arrow to select All, Open, or Closed.</p>  <p>The system default is All.</p>
Search	Used to perform the search.
Clear Search	Used to clear search criteria.

Service Cases Search Results

Introduction: The Search Cases search results vary depending on the outcome of the search. Users may receive [No Search Results](#), a [Single Search Result](#) or [Multiple Search Results](#).

No Search Results:

The No Match Found screen appears when no results are returned. Return to [Search Service Cases](#) to perform another search.

Search Results

 No Match Found

No Matches Found. You can try your search again

Single Search Result:

The Service Case Details screen appears when there is a single search result. Review the [Service Case Details](#) section for more information.

Service Case # 13368880

[Back to results](#)

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information

Status: Open

Created On: 07/15/2025

Closed On: N/A

Created By: Peggy Harmon

Reopened On: N/A

Reopened Reason: N/A

Original Service Case #: N/A

Related Service Case #s: N/A

Inquiry Type: Claim Inquiry

Reason for Inquiry: Request status of claim

Priority: Standard

Network: MultiPlan Network

Inquiry Description

This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.

The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".

Test

Notes

07/15/2025 at 11:32 AM ET
Peggy Harmon

Hello!

Provider Information

Provider Type: Practitioner/Group

TIN: 99-9999999

NPI: 1063604346

Group Name: Contract Not Listed

Provider Name: Otis, Drew

Address: N/A

City: N/A

State: N/A

Zipcode: N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	\$15,286.00	12-3456789

1 results

Attachments

Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB

1 results

Multiple Search Results:

The Search Results screen appears when there are multiple search results. Review the below table for an explanation of each field.

Created On	Closed On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	TIN	Created By
07/18/2025	253402232400000	13368926	Credentialing Status	Application Status	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/15/2025	253402232400000	13368800	Claim Inquiry	Request status of claim	MultiPlan Network	Contract Not Listed	Drew,Otis	99-9999999	Peggy Harmon
07/15/2025	253402232400000	13368879	Credentialing Status	Application Status	MultiPlan Network	Childrens Multi-Specialty Group, LLC	Test,Joe	12-3456789	Peggy Harmon
07/15/2025	253402232400000	13368878	Data Maintenance	Name Change	MultiPlan Network		Drew,Otis	11-1111111	Peggy Harmon
07/07/2025	253402232400000	13368746	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	99-9999999	Peggy Harmon
07/07/2025	253402232400000	13368745	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	99-9999999	Peggy Harmon
07/07/2025	253402232400000	13368744	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino,David	99-9999999	Peggy Harmon
07/07/2025	253402232400000	13368741	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/07/2025	253402232400000	13368742	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/07/2025	253402232400000	13368740	CQM Complaint	Report Quality of Care	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/07/2025	253402232400000	13368738	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/07/2025	253402232400000	13368739	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/07/2025	253402232400000	13368737	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
07/01/2025	1751900455000	13368606	Account Creation	Reg error - NRV/TIN mismatch - Group	MultiPlan Network	The CORE Institute	UNKNOWN,UNKNOWN	20-1778316	Peggy Harmon
07/01/2025	1752849796000	13368605	Account Creation	Reg error - NRV/TIN mismatch - Group	MultiPlan Network	The CORE Institute	UNKNOWN,UNKNOWN	20-1778316	Peggy Harmon
06/17/2025	1752849734000	133686475	Data Maintenance	Name Change	MultiPlan Network	All Family Care	Unknown,Unknown	20-2083007	Peggy Harmon
03/18/2025	253402232400000	10332521	Claim Review	Claim Research	MultiPlan Network	Froedtert Health Inc	King,Adam	12-3456789	Peggy Harmon
03/18/2025	253402232400000	10332520	Credentialing Status	Application Status	MultiPlan Network	All Family Care	Test,Joe	12-3456789	Peggy Harmon
03/18/2025	253402232400000	10332519	Data Maintenance	Update an Address	MultiPlan Network		Drew,Otis	11-1111111	Peggy Harmon
02/18/2025	253402232400000	10332086	Data Maintenance	Name Change	MultiPlan Network	UHealth Medical Group	Unknown,Unknown	80-0348943	Peggy Harmon

Viewing 1-20 of 26 results



Cases highlighted in Yellow with a caution symbol have not yet been reviewed.

- Notes listed in yellow, with a caution icon  indicate a new note has been added. This note may have been added by the Claritev Representative, or by the Claritev Provider Portal User.
- Once the notes are reviewed the icon will no longer appear.

Field	Description
Created On	Displays the date the service case was originally created or reopened.
Closed On	Displays the date the service case was originally closed.
Service Case #	Displays the unique identification number used to track the service case.  Click the service case number to view the case details. See the Service Case Details section for more information.
Inquiry Type	Displays the type of inquiry that was selected when the service case was created.

Field	Description
Reason for Inquiry	Displays the reason that was selected when the service case was created.
Network	Displays the network that was selected when the service case was created.
Group Name	Displays the name of the group selected when the service case was created, if applicable.  If not applicable, the group name column will be blank.
Provider Name	Displays the name of the provider (individual practitioner, group, or facility) that was selected when the service case was created.
TIN	Displays the TIN associated with the provider (individual practitioner, group, or facility) that was selected when the service case was created.
Created By	Displays the name of the person who created the service case.
Results Display	Displays at the bottom of the service case list. <ul style="list-style-type: none"> • Displays total number of results and how many the user is currently viewing. • Displays page numbers and links for users to navigate between pages. <div data-bbox="537 1314 1370 1392" style="border: 1px solid black; padding: 5px;"> Viewing 1-20 of 26 results <input type="button" value="⏪"/> <input type="button" value="⏴"/> <input checked="" type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="⏵"/> <input type="button" value="⏩"/> </div>

Service Case Details

Introduction: When viewing Service Case Details, users are able to see the [Basic Information](#) used when the case was created, the [Provider Information](#) that was populated when the case was created, any [Notes](#) left by Claritev or the Portal User, [Claim Information](#) (if applicable), any [Attachments](#) that have been added to the case and the ability to [Reopen a Closed Service Case](#).

Review the sections below for a description of each field within an Open and Closed Service Case.

- [Basic Information](#)
- [Provider Information](#)
- [Notes](#)
- [Claim Information](#)
- [Attachments](#)
- [Reopen a Closed Service Case](#)



- Information may change compared to what was originally submitted when the service case was created.
 - Claritev representatives can update the Product or Provider information and add or delete claims and attachments.
 - New notes may be added, but existing notes cannot be modified.

Example of Open Service Case Example:

Service Case # 13368880

[← Back to results](#)

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information

Status: Open

Created On: 07/15/2025

Closed On: N/A

Created By: Peggy Harmon

Reopened On: N/A

Reopened Reason: N/A

Original Service Case #: N/A

Related Service Case #: N/A

Inquiry Type: Claim Inquiry

Reason for Inquiry: Request status of claim

Priority: Standard

Network: MultiPlan Network

Inquiry Description

This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.

The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".

Test

Notes

07/15/2025 at 11:32 AM ET
Peggy Harmon

Hello!

Provider Information

Provider Type: Practitioner/Group

TIN: 99-9999999

NPI: 1063604346

Group Name: Contract Not Listed

Provider Name: Otis, Drew

Address: N/A

City: N/A

State: N/A

Zipcode: N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	\$15,286.00	12-3456789

1 results

Attachments

Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB

1 results

Closed Service Case Example:

Service Case # 13368695

[← Back to results](#)

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information

Status: Closed [Reopen](#)

Created On: 07/01/2025

Closed On: 07/18/2025

Created By: Peggy Harmon

Reopened On: 07/15/2025

Reopened Reason: Additional Information Received

Original Service Case #: N/A

Related Service Case #s: N/A

Inquiry Type: Account Creation

Reason for Inquiry: Reg error - NPI/TIN mismatch - Group

Priority: Standard

Network: MultiPlan Network

Inquiry Description

You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.

This case was auto-created on behalf of an existing user requesting for access to a group.

The user entered the following group information:
The CORE Institute
14444 N 25th Ave Ste 210

Phoenix, AZ 85023

The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].

The user indicated that they want to become the admin and the user did accept the Terms of Use.

Notes

07/15/2025 at 11:18 AM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Provider Information

Provider Type: Practitioner/Group

TIN: 20-1778316

NPI: 1427095801

Group Name: The CORE Institute

Provider Name: UNKNOWN, UNKNOWN

Address: N/A

City: N/A

State: N/A

Zipcode: N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
No claims associated with this case				
0 results				

Attachments

No file attachments associated with this case

Reopened Service Case Example:

Service Case # 13368695

[← Back to results](#)

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information

Status: Open

Created On: 07/01/2025

Closed On: 07/18/2025

Created By: Peggy Harmon

Reopened On: 07/23/2025

Reopened Reason: Additional Information Received

Original Service Case #: N/A

Related Service Case #s: N/A

Inquiry Type: Account Creation

Reason for Inquiry: Reg error - NPI/TIN mismatch - Group

Priority: Standard

Network: MultiPlan Network

Inquiry Description

You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.

This case was auto-created on behalf of an existing user requesting for access to a group.

The user entered the following group information:
 The CORE Institute
 14444 N 25th Ave Ste 210
 Phoenix, AZ 85023

The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].

The user indicated that they want to become the admin and the user did accept the Terms of Use.

Notes

07/23/2025 at 3:12 PM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

07/15/2025 at 11:18 AM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Provider Information

Provider Type: Practitioner/Group

TIN: 20-1778316

NPI: 1427095801

Group Name: The CORE Institute

Provider Name: UNKNOWN, UNKNOWN

Address: N/A

City: N/A

State: N/A

Zipcode: N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
No claims associated with this case				
0 results				

Attachments

No file attachments associated with this case

Basic Information

Basic Information	
Status:	Open
Created On:	07/15/2025
Closed On:	N/A
Created By:	Peggy Harmon
Reopened On:	N/A
Reopened Reason:	N/A
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Claim Inquiry
Reason for Inquiry:	Request status of claim
Priority:	Standard
Network:	MultiPlan Network
Inquiry Description	
This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.	
The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".	
Test	

Field	Description
Status:	<p>Displays the status of the case.</p>  <p>If the Status is Closed, users will see the Reopen link. Review the Reopen a Closed Service Case section for more information.</p>
Created On:	Displays the date the case was created.
Closed On:	Displays the date the case was closed.
Created By:	Displays who the case was created by.

Field	Description
Reopened On:	Displays the date the case was reopened.
Reopened Reason:	Displays the reason the case was reopened.
Original Service Case #:	Displays the original service case # if the case was reopened.
Related Service Case #s:	Displays related service case #s.
Inquiry Type:	Displays the Inquiry Type selected when the case was created.
Reason for Inquiry:	Displays the Reason for Inquiry selected when the case was created.
Priority:	Displays the Priority of the case.
Network:	Displays the Network selected when the case was created.  This is selected from the Service dropdown when creating the service case.
Inquiry Description:	Provides a system automated description and any notes included by the portal user when the case was created.

Provider Information

Provider Information	
Provider Type:	Practitioner/Group
TIN:	99-9999999
NPI:	1063604346
Group Name:	Contract Not Listed
Provider Name:	Otis, Drew
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Field	Description
Provider Type:	Displays the Provider type selected when the case was created.  This will be Practitioner/Group or Facility/Ancillary.
TIN:	Displays the TIN entered when the case was created.
NPI:	Displays the NPI entered when the case was created.
Group Name:	Displays the Group Name of the Contract selected when the case was created.
Address:	Displays the Address entered when the case was created.
City:	Displays the City entered when the case was created.
State:	Displays the State entered when the case was created.
Zipcode:	Displays the Zipcode entered when the case was created.

Notes

Notes +

07/23/2025 at 11:08 AM ET
Peggy Harmon, Multiplan

Date/ Time/ Submitted By

Test note

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Claritev Note

07/15/2025 at 11:32 AM ET
Peggy Harmon

Date/ Time/ Submitted By

Hello!

Portal User Note

Field	Description
Date/ Time/ Submitted By	Displays the Date and Time stamp the note was added and the name of the person who submitted the note. <ul style="list-style-type: none"> Time will be displayed in the Eastern Time zone format. If the note was added by Claritev, <i>MultiPlan</i> will be displayed after the name.
Note	The note that was added by the Portal User or Claritev. <ul style="list-style-type: none"> If the note was added by Claritev, user will see an additional note the details have been emailed.
Plus Icon 	Used to add a new note to the case. <ol style="list-style-type: none"> Click the Plus icon. Enter note in the free form note field. <ol style="list-style-type: none"> There is a 6,000-character limit and the system does perform spell check. Click Add Note and the new note will be displayed in the <i>Notes</i> section of the Service Case. <ul style="list-style-type: none"> Notes can only be added to open or reopened cases.
Paper Icon 	Used to copy a note previously added to the case.

Claims

Claims				
Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	\$15,286.00	12-3456789
1 results				

Field	Description
Claim #	<p>Displays the claim number that was added when the case was created.</p>  <p>If the claim was not located this field will state Manually Added. The following verbiage will display: <i>No claims associated with the case</i>, when a claim was not added to the case.</p>
Patient Last Name	Displays the Patient Last Name entered to search for the claim.
DOS	Displays the DOS entered to search for the claim.
Total Charge	Displays the Total Charges entered to search for the claim.
TIN	Displays the TIN entered to search for the claim.

Attachments

Attachments 			
Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB
1 results			

Field	Description
Added On	Displays the date the attachment was added to the case.
Name	<p>Displays the name of the attachment added to the case.</p>  <ul style="list-style-type: none"> Users can open or save attachments added to service cases.
Added By	Displays the name of the person who added the attachment to the case.
Size	Displays the file size of the attachment added to the case.

Field	Description
<p>Plus Icon</p> 	<p>Used to add a new attachment to the case.</p> <p>Uploading a New Attachment:</p> <ol style="list-style-type: none"> 1. Select Choose File(s) 2. Locate the document on the computer and select Open. <ul style="list-style-type: none"> ○ Once added, users will see the document name below the Choose File(s) button. 3. Repeat this process for all additional documents and select Done. <div data-bbox="337 653 1320 1203" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s) </p> <p>Book1.xlsx </p> <p style="text-align: right;">Done</p> </div> <ul style="list-style-type: none"> •  Notes can only be added to open or reopened cases. • Documents can be removed by selecting the Trash Can icon. • The maximum file size and accepted file types are displayed.

Reopen a Closed Service Case

Step	Action
1.	Locate the closed service case via any of the Search Service Cases options and open it to view the Service Case Details .
2.	<p>Click the Reopen link within the Status row of the Basic Information section.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Basic Information</p> <p>Status: Closed Reopen</p> </div>
3.	<p>Select the Reopen Reason from the dropdown and click Reopen.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Select Reason</p> <p>In order to reopen this service case you must select a reason.</p> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> <p>- Select One - ▾</p> <ul style="list-style-type: none"> - Select One - Additional Information received Additional Payment not received Adjustment required Complaint received RFI Closure Surprise Bill (Federal) - Initiate IDR </div> <div style="display: flex; gap: 10px;"> Cancel Reopen </div> </div> </div>

Step	Action															
4.	<p>The screen will refresh, and users will see the Reopened Service Case Details screen.</p> <div data-bbox="329 321 1284 1499" style="border: 1px solid black; padding: 10px;"> <p>Service Case # 13368695</p> <p>Back to results</p> <p>For service cases related to Workers' Compensation and Auto Medical, the term "claim" refers to "bill".</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="345 432 805 1119" style="border: 1px solid red; padding: 5px;"> <p>Basic Information</p> <p>Status: Open</p> <p>Created On: 07/01/2025</p> <p>Closed On: 07/18/2025</p> <p>Created By: Peggy Harmon</p> <p>Reopened On: 07/23/2025</p> <p>Reopened Reason: Additional Information Received</p> <p>Original Service Case #: N/A</p> <p>Related Service Case #s: N/A</p> <p>Inquiry Type: Account Creation</p> <p>Reason for Inquiry: Reg error - NPI/TIN mismatch - Group</p> <p>Priority: Standard</p> <p>Network: MultiPlan Network</p> <p>Inquiry Description</p> <p>You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.</p> <p>This case was auto-created on behalf of an existing user requesting for access to a group.</p> <p>The user entered the following group information: The CORE Institute 14444 N 25th Ave Ste 210 Phoenix, AZ 85023</p> <p>The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].</p> <p>The user indicated that they want to become the admin and the user did accept the Terms of Use.</p> </div> <div data-bbox="829 432 1268 747" style="border: 1px solid red; padding: 5px;"> <p>Notes</p> <p>07/23/2025 at 3:12 PM ET Customer Service System , Multiplan</p> <p>Case has been Re-opened.</p> <p>Sent to: jon@tng.com,peggy.harmon@multiplan.com</p> <hr/> <p>07/15/2025 at 11:18 AM ET Customer Service System , Multiplan</p> <p>Case has been Re-opened.</p> <p>Sent to: jon@tng.com,peggy.harmon@multiplan.com</p> </div> </div> <div data-bbox="345 1136 805 1394" style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>Provider Information</p> <p>Provider Type: Practitioner/Group</p> <p>TIN: 20-1778316</p> <p>NPI: 1427095801</p> <p>Group Name: The CORE Institute</p> <p>Provider Name: UNKNOWN, UNKNOWN</p> <p>Address: N/A</p> <p>City: N/A</p> <p>State: N/A</p> <p>Zipcode: N/A</p> </div> <div data-bbox="829 1136 1268 1268" style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>Claims</p> <table border="1"> <thead> <tr> <th>Claim #</th> <th>Patient Last Name</th> <th>DOS</th> <th>Total Charge</th> <th>TIN</th> </tr> </thead> <tbody> <tr> <td colspan="5">No claims associated with this case</td> </tr> <tr> <td colspan="5" style="text-align: center;">0 results</td> </tr> </tbody> </table> </div> <div data-bbox="345 1411 1268 1482" style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>Attachments</p> <p>No file attachments associated with this case</p> </div> </div>	Claim #	Patient Last Name	DOS	Total Charge	TIN	No claims associated with this case					0 results				
Claim #	Patient Last Name	DOS	Total Charge	TIN												
No claims associated with this case																
0 results																

CLAIMS

Introduction: The **Claims** feature allows users to [Search for Network Claims](#) that have been repriced with Claritev and Open a Customer Service Case pertaining to the claim in question. In addition, users can download a PDF version of the modifier rules for all claims and download a PDF version of the pricing summary for claims that are found.



- The **Claims** feature is only available for the following user types:
 - Individual Practitioners
 - Group or PHO/Health Systems
- Users must have access to the Individual Practitioner, Group or PHO/Health System within their portal account and be granted Claim Search access by the Individual Practitioner, Group or PHO/Health System Portal Administrator.



Click **View Modifier Rules** to learn about modifier reimbursements. This will open a downloadable PDF document in a new tab.

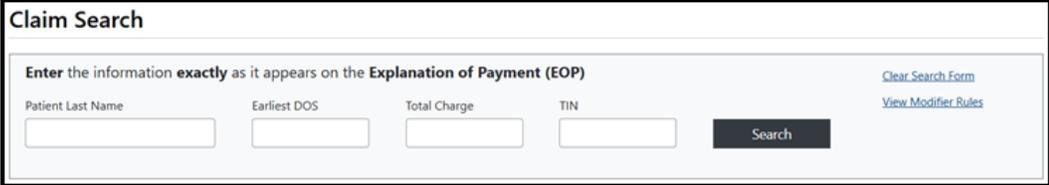
Claim Search

Enter the information **exactly** as it appears on the **Explanation of Payment (EOP)**

Patient Last Name	Earliest DOS	Total Charge	TIN	Clear Search Form	View Modifier Rules
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>	

Search for Network Claims

Introduction: Follow the steps outlined below to search for network claims that have been repriced through Claritev.

Step	Action
1.	Select the Claims Tab 
2.	Use the next steps for instructions on how to enter search criteria in the Claim Search fields.  All fields are required and must be an exact match to the Explanation of Payment (EOP).  <ul style="list-style-type: none"> • Select Clear Search Form to start a new search. • Select View Modifier Rules to download a copy of the modifier rules to reprice claims at Claritev. 
3.	Enter the Patient Last Name exactly as it appears on the Explanation of Payment (EOP).  This field is not case sensitive. If the patient's last name includes a surname or any special characters, this must be included in the search.
4.	Enter the Earliest DOS exactly as it appears on the Explanation of Payment (EOP).
5.	Enter the Total Charge exactly as it appears on the Explanation of Payment (EOP).  The dollar sign (\$) is optional when entering in total charges.

Step	Action
6.	<p>Enter the TIN exactly as it appears on the Explanation of Payment (EOP).</p>  <ul style="list-style-type: none"> The TIN field is only present when a user's profile has more than one TIN. The Tax ID can be entered with or without the hyphen.
7.	<p>Was the claim found?</p> <p>Yes, the claim was found. Go to step 9.</p> <p>No, the claim was not found. Go to step 8.</p>
8.	<p>When a claim is not found, the system will display the following screen:</p> <div data-bbox="326 772 1378 1144" style="border: 1px solid black; padding: 10px;"> <p>Claim Search</p> <p>Enter the information exactly as it appears on the Explanation of Payment (EOP) Clear Search Form</p> <p>View Modifier Rules</p> <p>Patient Last Name: <input type="text" value="TILLMAN"/> Earliest DOS: <input type="text" value="03/21/2025"/> Total Charge: <input type="text" value="25453.11"/> TIN: <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Search"/></p> <hr/> <p>Claim Not Found</p> <p>We could not find your claim but you can still add it to the case and upload an EOP.</p> <p><input type="button" value="Add Claim"/></p> </div> <ul style="list-style-type: none"> To complete a new search, select <i>Clear Search Form</i> and return to step 2 of this section to re-enter the search criteria. To open a customer service case related to the claim not found, select Add Claim and go to Step 2 of the Opening a Customer Service Case section.

Step	Action
9.	<p>When a claim is found, the system will display the following screen.</p> <div data-bbox="326 317 1378 688" style="border: 1px solid black; padding: 10px;"> <p>Claim Search</p> <p>Enter the information exactly as it appears on the Explanation of Payment (EOP) Clear Search Form</p> <p>View Modifier Rules</p> <p>Patient Last Name: <input type="text" value="TILLMAN"/> Earliest DOS: <input type="text" value="03/21/2024"/> Total Charge: <input type="text" value="25453.11"/> TIN: <input type="text"/></p> <p><input type="button" value="Search"/></p> <p>MultiPlan Claim #: 240626114614446</p> <p>Total Charge: \$ 25453.11 DOS: 03/21/2024</p> <p><input type="button" value="Add Claim"/></p> </div> <ul style="list-style-type: none"> • Select Add Claim to view the claim details. <ul style="list-style-type: none"> ○ Review the Claim Search Details section for an explanation of each field. • To complete a new search, select <i>Clear Search Form</i> and return to step 2 of this section to re-enter the search criteria. • To open a customer service case related to the claim found, go to Step 2 of the Opening a Customer Service Case section.

Claim Search Details

No Results Found Example:

Claim Search

Enter the information **exactly** as it appears on the **Explanation of Payment (EOP)** [Clear Search Form](#)

[View Modifier Rules](#)

Patient Last Name: Earliest DOS: Total Charge: TIN:

Claim Not Found

We could not find your claim but you can still add it to the case and upload an EOP.

1 claim(s) selected

[Open a Customer Service Case](#)

Attach an Explanation of Payment (EOP) for each claim.

Claim #	DOS	Patient Name	Insured	Insured ID	Total Charge	Allowable	Provider	Payor	TIN	EOP
Manually added	03/21/2025	TILLMAN			\$25,453.11	\$0.00			27-2953799	<input type="button" value="+"/> <input type="button" value="X"/>

Results Found Example:

Claim Search

Enter the information **exactly** as it appears on the **Explanation of Payment (EOP)** [Clear Search Form](#)
[View Modifier Rules](#)

Patient Last Name	Earliest DOS	Total Charge	TIN	
<input type="text" value="TILLMAN"/>	<input type="text" value="03/21/2024"/>	<input type="text" value="25453.11"/>	<input type="text"/>	<input type="button" value="Search"/>

MultiPlan Claim #: 240626114614446 1 claim(s) selected

Total Charge: \$ 25453.11 [Open a Customer Service Case](#)

DOS: 03/21/2024

Attach an Explanation of Payment (EOP) for each claim.

Claim #	DOS	Patient Name	Insured	Insured ID	Total Charge	Allowable	Provider	Payor	TIN	EOP
240626114614446	03/21/2024	DONNA TILLMAN	DONNA TILLMAN	126890141	\$25,453.11	\$2,516.49	AURORA MED CTR GRAFTON	United Healthcare Services Inc EXCHANGE FEDERAL PRE-IDR	27-2953799	⊕ ⓧ 📄

Field	Description
MultiPlan Claim #	Displays the MultiPlan Claim number.  This field is only available for claims that are found.
Total Charge:	Displays the total charge of the claim.  This field is only available for claims that are found.
DOS:	Displays the DOS of the claim.  This field is only available for claims that are found.
Expand/Contract Arrow	Used to view line-item details of the claim.   This field is only available for claims that are found.
Open a Customer Service Case	Link used to create a new service case pertaining to the claim.  Go to step 2 of the Opening a New Service Case section.

Field	Description
Claim #	Displays the Claim # entered to search for the claim.
DOS	Displays the DOS entered to search for the claim.
Patient Name	Displays the Patient Name entered to search for the claim.
Insured	<p>Displays the name of the Insured person for the claim search results.</p> <p> This field is blank for claims that are not found.</p>
Insured ID	<p>Displays the Insured ID of the person for the claim search results.</p> <p> This field is blank for claims that are not found.</p>
Total Charge	Displays the Total Charge entered to search for the claim.
Allowable	<p>Displays the Allowable amount for the claim search results.</p> <p> This field displays as \$0.00 for claims that are not found.</p>
Provider	<p>Displays the Provider Name for the claims search results.</p> <p> This field is blank for claims that are not found.</p>
Payor	<p>Displays the Payor name for the claim search results.</p> <p> This field is blank for claims that are not found.</p>
TIN	Displays the TIN entered to search for the claim.

Field	Description
<p>EOP</p>	<p>Used to add an EOP to the claim.</p> <div style="text-align: center; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> • Click the  icon • Select Choose File(s) • Locate the document on the computer and select Open. • Once added, users will see the document name below the Choose File(s) button. • Select Done. <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s) </p> <p>Book1.xlsx </p> <p style="text-align: right;">Done</p> </div> <ul style="list-style-type: none"> • Documents can be removed by selecting the  Trash Can  icon. • The maximum file size and accepted file types are displayed.
<p>Trash Can</p>	<p>Used to remove a claim that was added.</p>

Field	Description
PDF Icon	<p>Used to download a detailed PDF version of the claim that can be used in place of an advice sheet.</p> <p>If an advice sheet is needed, select the Open a Customer Service Case link and go to step 2 of the Opening a New Service Case section to request an advice sheet.</p>  <p>This field is only available for claims that are found.</p>
Clear Search Form	<p>Used to clear any search criteria that was entered.</p>

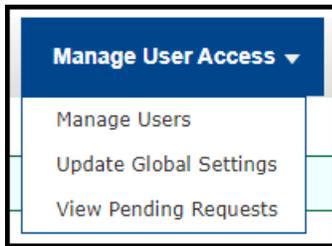
MANAGE USER ACCESS

Introduction: The Manage User Access feature allows Portal Administrator role users to manage users access to providers, update global settings, and view pending requests.



Ancillary and Facility users do not have access to this tab.

This tab and its functions are only accessible by Self-Service Portal Administrators for Individual Practitioners and Groups or PHO/Health Systems.

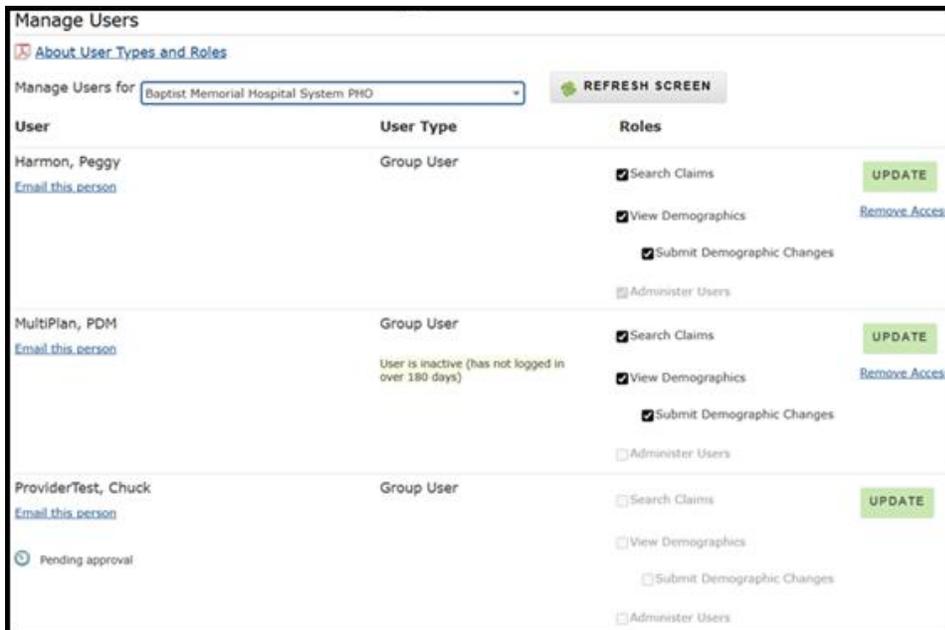


Manage Users

Introduction: The Manage Users function allows Portal Administrator users to manage users access to an Individual Practitioner, Group or PHO/Health system they are the administrator for.



Review the *About User Types and Roles* document linked on the Manage Users page for information about the different user types and roles within the Claritev Provider Portal.



Field	Description
Action Buttons	<p>Refresh Screen: Allows for the screen to be refreshed in real time.</p> <p>Update: Used after roles have been updated for a user.</p> <p>Remove Access: Used to remove portal access to the specific provider or group for the user.</p>
About User Types and Roles PDF	<p>A clickable link that brings users to a PDF document outlining the different user types and roles within the Claritev Provider Portal.</p>
Manage Users for	<p>Use the dropdown to select the provider or group to manage access for.</p> <p> When there is only one provider or group, the system will default to that one selection.</p>
User	<p>Displays the specific user who has access to the provider or group and an email this person link to contact the user via email.</p> <p> If a user is pending approval, <i>Pending Approval</i> will be listed below the email this person link.</p>
User Type	<p>Displays the type of user (Group User or Practitioner User).</p>

Field	Description
Roles	<p>Displays the specific roles a user can have.</p>  <p>Select the check box next to each role to grant or remove access.</p> <ul style="list-style-type: none"> • Search Claims: Provides users with the ability to search for claims in the Claims tab. • View Demographics: Provides users with the ability to view demographic information in the View Provider Demographic section. • Submit Demographic Changes: Provides users the ability to submit demographic changes for the provider or group in the View Provider Demographic section. • Administer Users: allows users to have administrator rights which grants access to the Manage User Access tab and the Add Provider Access feature.

Update Global Settings

Introduction: The **Update Global Settings** function allows Portal Administrator users to manage how users are approved or declined access to the provider or groups they are the portal administrator for.

Update Global Settings

Update Global Settings for Carolinas Healthcare System

Practitioner users (i.e. portal users who represent a practitioner) will always be able to see that their practitioner participates with your group. By default, they will also have the option to send you requests for special access:

1. To view TINs, networks/products, effective dates as they relate to their practitioner via the group
2. To submit data changes directly to MultiPlan

If you prefer not to receive individual requests, you can globally approve or deny them below.

Can Practitioner users view TINs, network/products, and effective dates?

Globally Approve

Globally Deny

Upon each user's request I will approve/deny

Please note: For existing users who have already been approved/denied special access, you can change their access by contacting MultiPlan Support at 877-685-9411 or support@multiplan.com.

Field	Description
Update Global Settings for	<p>Use the dropdown to select the provider or group.</p>  <p>When there is only one provider or group, the system will default to that one selection.</p>
Globally Approve	<p>Select this option to globally approve all users who request access to the selected provider or group.</p> <p>Then select whether the users can submit data changes for the provider or group directly to Claritev.</p> <div data-bbox="492 657 1255 869" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="radio"/> Globally Approve</p> <p>Can practitioner users submit data changes directly to MultiPlan?</p> <p><input type="radio"/> Yes, globally allow ability to submit data changes directly to MultiPlan</p> <p><input type="radio"/> No, globally deny ability to submit data changes directly to MultiPlan</p> </div>
Globally Deny	<p>Select this option to deny all users who request access to the selected provider or group.</p> <p>Then select whether the contact information will be displayed for users being denied access to the provider or group.</p> <div data-bbox="492 1108 1255 1283" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="radio"/> Globally Deny</p> <p>Can your contact information be displayed to practitioner users in case they have a question about the access?</p> <p><input type="radio"/> Yes, display my name and email address</p> <p><input type="radio"/> Yes, display my name and phone number</p> <p><input type="radio"/> No</p> </div>
Upon each user's request I will approve/deny	<p>Allows the Portal Administrator for the provider or group to manually approved or deny each request for access.</p>  <p>Go to the View Pending Requests section for information about approving or denying a request.</p>

View Pending Requests

Introduction: The **View Pending Requests** feature allows Portal Administrators to approve or deny access for users requesting access to the provider or group they are the portal administrator for.



- Portal Administrators will receive an email notification each time there is a pending request and see the View Pending Requests message on the home page.



- When an Administrator declines a request to access, an email will be sent to the requester notifying them the Administrator declined their request.



If global settings are set to globally approve, users will not see pending requests for that specific provider or group.

Approve or Decline Pending Requests

You can call MultiPlan at 877-460-0352 if you erroneously approve or decline a user. REFRESH SCREEN

Become a user for Edison Anesthesia at Oak Tree, LLC

Approve

Decline

Approve

Decline

ProviderTest, Chuck
 chuckportal97@gmail.com
 781-895-3113

RESPOND TO REQUEST

Training, Pavan will be approved (undo)
 pavantng@multiplan.com
 630-649-1000

RESPOND TO REQUEST

Become a user for Marlowe, Ashley M, MD

Approve

Decline

Training, Pavan
 pavantng@multiplan.com
 630-649-1000

RESPOND TO REQUEST

Field	Description
Support	Displays the Claritev customer support number to call when a user was approved or declined in error.
Refresh Page	Allows for the screen to be refreshed in real time.

Field	Description
Approve/Decline	<p>Select the appropriate radio button to approve or decline the request for access to the provider or group.</p>  <p>The name of the provider or group the user is requesting access for is displayed above the Approve/Decline Radio buttons.</p>
User Information	<p>Displays the username, email address, and phone number.</p>  <p>If Approve or Decline was previously selected, the undo option will appear next to the username.</p> <div data-bbox="678 699 1235 758" style="border: 1px solid black; padding: 5px; display: inline-block;"> Training, Pavan will be approved (undo) </div>
Respond to Request	<p>Use this button to respond to the Approve/Decline request.</p>  <p>Once approved or declined, the Respond to Request button is replaced with the User Approved or User Declined notification.</p> <div data-bbox="678 1010 1117 1068" style="display: flex; gap: 10px;"> <div data-bbox="678 1010 889 1068" style="border: 1px solid black; padding: 2px 5px; display: inline-block;"> ✔ User Approved </div> <div data-bbox="899 1010 1117 1068" style="border: 1px solid black; padding: 2px 5px; display: inline-block;"> ✔ User Declined </div> </div>
No Request Message	<p>When there are no pending requests, the screen will not have any requests to review.</p> <div data-bbox="540 1203 1308 1360" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Approve or Decline Pending Requests</p> <hr/> <p style="text-align: center;">There are currently no pending requests.</p> </div>

VIEW PROVIDER DEMOGRAPHICS

Introduction: The **View Provider Demographics** feature is located on the Claritev Provider Portal home page and allows self-serve users the ability to view and/or update group and practitioner demographics and add demographic access for Individual Practitioners and Groups or PHO/Health Systems.



The View Provider Demographics feature is only available for Individual Practitioners and Groups or PHO/Health Systems.

View Provider Demographics
Add Provider Access 

All Family Care

MultiPlan Contract ID:  

Allergy Partners PLLC

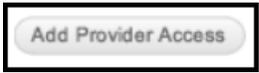
MultiPlan Contract ID: 

Casalino, David D, MD

NPI: 

Chen, Kevin Ho, MD

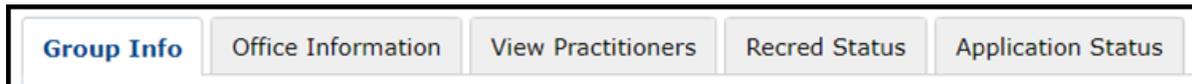
NPI: 

Field	Description
<p>Add Provider Access</p> <div style="border: 2px solid black; padding: 5px; display: inline-block;">  </div>	<p>Used to add access for an Individual Practitioner and Groups or PHO/Health Systems.</p> <p> Review the Add Provider Access section for more information.</p>
<p>Provider Information</p>	<ul style="list-style-type: none"> • Group or PHO/Health Systems: Displays the Group or PHO/Health System name and MultiPlan Contract ID. • Individual Practitioners: Displays the provider's name and NPI number.

Field	Description
<p>Stethoscope Icon</p> 	<p>Used to access the View Practitioners tab within a Group or PHO/Health System.</p>  <p>This feature is only available for Group or PHO/Health Systems and will not be displayed if there are no practitioners linked to the Group or PHO/Health System.</p>
<p>Chart Icon</p> 	<p>Used to access the system record for Individual Practitioners and Group or PHO/Health Systems.</p>

Group Access

Introduction: The View Provider Demographics Group Access features allows users to view and update [Group Info](#), bulk update office details for practitioners at specific location via the [Office Information](#) feature, view and update Practitioners within a Group or PHO/Health System via the [View Practitioners](#) feature, and review [Recred Status](#), and [Application Status](#). Users also can Export a Full Group Roster via the [Export Full Group Roster](#) feature.



Group Info

Introduction: The Group Info feature displays the demographic and product participation information related to the provider group and gives the user the ability to view and/or edit group demographic information.

Mid Atlantic Retina [Export Full Group Roster](#)

[Group Info](#) | [Office Information](#) | [View Practitioners](#) | [Recred Status](#) | [Application Status](#)

[Request Data Change](#)

*Search for a practitioner name in this group

Contract Name: Mid Atlantic Retina
 Multiplan Contract ID:
 NPI:
 Medicare Advantage: Yes

Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations.
Addresses in red require verification otherwise MultiPlan will contact you for confirmation. Updates made here only apply to the group. To update information for individual practitioners, select the Office Information and/or View Practitioners tabs above.

<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
<input type="checkbox"/>	17221645	115 Hospital Drive, Oakdale, LA 71463 (Primary)	(318) 228-2415	Service, Billing	11/29/2021 - Open	N/A	07/15/2025
<input type="checkbox"/>	12270964	16065 Lamonte Dr, Hammond, LA 70403	N/A	Service	01/01/2017 - Open	N/A	07/15/2025
<input type="checkbox"/>	12270968	Po Box 1089, Hammond, LA 70404	(985) 892-7070	Billing, Mailing	09/19/2019 - Open	N/A	08/12/2024

|

Active TINs

10/01/2020 - Present

Terminated TINs

Provider does not have any terminated TINs within the last 30 days.

Active Networks

The network effective date represents the earliest participation effective date.

MultiPlan Network
10/01/2020 - Present

Product	Effective Period
MultiPlan	10/01/2020 - Present
MultiPlan Auto Medical	10/01/2020 - Present
MultiPlan Preventive Services Only	10/01/2020 - Present
MultiPlan Workers' Compensation	10/01/2020 - Present

PHCS Network
10/01/2020 - Present

Product	Effective Period
PHCS	10/01/2020 - Present
PHCS Network for VDHP	10/01/2020 - Present
PHCS Preventive Services Only	10/01/2020 - Present
PHCS Preventive Services Only - Out-of-Area	10/01/2020 - Present

ValuePoint Program
Participating

Field	Description
Export Full Group Roster	Used to request a full group roster. <div style="border: 2px solid black; padding: 5px; display: inline-block; margin: 10px 0;"> Export Full Group Roster </div> Go to the Export Full Group Roster section for more information.

Field	Description
Request Data Change	<p>Used to create a customer service case specific to the Group or PHO/Health System.</p> <div data-bbox="428 302 712 361" style="border: 1px solid black; padding: 2px;"> Request Data Change </div>  <p>Go to the Request Data Change section for more information.</p>
Contract Information	<p>Displays the contract name, Claritev contract ID, NPI, group email address (if provided), and Medicare Advantage Participation, if applicable.</p> <div data-bbox="428 621 915 760" style="border: 1px solid black; padding: 5px;"> <p>Contract Name: Mid Atlantic Retina Multiplan Contract ID: <input type="text"/> NPI: <input type="text"/> Medicare Advantage: Yes</p> </div>
Search for a practitioner name in this group	<p>Used to search for a specific practitioner name within the group. Enter the first and/or last name of the practitioner and click the Search.</p> <div data-bbox="428 894 1276 1010" style="border: 1px solid black; padding: 5px;"> <p>*Search for a practitioner name in this group</p> <p><input type="text" value="smith"/> <input type="button" value="SEARCH"/></p> </div>  <p>Using this search feature takes users to the View Practitioners feature.</p>

Field	Description																																
Address(s)	<p>Used to view and/or update location demographics for the group.</p> <p>The following information is displayed:</p> <ul style="list-style-type: none"> • Office ID (an internal number assigned by Claritev) • Address (primary service is always listed first) • Phone number • Office type (Service, Billing, Mailing) • Effective period (only active addresses are shown) • Practice name (if applicable) • Last verified date (addresses in red have not been verified in the past 90 days) • Add New Office and Edit Verify Details <div data-bbox="427 831 1382 1073" style="border: 1px solid black; padding: 5px;"> <p>Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations. Addresses in red require verification otherwise MultiPlan will contact you for confirmation. Updates made here only apply to the group. To update information for individual practitioners, select the Office Information and/or View Practitioners tabs above.</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Office ID</th> <th>Address</th> <th>Phone</th> <th>Office Type</th> <th>Effective Period</th> <th>Practice Name</th> <th>Last Verified</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>17221645</td> <td>115 Hospital Drive, Oakdale, LA 71463 (Primary)</td> <td>(318) 228-2415</td> <td>Service, Billing</td> <td>11/29/2021 - Open</td> <td>N/A</td> <td>07/15/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12270964</td> <td>16065 Lamonte Dr, Hammond, LA 70403</td> <td>N/A</td> <td>Service</td> <td>01/01/2017 - Open</td> <td>N/A</td> <td>07/15/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12270968</td> <td>Po Box 1089, Hammond, LA 70404</td> <td>(985) 892-7070</td> <td>Billing, Mailing</td> <td>09/19/2019 - Open</td> <td>N/A</td> <td>08/12/2024</td> </tr> </tbody> </table> <p style="text-align: right;"> <input type="button" value="ADD NEW OFFICE"/> <input type="button" value="EDIT/VERIFY DETAILS"/> </p> </div> <p> Go to the Viewing and Updating Location Demographics for more information.</p>	<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified	<input type="checkbox"/>	17221645	115 Hospital Drive, Oakdale, LA 71463 (Primary)	(318) 228-2415	Service, Billing	11/29/2021 - Open	N/A	07/15/2025	<input type="checkbox"/>	12270964	16065 Lamonte Dr, Hammond, LA 70403	N/A	Service	01/01/2017 - Open	N/A	07/15/2025	<input type="checkbox"/>	12270968	Po Box 1089, Hammond, LA 70404	(985) 892-7070	Billing, Mailing	09/19/2019 - Open	N/A	08/12/2024
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<input type="checkbox"/>	12270968	Po Box 1089, Hammond, LA 70404	(985) 892-7070	Billing, Mailing	09/19/2019 - Open	N/A	08/12/2024																										
Active and Terminated TINs	<p>Displays the active and terminated TINs associated with the group, including the effective date.</p> <div data-bbox="427 1325 1190 1524" style="border: 1px solid black; padding: 5px;"> <p>Active TINs</p> <p>52-1249671 10/01/2020 - Present</p> <p>Terminated TINs ⓘ</p> <p>Provider does not have any terminated TINs within the last 30 days.</p> </div> <p> Terminated TINs are only listed for 30 days after the term date.</p>																																

Field	Description														
Active Networks	<p>Displays the active network affiliation and effective dates.</p> <div data-bbox="428 310 1187 1024" style="border: 1px solid black; padding: 10px;"> <p>Active Networks ⓘ</p> <p>The network effective date represents the earliest participation effective date.</p> <div data-bbox="448 422 1170 625"> <p>MultiPlan Network 10/15/2011 - Present</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Effective Period</th> </tr> </thead> <tbody> <tr> <td>MultiPlan</td> <td>10/15/2011 - Present</td> </tr> <tr> <td>MultiPlan Workers' Compensation</td> <td>10/15/2011 - Present</td> </tr> </tbody> </table> </div> <div data-bbox="448 642 1170 814"> <p>PHCS Network 10/15/2011 - Present</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Effective Period</th> </tr> </thead> <tbody> <tr> <td>PHCS</td> <td>10/15/2011 - Present</td> </tr> </tbody> </table> </div> <div data-bbox="448 831 1170 1003"> <p>Beech Street Network 10/01/2007 - Present</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Effective Period</th> </tr> </thead> <tbody> <tr> <td>Beech Street Complementary</td> <td>10/01/2007 - Present</td> </tr> </tbody> </table> </div> </div>	Product	Effective Period	MultiPlan	10/15/2011 - Present	MultiPlan Workers' Compensation	10/15/2011 - Present	Product	Effective Period	PHCS	10/15/2011 - Present	Product	Effective Period	Beech Street Complementary	10/01/2007 - Present
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Office Information

Introduction: The **Office Information** feature displays the offices listed for the providers in the group and the total number of providers listed at the location. This feature also allows users to make updates to the office information for all providers at the selected location.



- At this time, only the phone and fax number(s) and additional Office Details can be updated using the Office Information feature.
 - Use the [View Practitioners](#) tab to make additional updates to the providers listed at the location.
- Current information will not be displayed and any updates made will overwrite the current information for all practitioners listed at the address.

[Export Full Group Roster](#)

Group Info **Office Information** View Practitioners Recred Status Application Status

The locations for this group are listed below.
Place a check next to each location or check the box in the header row to select all on every page and click OFFICE UPDATE.

Displaying 1-6 of 6 Records

<input type="checkbox"/>	Address	# of Providers
<input type="checkbox"/>	2345 E Southern Ave, Mesa, AZ 85204	1
<input type="checkbox"/>	2345 E Southern Ave Ste 101, Mesa, AZ 85204	1
<input type="checkbox"/>	4120 N 108th Ave Ste 116, Phoenix, AZ 85037	1
<input type="checkbox"/>	700 N Estrella Pkwy Ste 120, Goodyear, AZ 85338	1
<input type="checkbox"/>	PO Box 638397, Cincinnati, OH 45263	1
<input type="checkbox"/>	Po Box 638397, Cincinnati, OH 45263	1

OFFICE UPDATE



The Office Information feature will display up to 25 locations per page. Users will see the total number of pages and page navigation links when there are more than 25 locations.

Previous Page 1 of 6 Next

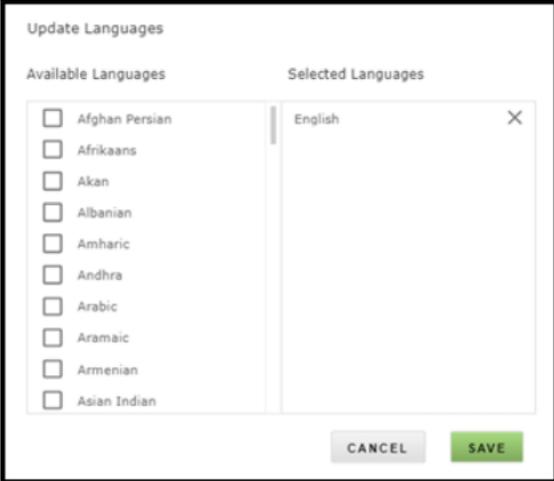
Office Information Updates

Introduction: Follow the steps outlined below to use the Office Information feature.

Step	Action																					
1.	<p>Check the box for each address that requires an update and select OFFICE UPDATE.</p> <div style="display: flex; align-items: center;">  <ul style="list-style-type: none"> The provider's name(s) will be displayed after updates are complete. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>The locations for this group are listed below. Place a check next to each location or check the box in the header row to select all on every page and click OFFICE UPDATE.</p> <p>Displaying 1-6 of 6 Records</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Address</th> <th># of Providers</th> </tr> </thead> <tbody> <tr style="border: 2px solid red;"> <td><input checked="" type="checkbox"/></td> <td>2345 E Southern Ave, Mesa, AZ 85204</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td>2345 E Southern Ave Ste 101, Mesa, AZ 85204</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td>4120 N 108th Ave Ste 116, Phoenix, AZ 85037</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td>700 N Estrella Pkwy Ste 120, Goodyear, AZ 85338</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td>PO Box 638397, Cincinnati, OH 45263</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Po Box 638397, Cincinnati, OH 45263</td> <td>1</td> </tr> </tbody> </table> <p style="text-align: right; border: 1px solid red; padding: 2px;">OFFICE UPDATE</p> </div>	<input type="checkbox"/>	Address	# of Providers	<input checked="" type="checkbox"/>	2345 E Southern Ave, Mesa, AZ 85204	1	<input type="checkbox"/>	2345 E Southern Ave Ste 101, Mesa, AZ 85204	1	<input type="checkbox"/>	4120 N 108th Ave Ste 116, Phoenix, AZ 85037	1	<input type="checkbox"/>	700 N Estrella Pkwy Ste 120, Goodyear, AZ 85338	1	<input type="checkbox"/>	PO Box 638397, Cincinnati, OH 45263	1	<input type="checkbox"/>	Po Box 638397, Cincinnati, OH 45263	1
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<input type="checkbox"/>	Po Box 638397, Cincinnati, OH 45263	1																				

Step	Action
2.	<p>The following page will display.</p> <div data-bbox="326 317 1284 930" style="border: 1px solid black; padding: 10px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>← BACK TO ADDRESS LIST</p> <p>Addresses</p> <p>The information submitted here will overwrite the existing information for all the practitioners at this location. Expand All Collapse All <small>Applies to Additional Office Details</small></p> <p><input checked="" type="checkbox"/> Yukon, OK 73099-4554 Discard changes</p> <p>*Address: <input type="text"/> Phone 1: <input type="text"/> X <input type="text"/> (Required for service address updates) <input type="text"/> Phone 2: <input type="text"/> X <input type="text"/> *City: <input type="text"/> Yukon Fax: <input type="text"/> *State: <input type="text"/> OK *Zip: <input type="text"/> 730994554 *County: <input type="text"/> Canadian *Country: <input type="text"/> USA</p> <p>▼ Additional Office Details</p> <p>Contact Information (MultiPlan use only, not for directory, except for email address)</p> <p>First: <input type="text"/> MI: <input type="text"/> Last: <input type="text"/> Email: <input type="text"/> Phone: <input type="text"/> X <input type="text"/> Title: <input type="text"/></p> <p>Staff Languages: <input type="text"/> English <input type="checkbox"/> Interpreter Service Handicap Accessible: <input type="text"/> None ▼</p> </div> <ul style="list-style-type: none"> • Use the Expand/Collapse arrow to expand or collapse Additional Office Details. <ul style="list-style-type: none"> ○  • Use Discard Changes to discard any changes that were made. <ul style="list-style-type: none"> ○  • Click BACK TO ADDRESS LIST to return to the list of addresses for the practitioner. <ul style="list-style-type: none"> ○  • If a pop up is received, select the appropriate response.

Step	Action
3.	<p>Phone and/or Fax</p> <p>Enter the phone, extension, and fax numbers, when applicable.</p> <div data-bbox="328 350 1281 520" style="border: 1px solid black; padding: 5px;"> <p>Phone 1 <input type="text"/> X <input type="text"/> (Required for service address updates)</p> <p>Phone 2 <input type="text"/> X <input type="text"/></p> <p>Fax <input type="text"/></p> </div> <div data-bbox="328 546 425 642" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> • Phone numbers are only required for service locations. • Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. <ul style="list-style-type: none"> ○ If phone and fax numbers are entered incorrectly, an error message will display.
4.	<p>Contact Information</p> <p>Enter the information for the best contact at the office.</p> <div data-bbox="328 903 1269 1010" style="border: 1px solid black; padding: 5px;"> <p>Additional Office Details</p> <p>Contact Information (MultiPlan use only, not for directory)</p> <p>First <input type="text"/> MI <input type="text"/> Last <input type="text"/> Email <input type="text"/> Phone <input type="text"/> X <input type="text"/> Title <input type="text"/></p> </div> <div data-bbox="406 1033 503 1129" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> • Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. <ul style="list-style-type: none"> ○ If phone and fax numbers are entered incorrectly, an error message will display. • Contact First, MI, and Last name fields will not accept numerical values. <ul style="list-style-type: none"> ○ If numerical values are entered, an error message will display. • Contact email address must include the at symbol (@) and a dot followed by the domain name. <ul style="list-style-type: none"> ○ If an email address is entered incorrectly, an error message will display.

Step	Action
5.	<p>Staff Languages</p> <p>Select the Pencil Icon next to staff languages. A new window will populate allowing users to select all languages spoken by the staff in the office. Check the appropriate boxes and select save.</p> 
6.	<p>Office Indicators</p> <p>Select the appropriate check boxes and/or drop down next to each indicator for the office. This includes Interpreter Service and Handicap Accessible.</p> 
7.	<p>After all updates are complete select the SUBMIT button.</p> 

Step	Action						
8.	<p>The confirmation page will display all updates made, the request has been processed and the practitioners included in the update.</p> <div data-bbox="328 367 1284 812" style="border: 1px solid black; padding: 5px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>Request Processed - Changes may take approximately 60 minutes to appear in the portal.</p> <p>← GO BACK TO ADDRESS LIST</p> <p>Updated Office: 1105 W 2400 S, West Valley City, UT 84119</p> <table border="1"> <thead> <tr> <th>Address</th> <th>Phone</th> <th>Fax</th> </tr> </thead> <tbody> <tr> <td>1105 W 2400 S, West Valley City, UT 84119</td> <td>(801) 433-0886 N/A</td> <td>N/A</td> </tr> </tbody> </table> <p>Additional Office Details</p> <p>Contact Information (MultiPlan use only, not for directory, except for email address)</p> <p>First : Jane MI : N/A Last : Test Email : jane.test@multiplan.com Phone : (801) 433-0866 Title : Credentialing</p> <p>Interpreter Service, Handicap Accessible: Yes</p> <p>Providers Included in this Bulk Update</p> <p>BS</p> </div> <p> Changes to Office Information can take approximately 60 minutes to appear on the portal.</p> <p>Click the GO BACK TO ADDRESS LIST link to return to the list of addresses.</p>	Address	Phone	Fax	1105 W 2400 S, West Valley City, UT 84119	(801) 433-0886 N/A	N/A
Address	Phone	Fax					
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View Practitioners

Introduction: The View Practitioners feature allows for single practitioner search or viewing the full roster. When viewing the full roster, users can view and/or update practitioner demographics or request a data change for a specific practitioner.

Group Info | Office Information | **View Practitioners** | Recred Status | Application Status

*Search for a practitioner name in this group

SEARCH OR [View Full Roster](#)
(Large rosters can take several seconds to load)

[View Terminated Practitioners](#)

Select up to 3 practitioners to compare or click the practitioner's name to display details. **COMPARE**

Practitioner	Degree	Primary Specialty	Location	NPI	Effective Period	Request Data Change
<input type="checkbox"/> Camobell, Robert J	MD	Cardiovascular Diseases	Cambridge, MA	1982670857	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Gannon, Stephen A	MD	Cardiovascular Diseases	Cambridge, MA	1881960037	05/26/2020 - Present	Request Data Change
<input type="checkbox"/> Green, Elizabeth S	MSN	Nurse Practitioner	Cambridge, MA	1770182230	11/25/2020 - Present	Request Data Change
<input type="checkbox"/> Guardino, Cara E	MD	Cardiovascular Diseases	Cambridge, MA	1881135051	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Latina, Jacqueline M	MD	Cardiovascular Diseases	Cambridge, MA	1598007072	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Leavitt, Jeffrey J	MD	Cardiovascular Diseases	Cambridge, MA	1861469785	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Meritt, Erin	MSN	Nurse Practitioner	Cambridge, MA	1427784305	07/30/2022 - Present	Request Data Change
<input type="checkbox"/> Phillips, Blou	MD	Cardiac Electrophysiology	Cambridge, MA	1942474895	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Pond, Kyle K	MD	Cardiovascular Diseases	Cambridge, MA	1326090622	06/16/2025 - Present	Request Data Change
<input type="checkbox"/> Tassinari, Erica Lindsay	MSN	Nurse Practitioner	Cambridge, MA	1508268061	02/01/2019 - Present	Request Data Change
<input type="checkbox"/> Yeh, Yun-Ting E	MD	Cardiovascular Diseases	Cambridge, MA	1013356971	06/16/2025 - Present	Request Data Change

Viewing 1-11 of 11 Page 1 of 1 **COMPARE**

Field	Description
Search for a practitioner name in this group	<p>Used to search for a specific practitioner name within the group.</p> <p>Enter the first and/or last name of the practitioner in the field and click Search.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>*Search for a practitioner name in this group</p> <p><input type="text" value="smith"/> SEARCH</p> </div> <p>Click the practitioner's name to view and/or edit demographics for that practitioner.</p> <ul style="list-style-type: none"> • See the View Provider Demographics – Address section for information about the demographics available for viewing/editing. • See the Viewing and Updating Demographics section for information about updating practitioner demographics.

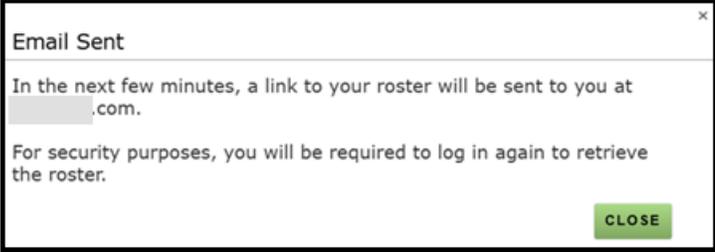
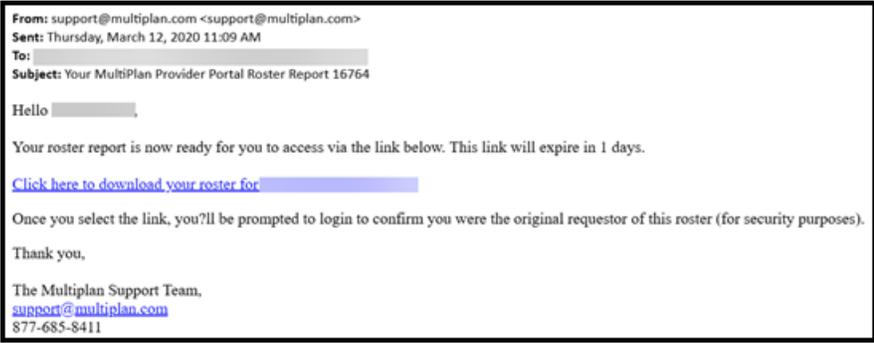
Field	Description																																																																																				
View Full Roster	<p>Used to view the full roster of practitioners associated with the group.</p> <ul style="list-style-type: none"> See the Export Full Group Roster section for information about exporting roster details. <p>The following information is displayed:</p> <div data-bbox="537 478 1398 997" style="border: 1px solid black; padding: 5px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>*Search for a practitioner name in this group</p> <input type="text"/> <input type="button" value="SEARCH"/> OR View Full Roster <small>(Large rosters can take several seconds to load)</small> <p>View Terminated Practitioners</p> <p>Select up to 3 practitioners to compare or click the practitioner's name to display details. <input type="button" value="COMPARE"/></p> <table border="1"> <thead> <tr> <th>Practitioner</th> <th>Degree</th> <th>Primary Specialty</th> <th>Location</th> <th>NPI</th> <th>Effective Period</th> <th>Request Data Change</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Cambell, Robert J</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1982670857</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Gannon, Stephen A</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1881960037</td><td>05/26/2020 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Green, Elizabeth S</td><td>MSN</td><td>Nurse Practitioner</td><td>Cambridge, MA</td><td>1770182230</td><td>11/25/2020 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Guardino, Cara E</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1881135051</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Latina, Jacqueline H</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1598007072</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Leavitt, Jeffrey J</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1861469785</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Merritt, Erin</td><td>MSN</td><td>Nurse Practitioner</td><td>Cambridge, MA</td><td>1427784305</td><td>07/30/2022 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Phillips, Binu</td><td>MD</td><td>Cardiac Electrophysiology</td><td>Cambridge, MA</td><td>1942474895</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Pond, Kyle K</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1326090622</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Tassinari, Erica Lindsay</td><td>MSN</td><td>Nurse Practitioner</td><td>Cambridge, MA</td><td>1508268061</td><td>02/01/2019 - Present</td><td>Request Data Change</td></tr> <tr><td><input type="checkbox"/> Yeh, Yun-Ting E</td><td>MD</td><td>Cardiovascular Diseases</td><td>Cambridge, MA</td><td>1013356971</td><td>06/16/2025 - Present</td><td>Request Data Change</td></tr> </tbody> </table> <p>Viewing 1-11 of 11 Page 1 of 1 <input type="button" value="COMPARE"/></p> </div> <p> <ul style="list-style-type: none"> Practitioner Name <ul style="list-style-type: none"> Go to the View Provider Demographics – Address section for information about the demographics available for viewing/editing. Go to the Viewing and Updating Demographics section for information about updating practitioner demographics. Degree Primary Specialty Location NPI Effective Period Request Data Change <ul style="list-style-type: none"> Go to the Request Data Change section for information. </p>	Practitioner	Degree	Primary Specialty	Location	NPI	Effective Period	Request Data Change	<input type="checkbox"/> Cambell, Robert J	MD	Cardiovascular Diseases	Cambridge, MA	1982670857	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Gannon, Stephen A	MD	Cardiovascular Diseases	Cambridge, MA	1881960037	05/26/2020 - Present	Request Data Change	<input type="checkbox"/> Green, Elizabeth S	MSN	Nurse Practitioner	Cambridge, MA	1770182230	11/25/2020 - Present	Request Data Change	<input type="checkbox"/> Guardino, Cara E	MD	Cardiovascular Diseases	Cambridge, MA	1881135051	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Latina, Jacqueline H	MD	Cardiovascular Diseases	Cambridge, MA	1598007072	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Leavitt, Jeffrey J	MD	Cardiovascular Diseases	Cambridge, MA	1861469785	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Merritt, Erin	MSN	Nurse Practitioner	Cambridge, MA	1427784305	07/30/2022 - Present	Request Data Change	<input type="checkbox"/> Phillips, Binu	MD	Cardiac Electrophysiology	Cambridge, MA	1942474895	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Pond, Kyle K	MD	Cardiovascular Diseases	Cambridge, MA	1326090622	06/16/2025 - Present	Request Data Change	<input type="checkbox"/> Tassinari, Erica Lindsay	MSN	Nurse Practitioner	Cambridge, MA	1508268061	02/01/2019 - Present	Request Data Change	<input type="checkbox"/> Yeh, Yun-Ting E	MD	Cardiovascular Diseases	Cambridge, MA	1013356971	06/16/2025 - Present	Request Data Change
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Compare	<p>Used to compare and/or review demographics for up to three practitioners in the group.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Select up to 3 practitioners to compare or click the practitioner's name to display details. COMPARE</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Practitioner</th> <th>Degree</th> <th>Primary Specialty</th> <th>Location</th> <th>NPI</th> <th>Effective Period</th> <th>Request Data Change</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Campbell, Robert J</td> <td>MD</td> <td>Cardiovascular Diseases</td> <td>Cambridge, MA</td> <td>1982670857</td> <td>06/16/2025 - Present</td> <td>Request Data Change</td> </tr> <tr> <td><input checked="" type="checkbox"/> Gannon, Stephen A</td> <td>MD</td> <td>Cardiovascular Diseases</td> <td>Cambridge, MA</td> <td>1881960037</td> <td>05/26/2020 - Present</td> <td>Request Data Change</td> </tr> <tr> <td><input checked="" type="checkbox"/> Green, Elizabeth S</td> <td>MSN</td> <td>Nurse Practitioner</td> <td>Cambridge, MA</td> <td>1770182230</td> <td>11/25/2020 - Present</td> <td>Request Data Change</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> • Check the box for up to three practitioners and select COMPARE. <p>The following information is available for comparison. Click the link to go to the specific section or select <i>Return to List of Practitioners</i>:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>Back to List of Practitioners</p> <p>Practitioner Comparison Go to Addresses TINs Networks/Products</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; vertical-align: top;"> <p>Campbell, Robert J</p> <p>Degree: MD Location: Cambridge, MA Primary Specialty: Cardiovascular Diseases Effective Period: 06/16/2025 - Present</p> <p>Request Data Change</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Gannon, Stephen A</p> <p>Degree: MD Location: Cambridge, MA Primary Specialty: Cardiovascular Diseases Effective Period: 05/26/2020 - Present</p> <p>Request Data Change</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Green, Elizabeth S</p> <p>Degree: MSN Location: Cambridge, MA Primary Specialty: Nurse Practitioner Effective Period: 11/25/2020 - Present</p> <p>Request Data Change</p> </td> </tr> <tr> <td colspan="3"> <p>Addresses</p> <p>Primary Service, Billing, Mailing Address</p> <p>Practice Name Not Available 300 Mount Auburn St Cambridge, MA 02138</p> <p>Phone: 617-497-1127 x 725 Fax: N/A</p> <p>Accepting New Patients: Yes Display on Directory: No Essential Community Provider: N/A</p> </td> </tr> <tr> <td colspan="3"> <p>Active TINs 04-2709461 02/01/2019 - Present</p> <p>Terminated TINs Provider does not have any terminated TINs within the last 30 days.</p> </td> </tr> <tr> <td colspan="3"> <p>Networks / Products</p> <p>MultiPlan Network - 11/25/2020 - Present MultiPlan - 11/25/2020 - Present MultiPlan Auto Medical - 11/25/2020 - Present MultiPlan Preventive Services Only - 11/25/2020 - Present MultiPlan Workers' Compensation - 11/25/2020 - Present</p> <p>PHCS Network - 11/25/2020 - Present PHCS - 11/25/2020 - Present PHCS Network for VDHP - 11/25/2020 - Present PHCS Preventive Services Only - 11/25/2020 - Present PHCS Preventive Services Only - Out-of-Area - 11/25/2020 - Present</p> </td> </tr> </table> </div> <ul style="list-style-type: none"> • Addresses • TINs • Networks/Products • Request Data Change <ul style="list-style-type: none"> ○ Go to the Request Data Change section for information. 	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Field	Description												
View Terminated Practitioners	<p>Used to view the full roster of practitioners who have been terminated from the group within 30 days.</p> <p>The following information is displayed:</p> <ul style="list-style-type: none"> • Practitioner Name • Degree • Primary Specialty • NPI • Effective Period • Request Data Change <p>○ Go to the Request Data Change section for information.</p> <div data-bbox="537 821 1398 1081" style="border: 1px solid black; padding: 5px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status</p> <p>*Search for a practitioner name in this group</p> <p><input type="text"/> <input type="button" value="SEARCH"/> OR View Full Roster (Large rosters can take several seconds to load)</p> <p>You are viewing practitioners who have been terminated in the last 30 days. We cannot display addresses or a detailed view for terminated practitioners. View Active Practitioners</p> <table border="1"> <thead> <tr> <th>Practitioner</th> <th>Degree</th> <th>Primary Specialty</th> <th>NPI</th> <th>Effective Period</th> <th>Request Data Change</th> </tr> </thead> <tbody> <tr> <td colspan="6">No practitioners found. Check if practitioner(s) are active by clicking on the "View Active Practitioners" link above.</td> </tr> </tbody> </table> </div> <p>Click <i>View Active Practitioners</i> to return to the View Full Roster view.</p>	Practitioner	Degree	Primary Specialty	NPI	Effective Period	Request Data Change	No practitioners found. Check if practitioner(s) are active by clicking on the "View Active Practitioners" link above.					
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No practitioners found. Check if practitioner(s) are active by clicking on the "View Active Practitioners" link above.													

Export Full Group Roster

Introduction: Follow the steps outlined below to Export Full Group Roster.

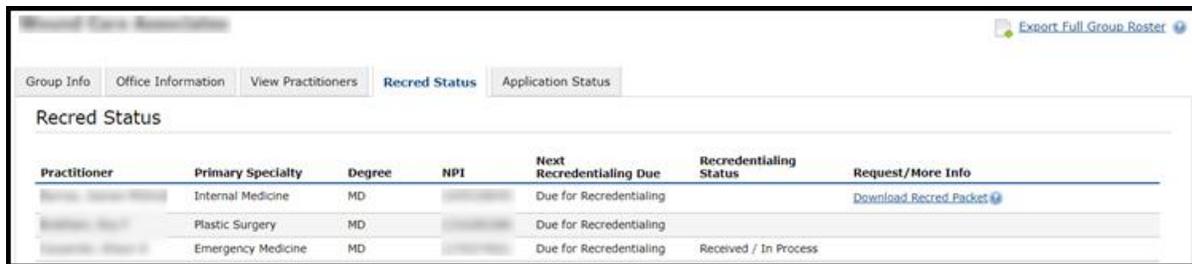
Step	Action
1.	<p>Click the Export Full Group Roster link.</p>  <p> Sending Claritev roster updates in a timely manner will eliminate follow up calls related to the group roster.</p>
2.	<p>The following message will display notifying users the roster is generating and will be sent to the primary email address listed.</p> 
3.	<p>Once the email is received, select the <i>Click here to download your roster for_____</i> link.</p>  <p> The link received via email will expire in 7 days.</p>

Step	Action
4.	<p>Enter the log in credentials into the sign in fields and select Sign In.</p> <div data-bbox="326 317 1378 1001" style="border: 1px solid black; padding: 10px;"> </div> <p> If the login entered does not match the log in credentials of the requester, an error message will display. Verify the email address you are currently logged in as is the same user noted in the roster request email.</p> <ul style="list-style-type: none"> • If the email address is different log out of the Provider Portal and log back in using the email address noted in the roster request email, then open the roster link from the email and log in. <div data-bbox="516 1335 1373 1394" style="border: 1px solid black; background-color: #fff9c4; padding: 5px;">  Error Encountered: Your login is not the same login that requested this roster. </div> <ul style="list-style-type: none"> • When the roster is not available because of technical difficulties, the following error message will display. <div data-bbox="516 1524 1373 1583" style="border: 1px solid black; background-color: #fff9c4; padding: 5px;">  Error Encountered: <small>We are experiencing technical difficulties and apologize for any inconvenience. Please try again later, or contact our Support team for assistance at support@multiplan.com.</small> </div>
5.	<p>Upon successful sign in, users are prompted to Open or Save the requested roster file.</p> <div data-bbox="326 1671 1328 1738" style="border: 1px solid black; background-color: #fff9c4; padding: 5px;"> <p>Do you want to open or save Test attachment.docx from sqaprovider.multiplan.com? Open Save Cancel</p> </div>

Step	Action																																								
6.	<p>The roster will open in a format that is applicable to the user's computer application.</p> <table border="1"> <thead> <tr> <th>A</th><th>B</th><th>C</th><th>D</th><th>E</th><th>F</th><th>G</th><th>H</th><th>I</th><th>J</th><th>K</th><th>L</th><th>M</th><th>N</th><th>O</th><th>P</th><th>Q</th><th>R</th><th>S</th><th>T</th> </tr> </thead> <tbody> <tr> <td>Last Name</td><td>First Name</td><td>Middle Initial</td><td>Date Of Birth</td><td>DEAN</td><td>License #</td><td>Hospital Affiliation</td><td>CredID</td><td>Future Effective Date</td><td>Effective Date</td><td>Termination Date</td><td>Degree</td><td>Specialty</td><td>TNAs</td><td>NPI</td><td>Address Type</td><td>Address</td><td>Address</td><td>Address</td><td>Address</td> </tr> </tbody> </table>	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	Last Name	First Name	Middle Initial	Date Of Birth	DEAN	License #	Hospital Affiliation	CredID	Future Effective Date	Effective Date	Termination Date	Degree	Specialty	TNAs	NPI	Address Type	Address	Address	Address	Address
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7.	<p>Review the Request Data Change section for instructions on submitting an updated roster to Claritev.</p>																																								

Recred Status

Introduction: The Recred Status feature is used to view the recredentiaing status of a practitioner.



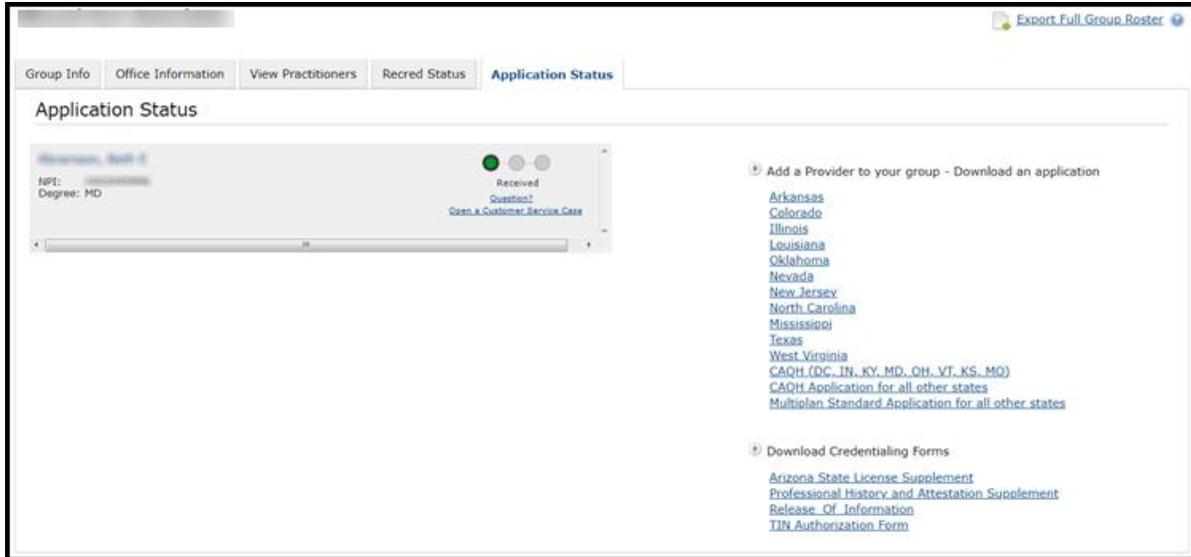
Practitioner	Primary Specialty	Degree	NPI	Next Recredentiaing Due	Recredentiaing Status	Request/More Info
[Redacted]	Internal Medicine	MD	[Redacted]	Due for Recredentiaing		Download Recred Packet
[Redacted]	Plastic Surgery	MD	[Redacted]	Due for Recredentiaing		
[Redacted]	Emergency Medicine	MD	[Redacted]	Due for Recredentiaing	Received / In Process	

Field	Description
Practitioner	Displays the practitioner's name.
Primary Specialty	Displays the practitioner's specialty.
Degree	Displays the practitioner's degree.
NPI	Displays the practitioner's NPI (National Provider Identifier).
Next Recredentiaing Due	<p>Displays the date the practitioner's recredentiaing is due.</p>  <ul style="list-style-type: none"> This field only applies to non-delegated and individually contracted provider groups. If the practitioner's recredentiaing is past due, the system will display Due for Recredentiaing in this field.

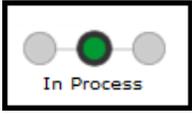
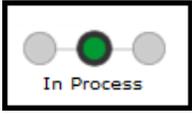
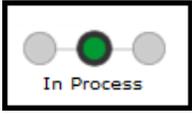
Field	Description								
Recredentialing Status	<p data-bbox="537 264 1365 296">Displays the status of the recredentialing application with Claritev.</p> <div data-bbox="553 327 646 415">  </div> <p data-bbox="675 333 1219 411">This field only applies to non-delegated and individually contracted provider groups.</p> <table border="1" data-bbox="537 438 1398 1247"> <thead> <tr> <th data-bbox="537 438 824 520">Recredentialing Status</th> <th data-bbox="824 438 1398 520">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 520 824 827">Blank Field</td> <td data-bbox="824 520 1398 827"> <p data-bbox="839 531 1382 653">Claritev sent the recredentialing packet and is waiting for a return submission of the completed material.</p> <ul data-bbox="886 680 1333 802" style="list-style-type: none"> • Open a customer service case if recredentialing materials are required. </td> </tr> <tr> <td data-bbox="537 827 824 989">Received/In Process</td> <td data-bbox="824 827 1398 989"> <p data-bbox="839 840 1360 961">The Recredentialing application has been received by Claritev and recredentialing is in process.</p> </td> </tr> <tr> <td data-bbox="537 989 824 1247">Incomplete</td> <td data-bbox="824 989 1398 1247"> <p data-bbox="839 999 1333 1121">Claritev needs additional information on this practitioner to complete recredentialing.</p> <p data-bbox="839 1148 1349 1226">Open a customer service case to find out what materials are needed.</p> </td> </tr> </tbody> </table>	Recredentialing Status	Description	Blank Field	<p data-bbox="839 531 1382 653">Claritev sent the recredentialing packet and is waiting for a return submission of the completed material.</p> <ul data-bbox="886 680 1333 802" style="list-style-type: none"> • Open a customer service case if recredentialing materials are required. 	Received/In Process	<p data-bbox="839 840 1360 961">The Recredentialing application has been received by Claritev and recredentialing is in process.</p>	Incomplete	<p data-bbox="839 999 1333 1121">Claritev needs additional information on this practitioner to complete recredentialing.</p> <p data-bbox="839 1148 1349 1226">Open a customer service case to find out what materials are needed.</p>
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Request/More Info	<p data-bbox="537 1260 1365 1337">The Request/More Info link displays if the application is incomplete status.</p> <ul data-bbox="584 1365 1406 1442" style="list-style-type: none"> • Click the link to create a customer service case and submit the information. <p data-bbox="537 1467 1235 1545">The Download Recred Packet link will display if there is a recredentialing packet available for download.</p> <ul data-bbox="584 1572 1386 1694" style="list-style-type: none"> • Click the link to download or print the recred packet. Once packet is filled out it can be attached into a customer service case. 								

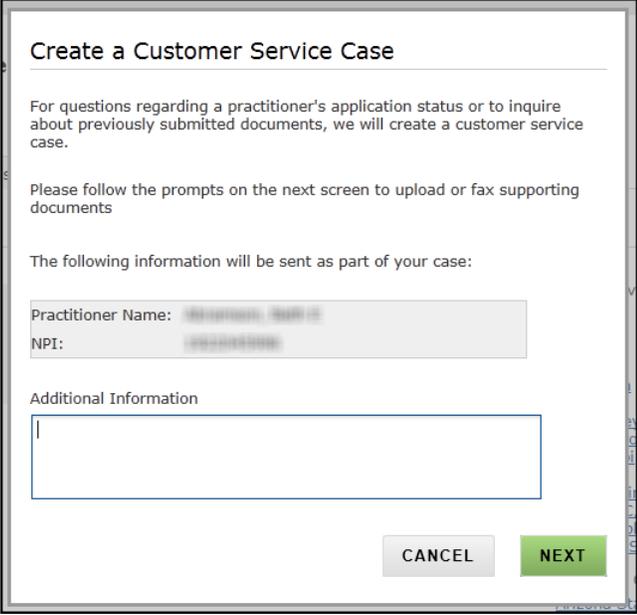
Application Status

Introduction: The Application Status feature is used to view and manage the application status of a practitioner.



Field	Description
Name	Displays the name of the practitioner.
NPI	Displays the NPI number of the practitioner.
Degree	Displays the degree of the practitioner.

Field	Description										
Application Status Indicator	<p>Displays the status of the application.</p> <table border="1" data-bbox="537 317 1390 1583"> <thead> <tr> <th data-bbox="537 317 786 380">Status</th> <th data-bbox="786 317 1390 380">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 380 786 583">  <p>Received</p> </td> <td data-bbox="786 380 1390 583"> <p>The application is received and is being reviewed to ensure it is complete and all required information is included.</p> </td> </tr> <tr> <td data-bbox="537 583 786 787">  <p>In Process</p> </td> <td data-bbox="786 583 1390 787"> <p>The application received met all ClariteV's criteria to start the credentialing process.</p> </td> </tr> <tr> <td data-bbox="537 787 786 1094">  <p>Complete</p> </td> <td data-bbox="786 787 1390 1094"> <p>The application has passed the credentialing process, and an effective date will be assigned to the practitioner.</p> <p>After the effective date has been assigned the complete status will display for up to 30 days.</p> </td> </tr> <tr> <td data-bbox="537 1094 786 1583">  <p>Awaiting your Response</p> </td> <td data-bbox="786 1094 1390 1583"> <p>There is missing information needed to complete the application.</p> <p>Click Send to MultiPlan to send the missing information displayed in the text box.</p> <p>Once the missing information has been submitted, the indicator will switch to Received.</p> <div data-bbox="802 1455 1373 1583" style="border: 1px solid black; padding: 5px;">  <p>The screenshot shows the 'Awaiting your Response' indicator (red dot) and a text box with the following content:</p> <p>Application Information: NPI: [REDACTED] Degree: MD</p> <p>This application is missing some information:</p> <ul style="list-style-type: none"> TIN Designation Form missing/incomplete, Updated Attestation required and Admitting privileges or other admitting arrangements with participating hospital <p>Send to MultiPlan</p> </div> </td> </tr> </tbody> </table>	Status	Description	 <p>Received</p>	<p>The application is received and is being reviewed to ensure it is complete and all required information is included.</p>	 <p>In Process</p>	<p>The application received met all ClariteV's criteria to start the credentialing process.</p>	 <p>Complete</p>	<p>The application has passed the credentialing process, and an effective date will be assigned to the practitioner.</p> <p>After the effective date has been assigned the complete status will display for up to 30 days.</p>	 <p>Awaiting your Response</p>	<p>There is missing information needed to complete the application.</p> <p>Click Send to MultiPlan to send the missing information displayed in the text box.</p> <p>Once the missing information has been submitted, the indicator will switch to Received.</p> <div data-bbox="802 1455 1373 1583" style="border: 1px solid black; padding: 5px;">  <p>The screenshot shows the 'Awaiting your Response' indicator (red dot) and a text box with the following content:</p> <p>Application Information: NPI: [REDACTED] Degree: MD</p> <p>This application is missing some information:</p> <ul style="list-style-type: none"> TIN Designation Form missing/incomplete, Updated Attestation required and Admitting privileges or other admitting arrangements with participating hospital <p>Send to MultiPlan</p> </div>
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Field	Description
<p>Questions? Open a Customer Service Case</p>	<p>Used to create a customer service case specific to the application request.</p> <ul style="list-style-type: none"> Enter a detailed note in the <i>Additional Information</i> field and click Next to create a customer service case. 
<p>Add a provider to your group / Download credentialing forms</p>	<p>Displays the application and credentialing forms available for download.</p>

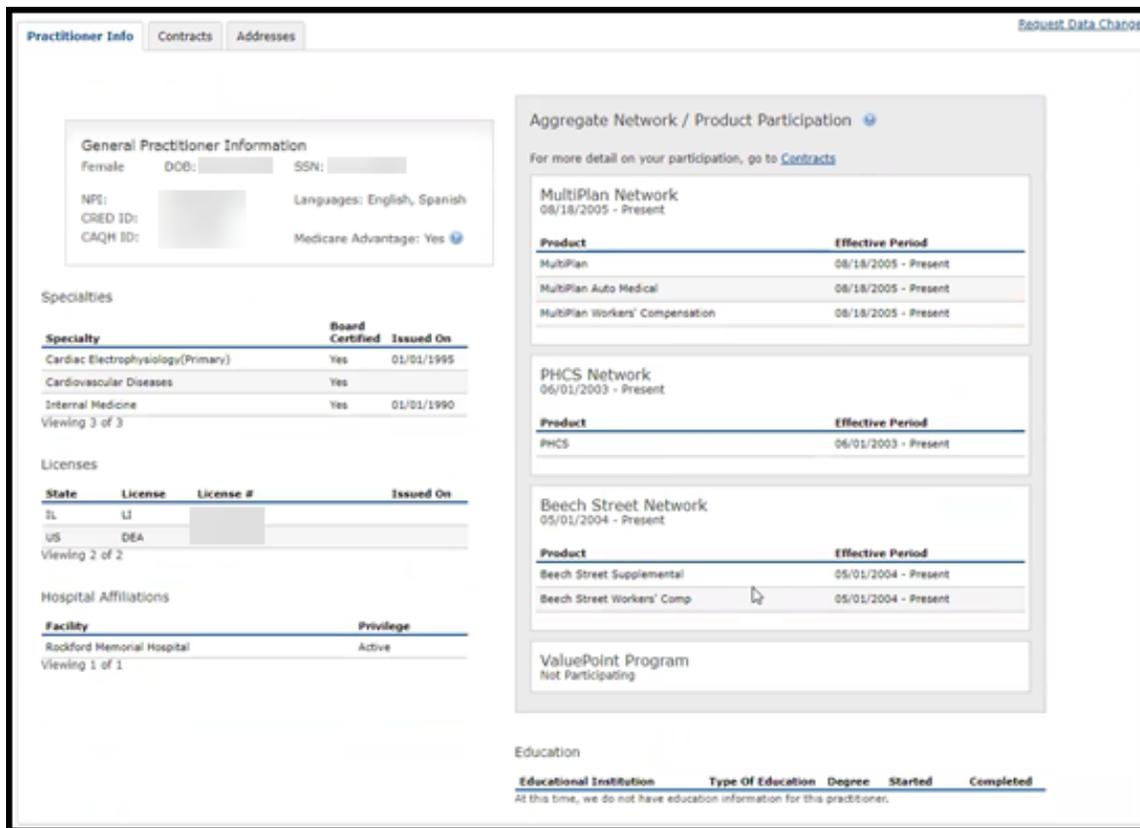
Individual Practitioner Access

Introduction: The View Provider Demographics Individual Practitioner Access features allows users to view [Practitioner Info](#), view and update [Contract](#) demographics, and view and update billing, mailing and service [Addresses](#).



Practitioner Info

Introduction: The Practitioners Info tab displays general information Claritev has on file for the practitioner.



Practitioner Info | Contracts | Addresses | [Request Data Change](#)

General Practitioner Information
 Female | DOB: [redacted] | SSN: [redacted]
 NPI: [redacted] | Languages: English, Spanish
 CRED ID: [redacted] | CAQH ID: [redacted] | Medicare Advantage: Yes

Specialties

Specialty	Board Certified	Issued On
Cardiac Electrophysiology(Primary)	Yes	01/01/1995
Cardiovascular Diseases	Yes	
Internal Medicine	Yes	01/01/1990

Viewing 3 of 3

Licenses

State	License	License #	Issued On
IL	LI	[redacted]	
US	DEA	[redacted]	

Viewing 2 of 2

Hospital Affiliations

Facility	Privilege
Rockford Memorial Hospital	Active

Viewing 1 of 1

Aggregate Network / Product Participation

For more detail on your participation, go to [Contracts](#)

MultiPlan Network
08/18/2005 - Present

Product	Effective Period
MultiPlan	08/18/2005 - Present
MultiPlan Auto Medical	08/18/2005 - Present
MultiPlan Workers' Compensation	08/18/2005 - Present

PHCS Network
06/01/2003 - Present

Product	Effective Period
PHCS	06/01/2003 - Present

Beech Street Network
05/01/2004 - Present

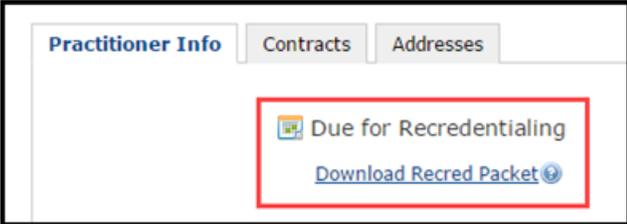
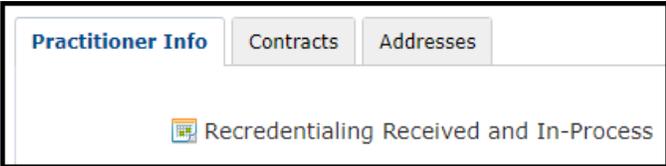
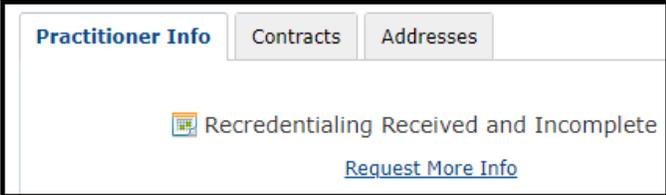
Product	Effective Period
Beech Street Supplemental	05/01/2004 - Present
Beech Street Workers' Comp	05/01/2004 - Present

ValuePoint Program
Not Participating

Education

Educational Institution	Type Of Education	Degree	Started	Completed
At this time, we do not have education information for this practitioner.				

Field	Description
Request Data Change	<p>Used to create a customer service case specific to the Individual Practitioner.</p> <div data-bbox="540 365 859 434" style="border: 1px solid black; padding: 2px; display: inline-block;"> Request Data Change </div>  Go to the Request Data Change section for more information.
General Practitioner Information	<p>Displays general information about the practitioner:</p> <ul style="list-style-type: none"> • Gender • Date of birth • SSN • NPI • Cred ID • CAQH ID • Languages • Medicare Advantage participation, when applicable • Practitioner Email Address, when provided
Specialties	<p>Displays the practitioner’s specialties, board certifications, and issued on dates.</p>
Licenses	<p>Displays the practitioner’s licenses by state, type, number, and issued on date.</p>
Hospital Affiliations	<p>Displays the practitioner’s hospital affiliations by facility and privilege.</p>
Aggregate Network/Product Participation	<p>Displays the practitioner’s network affiliation with effective dates and product(s) with the corresponding effective date(s).</p>
Education	<p>Displays the practitioner’s education by institution, type of education, degree, started and completed dates.</p>

Field	Description
<p>Recredentialing Notices</p>	<p><u>Due for Recredentialing:</u></p> <div data-bbox="540 319 1167 543" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> • Click <i>Download Recred Packet</i> to download and/or print. <p><u>Recredentialing Received and In-Process:</u></p> <div data-bbox="540 680 1206 846" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">  </div> <p><u>Recredentialing Received and Incomplete:</u></p> <div data-bbox="540 928 1206 1123" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> • Click <i>Request More Info</i> to create a service case to determine what information is missing.

Contracts Tab

Introduction: The Contracts feature allows users to view and/or update active contract demographics related to the practitioner.

Practitioner Info
Contracts
Addresses

[Request Data Change](#)

Select up to 3 contracts to compare or click contract name to display details.

- [Individual Agreement](#)
- [AMITA Health Clinically Integrated Network, LLC \(2902\)](#)
- [Adventist Health Network \(20516\)](#)
- [Presence Health Partners, LLC \(9613928\)](#)
- [Resurrection Health Care Preferred \(IPA\) \(16774\)](#)
- [Resurrection Physicians Provid \(54109\)](#)

COMPARE

Field	Description
Contract List	<p>Displays active contracts for the practitioner.</p> <p>Click the Contract name to view and/or update contract demographics.</p> <ul style="list-style-type: none"> Go to the Contract Demographics section for information about the demographics available for viewing/editing. Go to the Viewing and Updating Demographics section for more information about updating demographics. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Select up to 3 contracts to compare or click contract name to display details.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Individual Agreement <input type="checkbox"/> AMITA Health Clinically Integrated Network, LLC (2902) <input type="checkbox"/> Adventist Health Network (20516) <input type="checkbox"/> Presence Health Partners, LLC (9613928) <input type="checkbox"/> Resurrection Health Care Preferred (IPA) (16774) <input type="checkbox"/> Resurrection Physicians Provid (54109) </div>

Compare

Used to compare and/or review demographics for up to three contracts.

Select up to 3 contracts to compare or click contract name to display details.

- [Individual Agreement](#)
- [Gainesville Eye Care \(10107776\)](#)
- [Sanger Eye Care \(10107766\)](#)

COMPARE

- Check the box for up to three contracts and select COMPARE.

The following information is available for comparison. Click the link to go to the specific section or select *Back to List of Contracts*:

[Back to List of Contracts](#)

Contract Comparison		Go to Addresses TINs Networks/Products
Individual Agreement	Gainesville Eye Care	Sanger Eye Care
	MultiPlan Contract ID: 10107776	MultiPlan Contract ID: 10107766
Addresses		
Primary Service Address		
Gainesville Eye Care 311 E California St Gainesville, TX 76240 Phone: 940-668-7500 Fax: 940-665-7377 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A	Gainesville Eye Care 311 E California St Gainesville, TX 76240 Phone: 940-668-7500 Fax: 940-665-7377 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A	Sanger Eyecare 410 Bolivar St Sanger, TX 76266 Phone: 940-458-3937 Fax: 940-458-3462 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A
Service, Billing, Mailing Address		
Sanger Eyecare 410 Bolivar St Sanger, TX 76266 Phone: 940-458-3937 Fax: 940-458-3462 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A	Sanger Eyecare 410 Bolivar St Sanger, TX 76266 Phone: 940-458-3937 Fax: 940-458-3462 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A	
Billing Address		
Practice Name Not Available PO Box 909 Sanger, TX 76266 Phone: 940-458-3937 Fax: 940-458-3462		
Active TINs		
32-0219687 12/02/2008 - Present 47-2992410 04/15/2015 - Present 81-2999942 09/27/2016 - Present		
Terminated TINs		
Provider does not have any terminated TINs within the last 30 days.		
Networks / Products		
MultiPlan Network - 12/02/2008 - Present		
MultiPlan - 12/02/2008 - Present MultiPlan Auto Medical - 12/02/2008 - Present MultiPlan Preventive Services Only - 12/02/2008 - Present MultiPlan Workers' Compensation - 12/02/2008 - Present		
PHCS Network - 12/02/2008 - Present		
PHCS - 12/02/2008 - Present PHCS Network for VDH - 12/02/2008 - Present PHCS Preventive Services Only - 12/02/2008 - Present PHCS Preventive Services Only - Out-of-Area - 12/02/2008 - Present		

- **Addresses**
- **TINs**
 - Only available when there is an administrator.
- **Networks/Products**
 - Only available when there is an administrator.

Contract Demographics

[← BACK TO CONTRACTS](#)

Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations.
Addresses in red require verification otherwise MultiPlan will contact you for confirmation.
 ⚠ Requires office hours and/or wait times update.

<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
<input type="checkbox"/>	15228523	4212 W Congress St Ste 1800, Lafayette, LA 70506 (Primary)	(337) 216-9018 (337) 364-1103	Service, Mailing	01/06/2020 - Open	N/A	07/15/2025
<input type="checkbox"/>	11390944	PO Box 277266, Atlanta, GA 30384	(337) 371-3101	Billing	12/30/2015 - Open	N/A	02/03/2023

[ADD NEW OFFICE](#) [EDIT/VERIFY DETAILS](#)

Contract Effective Period: 12/30/2015 - Present

Active TINs

- 08/23/2019 - Present
- 10/01/2016 - Present
- 10/01/2016 - Present
- 10/01/2016 - Present
- 11/01/2009 - Present
- 10/01/2016 - Present
- 10/01/2016 - Present
- 10/01/2016 - Present
- 08/23/2019 - Present
- 58-0572465 10/01/2016 - Present

Viewing 10 of 17 [View All](#)

Active Network/Products

PHCS Network
12/30/2015 - Present

Product	Effective Period
PHCS	12/30/2015 - Present
PHCS Network for VDHP	12/30/2015 - Present

Terminated TINs
 Provider does not have any terminated TINs within the last 30 days.



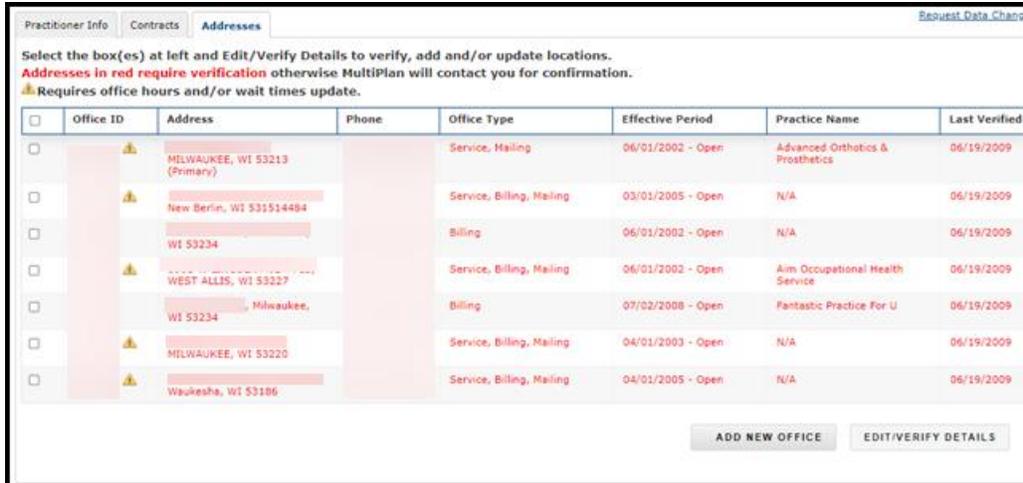
When there is not an administrator for the group, users will only see address information. Users can select **Petition for the group to designate an administrator** to create a new service case to determine the administrator for the practitioners group.

Field	Description
Back to Contracts	Returns users to view the list of contracts.

Field	Description																								
Address(s)	<p>Displays addresses associated with the group contract.</p> <ul style="list-style-type: none"> Go to the Viewing and Updating Demographics section for more information about updating demographics. <p>The following information is displayed:</p> <div data-bbox="539 478 1398 693" style="border: 1px solid black; padding: 5px;"> <p>Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations. Addresses in red require verification otherwise MultiPlan will contact you for confirmation. Requires office hours and/or wait times update.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 3%;"><input type="checkbox"/></th> <th style="width: 10%;">Office ID</th> <th style="width: 25%;">Address</th> <th style="width: 10%;">Phone</th> <th style="width: 10%;">Office Type</th> <th style="width: 10%;">Effective Period</th> <th style="width: 10%;">Practice Name</th> <th style="width: 12%;">Last Verified</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>15228523</td> <td>4212 W Congress St Ste 1800, Lafayette, LA 70506 (Primary)</td> <td>(337) 216-9018 (337) 364-1103</td> <td>Service, Mailing</td> <td>01/06/2020 - Open</td> <td>N/A</td> <td>07/15/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>11390944</td> <td>PO Box 277266, Atlanta, GA 30384</td> <td>(337) 371-3101</td> <td style="color: red;">Billing</td> <td style="color: red;">12/30/2015 - Open</td> <td style="color: red;">N/A</td> <td style="color: red;">02/03/2023</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 5px;"> <input type="button" value="ADD NEW OFFICE"/> <input type="button" value="EDIT/VERIFY DETAILS"/> </p> </div> <ul style="list-style-type: none"> Office ID (an internal number assigned by Claritev) Address Phone Office Type Effective Period Practice Name Last Verified Date Add New Office Edit/Verify Details 	<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified	<input type="checkbox"/>	15228523	4212 W Congress St Ste 1800, Lafayette, LA 70506 (Primary)	(337) 216-9018 (337) 364-1103	Service, Mailing	01/06/2020 - Open	N/A	07/15/2025	<input type="checkbox"/>	11390944	PO Box 277266, Atlanta, GA 30384	(337) 371-3101	Billing	12/30/2015 - Open	N/A	02/03/2023
<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified																		
<input type="checkbox"/>	15228523	4212 W Congress St Ste 1800, Lafayette, LA 70506 (Primary)	(337) 216-9018 (337) 364-1103	Service, Mailing	01/06/2020 - Open	N/A	07/15/2025																		
<input type="checkbox"/>	11390944	PO Box 277266, Atlanta, GA 30384	(337) 371-3101	Billing	12/30/2015 - Open	N/A	02/03/2023																		
Active TINs	Displays the active TINs (and effective dates) associated with the group.																								
Terminated TINs	<p>Displays the terminated TINs (and effective dates) associated with the group.</p> <ul style="list-style-type: none"> Terminated TINs are only listed for 30 days after the term date. 																								
Contract Effective Period	Displays the effective period of the contract.																								
Active Network/Products	Displays active network/product affiliation with effective dates.																								

Addresses

Introduction: The Addresses feature displays the list of active addresses associated with the practitioner and gives the user the ability to view and/or edit each address.



Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
	MILWAUKEE, WI 53213 (Primary)		Service, Mailing	06/01/2002 - Open	Advanced Orthotics & Prosthetics	06/19/2009
	New Berlin, WI 531514484		Service, Billing, Mailing	03/01/2005 - Open	N/A	06/19/2009
	WI 53234		Billing	06/01/2002 - Open	N/A	06/19/2009
	WEST ALLIS, WI 53227		Service, Billing, Mailing	06/01/2002 - Open	Am Occupational Health Service	06/19/2009
	WI 53234, Milwaukee,		Billing	07/02/2008 - Open	Fantastic Practice For U	06/19/2009
	MILWAUKEE, WI 53220		Service, Billing, Mailing	04/01/2003 - Open	N/A	06/19/2009
	Waukesha, WI 53186		Service, Billing, Mailing	04/01/2005 - Open	N/A	06/19/2009

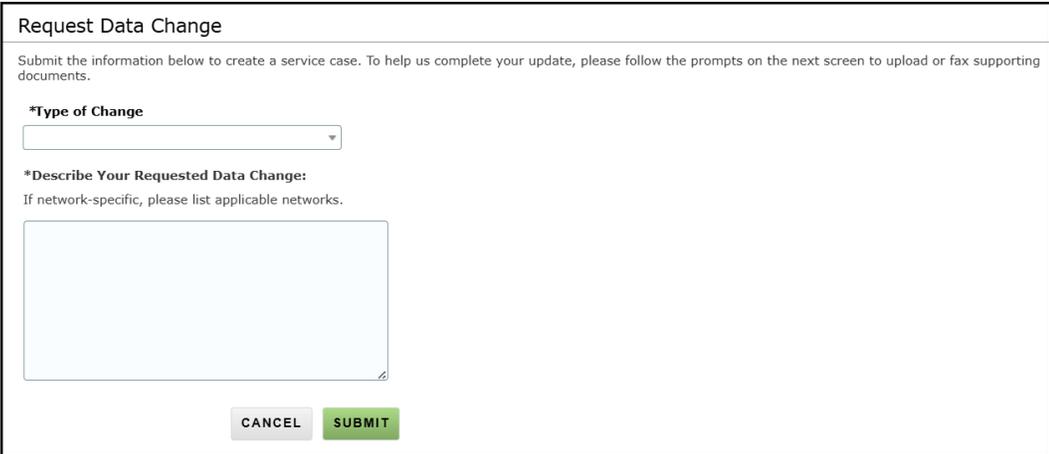
Field	Description
Office ID	An internal number assigned by Claritev.
Address	Displays the complete address, including street, city, state, and zip code.
Phone	Displays the phone number.
Office Type	Displays whether the office is service, mailing, and/or billing.
Effective Period	Displays the effective period of the address.
Practice Name	Displays the practice name.
Last Verified	Displays the date the address was last verified.
Add New Office	Used to add a new office. <ul style="list-style-type: none"> Go to the Adding a New Address section for more information.
Edit/Verify Details	Used to edit and/or verify the details of an address. <ul style="list-style-type: none"> Go to the Viewing and Updating Demographics section for more information.

Request Data Change

Introduction: The Request Data Change feature is available for [Group or PHO/Health System](#) and [Individual Practitioner](#) users. This feature allows users to create a customer service case specific to the Group or PHO/Health System and/or Individual Practitioner. Review the below for information on how to use the Request Data Change feature.

Request Data Change – Group or PHO/Health System

Introduction: The request data change feature creates a customer service case specific to the Group or PHO/Health System.

Step	Action
1.	Select the Request Data Change link. 
2.	Use the drop down to select the Type of Change . 

Step	Action
3.	<p>Review the important information to ensure all details are included in the request.</p> <div data-bbox="329 321 1380 789" style="border: 1px solid black; padding: 10px;"> <p>Request Data Change</p> <p>Submit the information below to create a service case. To help us complete your update, please follow the prompts on the next screen to upload or fax supporting documents.</p> <p>*Type of Change</p> <p> <input type="text" value="Add a Practitioner via Application"/> </p> <p> <input type="text" value="Add a Practitioner via Application"/> </p> <p> <input type="text" value="Add a Practitioner via Delegated Group"/> </p> <p> <input type="text" value="Add a Practitioner who only practices in a Hosp"/> </p> <p> <input type="text" value="Add a Practitioner with a CAQH#"/> </p> <p> <input type="text" value="Name Change"/> </p> <p> <input type="text" value="Other"/> </p> <p> <input type="text" value="Roster Update"/> </p> <p> <input type="text" value="Specialty Change"/> </p> <p> <input type="text" value="Terminate a Practitioner"/> </p> <p> <input type="text" value="Update a TIN"/> </p> <p> <input type="text" value="Update an Address"/> </p> <p style="text-align: right;">UBMIT</p> <div style="border: 1px solid #add8e6; padding: 5px; margin-top: 10px;"> <p>Important!</p> <ul style="list-style-type: none"> Download and complete the appropriate application packet from the Help & Resources tab, Take Action, and then Download Application packet to add a doc and start the credentialing process. Complete and save the application packet for your practitioner Return to this page, and initiate to Request a Data Change. Upon submitting your request, you should immediately upload the completed application packet. </div> </div>
4.	<p>Enter a detailed note in the *Describe Your Requested Data Change: field and click SUBMIT.</p> <div data-bbox="329 928 1015 1430" style="border: 1px solid black; padding: 10px;"> <p>*Describe Your Requested Data Change:</p> <p>If network-specific, please list applicable networks.</p> <div style="border: 1px solid #add8e6; height: 150px; margin-top: 10px;"></div> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="CANCEL"/> <input type="button" value="SUBMIT"/> </p> </div>

Step	Action
5.	<p>The Service Case is now created, and a new <i>Case Info</i> tab will appear within the Group or PHO/Health System record.</p> <p>The ability to <i>Upload Additional Documents</i> or <i>Print a Fax Cover Sheet</i> is also available.</p> <ul style="list-style-type: none"> • Go to step 6 to Upload Additional Documents. • Go to step 7 to Print a Fax Cover Sheet. <div data-bbox="328 535 1187 936" style="border: 1px solid black; padding: 10px;"> <p>Group Info Office Information View Practitioners Recred Status Application Status Case Info</p> <p>✔ Service Case Created</p> <p>Service Case # 14317738</p> <p>We've opened your case and sent the details to: jon@tng.com</p> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>
6.	<p>To Upload Additional Documents:</p> <ul style="list-style-type: none"> • Click Upload additional documents • Click Choose File(s) • Locate the file and select Open • Click Done once all attachments are added. <div data-bbox="328 1253 997 1795" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s) </p> <p>Book1.xlsx</p> <p style="text-align: right;">Done</p> </div>

Step	Action										
7.	<p>To Print a Fax Cover Sheet:</p> <ul style="list-style-type: none"> • Click Print a fax cover sheet • Locate the PDF in the downloads folder and open to print. • Complete any blank fields prior to faxing the attachment to 888-850-7604. <div data-bbox="328 491 997 919" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Portal Fax Cover Sheet</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">To: Service Operations</td> <td style="width: 50%; border-bottom: 1px solid black;">From: [Redacted]</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Fax: 888-850-7604</td> <td style="border-bottom: 1px solid black;">Fax:</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Phone: 800-950-7040</td> <td style="border-bottom: 1px solid black;">Phone: [Redacted]</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Date: 7/16/2025</td> <td style="border-bottom: 1px solid black;">Pages: (Inc. Cover)</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Re: 14140883</td> <td style="border-bottom: 1px solid black;">CC:</td> </tr> </table> <p>This fax includes document related to:</p> <p>Case Reference Number: [Redacted]</p> <p>Provider Name: [Redacted]</p> </div>	To: Service Operations	From: [Redacted]	Fax: 888-850-7604	Fax:	Phone: 800-950-7040	Phone: [Redacted]	Date: 7/16/2025	Pages: (Inc. Cover)	Re: 14140883	CC:
To: Service Operations	From: [Redacted]										
Fax: 888-850-7604	Fax:										
Phone: 800-950-7040	Phone: [Redacted]										
Date: 7/16/2025	Pages: (Inc. Cover)										
Re: 14140883	CC:										

Request Data Change – Individual Practitioner

The request data change feature creates a customer service case specific to the Individual Practitioner.

Step	Action
1.	<p>Select the Request Data Change link.</p> <div data-bbox="328 1285 618 1346" style="border: 1px solid black; padding: 2px;"> <p>Request Data Change</p> </div>

Step	Action
2.	<p>Use the drop down to select the Type of Change.</p> <div data-bbox="329 319 1380 1024" style="border: 1px solid black; padding: 10px;"> <p>Request Data Change</p> <p>Submit the information below to create a service case. To help us complete your update, please follow the prompts on the next screen to upload or fax supporting documents.</p> <p>*Type of Change</p> <p><input type="text"/></p> <p>*Tell us where to apply your change requests:</p> <p><input type="radio"/> To all contracts</p> <p><input type="radio"/> To select contracts</p> <p>The following information will be sent as a part of your case:</p> <p>Practitioner Name: Connor, Michael A, DO</p> <p>NPI: 1356468474</p> <p>*Describe Your Requested Data Change:</p> <p>If network-specific, please list applicable networks.</p> <div style="border: 1px solid gray; height: 60px; width: 100%;"></div> <p style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="SUBMIT"/> </p> </div>
3.	<p>Review the important information to ensure all details are included in the request.</p> <div data-bbox="329 1113 1380 1360" style="border: 1px solid black; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>*Type of Change</p> <p><input type="text" value="Name Change"/></p> <ul style="list-style-type: none"> <li style="background-color: #ccc; padding: 2px;">Name Change Specialty Change Update a TIN Update an Address <p>*Tell us where to apply your change requests:</p> </div> <div style="width: 35%; background-color: #e0f0ff; padding: 10px; border: 1px solid #add8e6;"> <p>Important!</p> <p>If you are requesting a change to a practitioner's name, please provide the below information:</p> <ul style="list-style-type: none"> Current practitioner name reflecting in Portal Updated practitioner name </div> </div> </div>

Step	Action
4.	<p>Select whether the changes will apply to <i>All Contracts</i> or to <i>Select Contracts</i>. When choosing <i>Select Contracts</i>, check the box next to each contract.</p> <div data-bbox="329 373 1279 829" style="border: 1px solid black; padding: 10px;"> <p>*Tell us where to apply your change requests:</p> <p><input type="radio"/> To all contracts</p> <p><input checked="" type="radio"/> To select contracts</p> <p>*Select Contracts</p> <p>The contracts listed below allow data change requests. Please refer to the <i>Contracts</i> page to determine why a contract may not be listed.</p> <p><input type="checkbox"/> Individual Agreement</p> <p><input type="checkbox"/> Contract Not Listed</p> </div>
5.	<p>Enter a detailed note in the *Describe Your Requested Data Change: field and click SUBMIT.</p> <div data-bbox="329 961 1015 1465" style="border: 1px solid black; padding: 10px;"> <p>*Describe Your Requested Data Change:</p> <p>If network-specific, please list applicable networks.</p> <div data-bbox="354 1073 979 1346" style="border: 1px solid #ccc; height: 130px; margin-bottom: 10px;"></div> <div data-bbox="708 1394 998 1451" style="display: flex; justify-content: flex-end; gap: 10px;"> CANCEL SUBMIT </div> </div>

Step	Action
6.	<p>The Service Case is now created, and a new <i>Case Info</i> tab will appear within the Individual Practitioner record.</p> <p>The ability to <i>Upload Additional Documents</i> or <i>Print a Fax Cover Sheet</i> is also available.</p> <ul style="list-style-type: none">• Go to step 7 to Upload Additional Documents.• Go to step 8 to Print a Fax Cover Sheet. <div data-bbox="329 535 1247 1129" style="border: 1px solid black; padding: 10px;"><p>Practitioner Info Contracts Addresses Case Info</p><p>✔ Service Case Created</p><p>Service Case # 14317737</p><hr/><p>We've opened your case and sent the details to: jon@tng.com</p><hr/><p>You can upload additional documents or print a fax cover sheet if necessary.</p></div>

Step	Action										
7.	<p>To Upload Additional Documents:</p> <ul style="list-style-type: none"> • Click Upload additional documents • Click Choose File(s) • Locate the file and select Open • Click Done once all attachments are added. <div data-bbox="328 548 995 1089" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Upload Additional Documents</p> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>▼ See list of all accepted file types BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG</p> <p style="text-align: center;">Choose File(s)</p> <p>Book1.xlsx</p> <p style="text-align: right;">Done</p> </div>										
8.	<p>To Print a Fax Cover Sheet:</p> <ul style="list-style-type: none"> • Click Print a fax cover sheet • Locate the PDF in the downloads folder and open to print. • Complete any blank fields prior to faxing the attachment to 888-850-7604. <div data-bbox="328 1350 995 1778" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Portal Fax Cover Sheet</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">To: Service Operations</td> <td style="width: 50%; border-bottom: 1px solid black;">From: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Fax: 888-850-7604</td> <td style="border-bottom: 1px solid black;">Fax: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Phone: 800-950-7040</td> <td style="border-bottom: 1px solid black;">Phone: <input type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Date: 7/16/2025</td> <td style="border-bottom: 1px solid black;">Pages: (Inc. Cover)</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Re: 14140883</td> <td style="border-bottom: 1px solid black;">CC: <input type="text"/></td> </tr> </table> <p>This fax includes document related to:</p> <p>Case Reference Number: <input type="text"/></p> <p>Provider Name: <input type="text"/></p> </div>	To: Service Operations	From: <input type="text"/>	Fax: 888-850-7604	Fax: <input type="text"/>	Phone: 800-950-7040	Phone: <input type="text"/>	Date: 7/16/2025	Pages: (Inc. Cover)	Re: 14140883	CC: <input type="text"/>
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Re: 14140883	CC: <input type="text"/>										

Viewing and Updating Demographics

Introduction: Follow the steps outlined below to view and/or update demographics for a Group or PHO/Health system and/or an Individual Practitioner.



- If location details have been reviewed and no demographic changes are required, **go to Step 16** to continue the verification process. This will update the last verified date on the Addresses screen.



- Any location listed in **red** has not been verified in the past 90 Days and requires verification.
- Services locations listed with the yellow exclamation icon require office hours and/or wait times update.

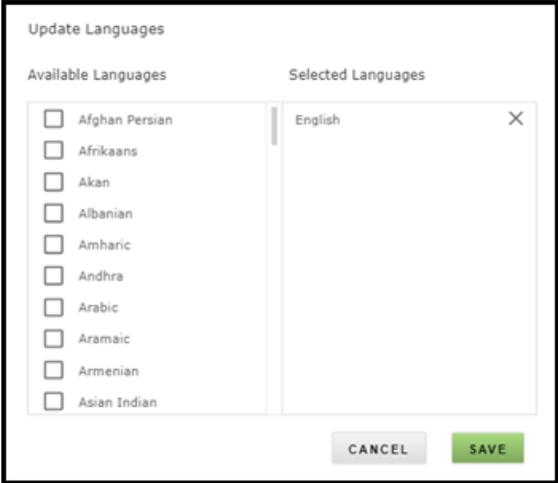
Step	Action																																																																								
1.	<p>Check the box next to the desired location(s) and select EDIT/VERIFY DETAILS.</p> <div style="display: flex; align-items: flex-start; margin-top: 10px;"> <ul style="list-style-type: none"> If there is only one location on file, the Edit/Verify details page will display. Go to step 2. </div> <div style="margin-top: 20px; border: 1px solid black; padding: 5px;"> <p style="font-size: small; margin: 0;">Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations. Addresses in red require verification otherwise MultiPlan will contact you for confirmation. ⚠ Requires office hours and/or wait times update.</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th><input type="checkbox"/></th> <th>Office ID</th> <th>Address</th> <th>Phone</th> <th>Office Type</th> <th>Effective Period</th> <th>Practice Name</th> <th>Last Verified</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>20479780</td> <td>3400 Union Ave, Sheboygan, WI 53081 (Primary)</td> <td>(920) 802-2100</td> <td>Service, Mailing</td> <td>07/19/2021 - Open</td> <td>Aurora Sheboygan</td> <td>09/17/2025</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>5541482 ⚠</td> <td>2311 N Prospect Ave, Milwaukee, WI 53211</td> <td>(414) 319-3000</td> <td>Service, Mailing</td> <td>06/01/2010 - Open</td> <td>N/A</td> <td>01/21/2025</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>5554939 ⚠</td> <td>2801 W Kinnickinnic River Pkwy Ste 140, Milwaukee, WI 53215</td> <td>(414) 385-1801</td> <td>Service, Billing, Mailing</td> <td>10/30/2007 - Open</td> <td>N/A</td> <td>01/21/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>6628428</td> <td>4425 N Port Washington Rd, Glendale, WI 53212</td> <td>(414) 326-2378</td> <td>Mailing</td> <td>08/17/2011 - Open</td> <td>N/A</td> <td>01/21/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>7935739 ⚠</td> <td>2301 N Lake Dr Rm 1577, Milwaukee, WI 53211</td> <td>(414) 291-1771</td> <td>Service, Mailing</td> <td>08/13/2012 - Open</td> <td>N/A</td> <td>06/15/2023</td> </tr> <tr> <td><input type="checkbox"/></td> <td>8338203</td> <td>Po Box 777395, Chicago, IL 60677</td> <td>(414) 326-2100</td> <td>Billing</td> <td>11/15/2012 - Open</td> <td>N/A</td> <td>01/21/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>8429252</td> <td>7395 Solutions Ctr, Chicago, IL 60677</td> <td>(414) 326-2100</td> <td>Billing</td> <td>11/15/2012 - Open</td> <td>N/A</td> <td>01/21/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td>18759787</td> <td>PO Box 735044, Chicago, IL 60673</td> <td>(800) 326-2250</td> <td>Billing</td> <td>07/19/2021 - Open</td> <td>N/A</td> <td>05/24/2024</td> </tr> </tbody> </table> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="ADD NEW OFFICE"/> <input type="button" value="EDIT/VERIFY DETAILS"/> </div> </div>	<input type="checkbox"/>	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified	<input checked="" type="checkbox"/>	20479780	3400 Union Ave, Sheboygan, WI 53081 (Primary)	(920) 802-2100	Service, Mailing	07/19/2021 - Open	Aurora Sheboygan	09/17/2025	<input checked="" type="checkbox"/>	5541482 ⚠	2311 N Prospect Ave, Milwaukee, WI 53211	(414) 319-3000	Service, Mailing	06/01/2010 - Open	N/A	01/21/2025	<input checked="" type="checkbox"/>	5554939 ⚠	2801 W Kinnickinnic River Pkwy Ste 140, Milwaukee, WI 53215	(414) 385-1801	Service, Billing, Mailing	10/30/2007 - Open	N/A	01/21/2025	<input type="checkbox"/>	6628428	4425 N Port Washington Rd, Glendale, WI 53212	(414) 326-2378	Mailing	08/17/2011 - Open	N/A	01/21/2025	<input type="checkbox"/>	7935739 ⚠	2301 N Lake Dr Rm 1577, Milwaukee, WI 53211	(414) 291-1771	Service, Mailing	08/13/2012 - Open	N/A	06/15/2023	<input type="checkbox"/>	8338203	Po Box 777395, Chicago, IL 60677	(414) 326-2100	Billing	11/15/2012 - Open	N/A	01/21/2025	<input type="checkbox"/>	8429252	7395 Solutions Ctr, Chicago, IL 60677	(414) 326-2100	Billing	11/15/2012 - Open	N/A	01/21/2025	<input type="checkbox"/>	18759787	PO Box 735044, Chicago, IL 60673	(800) 326-2250	Billing	07/19/2021 - Open	N/A	05/24/2024
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Step	Action
2.	<p>The VERIFY/EDIT DETAILS page allows users to make any necessary verification or edits to the location demographics. The editable fields will vary depending on the location type. Follow the steps in this table or click the link below to go to a specific section.</p> <p><u>Editable Fields:</u></p> <p><u>Office Details</u></p> <ul style="list-style-type: none"> • Practice Name & Practice URL Updates • Address Updates • Phone and/or Fax Updates • Office Type Updates <p><u>Additional Office Details</u></p> <ul style="list-style-type: none"> • Contact Information Updates • Wait Time Updates • Office Hours Updates • Staff Languages Updates • Specialties/Services Updates • Primary Service Address Updates • Office Indicators Updates <ul style="list-style-type: none"> ○ Accepts New Patients ○ Suppress from Directory ○ Interpreter Service ○ Handicap Accessible ○ ECP Indicator • Remote Care Giver Liaison Updates • Telemedicine & Telemedicine Modalities Updates

Step	Action
3.	<p>Practice Name & Practice URL Updates</p> <p>Enter the Practice Name and Practice URL into the appropriate fields.</p> <div data-bbox="328 390 1378 464" style="border: 1px solid black; padding: 5px;"> <p>Practice Name <input type="text" value="Aurora Neurology Illinois"/>  Practice URL <input type="text" value="www.auroralneurology.com"/></p> </div> <div data-bbox="423 493 521 590" style="float: left; margin-right: 20px;">  </div> <ul style="list-style-type: none"> • Practice URLs must contain a dot and the domain name at the end of the URL. <ul style="list-style-type: none"> ○ If Practice URL incorrectly, an error message will display.
4.	<p>Address Updates</p> <p>Enter the street address and zip code into the appropriate fields.</p> <p>The City, State, County, and Country will auto populate after proceeding to the next screen.</p> <div data-bbox="328 919 786 1180" style="border: 1px solid black; padding: 5px;"> <p>*Address <input type="text"/></p> <p><input type="text"/></p> <p>*City <input type="text" value="Mesa"/> </p> <p>*State <input type="text" value="AZ"/> </p> <p>*Zip <input type="text" value="85204"/></p> <p>*County <input type="text" value="Maricopa"/> </p> <p>*Country <input type="text" value="USA"/> </p> </div> <div data-bbox="342 1209 423 1285" style="float: left; margin-right: 20px;">  </div> <ul style="list-style-type: none"> • If an incomplete or incorrect zip code is entered, an error message will populate. • The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: <div data-bbox="565 1419 1383 1516" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="color: red; font-size: small;">Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address - include the relevant address information in the comment section.</p> </div>

Step	Action																
5.	<p>Phone and/or Fax Updates</p> <p>Enter the phone, extension, and fax numbers, when applicable.</p> <div data-bbox="329 394 1284 562" style="border: 1px solid black; padding: 5px;"> <p>Phone 1 <input type="text"/> X <input type="text"/> (Required for service address updates)</p> <p>Phone 2 <input type="text"/> X <input type="text"/></p> <p>Fax <input type="text"/></p> </div> <div data-bbox="342 594 440 688" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> Phone numbers are only required for service locations. Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. If phone and fax numbers are entered incorrectly, users will receive an error message. 																
6.	<p>Office Type Updates</p> <p>Check the box next to Service, Billing, and/or Mailing.</p> <ul style="list-style-type: none"> If the office does not have a set termination date, leave the <i>Currently Open (if checked)</i> box checked. The address will be assigned the 12/31/9999 evergreen date, meaning the office does not have a termination date. If the office does have a termination date, uncheck the <i>Currently Open (if checked)</i> box and enter the date in the Address Termination Date field. <div data-bbox="375 1251 1333 1472" style="border: 1px solid black; padding: 5px;"> <table border="1"> <thead> <tr> <th>*Office Type</th> <th>Address Effective Date</th> <th>Currently Open (if checked)</th> <th>Address Termination Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Service</td> <td><input type="text" value="04/01/2008"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> Billing</td> <td><input type="text" value="04/01/2008"/></td> <td><input type="checkbox"/></td> <td><input type="text" value="12/31/2015"/></td> </tr> <tr> <td><input type="checkbox"/> Mailing</td> <td><input type="text" value="04/01/2008"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> </div> <div data-bbox="342 1503 440 1577" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> If the date is entered incorrectly, users will receive an error message. 	*Office Type	Address Effective Date	Currently Open (if checked)	Address Termination Date	<input type="checkbox"/> Service	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Billing	<input type="text" value="04/01/2008"/>	<input type="checkbox"/>	<input type="text" value="12/31/2015"/>	<input type="checkbox"/> Mailing	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>	
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Step	Action
7.	<p>Contact Information Updates</p> <p>Enter the information for the best contact at the office.</p> <ul style="list-style-type: none"> Use the Expand/Collapse arrow to expand or collapse Additional Office Details. <div data-bbox="423 436 630 478" style="border: 1px solid black; padding: 2px; margin: 10px 0;"> v Additional Office Details </div> <div data-bbox="328 506 1273 611" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> v Additional Office Details Contact Information (MultiPlan use only, not for directory) First <input type="text"/> MI <input type="text"/> Last <input type="text"/> Email <input type="text"/> Phone <input type="text"/> X <input type="text"/> Title <input type="text" value="Services Coordinator"/> </div> <div data-bbox="423 632 521 730" style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. <ul style="list-style-type: none"> If phone and fax numbers are entered incorrectly, an error message will display. Contact First, MI, and Last name fields will not accept numerical values. <ul style="list-style-type: none"> If numerical values are entered, an error message will display. Contact email address must include the at symbol (@) and a dot followed by the domain name. <ul style="list-style-type: none"> If an email address is entered incorrectly, an error message will display.
8.	<p>Wait Time Updates</p> <p>Use the dropdowns to select the appropriate wait times for the office.</p> <p>A selection must be made in both dropdowns for the information to be saved or an error message will populate.</p> <div data-bbox="328 1446 604 1581" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> Wait Time Routine Visit <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> Urgent Care <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> New Patient Visit <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> </div>

Step	Action
9.	<p>Office Hours Updates</p> <p>Use the drop downs to enter the office hours for each day.</p> <ul style="list-style-type: none"> ○ A selection must be made in the From and To dropdowns. ○ If the office is <i>closed</i> or <i>by appt only</i>, only the From dropdown needs to be selected. ○ The Click Here to Set Same Hours as Monday for Mon-Fri button populates the office hours for each day, after Monday is entered. ○ The Set Default button applies the default <i>M-F 8:00 AM-5:00 PM</i> office hours with no lunch break. Saturday and Sunday will need to be populated using the From and To dropdowns.  <p>The screenshot shows a form titled "Office Hours" with two rows of dropdown menus for "From" and "To" times, one for each day of the week (Mon-Sun). The "From" dropdown for Monday is set to "Closed". There are two buttons at the top right: "Click Here to Set Same Hours as Monday for Mon-Fri" and "Set Default".</p>
10.	<p>Staff Languages Updates</p> <p>Select all languages spoken by the staff in the office. Check the appropriate boxes and select save.</p> <p>To remove Staff Languages, uncheck the box or click the X.</p>  <p>The screenshot shows a dialog box titled "Update Languages". It has two columns: "Available Languages" and "Selected Languages". Under "Available Languages", there is a list of languages with checkboxes: Afghan Persian, Afrikaans, Akan, Albanian, Amharic, Andhra, Arabic, Aramaic, Armenian, and Asian Indian. Under "Selected Languages", "English" is listed with an "X" icon next to it. At the bottom, there are "CANCEL" and "SAVE" buttons.</p>

Step	Action
11.	<p>*Specialties/Services Updates</p> <p>Check the box next to the Specialties/Services listed that are applicable to the location.</p> <div data-bbox="328 392 615 588" style="border: 1px solid black; padding: 5px;"> <p>*Specialties/Services</p> <p>Physical Therapy</p> <p><input type="checkbox"/> Telemedicine</p> <p><input checked="" type="checkbox"/> Physical Therapy</p> </div>
12.	<p>Primary Service Address Indicator Updates</p> <p>Check the box next to Primary Service Address.</p> <div data-bbox="328 747 599 804" style="border: 1px solid black; padding: 5px;"> <p><input type="checkbox"/> Primary Service Address</p> </div> <div data-bbox="342 835 435 919" style="float: left; margin-right: 10px;">  </div> <p>The address will not be saved as primary until the record is saved.</p>
13.	<p>Office Indicators Updates</p> <p>Select the appropriate check boxes and/or drop down next to each indicator for the office. This includes Primary Service Address, Accepts New Patients, Suppress from Directory, Interpreter Service, Handicap Accessible, and ECP Indicator.</p> <div data-bbox="328 1215 1281 1251" style="border: 1px solid black; padding: 5px;"> <p> <input type="checkbox"/> Primary Service Address <input checked="" type="checkbox"/> Accepts New Patients <input type="checkbox"/> Suppress from Directory <input type="checkbox"/> Interpreter Service Handicap Accessible <input type="text" value="No"/> ECP Indicator <input type="text" value="None"/> </p> </div>
14.	<p>Remote Caregiver Liaison Updates</p> <p>Select Yes or No from the dropdown.</p> <div data-bbox="328 1402 821 1488" style="border: 1px solid black; padding: 5px;"> <p>Remote Caregiver Liaison <input type="text" value="Yes"/></p> </div>

Step	Action																		
15.	<p data-bbox="329 289 971 317">Telemedicine & Telemedicine Modalities Updates</p> <p data-bbox="329 338 781 365">Select <i>Yes</i> or <i>No</i> from the dropdown.</p> <div data-bbox="329 394 1040 468" style="border: 1px solid black; padding: 5px;"> <p data-bbox="345 415 1016 443">Telemedicine Yes ▼ Telemedicine Modalities </p> </div> <p data-bbox="329 495 1425 569">When <i>Yes</i> is selected, click the paper icon with the pencil and check the box next to each Telemedicine modality offered then click save.</p> <p data-bbox="329 596 1263 623">To remove selected Telemedicine Modalities, uncheck the box or click the X.</p> <div data-bbox="329 653 1260 1352" style="border: 1px solid black; padding: 10px;"> <p data-bbox="358 674 586 701">Update Modalities</p> <table data-bbox="358 722 1230 1251"> <thead> <tr> <th data-bbox="358 722 792 749">Available Modalities</th> <th data-bbox="808 722 1230 749">Selected Modalities</th> </tr> </thead> <tbody> <tr> <td data-bbox="358 785 792 825"><input checked="" type="checkbox"/> Acute Virtual Care Visit</td> <td data-bbox="808 785 1230 825">Acute Virtual Care Visit X</td> </tr> <tr> <td data-bbox="358 846 792 886"><input checked="" type="checkbox"/> E-Consults (Asynchronous)</td> <td data-bbox="808 846 1230 886">E-Consults (Asynchronous) X</td> </tr> <tr> <td data-bbox="358 907 792 947"><input type="checkbox"/> Live Videoconferencing (Syn...</td> <td data-bbox="808 907 1230 947">Virtual Check-in X</td> </tr> <tr> <td data-bbox="358 968 792 1008"><input type="checkbox"/> Mobile Health</td> <td></td> </tr> <tr> <td data-bbox="358 1029 792 1068"><input type="checkbox"/> Outpatient Specialty Teleco...</td> <td></td> </tr> <tr> <td data-bbox="358 1089 792 1129"><input type="checkbox"/> Remote Patient Monitoring</td> <td></td> </tr> <tr> <td data-bbox="358 1150 792 1190"><input type="checkbox"/> Store-And-Forward (Asynch...</td> <td></td> </tr> <tr> <td data-bbox="358 1211 792 1251"><input checked="" type="checkbox"/> Virtual Check-in</td> <td></td> </tr> </tbody> </table> <div data-bbox="878 1283 1208 1339" style="text-align: right; margin-top: 10px;"> CANCEL SAVE </div> </div>	Available Modalities	Selected Modalities	<input checked="" type="checkbox"/> Acute Virtual Care Visit	Acute Virtual Care Visit X	<input checked="" type="checkbox"/> E-Consults (Asynchronous)	E-Consults (Asynchronous) X	<input type="checkbox"/> Live Videoconferencing (Syn...	Virtual Check-in X	<input type="checkbox"/> Mobile Health		<input type="checkbox"/> Outpatient Specialty Teleco...		<input type="checkbox"/> Remote Patient Monitoring		<input type="checkbox"/> Store-And-Forward (Asynch...		<input checked="" type="checkbox"/> Virtual Check-in	
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Step	Action
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16. After all reviews/updates are complete select the NEXT button.



The summary page will display a green check mark next to each field that was updated. Review the updates and then click SUBMIT to save the changes. To make additional changes, click Previous.

Updated Office ID : [redacted] **(Primary)**

Address	Practice Name	Phone	Fax	Address Type	Effective	Termination
[redacted] Ste 1, Oklahoma City, OK 73139	[redacted]	[redacted] ✓ N/A	[redacted]	Service Mailing	04/01/2010 ✓ 04/01/2010 ✓	Open ✓ Open ✓

▼ Additional Office Details

Contact Information (MultiPlan use only, not for directory)
 First : [redacted] MI : N Last : [redacted] Email : [redacted] Phone : [redacted] Title : OP Coordinator

Wait Time
 Routine Visit : 1 Days ✓
 Urgent Care : 2 Hours ✓
 New Patient Visit : 2 Weeks ✓

Office Hours

Day	Mon ✓	Tue ✓	Wed ✓	Thur ✓	Fri ✓	Sat ✓	Sun ✓
From :	08:00	08:00	08:00	08:00	08:00	N/A	N/A
To :	17:00	17:00	17:00	17:00	17:00	N/A	N/A
From :	N/A	N/A	N/A	N/A	N/A	N/A	N/A
To :	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Specialties/Services**
Physical Therapy

Staff Languages
English

Primary Service Address, Handicap Accessible : Yes, ECP Indicator : None

The confirmation page will display all updates made and the request has been processed.

✓ Request Processed

[← GO BACK TO ADDRESS LIST](#)

Updated Office ID : [redacted] **(Primary)**

Address	Practice Name	Phone	Fax	Address Type	Effective	Termination
[redacted] Ste 1, Oklahoma City, OK 73139	[redacted]	[redacted] ✓ N/A	[redacted]	Service Mailing	04/01/2010 ✓ 04/01/2010 ✓	Open ✓ Open ✓

▼ Additional Office Details

Contact Information (MultiPlan use only, not for directory)
 First : [redacted] MI : N Last : [redacted] Email : [redacted] Phone : [redacted] Title : OP Coordinator

Wait Time
 Routine Visit : 1 Days ✓
 Urgent Care : 2 Hours ✓
 New Patient Visit : 2 Weeks ✓

Office Hours

Day	Mon ✓	Tue ✓	Wed ✓	Thur ✓	Fri ✓	Sat ✓	Sun ✓
From :	08:00	08:00	08:00	08:00	08:00	N/A	N/A
To :	17:00	17:00	17:00	17:00	17:00	N/A	N/A
From :	N/A	N/A	N/A	N/A	N/A	N/A	N/A
To :	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Specialties/Services**
Physical Therapy

Staff Languages
English

Primary Service Address, Handicap Accessible : Yes, ECP Indicator : None

Adding a New Address

Introduction: Follow the steps outlined below to add a new address.

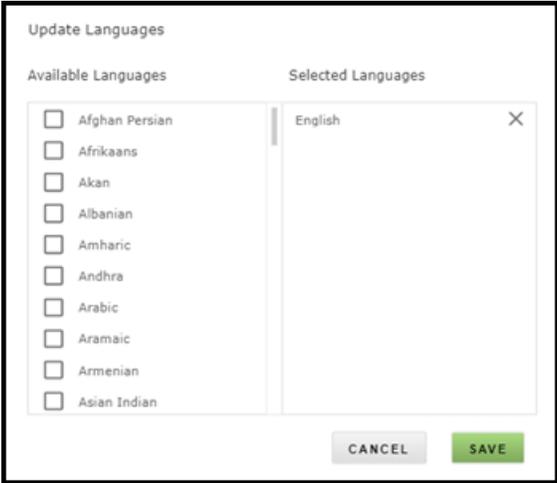
Step	Action
1.	<p>Use one of the below options to add a new office.</p> <ul style="list-style-type: none"><li data-bbox="331 474 1349 506">• Select the ADD NEW OFFICE button on the address list screen and go to step 2. <div data-bbox="375 520 712 617"></div> <ul style="list-style-type: none"><li data-bbox="331 646 1425 720">• Select the ADD ANOTHER OFFICE button on the EDIT/VERIFY DETAILS screen and go to step 2. <div data-bbox="375 745 753 835"></div> <ul style="list-style-type: none"><li data-bbox="331 865 1390 896">• Overwrite an existing address. Go to the Address Updates section for instructions.

Step	Action
2.	<p>The next page allows users to add to the location demographics. The editable fields will vary depending on the location type.</p> <p>Editable Fields:</p> <p><u>Office Details</u></p> <ul style="list-style-type: none"> • New Office – Practice Name & URL Updates • New Office – Address Updates • New Office – Phone and/or Fax Updates • New Office – Office Hours Updates <p><u>Additional Office Details</u></p> <ul style="list-style-type: none"> • New Office – Contact Information Updates • New Office – Wait Time Updates • New Office – Office Hours Updates • New Office – Staff Languages Updates • New Office – *Specialties/Services Updates • New Office – Primary Service Address Indicator Updates • New Office – Office Indicators Updates <ul style="list-style-type: none"> ○ Accepts New Patients ○ Suppress from Directory ○ Interpreter Service ○ Handicap Accessible ○ ECP Indicator • New Office – Remote Caregiver Liaison Updates • New Office – Telemedicine & Telemedicine Modalities Updates

Step	Action
3.	<p>New Office - Practice Name & Practice URL Updates</p> <p>Enter the Practice Name and Practice URL into the appropriate fields.</p> <div data-bbox="329 390 1378 464" style="border: 1px solid black; padding: 5px;"> <p>Practice Name <input type="text" value="Aurora Neurology Illinois"/>  Practice URL <input type="text" value="www.auroralneurology.com"/></p> </div> <div data-bbox="423 491 521 590" style="display: inline-block; vertical-align: middle;">  </div> <ul style="list-style-type: none"> • Practice URLs must contain a dot and the domain name at the end of the URL. <ul style="list-style-type: none"> ○ If Practice URL incorrectly, an error message will display.
4.	<p>New Office - Address Updates</p> <p>Enter the street address and zip code into the appropriate fields.</p> <p>The City, State, County, and Country will auto populate after proceeding to the next screen.</p> <div data-bbox="329 919 786 1178" style="border: 1px solid black; padding: 5px;"> <p>*Address <input type="text"/></p> <p><input type="text"/></p> <p>*City <input type="text" value="Mesa"/> </p> <p>*State <input type="text" value="AZ"/> </p> <p>*Zip <input type="text" value="85204"/></p> <p>*County <input type="text" value="Maricopa"/> </p> <p>*Country <input type="text" value="USA"/> </p> </div> <div data-bbox="342 1209 423 1287" style="display: inline-block; vertical-align: middle;">  </div> <ul style="list-style-type: none"> • If an incomplete or incorrect zip code is entered, an error message will populate. • The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: <div data-bbox="565 1419 1385 1514" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="color: red; font-size: small;">Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address - include the relevant address information in the comment section.</p> </div>

Step	Action																
5.	<p>New Office - Phone and/or Fax Updates</p> <p>Enter the phone, extension, and fax numbers, when applicable.</p> <div data-bbox="329 394 1284 562" style="border: 1px solid black; padding: 5px;"> <p>Phone 1 <input type="text"/> X <input type="text"/> (Required for service address updates)</p> <p>Phone 2 <input type="text"/> X <input type="text"/></p> <p>Fax <input type="text"/></p> </div> <div data-bbox="342 594 440 688" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> Phone numbers are only required for service locations. Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. If phone and fax numbers are entered incorrectly, users will receive an error message. 																
6.	<p>New Office - Office Type Updates</p> <p>Check the box next to Service, Billing, and/or Mailing.</p> <ul style="list-style-type: none"> If the office does not have a set termination date, leave the <i>Currently Open (if checked)</i> box checked. The address will be assigned the 12/31/9999 evergreen date, meaning the office does not have a termination date. If the office does have a termination date, uncheck the <i>Currently Open (if checked)</i> box and enter the date in the Address Termination Date field. <div data-bbox="375 1251 1333 1472" style="border: 1px solid black; padding: 5px;"> <table border="1"> <thead> <tr> <th>*Office Type</th> <th>Address Effective Date</th> <th>Currently Open (if checked)</th> <th>Address Termination Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Service</td> <td><input type="text" value="04/01/2008"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> Billing</td> <td><input type="text" value="04/01/2008"/></td> <td><input type="checkbox"/></td> <td><input type="text" value="12/31/2015"/></td> </tr> <tr> <td><input type="checkbox"/> Mailing</td> <td><input type="text" value="04/01/2008"/></td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> </div> <div data-bbox="342 1503 440 1598" style="float: left; margin-right: 10px;">  </div> <ul style="list-style-type: none"> If the date is entered incorrectly, users will receive an error message. 	*Office Type	Address Effective Date	Currently Open (if checked)	Address Termination Date	<input type="checkbox"/> Service	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Billing	<input type="text" value="04/01/2008"/>	<input type="checkbox"/>	<input type="text" value="12/31/2015"/>	<input type="checkbox"/> Mailing	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>	
*Office Type	Address Effective Date	Currently Open (if checked)	Address Termination Date														
<input type="checkbox"/> Service	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>															
<input checked="" type="checkbox"/> Billing	<input type="text" value="04/01/2008"/>	<input type="checkbox"/>	<input type="text" value="12/31/2015"/>														
<input type="checkbox"/> Mailing	<input type="text" value="04/01/2008"/>	<input checked="" type="checkbox"/>															

Step	Action
7.	<p>New Office - Contact Information Updates</p> <p>Enter the information for the best contact at the office.</p> <ul style="list-style-type: none"> Use the Expand/Collapse arrow to expand or collapse Additional Office Details. <div data-bbox="423 436 630 478" style="border: 1px solid black; padding: 2px; margin: 10px 0;"> ▼ Additional Office Details </div> <div data-bbox="328 506 1273 611" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> ▼ Additional Office Details Contact Information (MultiPlan use only, not for directory) First <input type="text"/> MI <input type="text"/> Last <input type="text"/> Email <input type="text"/> Phone <input type="text"/> X <input type="text"/> Title <input type="text" value="Services Coordinator"/> </div> <div data-bbox="423 632 521 730" style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> Phone and/or fax numbers must include the complete 10-digit number excluding any letters or special characters. <ul style="list-style-type: none"> If phone and fax numbers are entered incorrectly, an error message will display. Contact First, MI, and Last name fields will not accept numerical values. <ul style="list-style-type: none"> If numerical values are entered, an error message will display. Contact email address must include the at symbol (@) and a dot followed by the domain name. <ul style="list-style-type: none"> If an email address is entered incorrectly, an error message will display.
8.	<p>New Office - Wait Time Updates</p> <p>Use the dropdowns to select the appropriate wait times for the office.</p> <p>A selection must be made in both dropdowns for the information to be saved or an error message will populate.</p> <div data-bbox="328 1446 604 1581" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> Wait Time Routine Visit <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> Urgent Care <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> New Patient Visit <input type="text" value="-Select-"/> <input type="text" value="-Select-"/> </div>

Step	Action
9.	<p>New Office - Office Hours Updates</p> <p>Use the drop downs to enter the office hours for each day.</p> <ul style="list-style-type: none"> ○ A selection must be made in the From and To dropdowns. ○ If the office is <i>closed</i> or <i>by appt only</i>, only the From dropdown needs to be selected. ○ The Click Here to Set Same Hours as Monday for Mon-Fri button populates the office hours for each day, after Monday is entered. ○ The Set Default button applies the default <i>M-F 8:00 AM-5:00 PM</i> office hours with no lunch break. Saturday and Sunday will need to be populated using the From and To dropdowns.  <p>The screenshot shows an 'Office Hours' form with columns for days of the week (Mon-Sun). Each day has 'From' and 'To' dropdown menus. The 'Mon' column has 'Closed' selected in the 'From' dropdown. There are two buttons at the top right: 'Click Here to Set Same Hours as Monday for Mon-Fri' and 'Set Default'.</p>
10.	<p>New Office - Staff Languages Updates</p> <p>Select the Pencil Icon next to staff languages.</p> <p>Select all languages spoken by the staff in the office. Check the appropriate boxes and select save.</p> <p>To remove Staff Languages, uncheck the box or click the X.</p>  <p>The screenshot shows an 'Update Languages' dialog box. It has two columns: 'Available Languages' and 'Selected Languages'. Under 'Available Languages', there is a list of languages with checkboxes: Afghan Persian, Afrikaans, Akan, Albanian, Amharic, Andhra, Arabic, Aramaic, Armenian, and Asian Indian. Under 'Selected Languages', 'English' is listed with an 'X' icon next to it. At the bottom, there are 'CANCEL' and 'SAVE' buttons.</p>

Step	Action
11.	<p>New Office - *Specialties/Services Updates</p> <p>Check the box next to the Specialties/Services listed that are applicable to the location.</p> <div data-bbox="328 392 615 588" style="border: 1px solid black; padding: 5px;"> <p>*Specialties/Services </p> <p>Physical Therapy</p> <p><input type="checkbox"/> Telemedicine</p> <p><input checked="" type="checkbox"/> Physical Therapy</p> </div>
12.	<p>New Office - Primary Service Address Indicator Updates</p> <p>Check the box next to Primary Service Address.</p> <div data-bbox="328 747 599 804" style="border: 1px solid black; padding: 2px;"> <input type="checkbox"/> Primary Service Address </div> <div data-bbox="342 835 435 919" style="float: left; margin-right: 10px;">  </div> <p>The address will not be saved as primary until the record is saved.</p>
13.	<p>New Office - Office Indicators Updates</p> <p>Select the appropriate check boxes and/or drop down next to each indicator for the office.</p> <p>This includes Primary Service Address, Accepts New Patients, Suppress from Directory, Interpreter Service, Handicap Accessible, and ECP Indicator.</p> <div data-bbox="328 1278 1281 1314" style="border: 1px solid black; padding: 2px;"> <input type="checkbox"/> Primary Service Address <input checked="" type="checkbox"/> Accepts New Patients <input type="checkbox"/> Suppress from Directory  <input type="checkbox"/> Interpreter Service Handicap Accessible <input type="text" value="No"/> ECP Indicator <input type="text" value="None"/> </div>
14.	<p>New Office - Remote Caregiver Liaison Updates</p> <p>Select Yes or No from the dropdown.</p> <div data-bbox="328 1465 821 1551" style="border: 1px solid black; padding: 5px;"> <p>Remote Caregiver Liaison <input type="text" value="Yes"/></p> </div>

Step	Action																		
15.	<p data-bbox="326 289 1138 319">New Office - Telemedicine & Telemedicine Modalities Updates</p> <p data-bbox="326 338 781 367">Select <i>Yes</i> or <i>No</i> from the dropdown.</p> <div data-bbox="326 392 1040 468" style="border: 1px solid black; padding: 5px;"> <p data-bbox="345 415 1015 445">Telemedicine Yes ▼ Telemedicine Modalities </p> </div> <p data-bbox="326 495 1425 573">When <i>Yes</i> is selected, click the paper icon with the pencil and check the box next to each Telemedicine modality offered then click save.</p> <p data-bbox="326 598 1263 627">To remove selected Telemedicine Modalities, uncheck the box or click the X.</p> <div data-bbox="326 653 1258 1352" style="border: 1px solid black; padding: 10px;"> <p data-bbox="354 674 586 703">Update Modalities</p> <table border="0" data-bbox="354 722 1232 1251"> <thead> <tr> <th data-bbox="354 722 794 751">Available Modalities</th> <th data-bbox="805 722 1232 751">Selected Modalities</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 785 794 827"><input checked="" type="checkbox"/> Acute Virtual Care Visit</td> <td data-bbox="805 785 1232 827">Acute Virtual Care Visit X</td> </tr> <tr> <td data-bbox="354 848 794 890"><input checked="" type="checkbox"/> E-Consults (Asynchronous)</td> <td data-bbox="805 848 1232 890">E-Consults (Asynchronous) X</td> </tr> <tr> <td data-bbox="354 911 794 953"><input type="checkbox"/> Live Videoconferencing (Syn...</td> <td data-bbox="805 911 1232 953">Virtual Check-in X</td> </tr> <tr> <td data-bbox="354 974 794 1016"><input type="checkbox"/> Mobile Health</td> <td></td> </tr> <tr> <td data-bbox="354 1037 794 1079"><input type="checkbox"/> Outpatient Specialty Teleco...</td> <td></td> </tr> <tr> <td data-bbox="354 1100 794 1142"><input type="checkbox"/> Remote Patient Monitoring</td> <td></td> </tr> <tr> <td data-bbox="354 1163 794 1205"><input type="checkbox"/> Store-And-Forward (Asynch...</td> <td></td> </tr> <tr> <td data-bbox="354 1226 794 1268"><input checked="" type="checkbox"/> Virtual Check-in</td> <td></td> </tr> </tbody> </table> <div data-bbox="878 1283 1208 1339" style="text-align: right; margin-top: 10px;"> CANCEL SAVE </div> </div>	Available Modalities	Selected Modalities	<input checked="" type="checkbox"/> Acute Virtual Care Visit	Acute Virtual Care Visit X	<input checked="" type="checkbox"/> E-Consults (Asynchronous)	E-Consults (Asynchronous) X	<input type="checkbox"/> Live Videoconferencing (Syn...	Virtual Check-in X	<input type="checkbox"/> Mobile Health		<input type="checkbox"/> Outpatient Specialty Teleco...		<input type="checkbox"/> Remote Patient Monitoring		<input type="checkbox"/> Store-And-Forward (Asynch...		<input checked="" type="checkbox"/> Virtual Check-in	
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<input checked="" type="checkbox"/> Virtual Check-in																			

Step	Action
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16. After all updates are complete select the NEXT button.



The summary page will display a green check mark next to each field that was updated. Review the updates and then click SUBMIT to save the changes.

Updated Office ID : [redacted] **(Primary)**

Address	Practice Name	Phone	Fax	Address Type	Effective	Termination
[redacted] Ste 1, Oklahoma City, OK 73139	[redacted]	[redacted]	[redacted]	Service Mailing	04/01/2010 04/01/2010	Open Open

▼ Additional Office Details

Contact Information (MultiPlan use only, not for directory)
 First : [redacted] MI : N Last : [redacted] Email : [redacted] Phone : [redacted] Title : OP Coordinator

Wait Time
 Routine Visit : 1 Days
 Urgent Care : 2 Hours
 New Patient Visit : 2 Weeks

Office Hours

Day	Mon	Tue	Wed	Thur	Fri	Sat	Sun
From :	08:00	08:00	08:00	08:00	08:00	N/A	N/A
To :	17:00	17:00	17:00	17:00	17:00	N/A	N/A
From :	N/A	N/A	N/A	N/A	N/A	N/A	N/A
To :	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Specialties/Services**
Physical Therapy
Physical Therapy

Staff Languages
English

Primary Service Address, Handicap Accessible : Yes, ECP Indicator : None

The confirmation page will display all updates made and the request has been processed.

Request Processed

[GO BACK TO ADDRESS LIST](#)

Updated Office ID : [redacted] **(Primary)**

Address	Practice Name	Phone	Fax	Address Type	Effective	Termination
[redacted] Ste 1, Oklahoma City, OK 73139	[redacted]	[redacted]	[redacted]	Service Mailing	04/01/2010 04/01/2010	Open Open

▼ Additional Office Details

Contact Information (MultiPlan use only, not for directory)
 First : [redacted] MI : N Last : [redacted] Email : [redacted] Phone : [redacted] Title : OP Coordinator

Wait Time
 Routine Visit : 1 Days
 Urgent Care : 2 Hours
 New Patient Visit : 2 Weeks

Office Hours

Day	Mon	Tue	Wed	Thur	Fri	Sat	Sun
From :	08:00	08:00	08:00	08:00	08:00	N/A	N/A
To :	17:00	17:00	17:00	17:00	17:00	N/A	N/A
From :	N/A	N/A	N/A	N/A	N/A	N/A	N/A
To :	N/A	N/A	N/A	N/A	N/A	N/A	N/A

***Specialties/Services**
Physical Therapy
Physical Therapy

Staff Languages
English

Primary Service Address, Handicap Accessible : Yes, ECP Indicator : None

SEARCHING FOR A PARTICIPATING PROVIDER FOR YOUR PATIENT

Introduction: The Search for a Participating Provider for your Patient link on the home page of the Claritev Provider Portal which links directly to the Claritev Website.



We work hard to ensure our data is accurate, but provider information changes frequently. Also, finding a provider on this site is not a guarantee of benefits coverage.

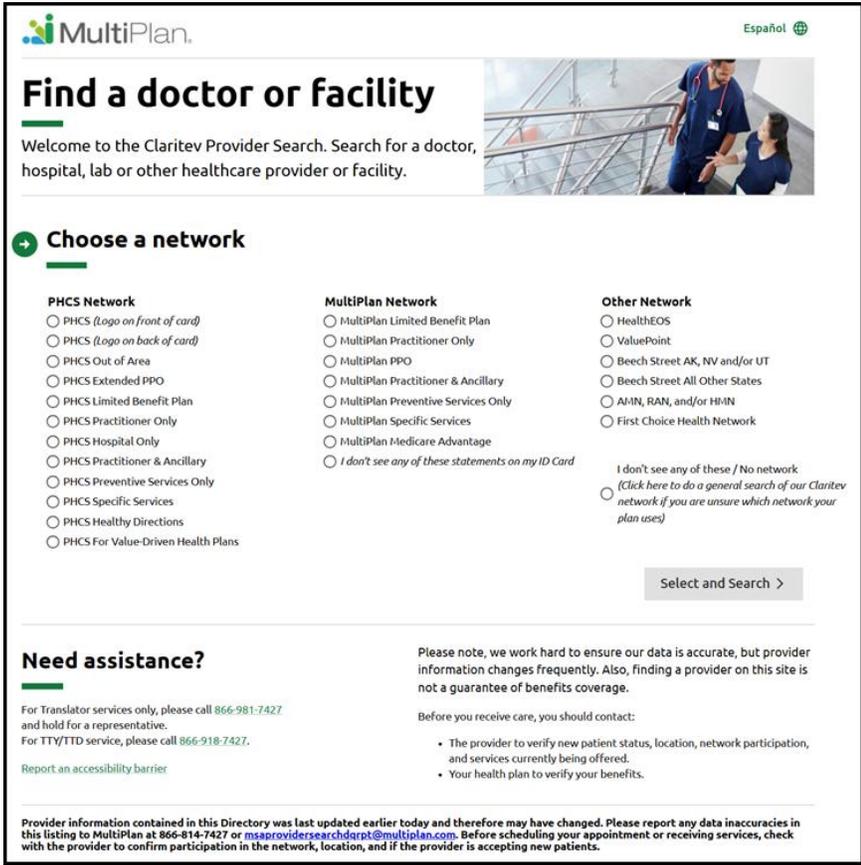
Before you receive care, you should contact:

- The provider to verify new patient status, location, network participation, and services currently being offered.
- Your health plan to verify your benefits.

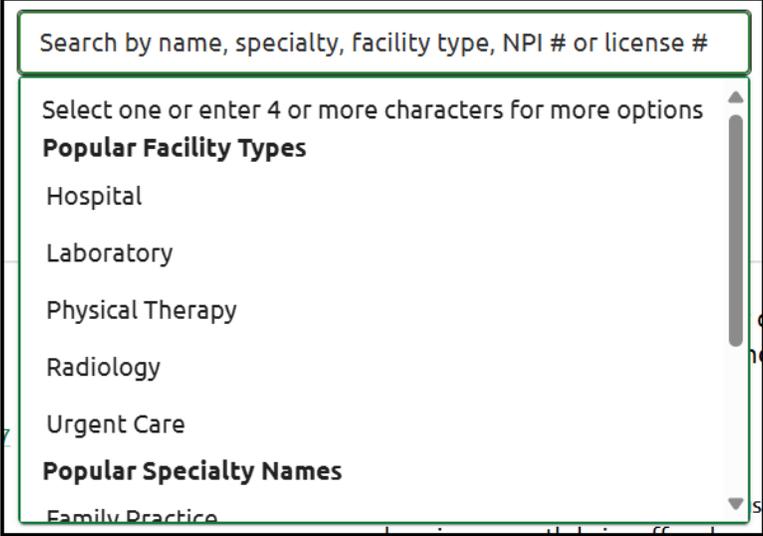
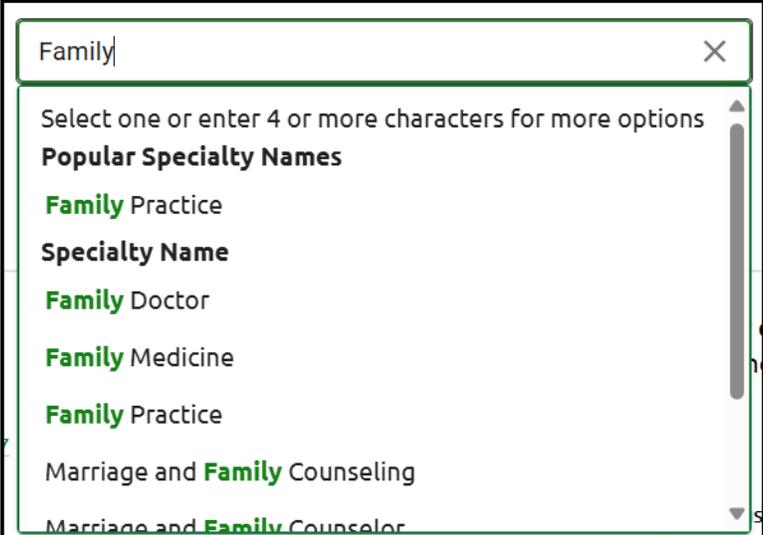
How to search for a participating provider:

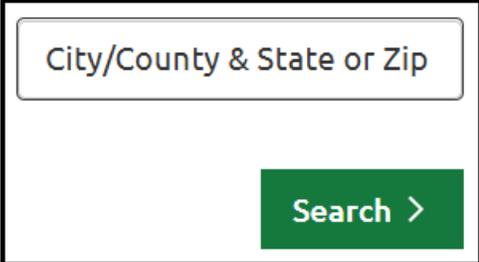
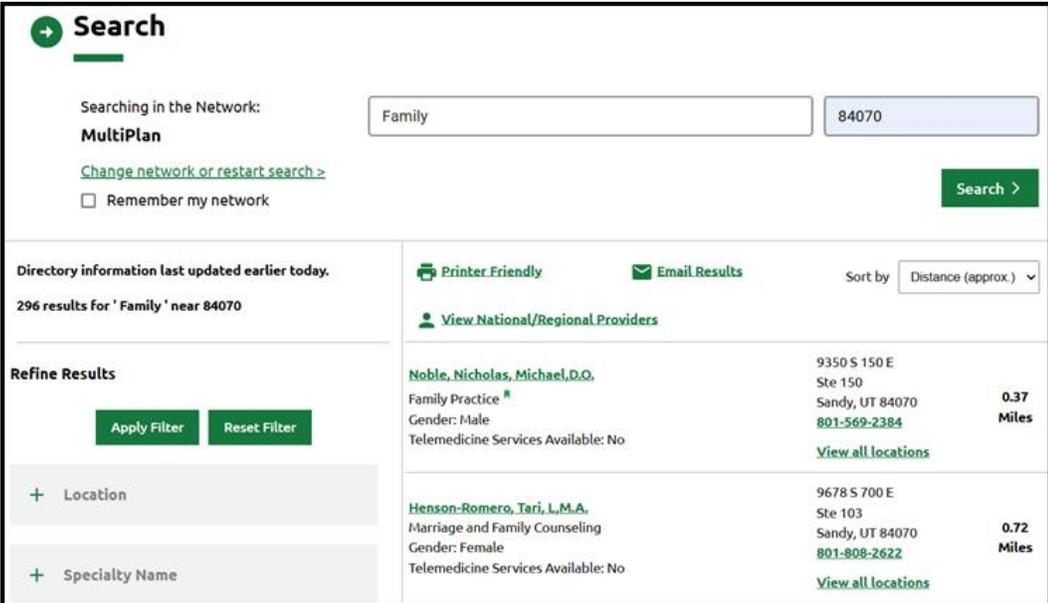
Introduction: Follow the steps outlined below to search for a participating provider for your patients.

Step	Action
1.	<p>Click Search for participating provider for your patient on the Provider Portal Home Page.</p> <div data-bbox="329 1289 1284 1444"></div>

Step	Action
2.	<p>The system will open the Find a doctor or facility page on the Claritev website.</p> <div data-bbox="326 317 1187 1182" style="border: 1px solid black; padding: 10px;">  <p>PHCS Network</p> <ul style="list-style-type: none"> <input type="radio"/> PHCS (Logo on front of card) <input type="radio"/> PHCS (Logo on back of card) <input type="radio"/> PHCS Out of Area <input type="radio"/> PHCS Extended PPO <input type="radio"/> PHCS Limited Benefit Plan <input type="radio"/> PHCS Practitioner Only <input type="radio"/> PHCS Hospital Only <input type="radio"/> PHCS Practitioner & Ancillary <input type="radio"/> PHCS Preventive Services Only <input type="radio"/> PHCS Specific Services <input type="radio"/> PHCS Healthy Directions <input type="radio"/> PHCS For Value-Driven Health Plans <p>MultiPlan Network</p> <ul style="list-style-type: none"> <input type="radio"/> MultiPlan Limited Benefit Plan <input type="radio"/> MultiPlan Practitioner Only <input type="radio"/> MultiPlan PPO <input type="radio"/> MultiPlan Practitioner & Ancillary <input type="radio"/> MultiPlan Preventive Services Only <input type="radio"/> MultiPlan Specific Services <input type="radio"/> MultiPlan Medicare Advantage <input type="radio"/> I don't see any of these statements on my ID Card <p>Other Network</p> <ul style="list-style-type: none"> <input type="radio"/> HealthEOS <input type="radio"/> ValuePoint <input type="radio"/> Beech Street AK, NV and/or UT <input type="radio"/> Beech Street All Other States <input type="radio"/> AMN, RAN, and/or HMN <input type="radio"/> First Choice Health Network <p><input type="radio"/> I don't see any of these / No network (Click here to do a general search of our Claritev network if you are unsure which network your plan uses)</p> <p style="text-align: right;">Select and Search ></p> <p>Need assistance?</p> <p>For Translator services only, please call 866-981-7427 and hold for a representative. For TTY/TTD service, please call 866-918-7427. Report an accessibility barrier</p> <p>Please note, we work hard to ensure our data is accurate, but provider information changes frequently. Also, finding a provider on this site is not a guarantee of benefits coverage.</p> <p>Before you receive care, you should contact:</p> <ul style="list-style-type: none"> • The provider to verify new patient status, location, network participation, and services currently being offered. • Your health plan to verify your benefits. <p><small>Provider information contained in this Directory was last updated earlier today and therefore may have changed. Please report any data inaccuracies in this listing to MultiPlan at 866-814-7427 or msaprovidersearchdept@multiplan.com. Before scheduling your appointment or receiving services, check with the provider to confirm participation in the network, location, and if the provider is accepting new patients.</small></p> </div>

Step	Action			
3.	<p>Select the Network under the <i>Choose a Network</i> section and click Select and Search.</p> <div data-bbox="329 321 1284 758" style="border: 1px solid black; padding: 10px;"> <p>Choose a network</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>PHCS Network</p> <ul style="list-style-type: none"> <input type="radio"/> PHCS (Logo on front of card) <input type="radio"/> PHCS (Logo on back of card) <input type="radio"/> PHCS Out of Area <input type="radio"/> PHCS Extended PPO <input type="radio"/> PHCS Limited Benefit Plan <input type="radio"/> PHCS Practitioner Only <input type="radio"/> PHCS Hospital Only <input type="radio"/> PHCS Practitioner & Ancillary <input type="radio"/> PHCS Preventive Services Only <input type="radio"/> PHCS Specific Services <input type="radio"/> PHCS Healthy Directions <input type="radio"/> PHCS For Value-Driven Health Plans </td> <td style="vertical-align: top;"> <p>MultiPlan Network</p> <ul style="list-style-type: none"> <input type="radio"/> MultiPlan Limited Benefit Plan <input type="radio"/> MultiPlan Practitioner Only <input checked="" type="radio"/> MultiPlan PPO <input type="radio"/> MultiPlan Practitioner & Ancillary <input type="radio"/> MultiPlan Preventive Services Only <input type="radio"/> MultiPlan Specific Services <input type="radio"/> MultiPlan Medicare Advantage <input type="radio"/> I don't see any of these statements on my ID Card </td> <td style="vertical-align: top;"> <p>Other Network</p> <ul style="list-style-type: none"> <input type="radio"/> HealthEOS <input type="radio"/> ValuePoint <input type="radio"/> Beech Street AK, NV and/or UT <input type="radio"/> Beech Street All Other States <input type="radio"/> AMN, RAN, and/or HMN <input type="radio"/> First Choice Health Network <p>I don't see any of these / No network (Click here to do a general search of our Claritev network if you are unsure which network your plan uses)</p> </td> </tr> </table> <p style="text-align: right;">Select and Search ></p> </div> <p> Only one Network can be selected per search.</p> <p>The search page will display. Click <i>Change network or restart search ></i> to return to the Choose a Network page.</p> <div data-bbox="329 1014 1382 1230" style="border: 1px solid black; padding: 10px;"> <p>Search</p> <p>Searching in the Network: MultiPlan</p> <p>Change network or restart search ></p> <p><input type="checkbox"/> Remember my network</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">Search by name, specialty, facility type, NPI # or license #</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">City/County & State or Zip</div> </div> <p style="text-align: right;">Search ></p> </div>	<p>PHCS Network</p> <ul style="list-style-type: none"> <input type="radio"/> PHCS (Logo on front of card) <input type="radio"/> PHCS (Logo on back of card) <input type="radio"/> PHCS Out of Area <input type="radio"/> PHCS Extended PPO <input type="radio"/> PHCS Limited Benefit Plan <input type="radio"/> PHCS Practitioner Only <input type="radio"/> PHCS Hospital Only <input type="radio"/> PHCS Practitioner & Ancillary <input type="radio"/> PHCS Preventive Services Only <input type="radio"/> PHCS Specific Services <input type="radio"/> PHCS Healthy Directions <input type="radio"/> PHCS For Value-Driven Health Plans 	<p>MultiPlan Network</p> <ul style="list-style-type: none"> <input type="radio"/> MultiPlan Limited Benefit Plan <input type="radio"/> MultiPlan Practitioner Only <input checked="" type="radio"/> MultiPlan PPO <input type="radio"/> MultiPlan Practitioner & Ancillary <input type="radio"/> MultiPlan Preventive Services Only <input type="radio"/> MultiPlan Specific Services <input type="radio"/> MultiPlan Medicare Advantage <input type="radio"/> I don't see any of these statements on my ID Card 	<p>Other Network</p> <ul style="list-style-type: none"> <input type="radio"/> HealthEOS <input type="radio"/> ValuePoint <input type="radio"/> Beech Street AK, NV and/or UT <input type="radio"/> Beech Street All Other States <input type="radio"/> AMN, RAN, and/or HMN <input type="radio"/> First Choice Health Network <p>I don't see any of these / No network (Click here to do a general search of our Claritev network if you are unsure which network your plan uses)</p>
<p>PHCS Network</p> <ul style="list-style-type: none"> <input type="radio"/> PHCS (Logo on front of card) <input type="radio"/> PHCS (Logo on back of card) <input type="radio"/> PHCS Out of Area <input type="radio"/> PHCS Extended PPO <input type="radio"/> PHCS Limited Benefit Plan <input type="radio"/> PHCS Practitioner Only <input type="radio"/> PHCS Hospital Only <input type="radio"/> PHCS Practitioner & Ancillary <input type="radio"/> PHCS Preventive Services Only <input type="radio"/> PHCS Specific Services <input type="radio"/> PHCS Healthy Directions <input type="radio"/> PHCS For Value-Driven Health Plans 	<p>MultiPlan Network</p> <ul style="list-style-type: none"> <input type="radio"/> MultiPlan Limited Benefit Plan <input type="radio"/> MultiPlan Practitioner Only <input checked="" type="radio"/> MultiPlan PPO <input type="radio"/> MultiPlan Practitioner & Ancillary <input type="radio"/> MultiPlan Preventive Services Only <input type="radio"/> MultiPlan Specific Services <input type="radio"/> MultiPlan Medicare Advantage <input type="radio"/> I don't see any of these statements on my ID Card 	<p>Other Network</p> <ul style="list-style-type: none"> <input type="radio"/> HealthEOS <input type="radio"/> ValuePoint <input type="radio"/> Beech Street AK, NV and/or UT <input type="radio"/> Beech Street All Other States <input type="radio"/> AMN, RAN, and/or HMN <input type="radio"/> First Choice Health Network <p>I don't see any of these / No network (Click here to do a general search of our Claritev network if you are unsure which network your plan uses)</p>		

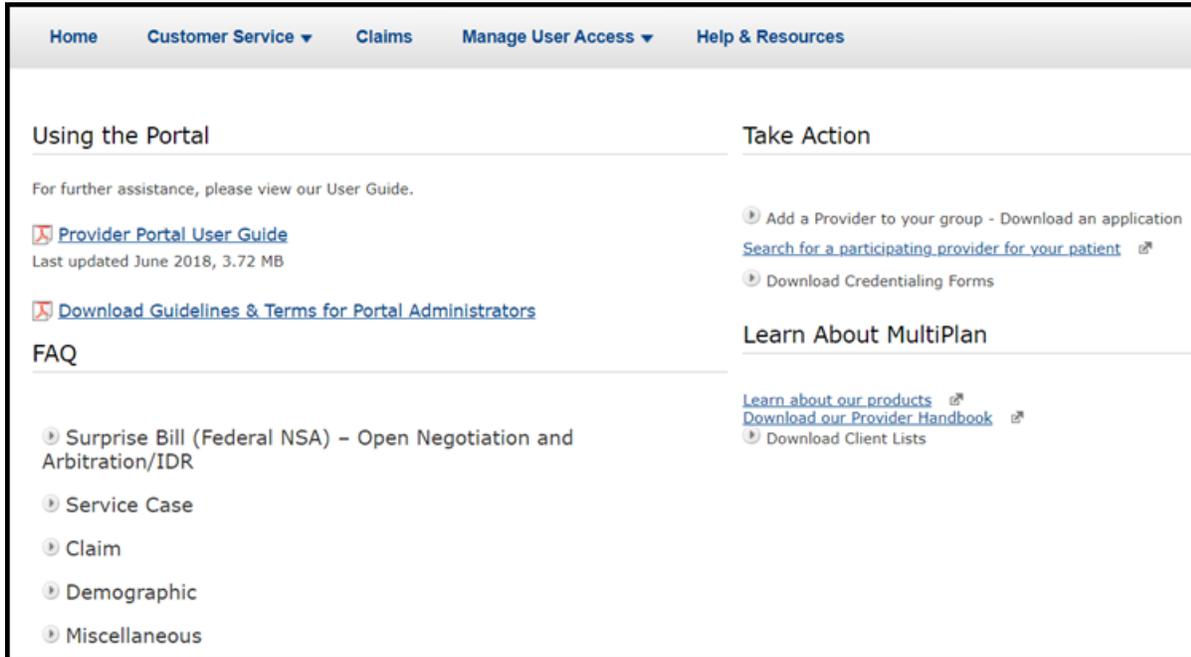
Step	Action
4.	<p>Select from the dropdown or enter the search criteria into the Search by name, specialty, facility type, NPI #, or license # field.</p>  <p>When entering search criteria, a drop-down menu will appear with selections based on the text entered. Click on the appropriate selection to choose for review.</p> 

Step	Action
5.	<p>Populate the City/County & State or Zip field and click Search.</p> 
6.	<p>The results page will display. Go to step 7 to refine the search results.</p> <ul style="list-style-type: none"> • Click Printer Friendly to download a printer friendly version of the search results. • Click Email Results and enter the appropriate email address to email the search results. • Click View National/Regional Providers to view any National/Regional Providers included in the search results. 

Step	Action
7.	<p>The Refine Results section allows users to refine search results using additional criteria. Select the appropriate filters and select Apply Filters.</p> <p>Select Reset Filters to remove the filter from the search.</p> <p>Options Include: Location, Specialty Name, New Patient Status, Gender, Language, Hospital Affiliations, Handicap Accessible, Telemedicine Services, Board Certified, The Joint Commission, Education, Degree, Number of Beds, Facility Type, Routine Visit Office Wait, Urgent Care Office Wait, New Patient Visit Office Wait, and Essential Provider.</p> <div data-bbox="326 625 995 1461" style="border: 1px solid black; padding: 10px;"> <p>Refine Results</p> <p style="text-align: center;"> <input type="button" value="Apply Filter"/> <input type="button" value="Reset Filter"/> </p> <p>— Location</p> <p>Within <input type="text" value="20 Miles"/> <input type="button" value="v"/></p> <p>— Specialty Name</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clinical Genetics (1) <input type="checkbox"/> Clinical Nurse Specialist (1) <input type="checkbox"/> Clinical Psychology (22) <input type="checkbox"/> Clinical Social Work (15) <input type="checkbox"/> Emergency Medicine (2) <input type="checkbox"/> Family Practice (212) <input type="checkbox"/> Geriatric Medicine (2) </div>
6.	<p>Click <i>Change network or restart search ></i> to return to the Choose a Network page.</p> <div data-bbox="326 1545 1378 1766" style="border: 1px solid black; padding: 10px;"> <p>Search</p> <p>Searching in the Network: MultiPlan</p> <p>Change network or restart search ></p> <p><input type="checkbox"/> Remember my network</p> <p style="text-align: center;"> <input type="text" value="Search by name, specialty, facility type, NPI # or license #"/> <input type="text" value="City/County & State or Zip"/> <input type="button" value="Search >"/> </p> </div>

HELP & RESOURCES

Help & Resources tab provides access to various documents and resources that are helpful in completing an inquiry or using the Claritev Provider Portal.



The screenshot shows the 'Help & Resources' section of the Claritev Provider Portal. It features a navigation bar with links for Home, Customer Service, Claims, Manage User Access, and Help & Resources. The main content is divided into three columns:

- Using the Portal:** Includes a link to the 'Provider Portal User Guide' (last updated June 2018, 3.72 MB) and a link to 'Download Guidelines & Terms for Portal Administrators'.
- FAQ:** Lists categories such as Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR, Service Case, Claim, Demographic, and Miscellaneous.
- Take Action:** Contains links to 'Add a Provider to your group - Download an application', 'Search for a participating provider for your patient', and 'Download Credentialing Forms'.
- Learn About MultiPlan:** Includes links to 'Learn about our products', 'Download our Provider Handbook', and 'Download Client Lists'.

Field	Description
User Guide	<p>Download or view the Claritev Provider Portal User Guide.</p> <p> Important:</p> <ul style="list-style-type: none"> The user guide is updated from time to time. When using a downloaded version, review that version periodically against the version in Help & Resources to ensure the most current version is being utilized.
Download Guidelines & Terms for Portal Administrators	<p>Access to the Claritev Provider Portal - Administrator Guidelines and Terms. This guide helps Portal Administrators understand the role and what is expected.</p>

Field	Description
FAQ	Provides answers to frequently asked questions about the Claritev Provider Portal as well as Claritev. <ul style="list-style-type: none"> • Click the topic to view the questions. • Click the question to view the answers.
Take Action	Download applications to add a practitioner to the group and download the most common credentialing forms. <ul style="list-style-type: none"> • Click the dropdown arrows to access the forms.
Learn About Claritev	Learn about Claritev's products, download the most current version of Claritev's provider handbook, and download Claritev's Client Lists. <ul style="list-style-type: none"> • Click the dropdown arrow to access the Client lists.

APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V7.2	TASK1021794	October 2025	Peggy Harmon	<ul style="list-style-type: none"> • Updated entire document as needed for October release and rebranding updates.

Document Version	ServiceNow Ticket #	Date	Editor	Description
V7.1		June 2025	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for June release.
V7.0	TASK0927301	March 2025	Peggy Harmon / Erica Douglas	<ul style="list-style-type: none"> Updated images, logos, and verbiage for rebranding.
V6.5	TASK0878251	October 2024	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for October release.
V6.4	TASK0841655	June 2024	Peggy Harmon / Erica Douglas	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for June release.
V6.3	TASK0800269	March 2024	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for March release.
V6.2	TASK0770012	December 2023	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for December release.
V6.1	TASK0717851	July 2023	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for July release.
V6.0	TASK0674544	March 2023	Peggy Harmon	<ul style="list-style-type: none"> Updated images, verbiage and formatting as needed for March release.