SELF SERVICE PROVIDER PORTAL USER GUIDE

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MultiPlan.

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INTRODUCTION TO THE USER GUIDE

Overview

Introduction

The User Guide provides detailed instructions on how to use the Provider Portal. The contents on this page include: How to find information within the user guide and user specific topics.

Finding Information

The table of contents contains links to each topic. Locate the desired topic and click on the title to move to the information.

PROVIDER PORTAL BASICS

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online. Features available may vary depending on the account type. Click on the link below to review each section.

- Open a Customer Case
- Provider Portal Home Page Overview
- Search for a Claim
- Individual Provider Data
- Group Provider Data
- Help & Resources Overview
- Manage Users

Unavailable Message

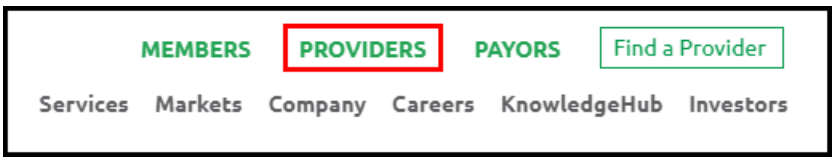
Anytime the Provider Portal is not available, a message will display on the login screen with a notification that the system is currently unavailable.

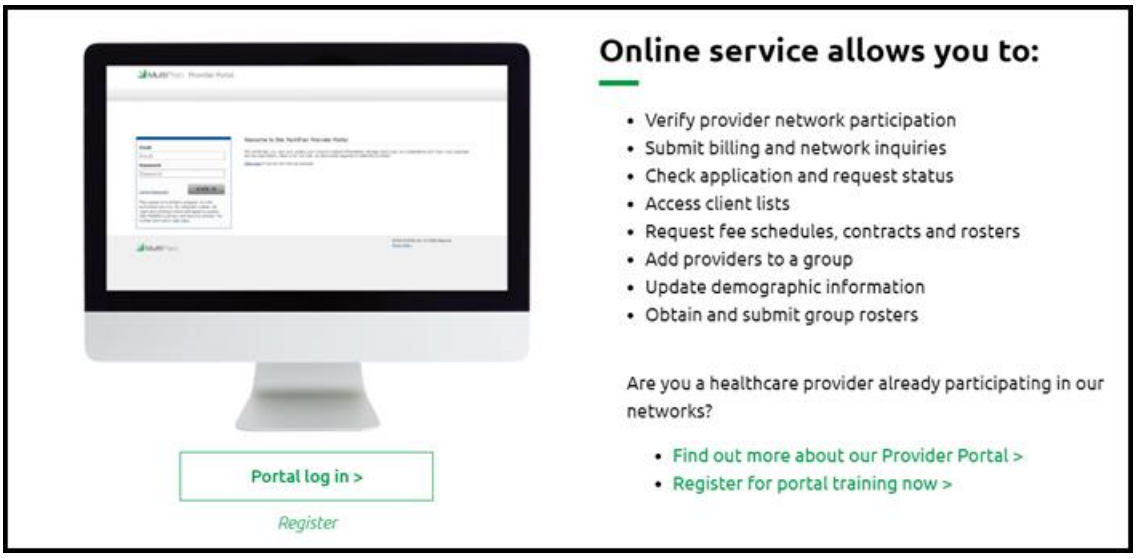
Create and Activate an Account

Overview

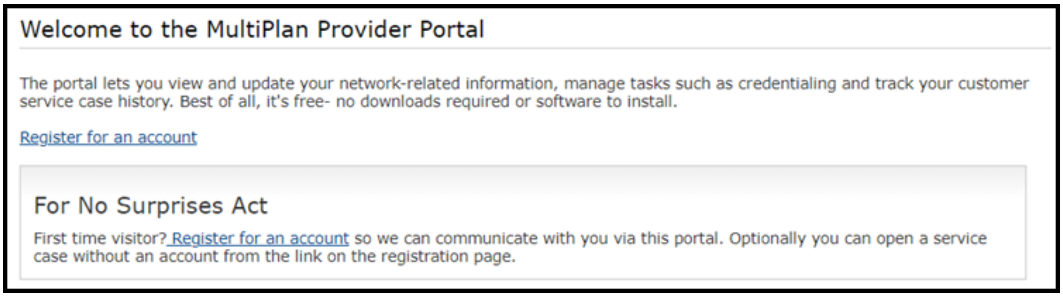
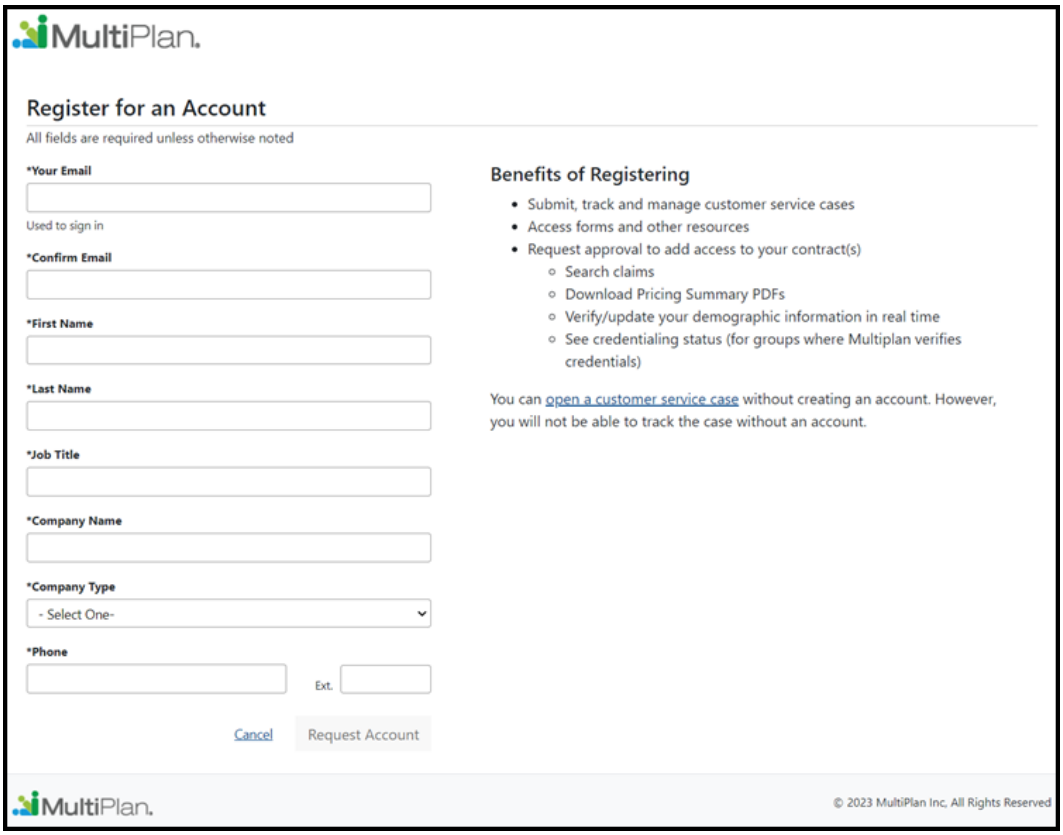
When a new user would like to gain full access to MultiPlan's Provider Portal and all of its self-service features, the user can self-register for an account.

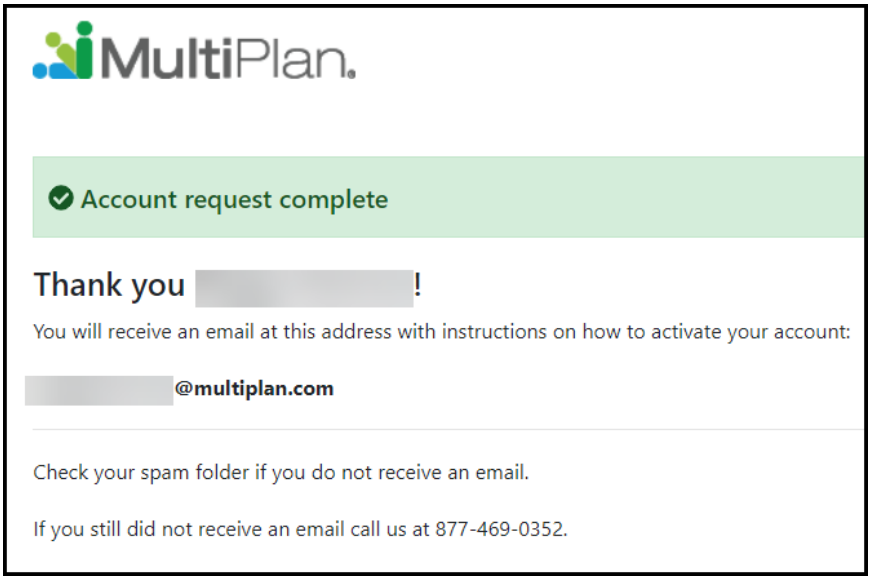
Go to the Providers section and click **Portal log in >** under **Use our easy-to-use online Service Portal**:





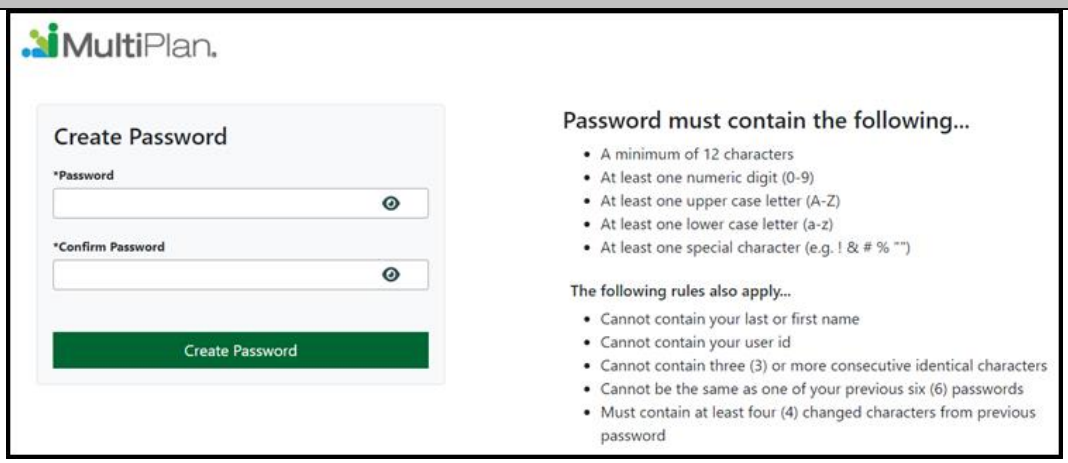
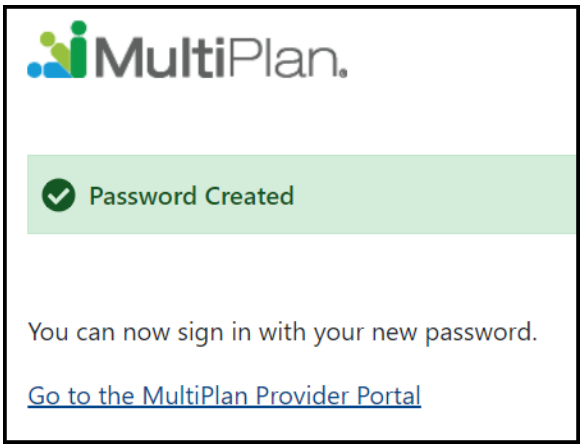
How to Create an Account

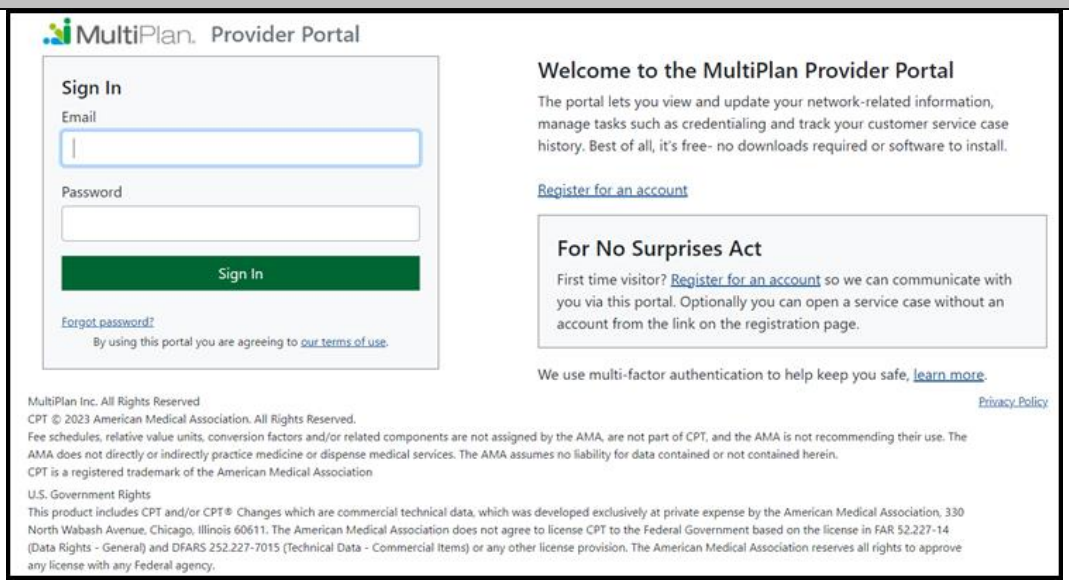
Step	Action
1.	From the Provider Portal Log In screen, click the link that is labeled **Register for an Account**. 
2.	Complete the required fields that are indicated by an asterisk (*) and bold text.  The **Company Types** supported by the Provider Portal are; Practitioner, Law Firm – Third Party, Facility, Ancillary and Other.

Step	Action
3.	After completing the required fields, click the **Request Account** button.
4.	Upon successful setup, an activation email will be sent to the user with a link to establish a password. Once the password is established, the user has the ability to log in.  ***Note:*** Emails are sent by support@multiplan.com. Be sure to add this address to the "safe" list if email filters are utilized.

How to Activate an Account

Step	Action
1.	Open the email and locate URL link. **From:** MultiPlan Support <support@multiplan.com> **Sent:** Tuesday, February 07, 2023 12:21 PM **To:** **Subject:** Almost done: Validate your new MultiPlan Portal account MultiPlan has created an account for to access our portal. Before using our system, you will need to validate information and establish a password by clicking here. If the above link does not work for you, please copy and paste the following URL to Activate your email address for the account. https://profile.multiplan.com/createpassword?e=9-d867bf1c546696-4-dba58-10051a8d347f46dba60aab04-c19-ecd4-93a00a6888-b0c-69e2578c81f4-826f14ff0303-6be9-b143ef-9-acbed9a3ee6732-d6e049ac46d42-427874-e85fc1dbe6-accd647e06-b3926e4-c83d3f82a3bf-eb-2c770-4f059ad7f0-4ba4757f57e0a6a--31c14-f51727e3ddd-3a37e4f35-2c183364-42f6-d47e7-89df8c07bf 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. Thank you, The MultiPlan Support Team support@multiplan.com 877-685-8411
2.	Click once on the link provided in the email to activate the account. ***Important:*** • 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 in the event that the activation email does not appear in the Inbox Folder. • If the link expires before activating, contact support@multiplan.com to request a new link.
3.	The **Create Password** page will appear first. Enter the desired and then click **Create Password**.

Step	Action
	 ***Important:*** Use the password rules located on the right hand side of the page.
4.	The Confirmation page will appear stating that password has been set.  Click on **Go to the MultiPlan Provider Portal** to log into portal.
5.	Enter in email address and password into sign on fields, and click the **Sign In** button to verify access.

Step	Action
	

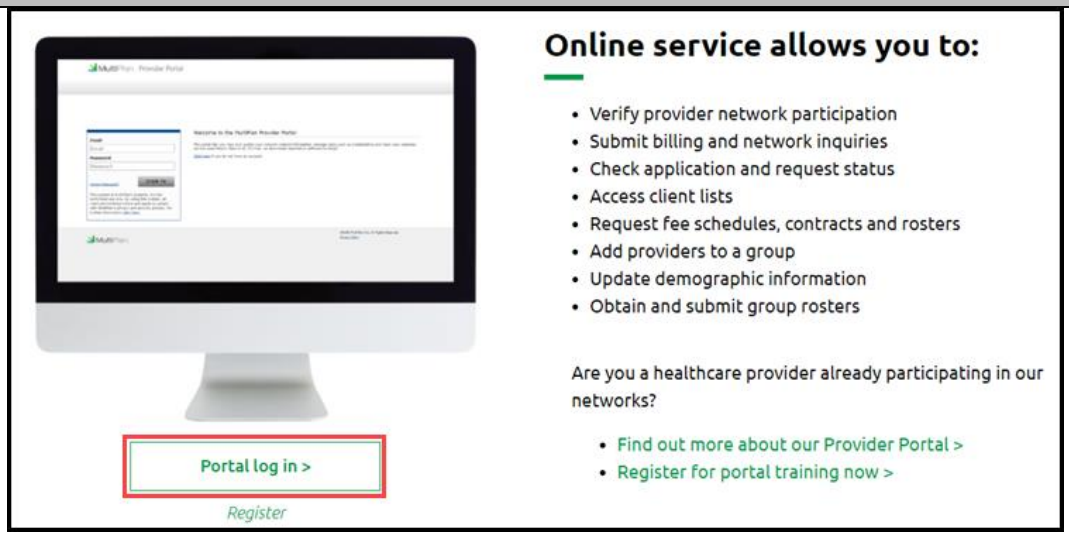
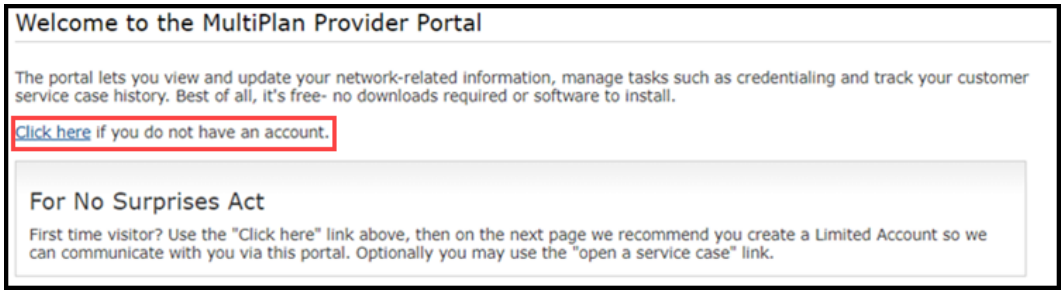
Log In Items

Accessing the Provider Portal

The link to access MultiPlan's Provider Portal varies depending on whether or not a user account exists.

Don't have an account or need to add another user?

Step	Action
1.	Go to the Providers section on the MultiPlan website and click **Portal log in**.

Step	Action
	 ***Note:*** Once Provider Portal Log In screen appears, save to favorites for easy access in the future.
2.	From the Provider Portal Log In screen, click the link that is labeled **Click here** to self-register. 

Already have an account?

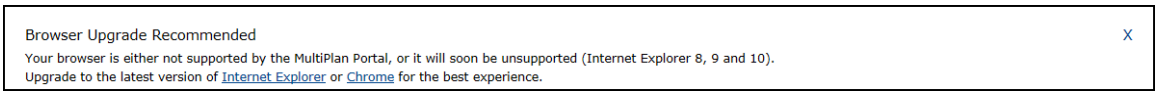
- Use the following link to sign into the secured Provider Portal site: https://provider.multiplan.com/provider/
- Or access through saved link in favorites during the account access process.

Message Banner

Any time enhancements or routine maintenance are made in the Provider Portal, there will be a message banner on the log in page stating when the system is being taken down.

A banner within the Provider Portal's home page will also display the new features.

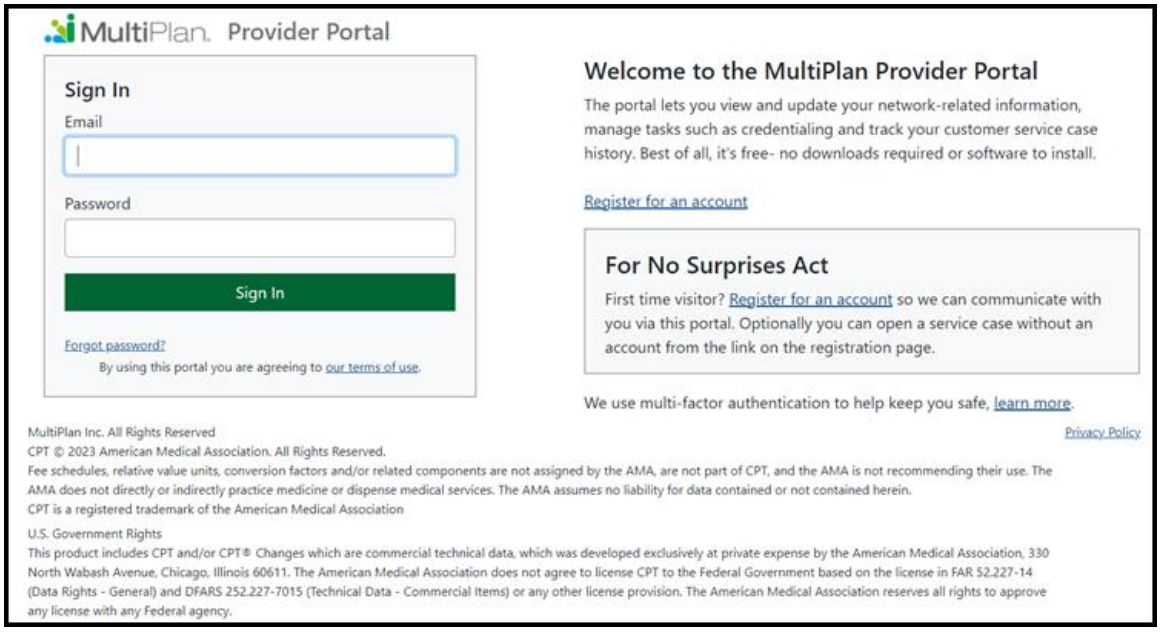
The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the X in the banner box.



Log In Screen

The **Log In** page prompts users to log in to access the Provider Portal.

Once an account has been created, enter the email address and password and select **Sign In** to access the Provider Portal. This option allows providers to create customer service cases, search for a claim, and check status on existing cases. In addition to those features the self-service access allows for viewing network and practitioner product information.



Technical Difficulties

For technical difficulties, contact MultiPlan Support at support@mutliplan.com.

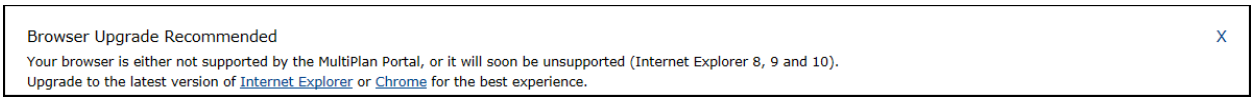
Support Applications

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

When using IE 8, 9 or 10, MultiPlan 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.

For the best portal experience, upgrade today to the latest version of Internet Explorer or Chrome.

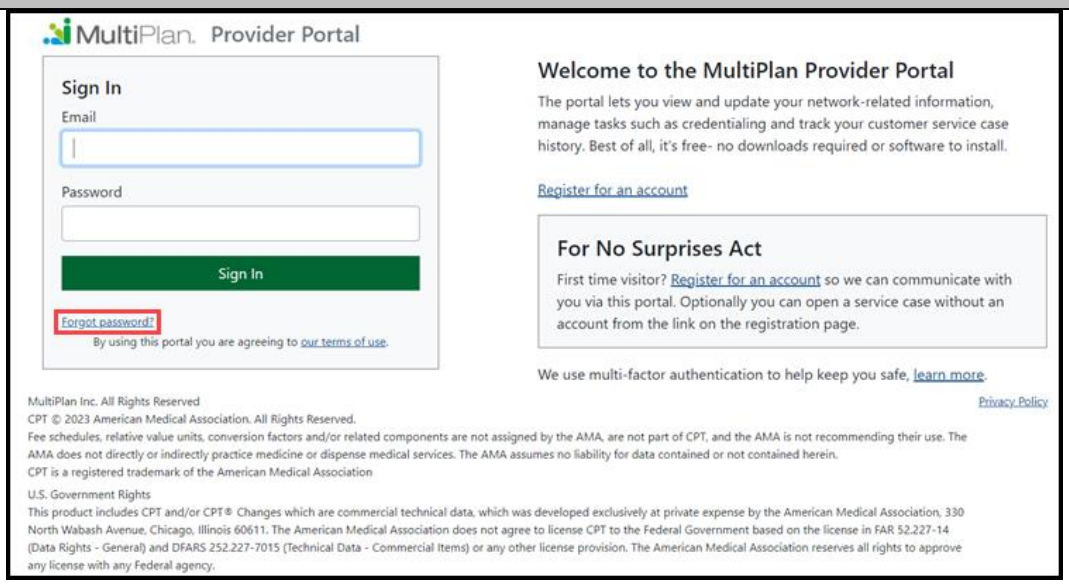
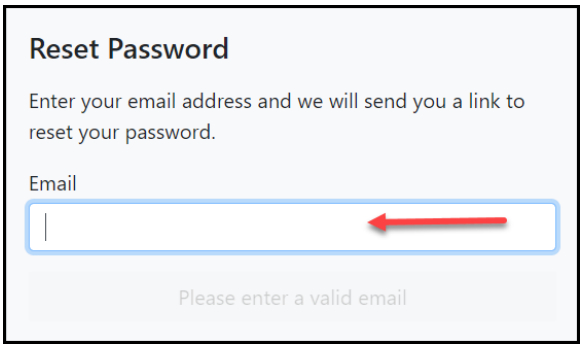
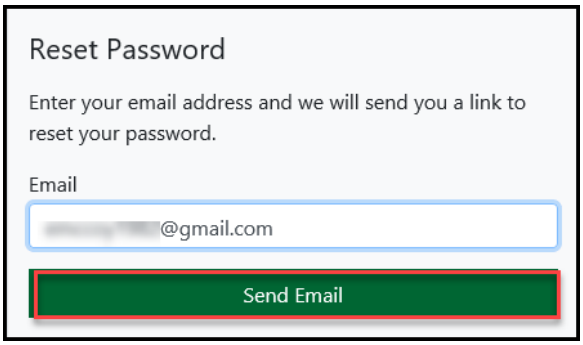
The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.

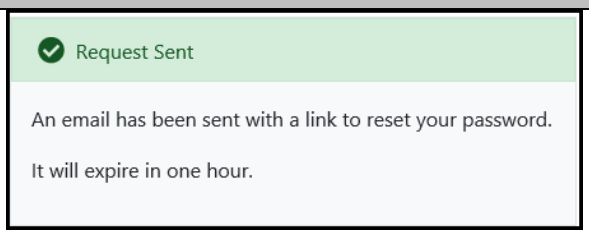


Forgot Your Password

If a password is forgotten when logging in to the Provider Portal, it can be reset to restore access to the user account. Follow the steps below to reset password.

Step	Action
1.	On the log in screen, select **Forgot Password** link**.**

Step	Action
	
2.	Enter the email address that is used to sign into the account, and select **Send Email**.  
3.	Instructions on how to reset the password will be sent to the email address provided.

Step	Action
	 ***Note:*** The password reset link will be valid for one hour. If the password is not reset within the hour it will expire. • If the password link has expired, another request can be sent to reset the password following the above steps. • If the reset password email does not show up in your inbox, check your spam folder.

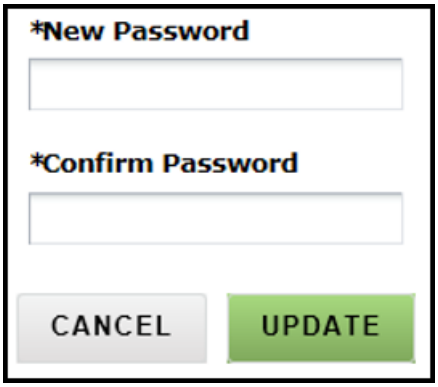
General Security Information

Change Password Process & Policy

Every 90 days there will be a prompt to change the login password in order to be compliant with MultiPlan's security policy.

How to change password:

Step	Action
1.	Identify prompt and click the **Update Password Now** button.

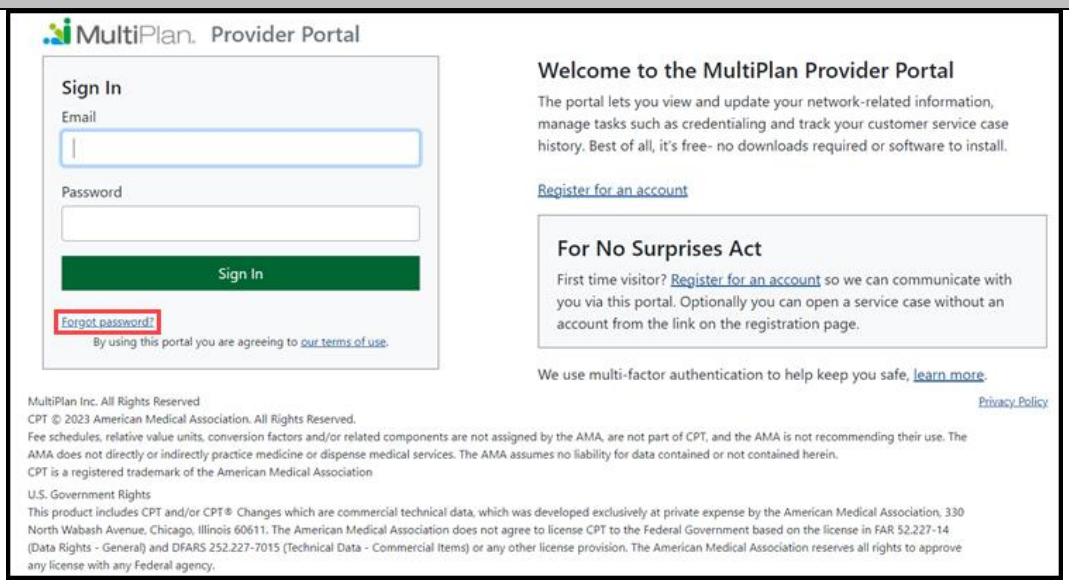
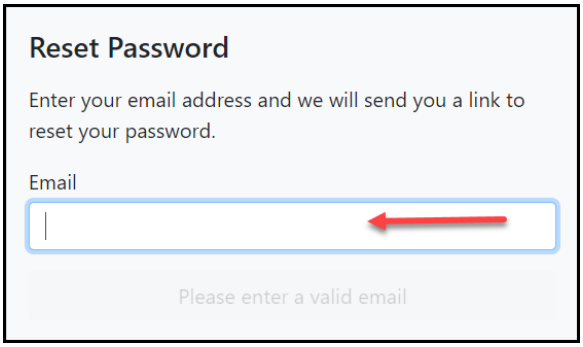
Step	Action
2.	Type in the current password, then the new password in each of the noted fields.  ***Important:*** Use the password rules located on the right hand side of the page.
3.	Once all fields are completed, click the **Update** button.

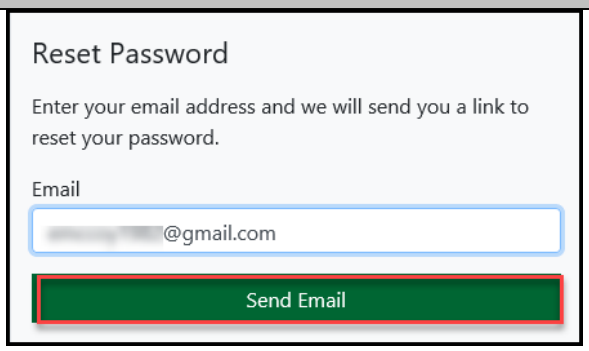
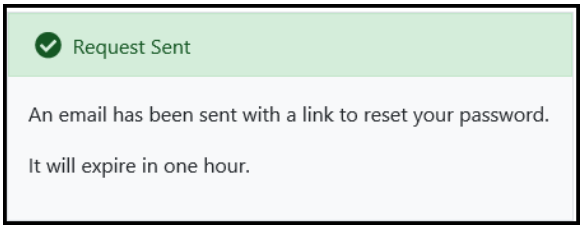
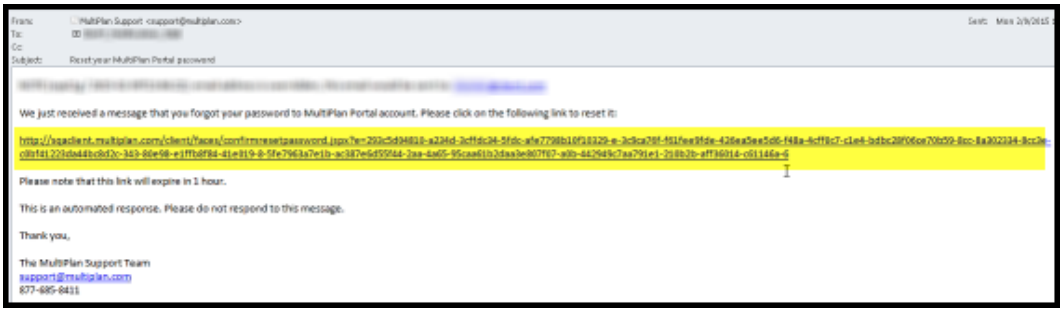
Reset or Expired Password Process

When a password is forgotten or expired, it can be reset to restore account access.

How to establish a new password:

Step	Action
1.	From the login page, click on the **Forgot Password** link.

Step	Action
	 For an expired password click **Reset Password**.
2.	Type in email address that is used to sign into the account and click the **Send Email** button. 

Step	Action
	
3.	A notification will display on the page that **Your Request Has Been Sent** to the email address entered from the Reset Password page.  ***Important:*** • 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.
4.	Once the email is received, click once on the URL link provided and follow prompts, which are the same as activation. 

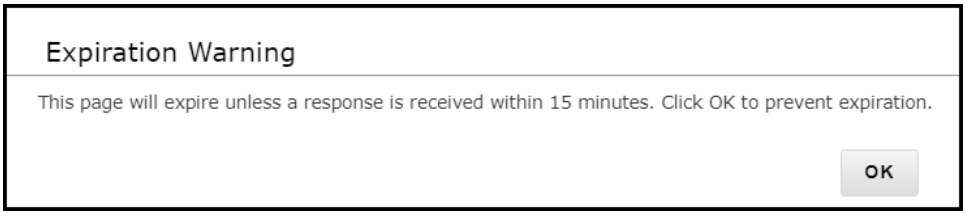
Inactive Accounts - 180 Days

If an account is inactive in the Provider Portal, after 180 days the access will expire. To reactivate account, please contact MultiPlan support at support@mutliplan.com.

Idle Message

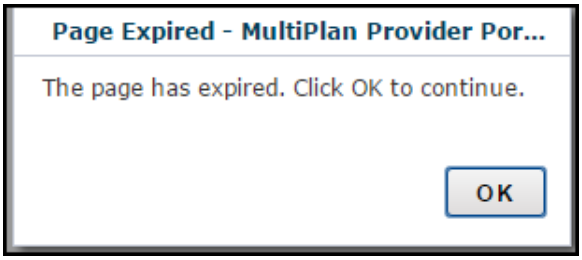
15 Minute Warning

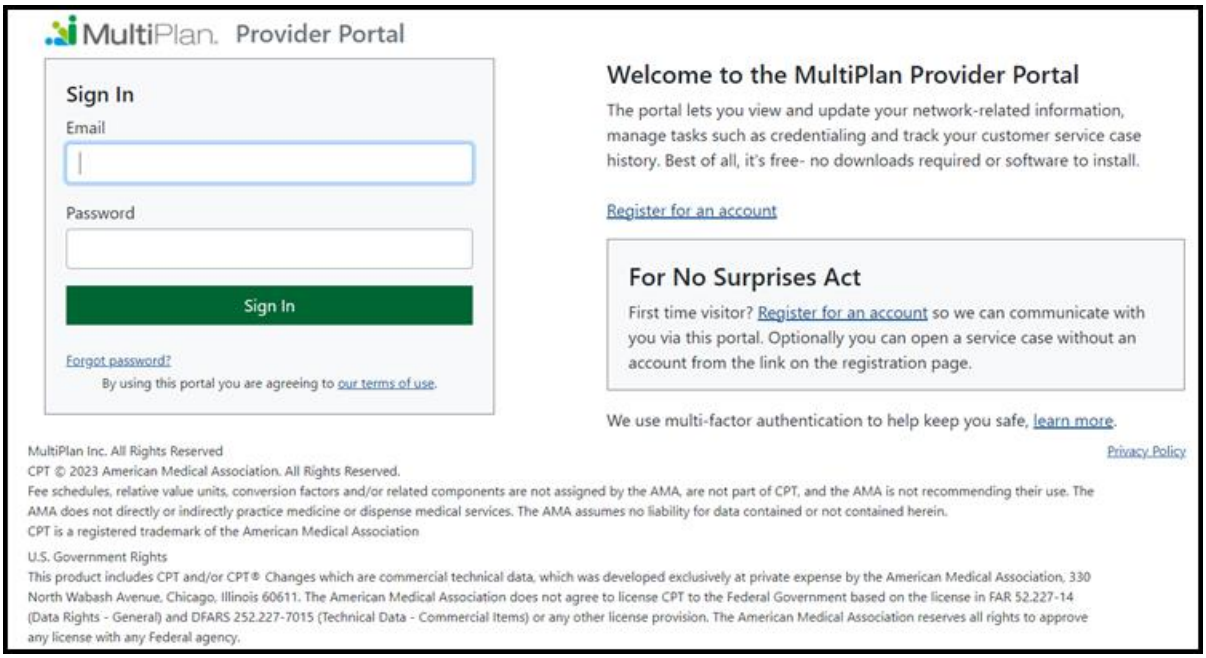
When the Provider Portal is idle for 15 minutes, a message will appear stating **You are about to be signed out.** To remain signed in, click the **OK** button.



30 Minute Warning

When the Provider Portal is idle for 30 minutes, the **Page Expired** message will appear. To sign back in, click the **OK** button and sign back into the Provider Portal.





Incorrect Email or Password

An error will be displayed when an invalid email or password is attempted upon logging into to the Provider Portal.

The Provider Portal will allow five attempts to successfully sign into the system. Once there have been five failed attempts, the system will lock out that email for 30 minutes. After 30 minutes, attempts to sign on may resume.

PORTAL NAVIGATION

Overview

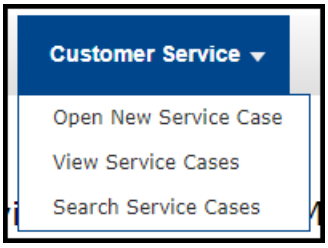
Introduction

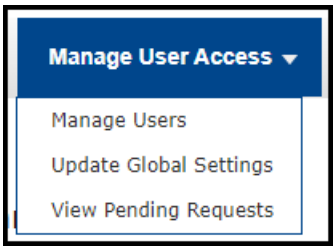
Navigating within the Provider Portal is achieved by using the Home tab, the dropdown menu within the Customer Service tab, the Claims tab, the dropdown menu within the Manger User Access tab, the Help & Resources tab, and Profile & Preference based on access.

Standard view:

Administrator view:

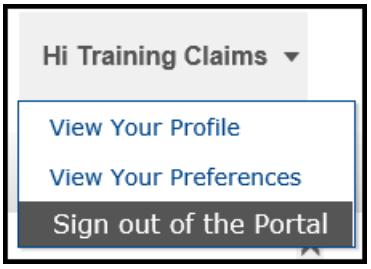
Navigation Menu	Description
Home Tab	Allows navigation of the main portal page. ***Note:*** The only way to access group and individual practitioner demographic information is from the Home tab.

Customer Service Tab/Menu	Provides access to create a new service case or a list of recently opened and closed service cases.
	 
	
	Menu options:
	• Open New Service Case
	  ○ Utilized to create new customer service cases.
	• View Service Cases
	  ○ Provides access to all open and closed service cases.

Navigation Menu	Description
	○ Closed service cases will display for up to 24 months. • Search Service Cases ○ Utilized to search for existing case(s) based on certain criteria.
Claims	Utilized to search for claims.
Manage User Access Tab/Menu	Provides access to a list of manager level access options. ***Note:*** This tab is limited to manager level access users only.  Menu options: • Manage Users ○ Utilized to assign and/or remove roles to other users. • Update Global Settings ○ Utilized to update global settings. • View Pending Requests ○ Utilized to approve or decline pending access requests.
Help & Resources Tab	Provides access to the following information: • Using the Portal section ○ This section contains the current Portal User Guide and Guidelines & Terms for Portal Administrators. • FAQ section ○ This section contains frequently asked questions and answers within each topic.

Navigation Menu	Description

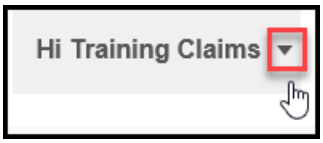
	• Take Action section
	  ○ This section contains provider applications and credentialing forms.
	• Give Feedback section
	  ○ This section contains the Provider Portal Survey.
	• Learn About MultiPlan section
	  ○ This section contains information about MultiPlan products, a copy of the Provider Handbook, and Client Lists.

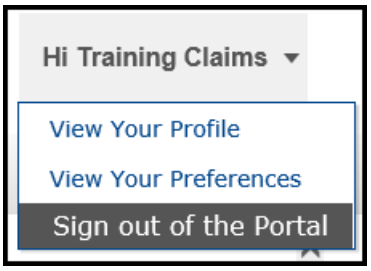
Hi "Name"	Provides access to update profile, preferences, and logging out.
	 
	
	Menu options:
	• View Your Profile
	  ○ Ability to update profiles and passwords.
	  ○ Administrators may utilize Add Provider Access, but the preference is to use the Manage User Access tab.
	• View Your Preferences
	  ○ Ability to change options to receive or not receive customer service case email notifications.
	• Sign out of the Portal
	  ○ Ability to log out of the Provider Portal.

Profile & Preferences

Introduction

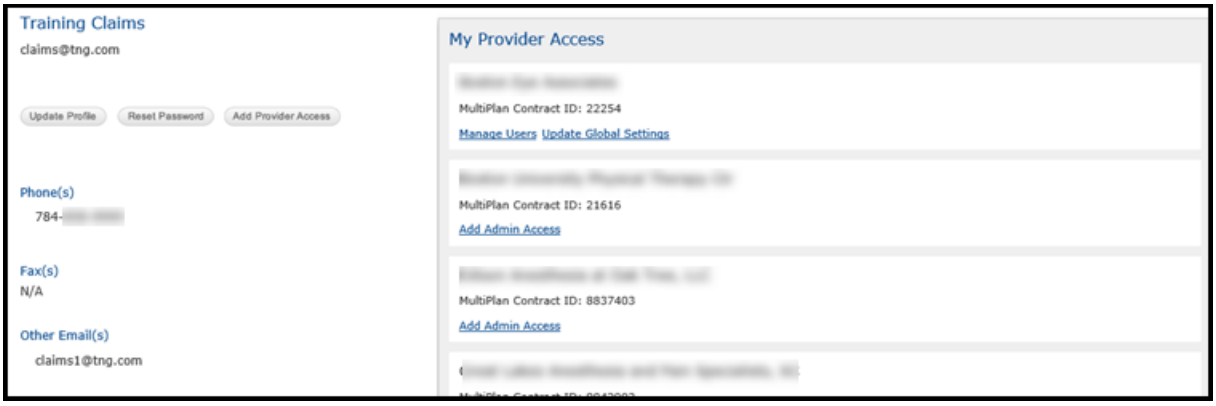
On the Home Page under the Hi-Name feature is located in the upper right hand corner of the window. This allows for changes to the Profile and Preferences.





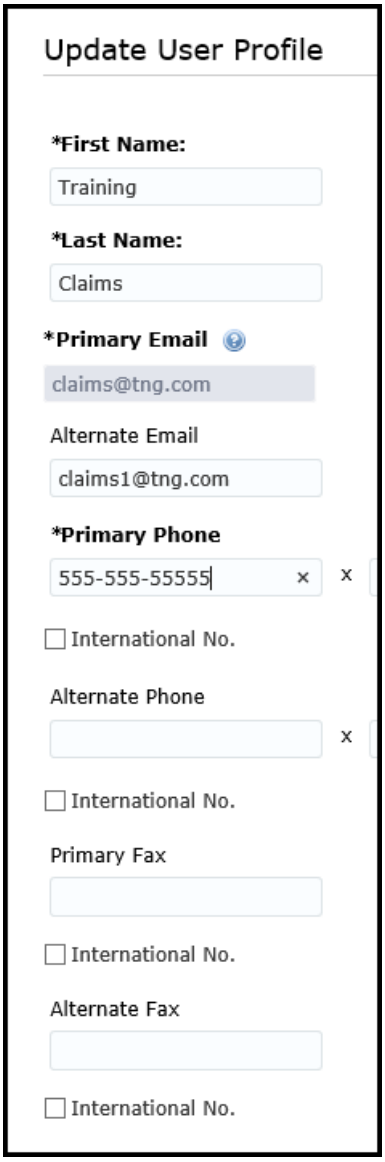
Profile

View Provider Portal access by using the View Your Profile page. Updates can be made to personal information, passwords can be reset, and requests can be made to gain access to additional providers.



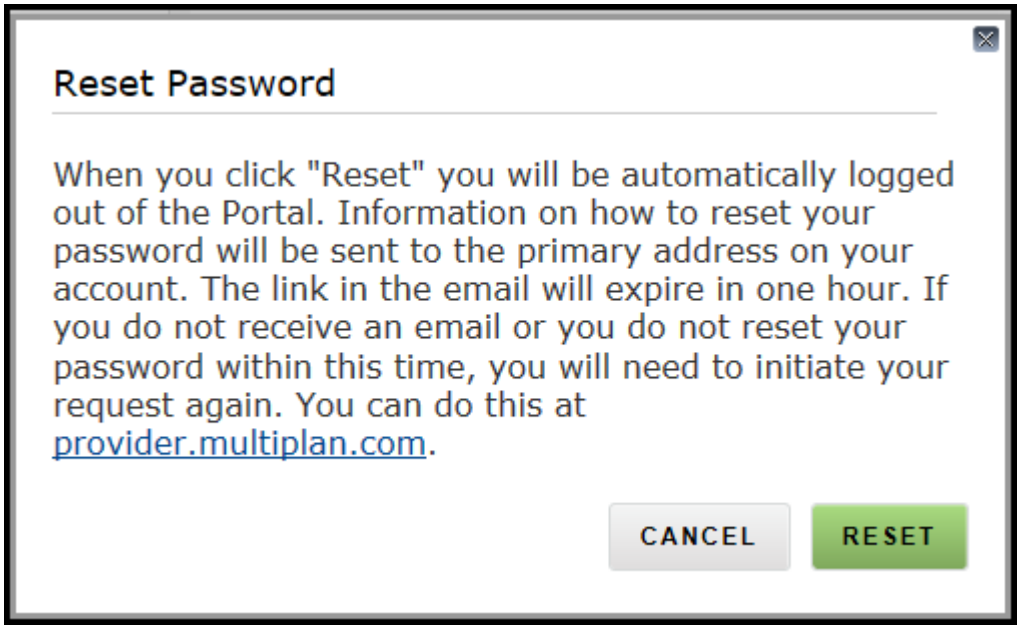
Important: The **Add Provider Access** option is not applicable to an Ancillary or Facility provider type at this time.

How to use the update profile option:

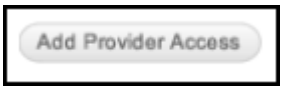
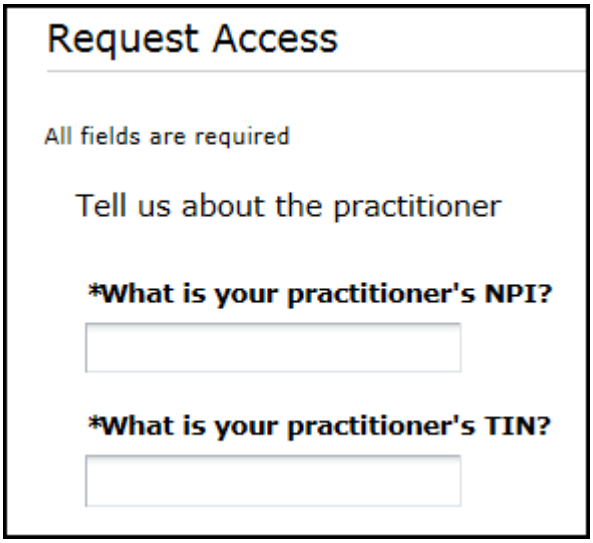
Step	Action
1.	Click the **Update Profile** button. This opens all of the editable fields.
2.	Enter information in any of the fields that need to be updated/changed. 

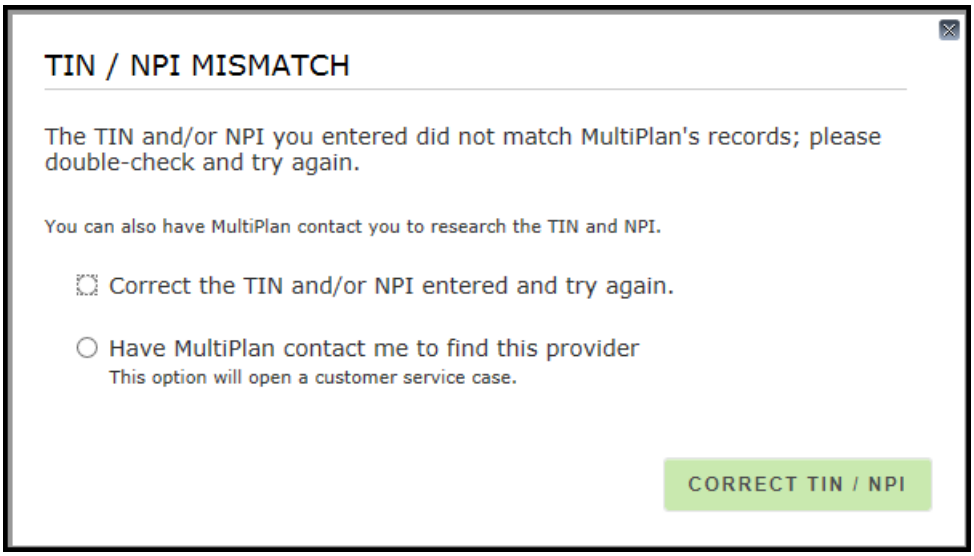
Step	Action
3.	Click the **Update** button to accept changes or **Cancel** button to cancel changes.

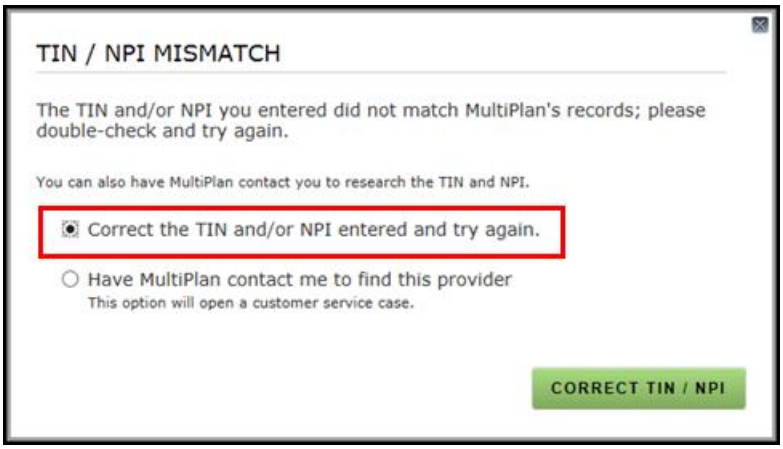
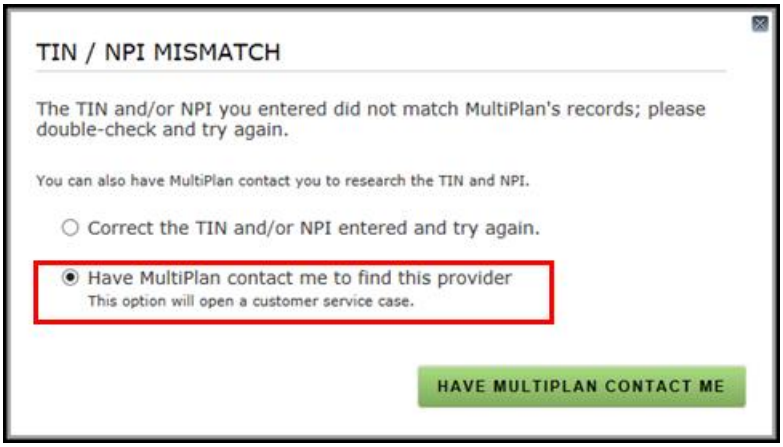
How to use the reset password option:

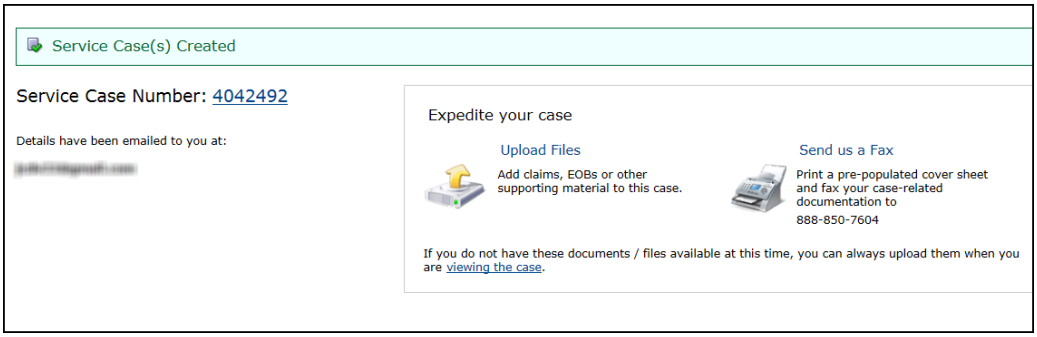
Step	Action
1.	Click the **Reset Password** button.
2.	The following pop screen will appear. Follow the instructions to continue resetting your password: 

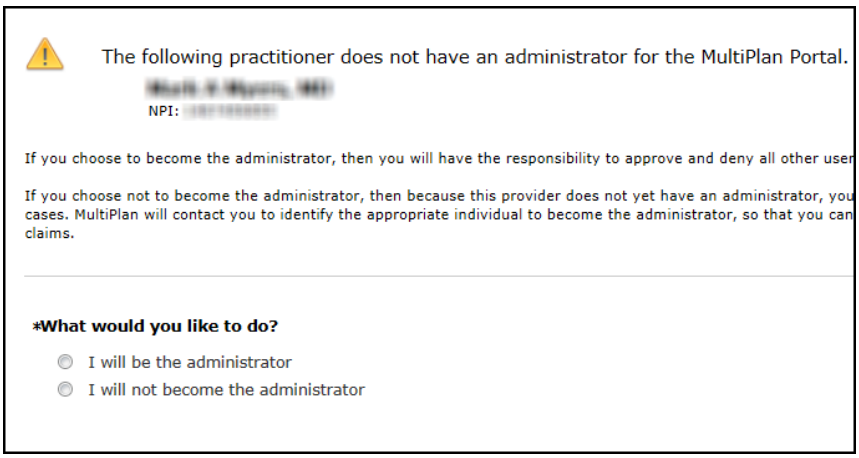
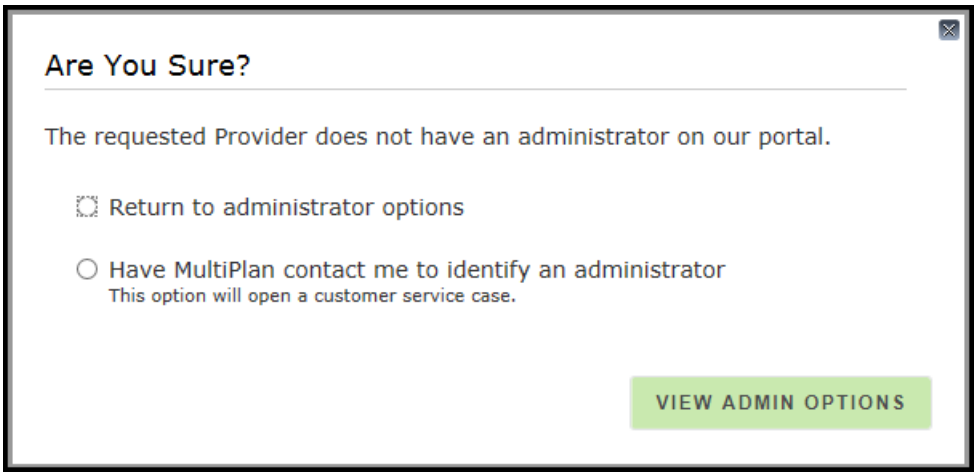
Individually Contracted Practitioner - How to use the add provider access option:

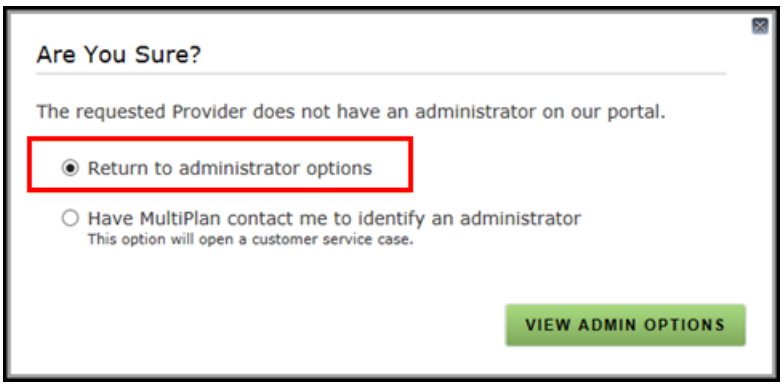
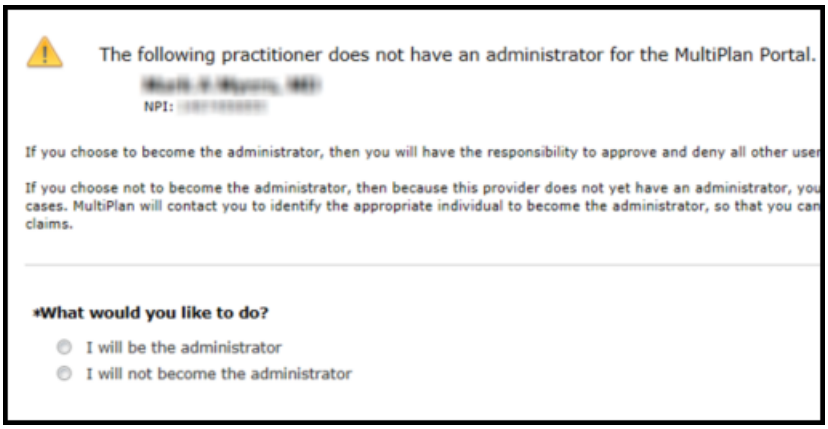
Step	Action
1.	To gain access to claims and demographic information for additional providers, click the **Add Provider Access** button.  Select the **Add access** button within the Individually Contracted Practitioner(s) option. Enter the practitioner's NPI and TIN.  Click **Next.**

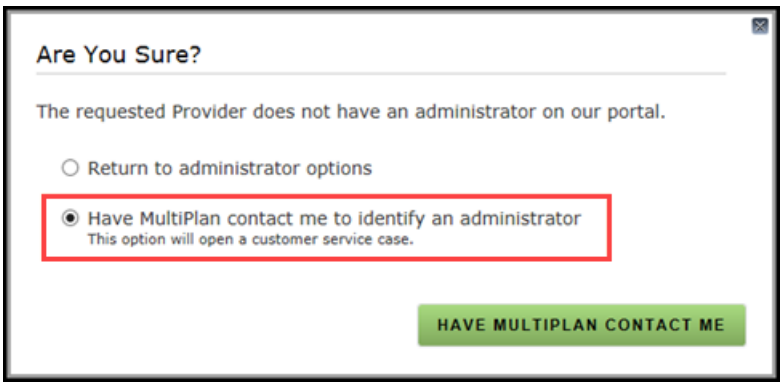
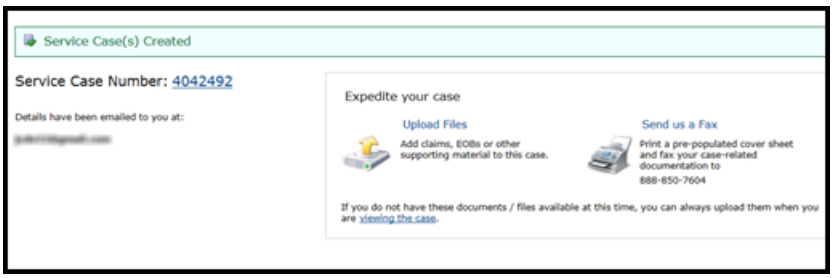
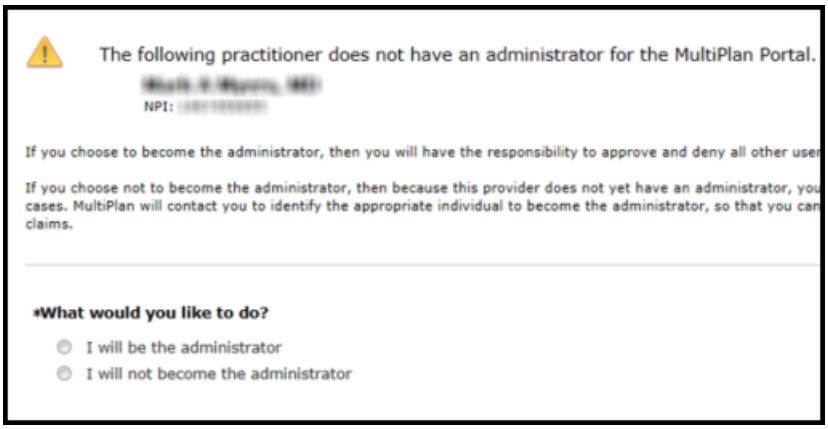
Step	Action
2.	The Portal will validate the NPI and TIN entered using the MultiPlan database. Did the NPI and TIN match? • No, the NPI and TIN did not match, continue step 3. • Yes, the NPI and TIN matched, skip to step 7.
3.	The Portal will display a **TIN / NPI Mismatch** page when a match was not made.  You have the option to go back to the previous page to re-enter different information or continue creating an account without access to the practitioner's claim and demographic information. Would you like to correct the information entered or create an account without access to the practitioner? • If you decide to enter a new **TIN and/or NPI**, continue to step 4. • If you decide to elect to have **MultiPlan contact me to find this provider**, skip to step 5.

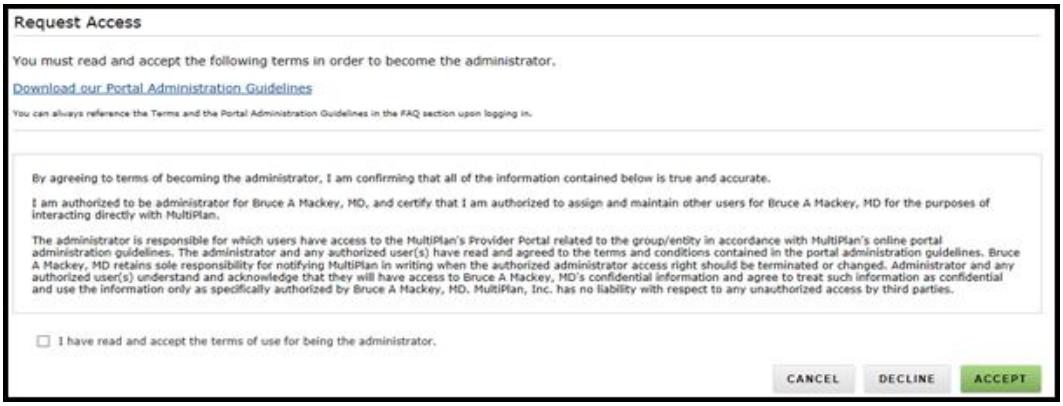
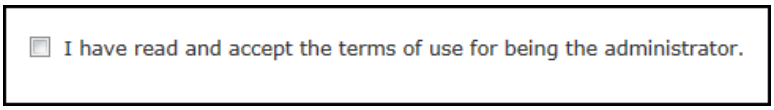
Step	Action
4.	If the option to **Correct my TIN and/or NPI entered and try again** is selected, click the **Correct TIN / NPI** button. The window will close and the page to enter the NPI and TIN fields will display; go to step 1. 
5.	If the option to **Have MultiPlan contact me to find this practitioner** is selected click **Have MultiPlan Contact Me** button. 

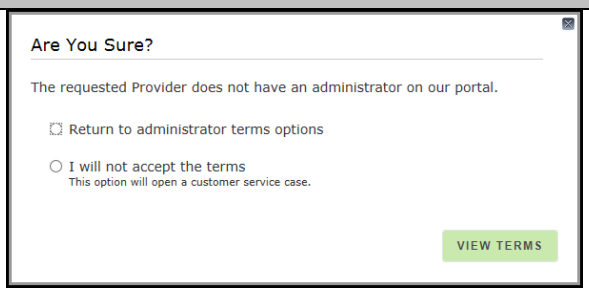
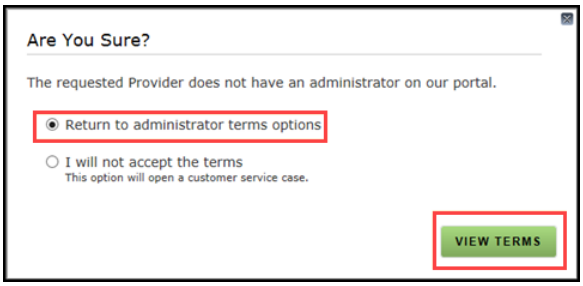
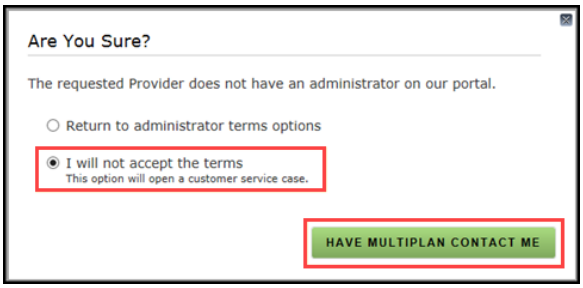
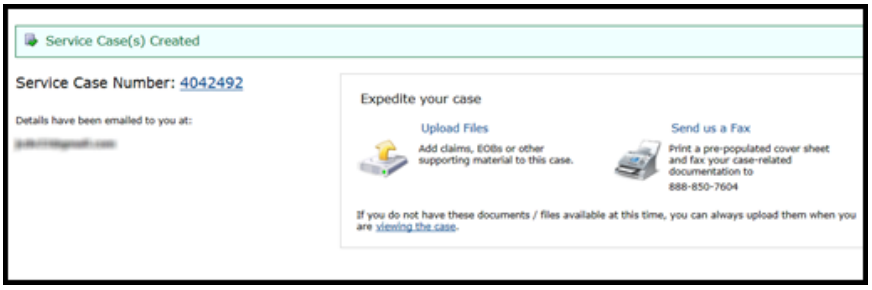
Step	Action
6.	When the decision is made to have MultiPlan contact you, a case will be created and you will receive a Service Case Created page. A case will be created and submitted to MultiPlan. A MultiPlan representative will contact you regarding the NPI/TIN Match error that occurred. 
7.	If a match was made on the information entered the screen that is displayed will depend on whether or not the practitioner has an administrator. • If the practitioner has an administrator for the portal, skip to step 21. • If the practitioner does not have an administrator for the portal, continue to step 8.
8.	Would you like to become the administrator for this practitioner? • Yes, I will be the administrator, skip to 14. • No, I will not become the administrator, continue to step 9.

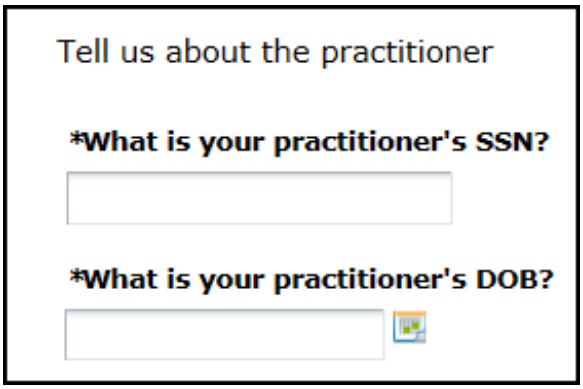
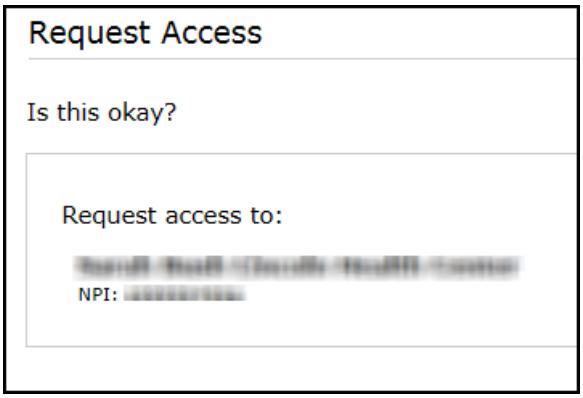
Step	Action
9.	If the decision made is to not become the administrator for the practitioner, click the radio button **I will not become the administrator**.  Click **Next.**
10.	The portal will display a pop-up message, asking the user to verify what they would like to do. 

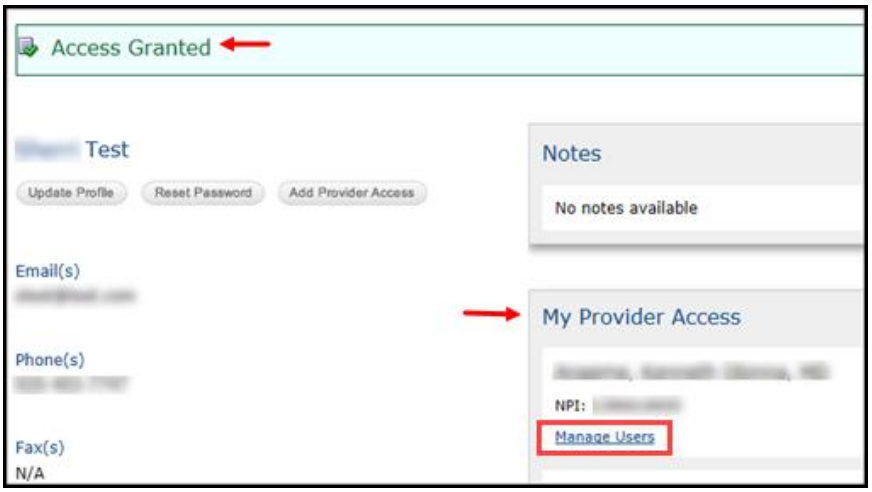
Step	Action
11.	If the decision made is to return to administrator, select on the radio button and click the **View Admin Options** button.  The system will redirect you back to the **Request Access** screen to make another selection.  Would you like to become the administrator for this practitioner? • Yes, I will become the administrator, skip to step 14. • No, I will not become the administrator, continue to step 12.

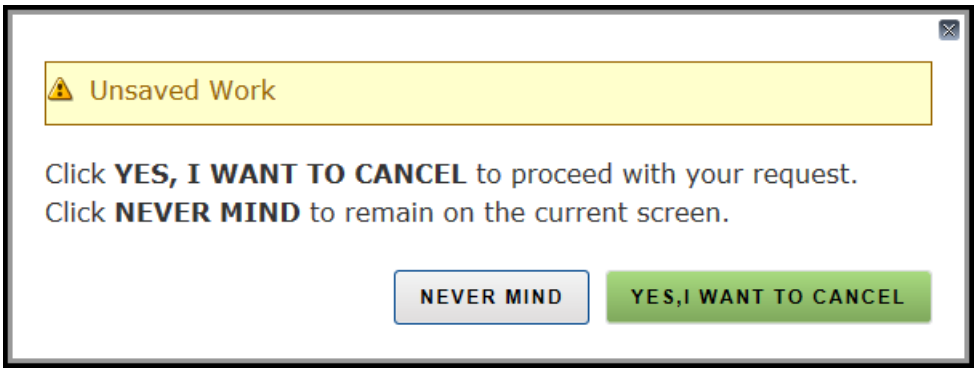
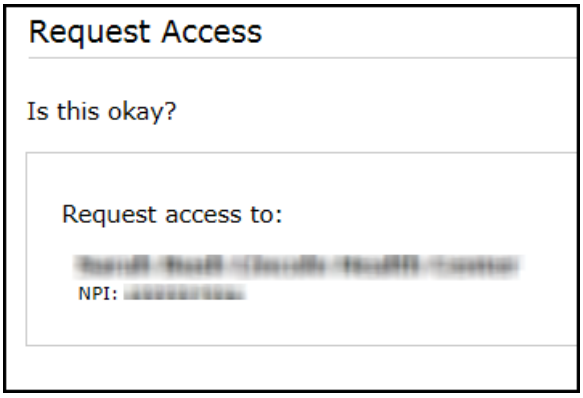
Step	Action
12.	If the decision made is to have MultiPlan contact you to identify an administrator; select the radio button and click **Have MultiPlan Contact Me** button. 
13.	The portal will create a service case for the user. MultiPlan will contact you to identify an administrator for the practitioner. 
14.	If the decision is to become the administrator, select the radio button next to **I will be the administrator** and click **Next**. 

Step	Action
15.	The portal will display the Terms of Use page.  Request Access You must read and accept the following terms in order to become the administrator. Download our Portal Administration Guidelines You can always reference the Terms and the Portal Administration Guidelines in the FAQ section upon logging in. By agreeing to terms of becoming the administrator, I am confirming that all of the information contained below is true and accurate. 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. 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. I have read and accept the terms of use for being the administrator. CANCEL DECLINE ACCEPT To accept the terms, click the box next to the statement **I have read and accept the terms of use for being the administrator**.  I have read and accept the terms of use for being the administrator. Click **Accept**. ACCEPT Skip to step 17.
16.	If **Decline** is selected, you will be asked to verify the information captured through the account set up process. CANCEL DECLINE ACCEPT A notification will appear asking if you are sure you want to decline the request to become the administrator as the requested provider does not have an administrator on our portal.

Step	Action
	 If **Return to administrator terms options** is selected, click **View Terms** and return to step 15.  If **I will not accept the terms** is selected, click **Have MultiPlan Contact Me**. A service case will be created on your behalf and a MultiPlan representative will contact you.  
17.	If the option to become the administrator is selected, enter the practitioner's social security number and date of birth, then click the **Next** button.

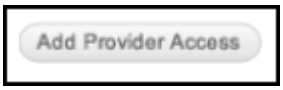
Step	Action
	Note: Entering the social security number (SSN) and date of birth (DOB) is MultiPlan's way to verify proprietary information for privacy purposes in order to authenticate you as an administrator of the account. 
18.	The **Request Access** page will ask you to verify whether the information displayed is okay. If yes, select **Yes, Gain Access** continue to step 19. If no, select **No, Cancel** go to step 20. 

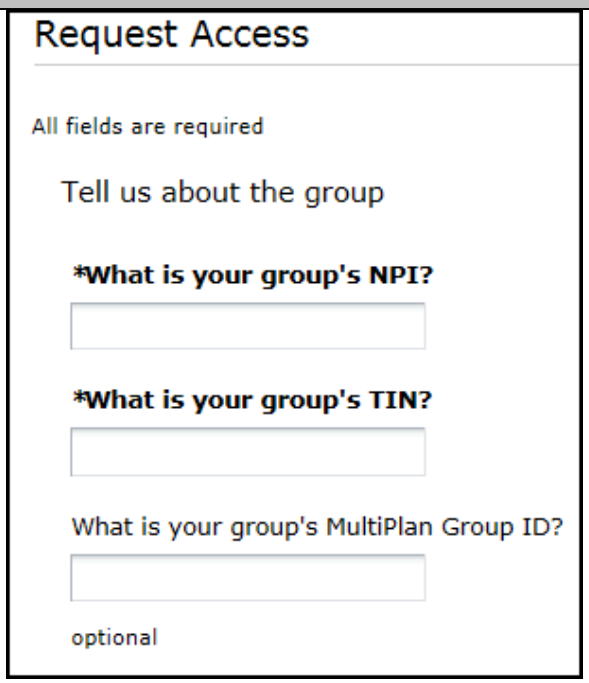
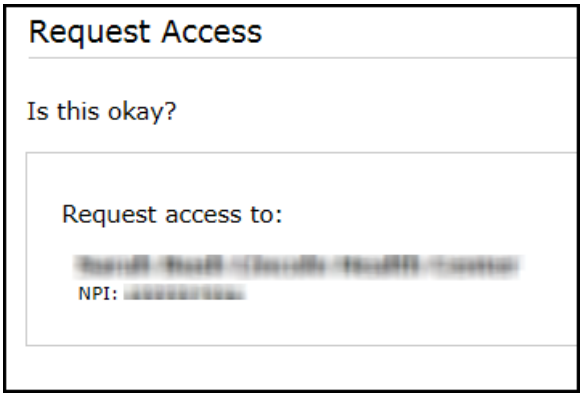
Step	Action
19.	If **Yes, Gain Access** was selected, an **Access Granted** page will appear. The practitioner name and NPI will appear under **My Provider Access** with the notification that the requester is the **User Administrator**. • Under My Provider Access click on the View Practitioner Info link to view the individually contracted practitioner's demographic information. Administrator Users will have the ability to Manage User Roles as well.  **Manage User Roles:** Administrator can view user types as well as manage user roles for the provider profile.

Step	Action
20.	If **No, Cancel** option was selected, the requester will receive an **Unsaved Work** message asking if they would like to continue with the cancellation or return to the **Request Access** page. 
21.	If an administrator exists for the practitioner, the following screen will appear asking the user to verify if the information displayed is okay.  Is the information okay? • Yes is the information is okay, click **Yes, Request Access**. • No the information is not okay, click **No, Cancel**.

Step	Action
22.	If the information is okay and **Yes, Request Access** was selected, an **Access Requested** screen will appear displaying the user's provider access. The **Pending approval by the administrator** message will display under **Manage user Access** section until the request is approved or declined by the administrator.

Group or PHO/Health System - How to use the add provider access option:

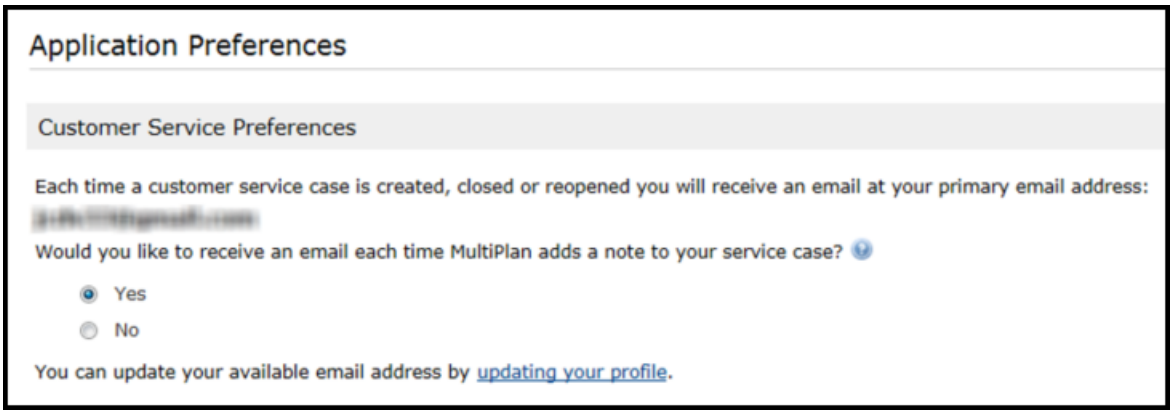
Step	Action
1.	To gain access to claims and demographic information for additional providers, click the **Add Provider Access** button. 
2.	Select the **Add access** button within the **Group or PHO/Health System** option.
3.	In the **Request Access** screen, enter in the **NPI, TIN,** and **MultiPlan Group ID** (optional).

Step	Action
	 The Group ID is optional and if the NPI or TIN is not known, the Group ID can be used in combination with either the NPI or the TIN. Click the **Next** button.
4.	In the confirmation screen the question **"Is this okay?"** will appear. 

Step	Action
	When correct click the **Yes, Request Access** button. The Access Requested confirmation will appear.

Preferences

View Provider Portal notifications by using the View Your Preferences page. Multiplan has a service that helps manage customer service cases by providing email notifications.



In the View Your Preferences section, the system will default the radio button to **Yes**, which indicates that the notification email will be sent whenever a customer service case is created, closed, reopened, or a note is added.

To self-manage customer service cases and stop the email notifications click the radio button next to **No** and click the **Update** button.

If the email address in this section is incorrect or needs to be updated, click the **updating your profile** link and this will push to the **Profile** page to update **Profile**.

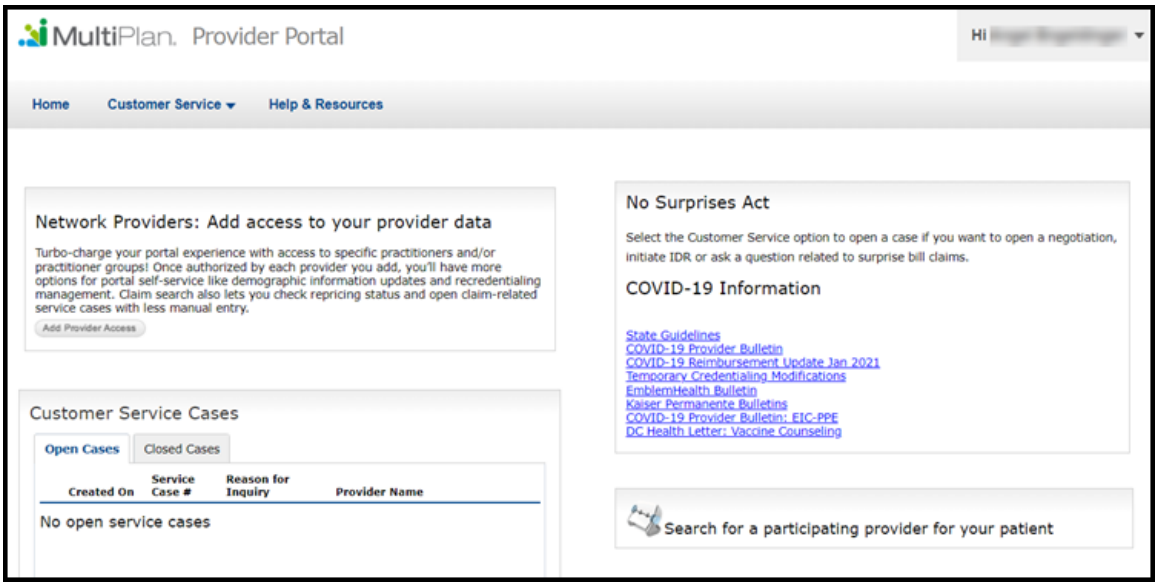
HOME PAGE

Overview

Introduction

Upon logging into the Provider Portal the system will default to the Home Page. There are multiple features that can be accessed from this screen:

- View the FAQ's and User Guide
- Search for a claim
- View the last five recently opened or closed service cases under the Customer Service Cases section
- Message Banner displays new features available in the Portal
- Search for a participating provider
- View Provider Demographics for self-service users:
    - Individual practitioners:
        - Practitioner information
        - Contracts
        - Address
    - Group practitioners:
        - Group information
        - Office Information
        - View practitioners
        - Recred Status
        - Application Status
    - Ancillary/Facility practitioners do not have self-service access, only customer service access at this time.



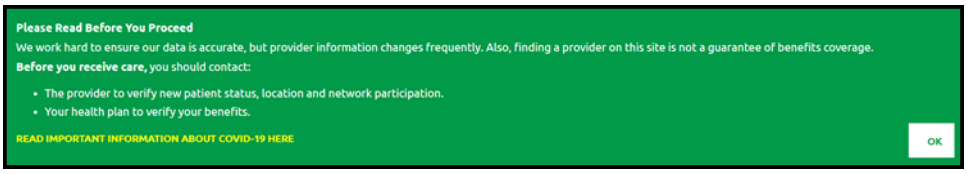
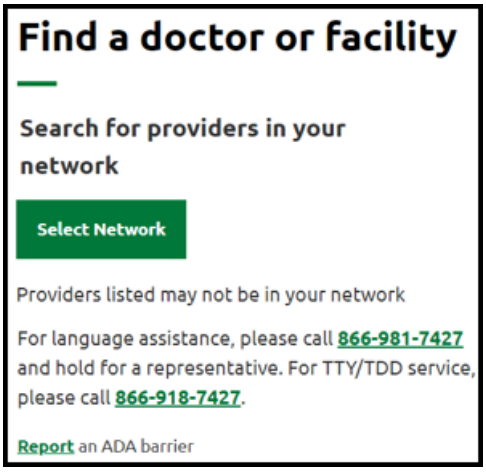
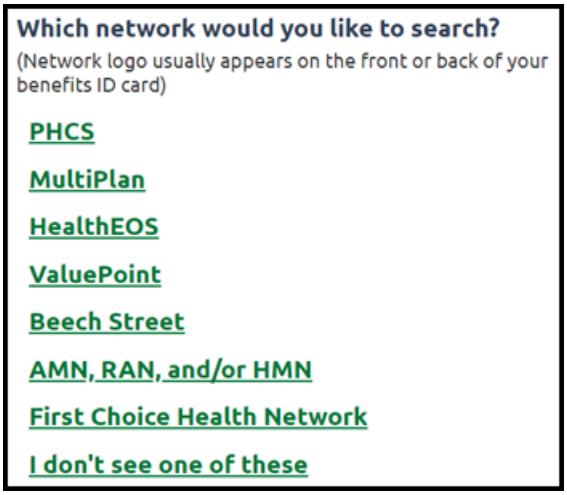
Searching For a Participating Provider For Your Patient

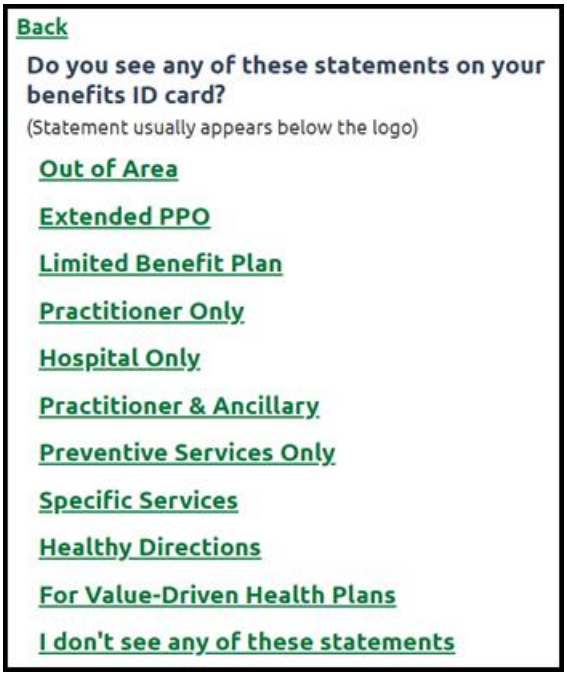
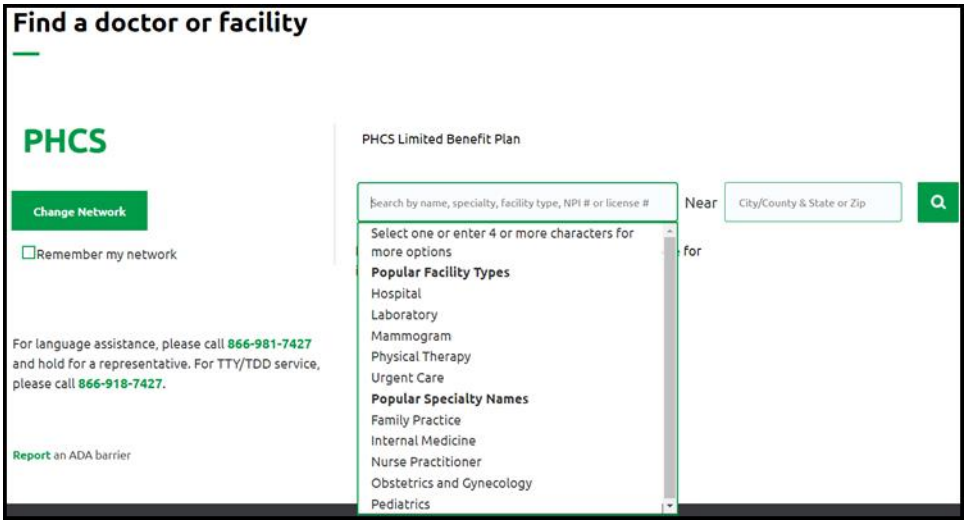
Introduction

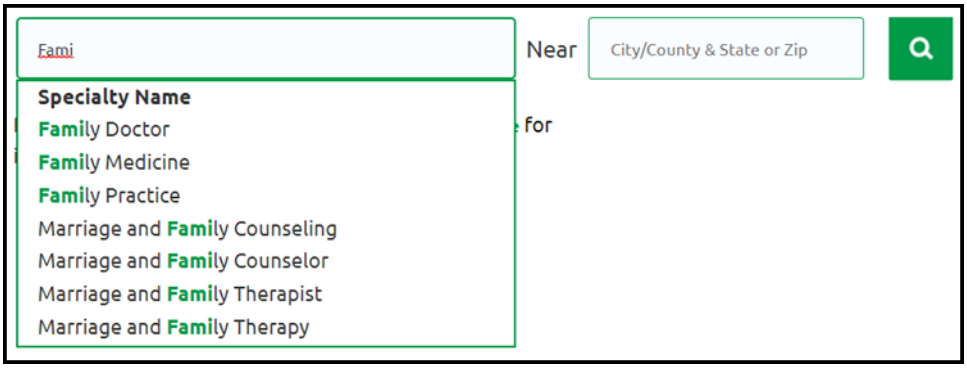
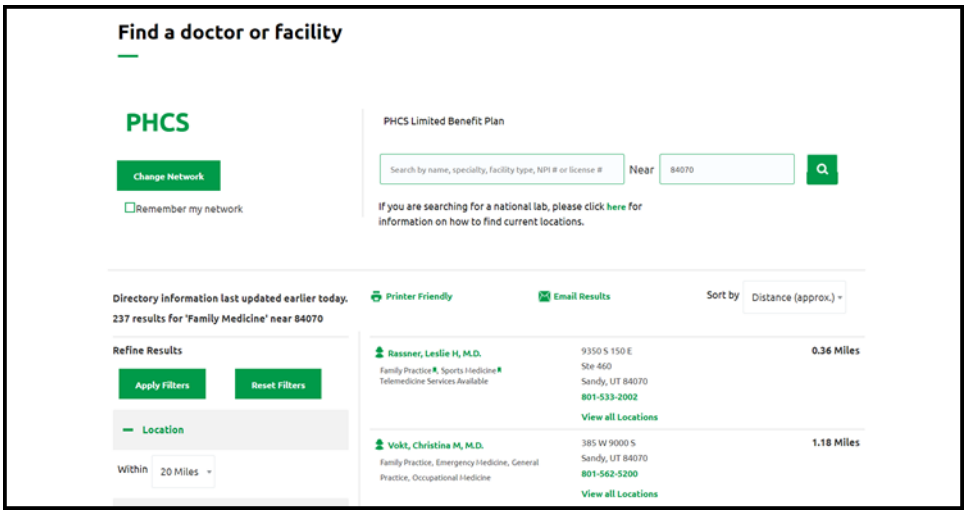
To search for a participating provider for patients, utilize the Search for a participating provider for your patient link on the home page of the Provider Portal which links directly to the MultiPlan Website.

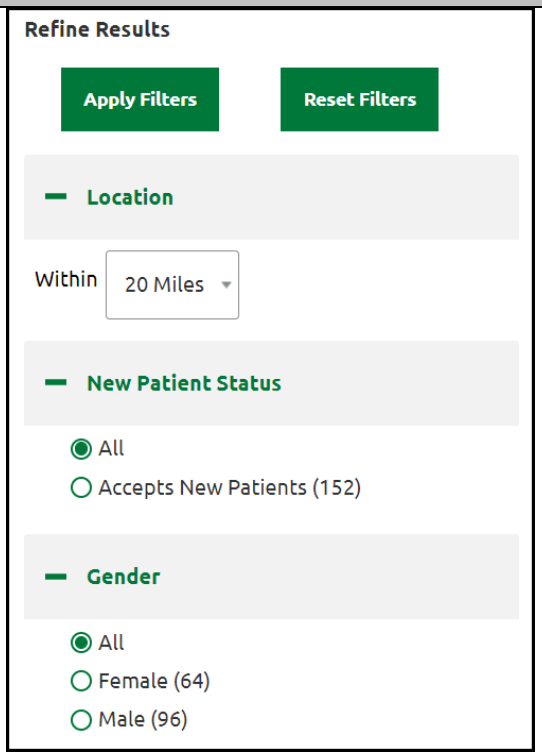
How to search for a participating provider:

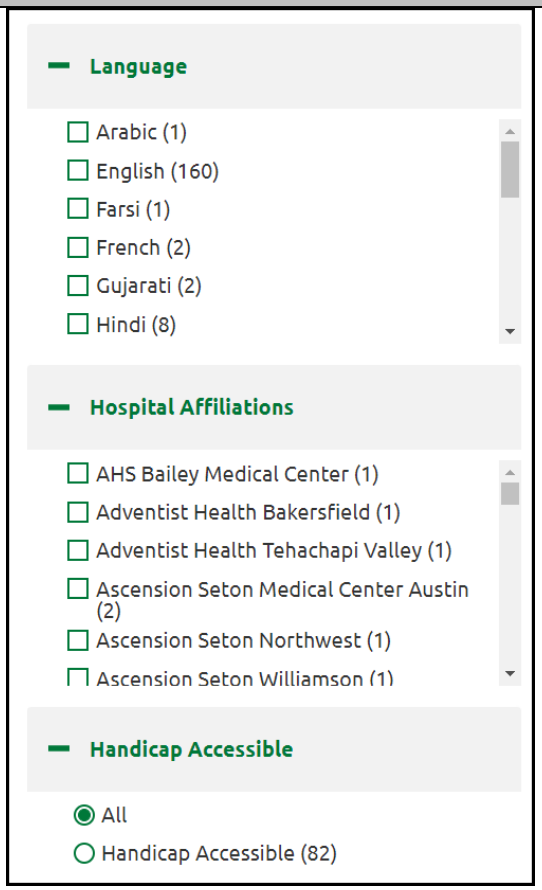
Step	Action
1.	One the Home Page, locate and click **Search for participating provider for your patient.**
2.	The system will open the MultiPlan Website to the **Find a doctor or facility page.** It will ask to track your physical location. • Allow once if you would like to allow the page to use your current location to search for a provider. • You can select options for this site to always allow or always deny the physical location be used.

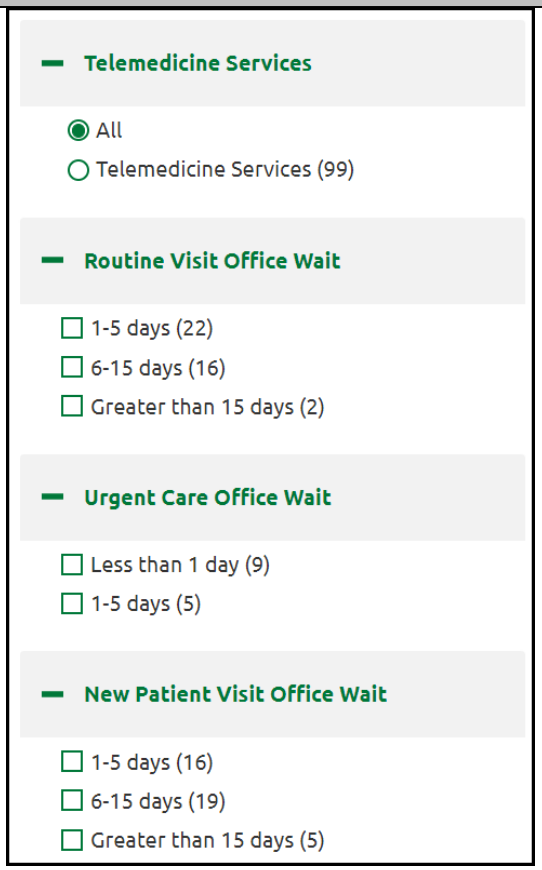
Step	Action
	• Clicking on the x will not allow the page to track your physical location. On the bottom of the screen a banner will appear that you will need to select OK before you can move forward to search.  Click **OK** to continue.
3.	Click on **Select Network** to identify the network that should be searched.  A pop up screen will appear to select the network from. 

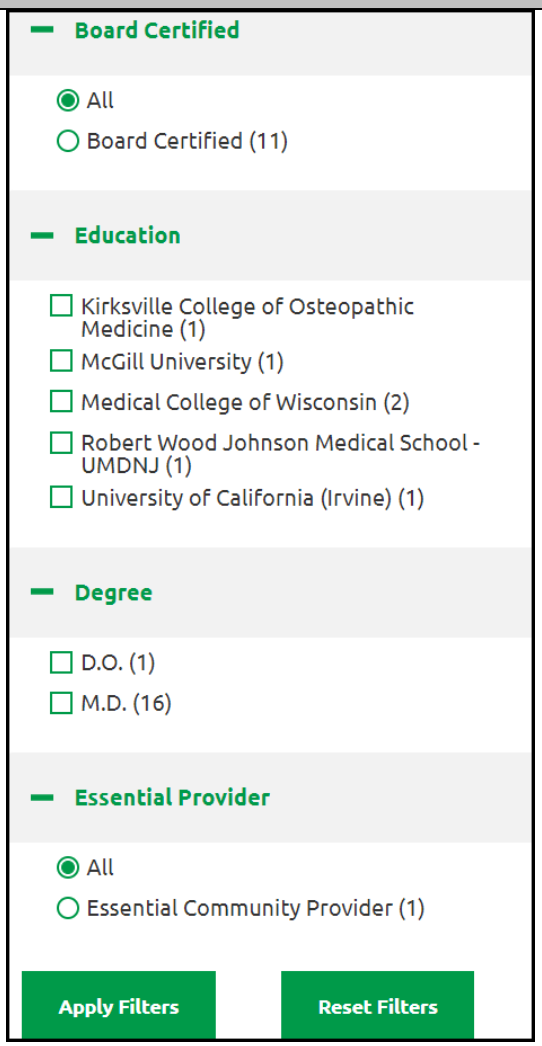
Step	Action
	Click on the appropriate network selection. Dependent upon the selection, additional pop up screens may appear to further clarify the search. 
4.	Once the selections have been made regarding the network, either click into the search field and select from the available options in the dropdown menu or enter 4 or more characters from the name, specialty, facility type, NPI # or license # to use as search criteria. 

Step	Action
	If entering search criteria, a drop down menu will appear to provide selections based on the text entered. Click on the appropriate selection to choose it for review. Once you have selected the search option, if you did not select using the physical location in the beginning of the search, enter the City/County & State or the Zip Code in the **City/County & State or Zip field** and select **the search icon**. 
5.	The results page will display the name, provider type, if Telemedicine services are available, modalities (if applicable), address, telephone number and mile radius.  ***Note:*** A **Refine Results** section is on the left hand side of the screen. Choose a filter and then **Apply Filters** to utilize the filter for the search or **Reset Filters** to remove the filter from the search.

Step	Action
	 Refine Results Apply Filters Reset Filters Location Within 20 Miles New Patient Status All Accepts New Patients (152) Gender All Female (64) Male (96)

Step	Action
	 Language Arabic (1) English (160) Farsi (1) French (2) Gujarati (2) Hindi (8) Hospital Affiliations AHS Bailey Medical Center (1) Adventist Health Bakersfield (1) Adventist Health Tehachapi Valley (1) Ascension Seton Medical Center Austin (2) Ascension Seton Northwest (1) Ascension Seton Williamson (1) Handicap Accessible All Handicap Accessible (82)

Step	Action
	 Telemedicine Services All Telemedicine Services (99) Routine Visit Office Wait 1-5 days (22) 6-15 days (16) Greater than 15 days (2) Urgent Care Office Wait Less than 1 day (9) 1-5 days (5) New Patient Visit Office Wait 1-5 days (16) 6-15 days (19) Greater than 15 days (5)

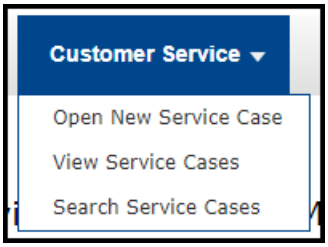
Step	Action
	
6.	Close the tab or the window to exit the MultiPlan Website.

CUSTOMER SERVICE TAB

Overview

Introduction

The Customer Service tab provides access to create a new service case, view a list of recently opened or closed service cases and search for service cases.



Menu options:

- Open New Service Case
  - Utilized 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) based on certain criteria.

Open New Service Case

Introduction

Open New Service Case option is used to create a new service case for a specific inquiry or issue. Cases submitted to MultiPlan will display a confirmation summary indicating the service case reference number, email notification as well as two methods to supply any supporting documentation related to the service case issue. Once a case is created, the following functions are available:

- View the current status of an open service case as well as the note entry history related to the working status of a service case.
- Add notes and attachments to open service cases.

- View attachments uploaded to the service case.
- Reopen a closed service case.
- Search for an existing service case.

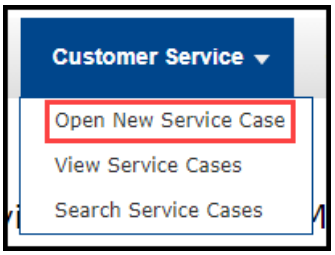
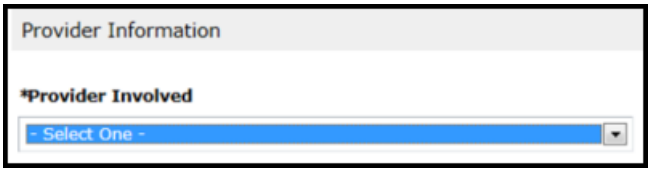
Create a New Service Case

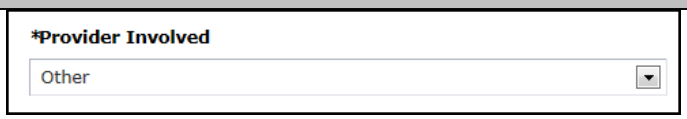
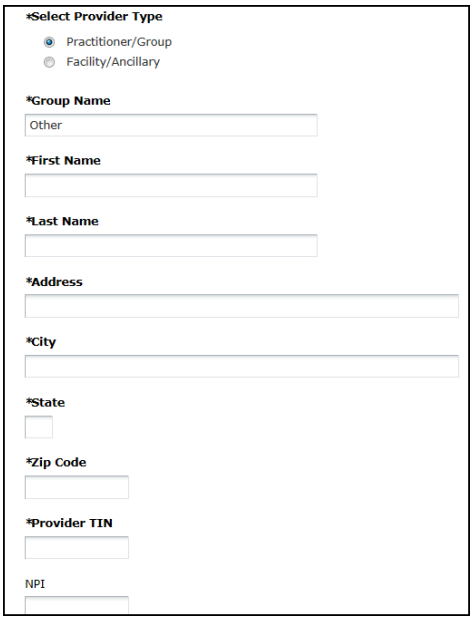
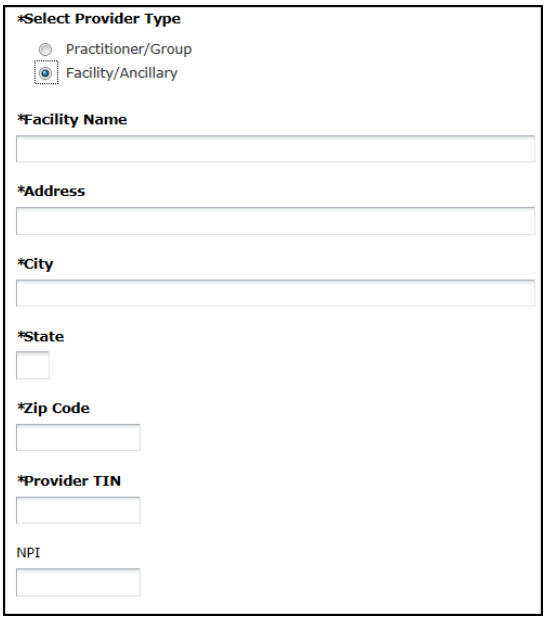
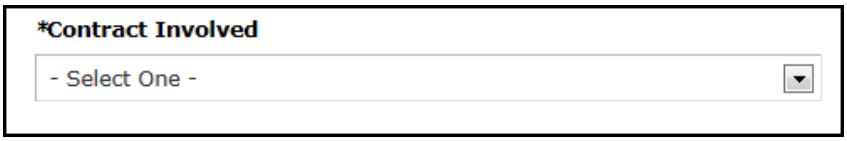
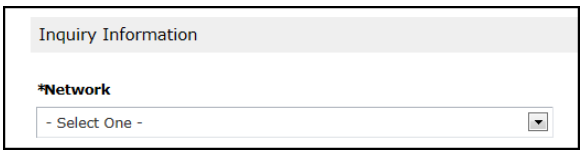
Follow the steps below to submit a service case.

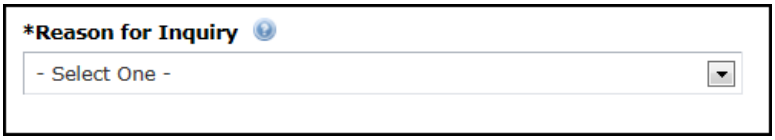
Note:

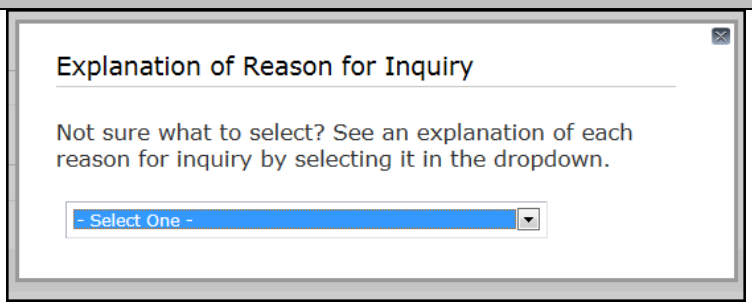
- Items with an asterisk ***Required** are required.
- Items with a **Question Mark** icon have help text available.

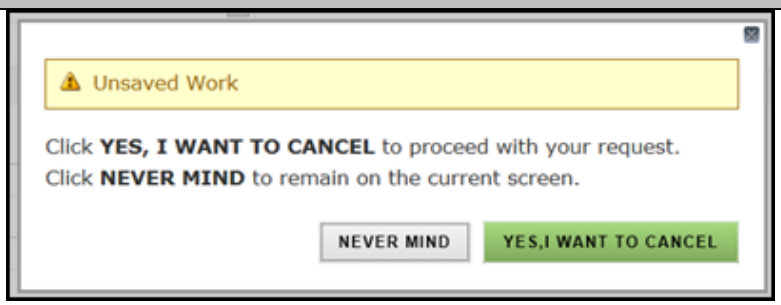
How to create a new service case:

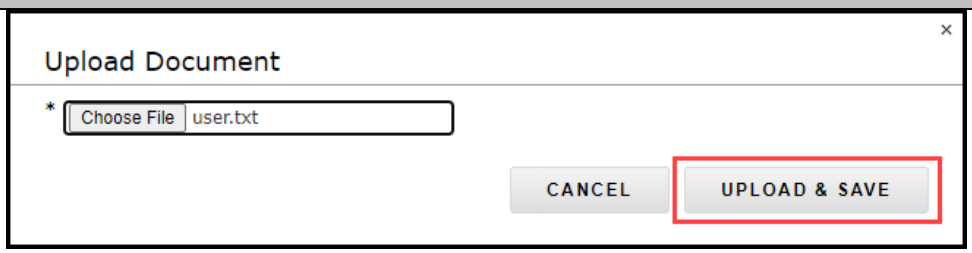
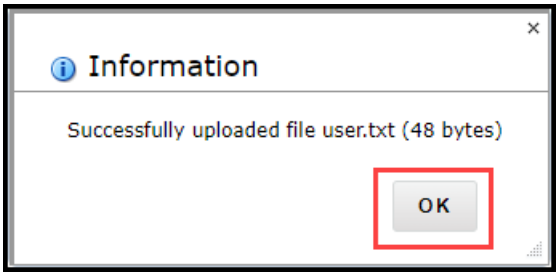
Step	Action
1.	To open a new service case, click on the **Customer Service** tab on the navigational tool bar and select **Open New Service Case** from the dropdown menu. 
2.	In the Provider Information section, select which provider is involved in the case using the **Provider Involved** dropdown. The information in this dropdown will represent group, practitioner, or ancillary/facility. Click on desired provider.  If provider is not associated to the group, practitioner, or ancillary/facility, select **Other**.

Step	Action
	 When a group is selected, the Select Provider Type will appear, type will need to be selected via the radio button, and required fields will need to be filled out.   When multiple contracts are associated to the **Provider Involved**, an additional **Contract Involved** dropdown field will appear. The information in this dropdown will represent the contracts associated to the provider. Click on desired contract. 
3.	In the **Inquiry Information** section, select the **Network** that the case is associated to from the dropdown. 

Step	Action
	Note: When a customer service issue involves more than one network, select one of the networks from the dropdown, in the comments field write a detailed comment on the issues and include the other networks that are associated with the issue. There is no need to create a separate case for each network with the same issue.
4.	In the **Inquiry Information** section, select the **Reason for Inquiry** that is associated from the dropdown.  ***Important:*** If a No Surprises Act inquiry type is selected, users will receive the below banner: Providers looking to find an in-network doctor must go the Home Page and select Search for a participating provider for your patient. ***Note:*** Use the dropdown in the **Question Mark** icon to review the help text available in order to better understand inquiry reasons. To exit this popup click the **X** in the upper right hand corner of the box.

Step	Action
	
5.	In the **Inquiry Information** section, there is a **Comments** field that is free form to add detailed information about the customer service case. There is a limitation of 5000 characters in this field and the counter to the right will decrease with each character added. ***Note:*** This is a free form field and does not have grammar or spellcheck features, therefore the use of a Word document to copy and paste out of could be utilized.
6.	Audit all of the fields that have an asterisk to ensure that all required fields have been captured or update any field prior to opening the service case.
7.	Click the **Open Service Case** button to open the service case or click the Cancel button to cancel the service case creation. When clicking the **Cancel** button an additional box pops up to confirm cancellation.

Step	Action
	
8.	Service case is now created and the ability to add an attachment can be accessed in the screen that appears. To upload a digital attachment: • Click the **Upload Files** link • Click the **Choose File** button • Locate document and select it • Click **Open** • Click the **Upload & Save** button

Step	Action
	 Successful document uploaded message will appear and click the **OK** button. 
9.	Service case is now created and the ability to add an attachment can be accessed in the screen that appears. To fax an attachment: • Click the **Send us a Fax** link • Print the prepopulated cover sheet • Complete any blank fields • Fax attachment to 888-850-7604
10	Upon successful completion of a case creation, users will receive email notification. The email will include the unique case number and a link to the Portal case. Sample Email:

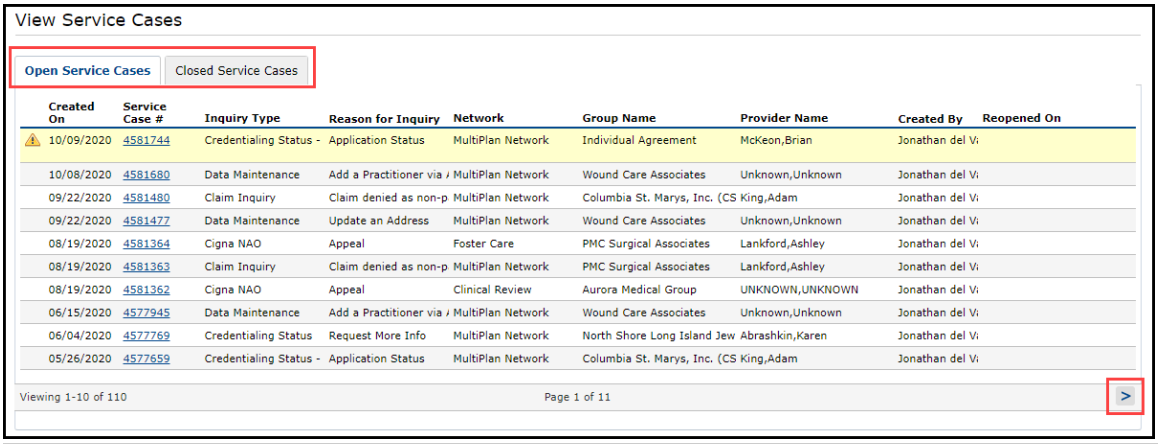
Step	Action
	MultiPlan has received your Inquiry. One of our Customer Service representatives will research and respond to you via email with updates and/or resolution. If you have questions regarding this service case, please call Customer Service at the number listed below. MultiPlan Inquiry 1-800-546-3887 and refer to the case number when speaking with our representative. Viant Inquiry 1-800-877-1444 and refer to the case number when speaking with our representative. Case Number: 3829238 Submitter Name: First Last Name Date of submission: 07/18/2012 ***Note:*** The email will be generated from support@multiplan.com.

View Service Cases

Introduction

View Service Cases option from the **Customer Service** drop down provides a list of open or closed cases submitted through the Provider Portal. To view the service cases, select **View Service Cases** from the **Customer Service** drop down menu.

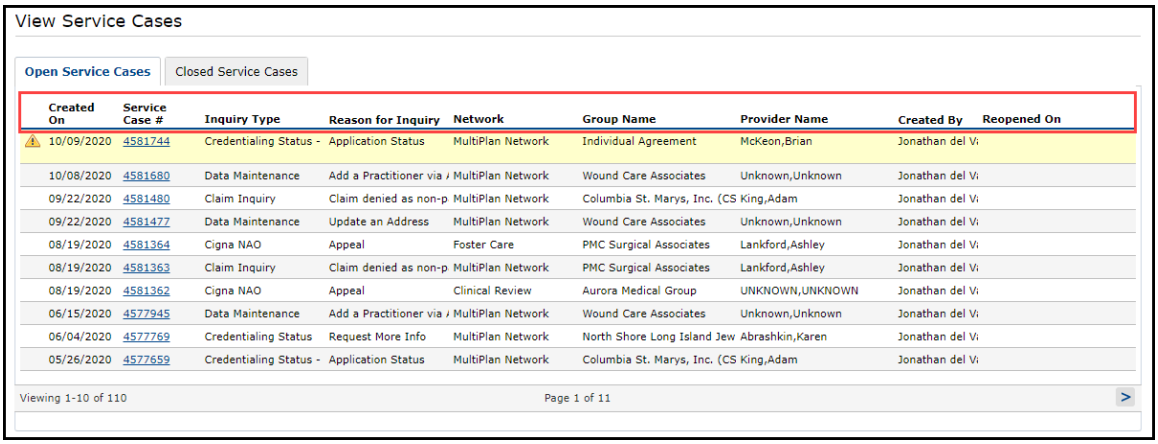
Navigation Buttons



Created On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	Created By	Reopened On
10/09/2020	4581744	Credentialing Status -	Application Status	MultiPlan Network	Individual Agreement	McKeon,Brian	Jonathan del Vi	
10/08/2020	4581680	Data Maintenance	Add a Practitioner via /	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
09/22/2020	4581480	Claim Inquiry	Claim denied as non-p	MultiPlan Network	Columbia St. Marys, Inc. (CS	King,Adam	Jonathan del Vi	
09/22/2020	4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
08/19/2020	4581364	Cigna NAO	Appeal	Foster Care	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581363	Claim Inquiry	Claim denied as non-p	MultiPlan Network	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581362	Cigna NAO	Appeal	Clinical Review	Aurora Medical Group	UNKNOWN,UNKNOWN	Jonathan del Vi	
06/15/2020	4577945	Data Maintenance	Add a Practitioner via /	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
06/04/2020	4577769	Credentialing Status	Request More Info	MultiPlan Network	North Shore Long Island Jew	Abrashkin,Karen	Jonathan del Vi	
05/26/2020	4577659	Credentialing Status -	Application Status	MultiPlan Network	Columbia St. Marys, Inc. (CS	King,Adam	Jonathan del Vi	

Data Field	Description
Open Service Cases tab	Displays service cases currently open that the user has submitted.
Closed Service Cases tab	Select this tab to view recently closed service cases. Closed service cases will display for up to 24 months.
Arrow(s)	Only 10 service cases will display on the page. Use the page navigation buttons to view additional service cases.

Open Case Data Fields



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
10/09/2020	4581744	Credentialing Status -	Application Status	MultiPlan Network	Individual Agreement	McKeon,Brian	Jonathan del Vi	
10/08/2020	4581680	Data Maintenance	Add a Practitioner via /	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
09/22/2020	4581480	Claim Inquiry	Claim denied as non-p	MultiPlan Network	Columbia St. Marys, Inc. (CS	King,Adam	Jonathan del Vi	
09/22/2020	4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
08/19/2020	4581364	Cigna NAO	Appeal	Foster Care	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581363	Claim Inquiry	Claim denied as non-p	MultiPlan Network	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581362	Cigna NAO	Appeal	Clinical Review	Aurora Medical Group	UNKNOWN,UNKNOWN	Jonathan del Vi	
06/15/2020	4577945	Data Maintenance	Add a Practitioner via /	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
06/04/2020	4577769	Credentialing Status	Request More Info	MultiPlan Network	North Shore Long Island Jew	Abrashkin,Karen	Jonathan del Vi	
05/26/2020	4577659	Credentialing Status -	Application Status	MultiPlan Network	Columbia St. Marys, Inc. (CS	King,Adam	Jonathan del Vi	

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Data Field	Description
Created On	Available when viewing the Open Service Cases tab. Indicates the date the service case was originally created.
Service Case #	The unique identification number used to track the service case. ***Note:*** To view detail on a service case, click the service case number in blue.
Inquiry Type	The issue type that was selected when the service case was created.
Reason for Inquiry	Classifies the issue type into a particular category.
Network	The Network that was selected when the service case was created.
Group Name	The name of the group is captured when applicable.

Data Field	Description
	If not applicable, the group name column will be blank.
Provider Name	Practitioner's first and last name or the facility/ancillary name the service case is related to.
Created By	Name of the user who created the service case.
Reopened On	Available only when viewing the **Open Service Cases** tab. If the service case was previously closed and then reopened, the date the service case was reopened will be displayed.

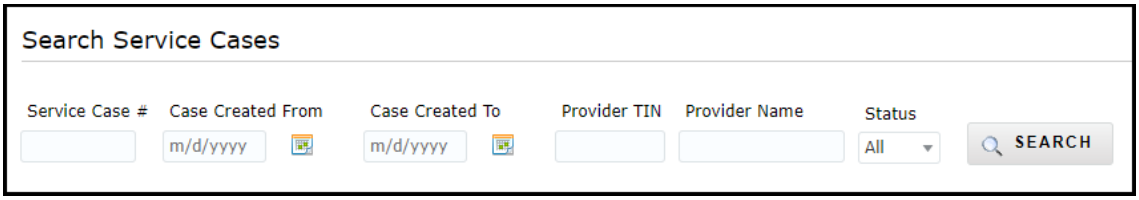
Closed Case Data Fields

Data Field	Description
Closed On	Available when viewing the Closed Service Cases tab. Indicates the date the service case was closed.
Service Case #	The unique identification number used to track the service case. ***Note:*** To view detail on a service case, click the service case number in blue.
Inquiry Type	The issue type that was selected when the service case was created.
Reason for Inquiry	Classifies the issue type into a particular category.
Network	The Network that was selected when the service case was created.
Group Name	The name of the group is captured when applicable. If not applicable, the group name column will be blank.
Provider Name	Practitioner's first and last name or the facility/ancillary name the service case is related to.
Created By	Name of the user who created the service case.

Search Service Cases

Introduction

Search Service Cases option from the **Customer Service** drop down provides the ability to search for existing service cases by the unique service case number, or by searching with a variety of service case details.



Enter the search criteria in one or multiple fields then click the **Search** button to generate results.

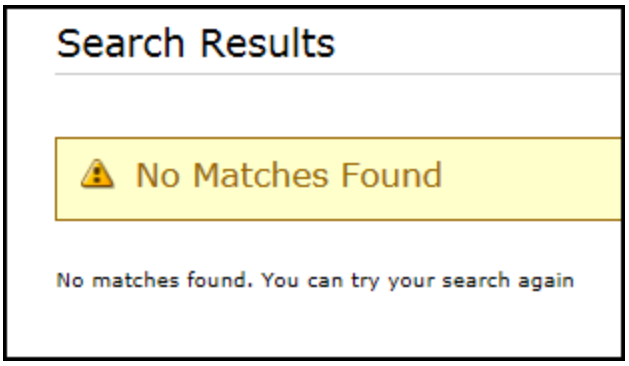
Data Field	Description
Service Case #	Enter in the unique identification number to generate results. If a service case number is entered, there is no need to add additional search criteria. ***Note:*** If a match is found, the screen will automatically open to the **Service Case Details** screen.
Case Created From **Case Created To**	Enter a date range that the service case was created or reopened on.
Provider TIN	Enter the TIN that was used to create the case.
Provider Name	Enter the practitioner's last name or the facility/ancillary name that the service case was created for. ***Note:*** When searching by last name then first name a comma is required between the last and first name. ***Example:*** Smith, John
Status	Results can be narrowed by searching for service case status **All**, **Open**, or **Closed**. ***Note:*** The system default is **All**, meaning both **Open** and **Closed**.

Search Service Cases-Results

Search results will vary depending on if no results are found, if multiple results are found, or if only one result is found.

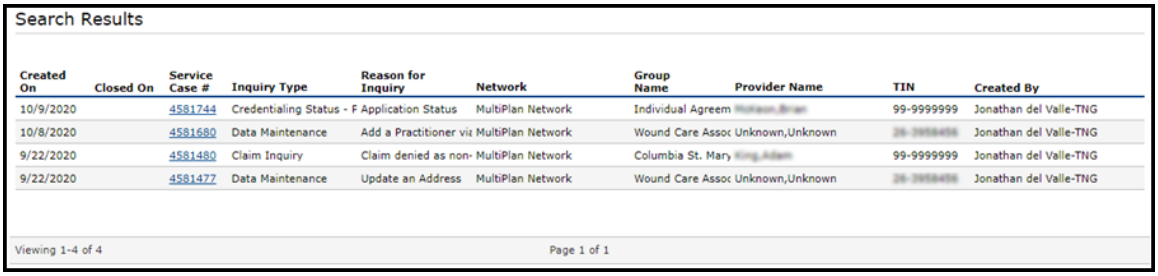
No Results:

If no results are found, the **No Results** message will be displayed.



Multiple Results:

If multiple results match the search criteria each case will be displayed. To view the case details click on the desired **Service Case #** in blue.



Search Results

Created On	Closed On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	TIN	Created By
10/9/2020		4581744	Credentialing Status - F	Application Status	MultiPlan Network	Individual Agreem	[illegible]	99-9999999	Jonathan del Valle-TNG
10/8/2020		4581680	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Assoc	Unknown,Unknown	[illegible]	Jonathan del Valle-TNG
9/22/2020		4581480	Claim Inquiry	Claim denied as non-	MultiPlan Network	Columbia St. Mary	[illegible]	99-9999999	Jonathan del Valle-TNG
9/22/2020		4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Assoc	Unknown,Unknown	[illegible]	Jonathan del Valle-TNG

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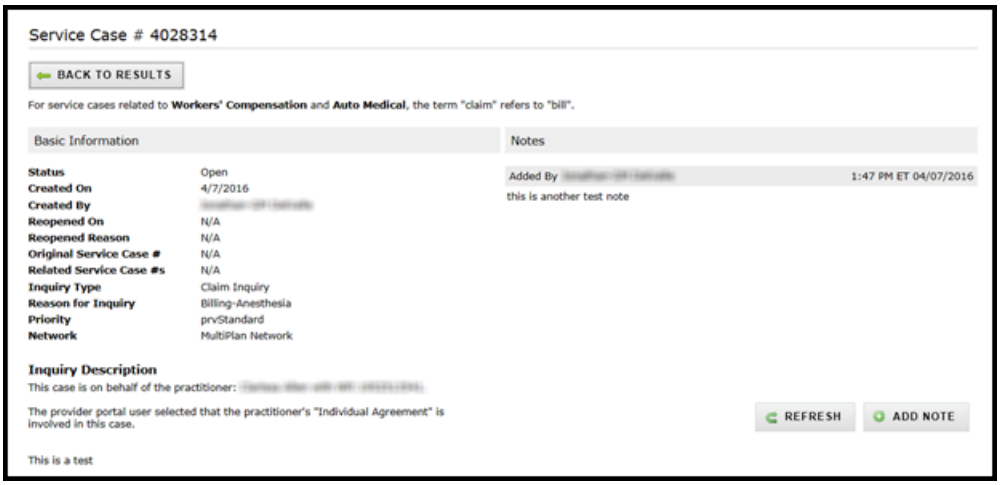
Note:

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

Single Result:

If the search criteria generates a single result, then the screen will automatically open to the **Service Case Details** screen for that service case.



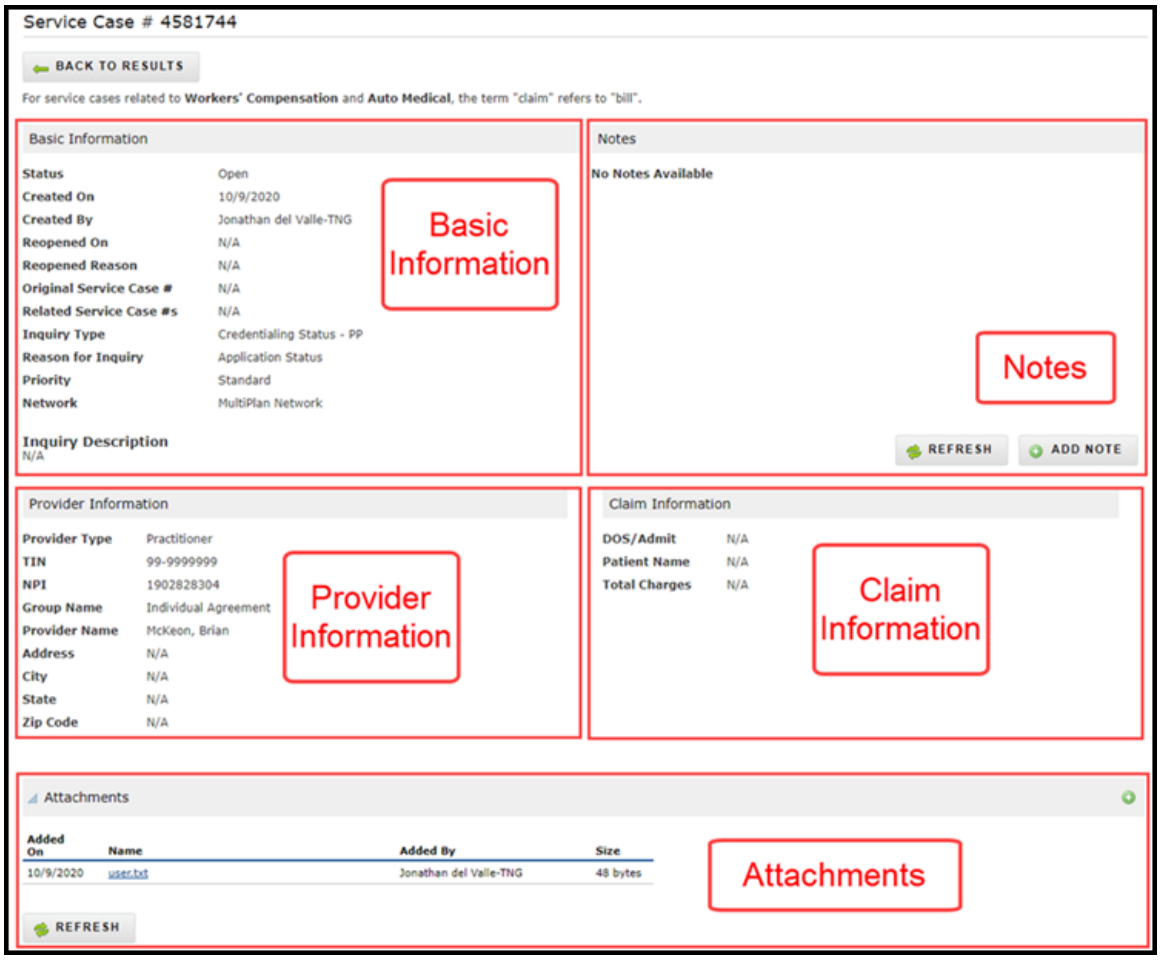
Service Case Details

Introduction

To review a detailed description of case information and case status view the **Service Case Details**.

Note: It is possible that information has changed, compared to what was originally submitted when the service case was created.

- If a MultiPlan representative changes the Product or Provider information, then the new detail will be displayed.
- A MultiPlan representative can add or delete claims and attachments.
- New notes may be added, but existing notes cannot be modified.



Data Sections	Description
Basic Information	This section contains basic service case information including: • Status of the service case • Date case was created • Name of the user that opened the service case • Date a closed service case was reopened • Reason the closed service case was reopened Also includes: • The original service case number • Any related service cases

Data Sections	Description

	• Inquiry type
	• Reason for Inquiry
	• Priority
	• Network
	• Inquiry Description
	  ○ When a service case is created on behalf of a practitioner an automated message will display within this section notifying MultiPlan staff the case is on behalf of the practitioner to ensure proper handling of the case.
	  ○ For longer descriptions, click **View More** to see the entire description.

Notes	This section lists the notes created by the Provider Portal user as well as notes created by MultiPlan.
	• Notes are listed in order, with the most recent on top.
	• The individual that entered the note will be displayed in the following format:
	  ○ Added by: First Name Last Name
	  ○ Example: Added by: John Smith
	• Notes entered by MultiPlan will be displayed in the following format:
	  ○ Added By: MultiPlan
	• Select the **Add Note** button to add a new note. This option is only available for cases that are in an open or reopen status.

Provider Information	This section lists the provider information. • Provider Type, practitioner or the facility/ancillary • TIN • NPI • Group Name (when applicable)

Data Sections	Description
	• Provider Name • Address information
Claim Information	This section lists the claims that have been attached to the service case. This view provides basic information. • Date of Service/Admit Date • Patient Name • Total Charges
Attachments	This section contains a list of documents attached to the service case through the Provider Portal. This section allows the ability to view the attachments that exist in both Open and Closed Service Cases. Service cases that are in an open status allow for adding a new attachment. This option is only available for service cases that are in an open status.

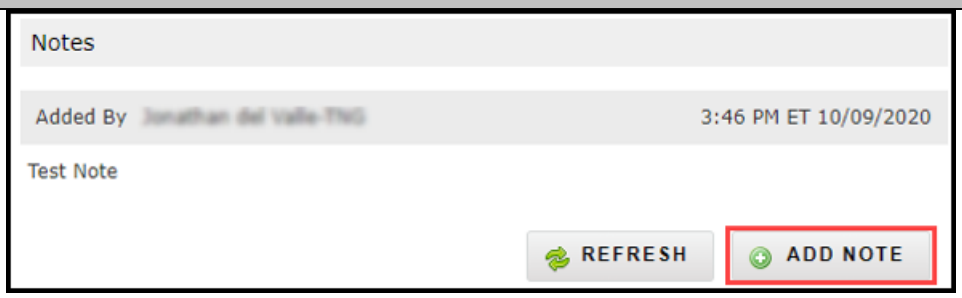
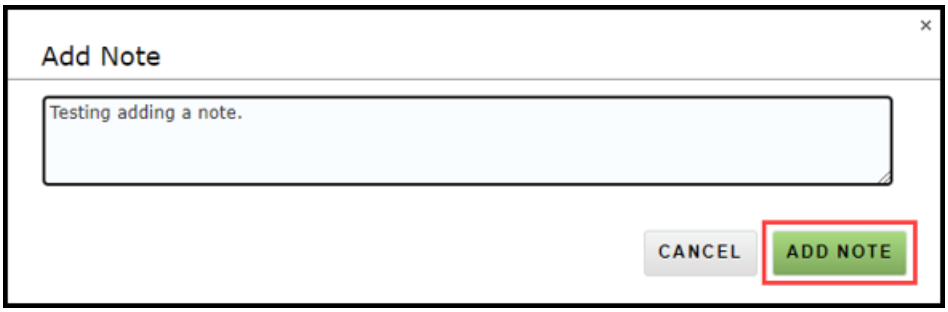
Add Note to an Existing Service Case

Introduction

Follow the steps below to add notes to an existing service case.

Note: Notes can only be added to Open service cases.

Step	Action
1.	Locate the desired service case via any of the search service case options.
2.	Once in the service case details, locate the **Notes** section and click the **Add Note** button.

Step	Action
	
3.	Enter in the desired text and click the **Add Note** button.  ***Note:*** Spell or grammar check is not available, therefore using a program that has those features and copying and pasting from it into this field may be helpful. The new note will appear at the top of the notes section with the time and date within the service case details. The date and time will be listed in the Eastern time zone.

Add Attachment to an Existing Service Case

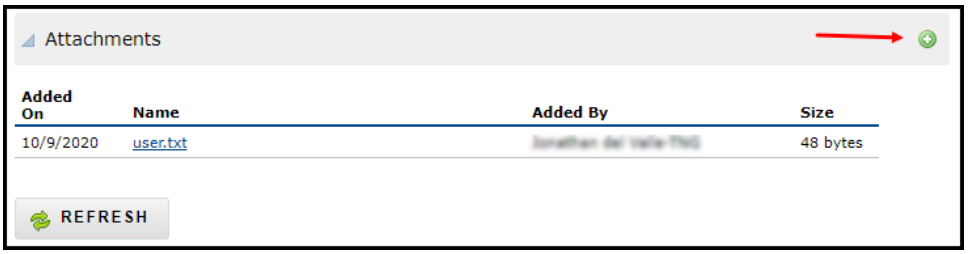
Introduction

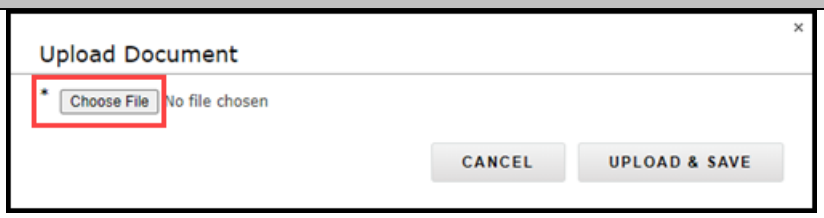
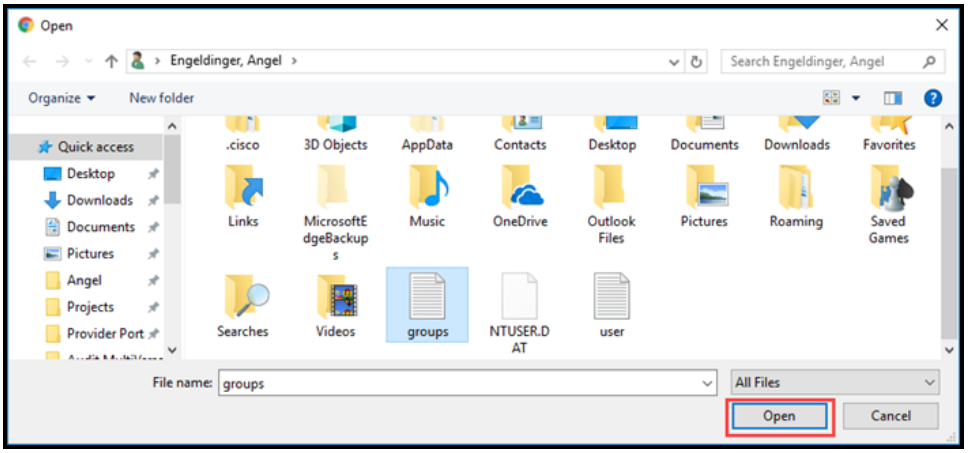
The Provider Portal can accept the following file types and corresponding maximum file sizes:

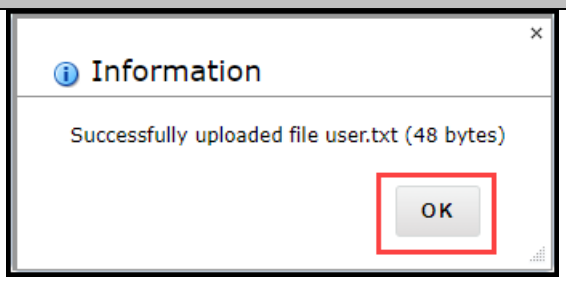
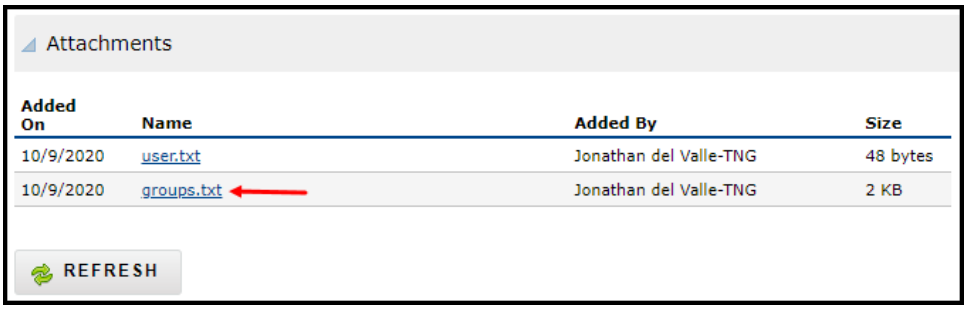
File Type	Max Size	File Type	Max Size	File Type	Max Size
.DOCX	50 MB	.PDF	50 MB	.JPG	10 MB
.DOCM	50 MB	.DOC	50 MB	.MDI	50 MB
.XLSX	50 MB	.ZIP	50 MB	.PNG	10 MB
.XLSM	50 MB	.XLS	50 MB	.RTF	50 MB
.XLSB	50 MB	.TXT	50 MB	.BMP	10 MB
.TIF/.TIFF	50 MB	.HTM	10 MB	.GIF	10 MB

Follow the steps below to add attachments to an existing service case.

Note: Attachments can only be added to Open service cases.

Step	Action
1.	Locate the desired service case via any of the search service case options.
2.	Once in the service case details, locate the **Attachments** section and click the **Plus Sign** button to add an attachment. 
3.	A new screen will appear. Click the **Choose File** button in the **Upload File(s)** screen.

Step	Action
	
4.	Locate and select the desired document to be attached to the service case details. Then click the **Open** button. 
5.	The document address will be auto filled in the browse field. Click the **Upload & Save** button to attach the selected document to the case details.
6.	When the attachment confirmation notice appears, click the **OK** button.

Step	Action
	 Newest attachment will be located at the bottom of the list. 
7.	To attach multiple documents to the case details, repeat steps 2-6.

View an Attachment in an Existing Service Case

Introduction

Attachments that are uploaded to a service case can be viewed in both open and closed service cases. Follow the steps below to view an attachment in an existing service case.

Step	Action
1.	Locate the desired service case via any of the search service case options.
2.	Once in the service case details, locate the **Attachments** section and click on the desired attachment name.

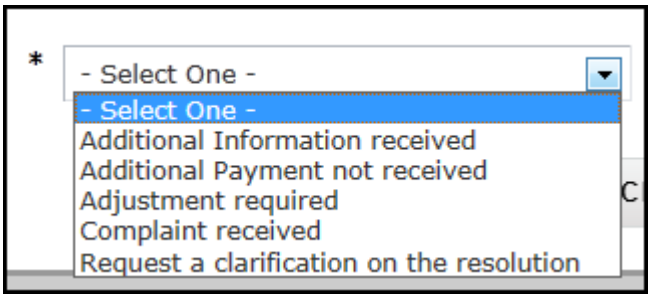
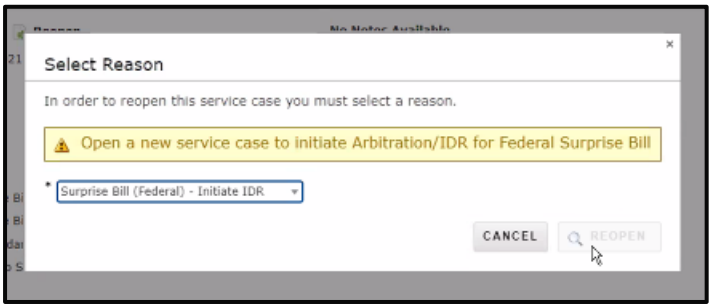
Step	Action
3.	In the prompt either click **Open** to view or **Save** to save the attachment.

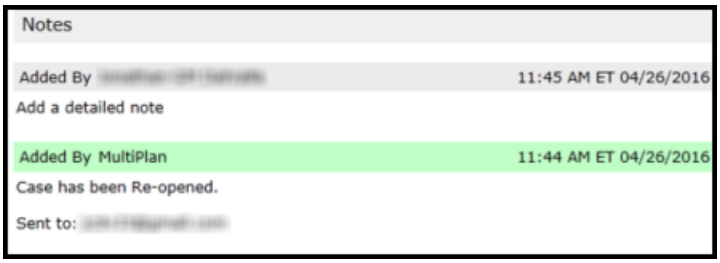
Reopen a Closed Service Case

Introduction

There are times when a closed case will need further review by MultiPlan. The Provider Portal has a feature that allows for reopening a closed service case rather than creating a new case. Follow the steps below to learn how to reopen a closed service case.

Step	Action
1.	Locate the desired service case via any of the search service case options.
2.	Once in the service case details, locate the **Status** field in the **Basic Information** section. Verify that the status of the service case is **Closed** and has the **Reopen** icon displayed
3.	Click the **Reopen** icon. The system will display the following message:

Step	Action
4.	A reopen reason is required in order to reopen a service case. Use the dropdown menu to select the appropriate reason.  ***Important:*** If Surprise Bill (Federal) – Initiate IDR is selected as the reopen reason, users will receive the below error message and will not be allowed to reopen the service case. 
5.	Click the **Reopen** button.

Step	Action
	Once the case is reopened, the following fields will be updated: • **Status:** Indicates Open • **Reopened On:** Auto populates the date the service case was reopened • **Reopened Reason:** Displays the reason selected during the dropdown process. • **Notes:** A note will be auto generated to indicate that the service case has been reopened. ***Note:*** If a service case is reopened, it is recommended to add a detailed note to explain why the case was reopened. This will ensure the service case is handled appropriately. 

CLAIMS TAB

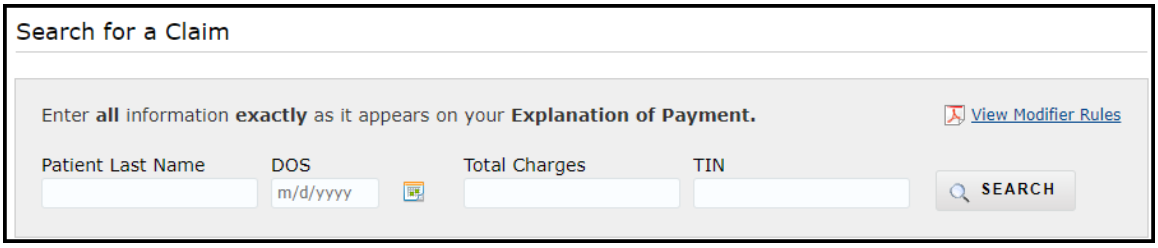
Overview

Introduction

The Claims tab allows searching for a MultiPlan or Viant network claim using the Claim Search feature. Once a claim is located a PDF version of the claim pricing summary can be printed. In addition, if there are questions related to a claim, a claim inquiry case can be submitted from the claims page.

Important: **Search for a Claim** feature is available for the following users:

- Represent a Group
- Represent an Individual Practitioner

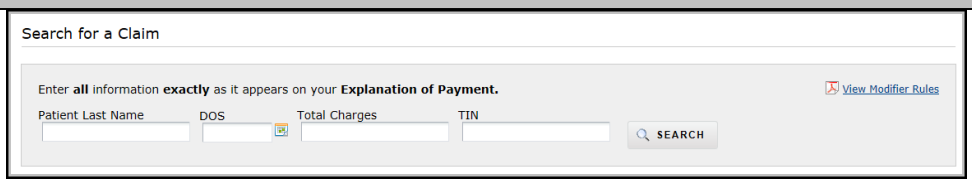
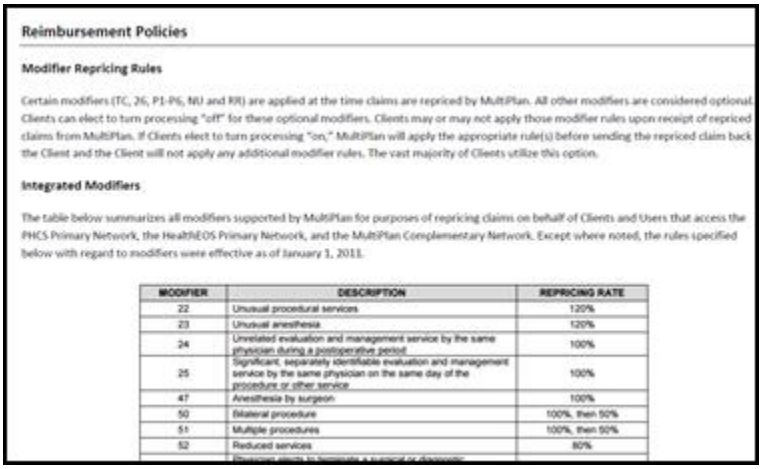
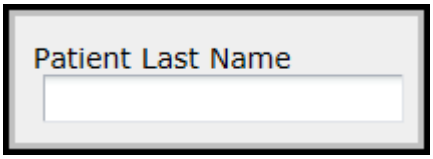
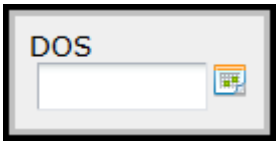


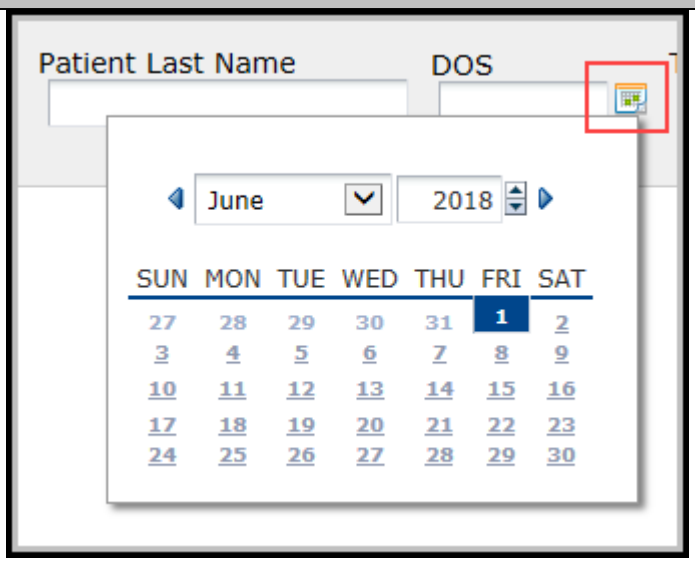
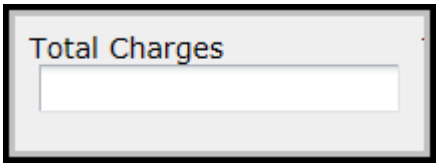
Search for a Claim

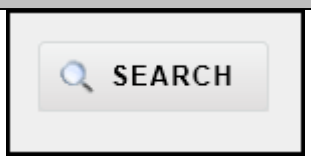
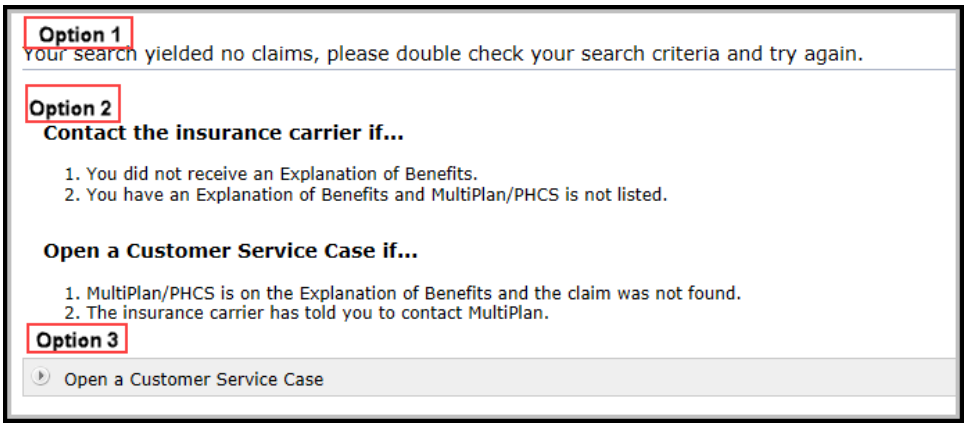
Introduction

Follow the steps below to search for a claim using the Claims tab.

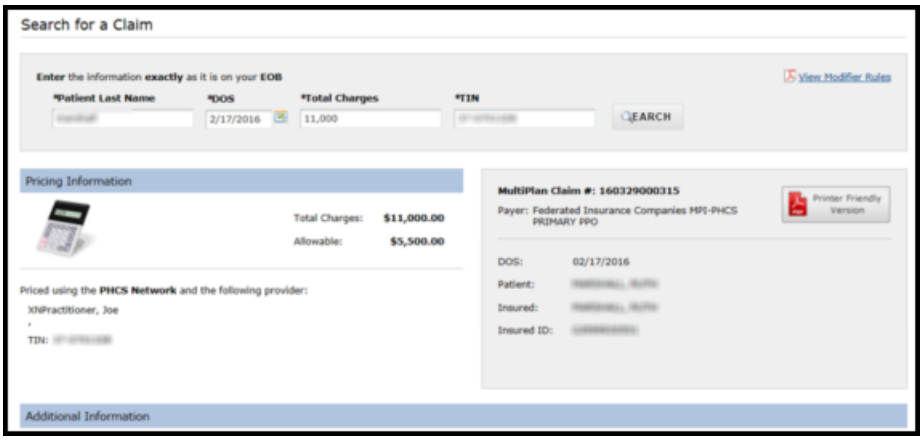
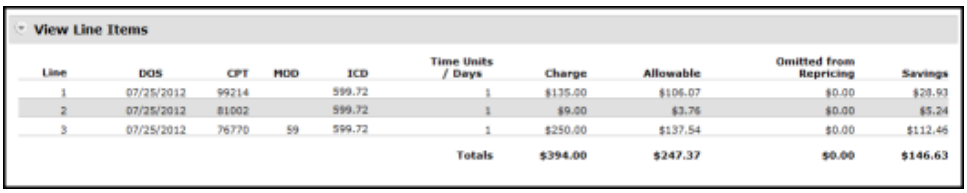
Step	Action
1.	Click the **Claims** tab or the **Search for a Claim** option on the home page. Claims Or Search for a Claim Check repricing status or open a service case specific to your searched claim.
2.	Enter search criteria in the Search for a Claim fields. The information entered must match the EOB exactly to return search results. ***Important:*** All fields with an asterisk will need to contain data in order for search results to be generated.

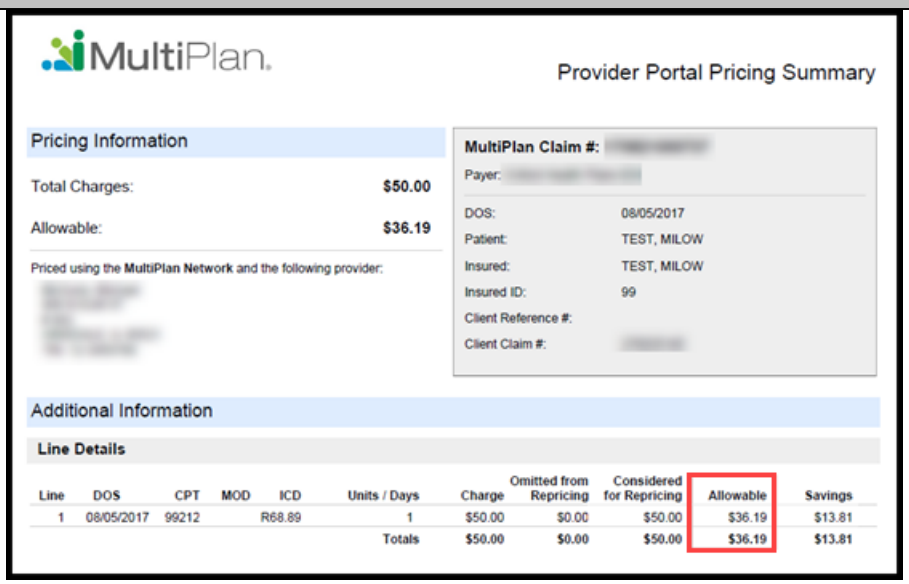
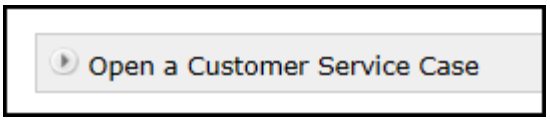
Step	Action
	 ***Note:*** To learn about modifier reimbursement, click on the **View Modifier Rules** link. This document is a PDF that will open up in a separate tab. 
3.	In the **Patient Last Name** field, type in the patient's last name. This field is not case sensitive. 
4.	In the **DOS** (Date Of Service) field, manually enter the DOS or click on the calendar icon to populate the DOS using the system calendar. 

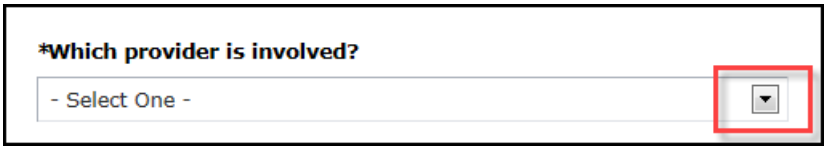
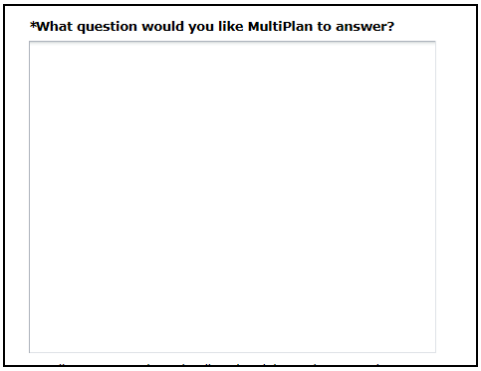
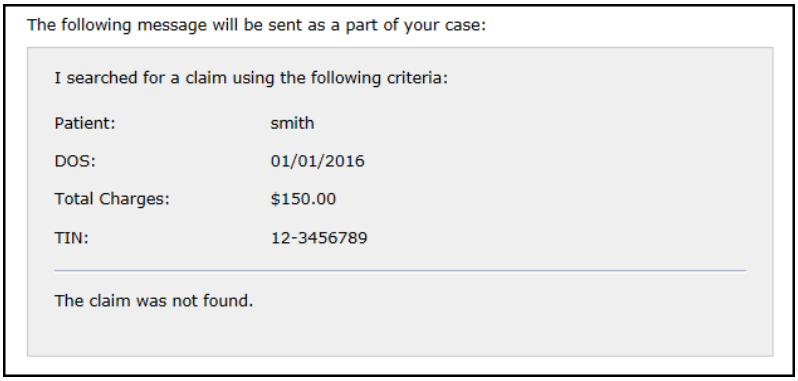
Step	Action
	
5.	In the **Total Charges** field, enter in the total charges amount. Dollar "$" sign and punctuations are optional when entering in total charges.  ***Examples:*** • $216.00 can be entered as 216.00 or $216 • $233.33 can be entered as 233.33
6.	In the **TIN** field, type in the Tax ID number. The Tax ID can be entered with or without the hyphen. ***Note: The*** TIN field is only present when a user's profile has more than one (1) TIN (Tax ID Number).
7.	Once all the fields are filled out, click the **Search** button.

Step	Action
	
8.	Was the claim found? • If yes, skip to step 10. • If no, continue to step 9.
9.	When a claim is not found, the system will display the following message giving three options: 1. Search again. Double check the entered search criteria as the information must be an exact match. 2. Contact the insurance carrier. 3. To open a Customer Service case, click on the link and skip to step 15. 

10.	When a claim is found, the system will display the following information.
	• Pricing Information:
	  ○ Total Charges
	  ○ Allowable
	  ○ Network used to price claim
	  ○ Provider Name, Address and TIN used to price claim
	• MultiPlan Claim Number
	• Payor Name

Step	Action
	• Patient and Insured Information • Print a PDF copy of the claim 
11.	To view the line items, click the icon on the **View Line Items** row. The system will display the line item(s) associated with the claim.  View Line Items Line DOS CPT MOD ICD Time Units / Days Charge Allowable Omitted from Repricing Savings 1 07/25/2012 99214 599.72 1 $135.00 $106.07 $0.00 $28.93 2 07/25/2012 81002 599.72 1 $9.00 $3.76 $0.00 $5.24 3 07/25/2012 76770 59 599.72 1 $250.00 $137.54 $0.00 $112.46 Totals $394.00 $247.37 $0.00 $146.63
12.	To print or save a copy the claim, click the **PDF Printer Friendly Version** button.
13.	To view and print a copy of the claim, select the **Open** button. To save a copy of the claim, select the **Save** button. The Provider Portal Pricing Summary will appear in a non-editable PDF format allowing users to print a copy of the pricing summary.

Step	Action
	 MultiPlan. Provider Portal Pricing Summary Pricing Information Total Charges: $50.00 Allowable: $36.19 Priced using the MultiPlan Network and the following provider: MultiPlan Claim #: Payer: DOS: 08/05/2017 Patient: TEST, MILOW Insured: TEST, MILOW Insured ID: 99 Client Reference #: Client Claim #: Additional Information Line Details Line DOS CPT MOD ICD Units / Days Charge Omitted from Repricing Considered for Repricing Allowable Savings 1 08/05/2017 99212 R68.89 1 $50.00 $0.00 $50.00 $36.19 $13.81 Totals $50.00 $0.00 $50.00 $36.19 $13.81 ***Note:*** The PDF pricing summary is different than the claim pricing information displayed on the Search for a Claim page. The PDF provides detailed information that allows the provider to use the PDF pricing summary in place of an advice sheet. If however, an advice sheet is needed, go to the **Search for a Claim** page in the Provider Portal and select **Open a Customer Service Case**. If multiple claims are found with the same last name, DOS, total charges and TIN, but with different patient first name and patient DOB; the portal will prompt the user to open a new customer service case.
14.	If there are questions regarding the claim, open a customer service case by clicking Open a Customer Service Case.  Open a Customer Service Case
15.	Select which provider is involved from the dropdown in the **Which provider is involved** field, unless information auto populates. • If multiple contracts are assigned, the system will prompt to select the provider involved.

Step	Action
	• If a single provider is assigned, the system will automatically populate the information. 
16.	In the **What question would you like MultiPlan to answer** note field, enter in a detailed note.  ***Note:*** Whether a claim was found during search or not, the information is retained and can be viewed in the grey box. Claim not found example:  Claim found example:

Step	Action
	The following message will be sent as a part of your case: I searched for a claim using the following criteria: Patient: [illegible] DOS: 02/17/2016 Total Charges: $11,000.00 TIN: [illegible] The following claim was found: MultiPlan Claim: [illegible] MultiPlan Payer Name: Federated Insurance Companies MPI-PHCS PRIMARY PPO
17.	Click the **Create Case** button to create the customer service case. CREATE CASE
18.	Once the case is created, the portal will display the case number, the email address where case details were sent to and give the ability to upload attachments or print a fax cover sheet in order to submit supporting documentation for the case. Service Case(s) Created Service Case Number: 4029665 Details have been emailed to you at: [illegible] Expedite your case Upload Files Add claims, EOBs or other supporting material to this case. Send us a Fax Print a pre-populated cover sheet and fax your case-related documentation to 888-850-7604 If you do not have these documents / files available at this time, you can always upload them when you are viewing the case. To access service case details, click the service case number underlined in blue. Service Case Number: 4029665 Or click the **viewing the case** link. If you do not have these documents / files available at this time, you can always upload them when you are viewing the case.

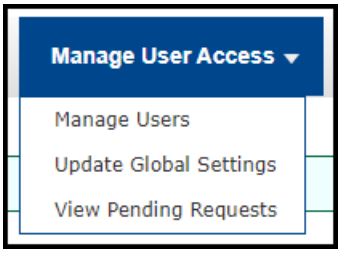
Step	Action
	Note: To properly identify a case, automated notes will be displayed under the Inquiry Description section when a case is created on behalf of a practitioner. **Inquiry Description:** This case is on behalf of the practitioner. For Practitioner: [redacted] with NPI [redacted] The Provider Portal user selected [redacted] contract was involved.

MANAGE USER ACCESS TAB

Overview

Introduction

This tab allows the Administrator role access to manage users, update global settings, and view pending requests via the dropdown. This tab and its functions are only accessible by Administrator(s).



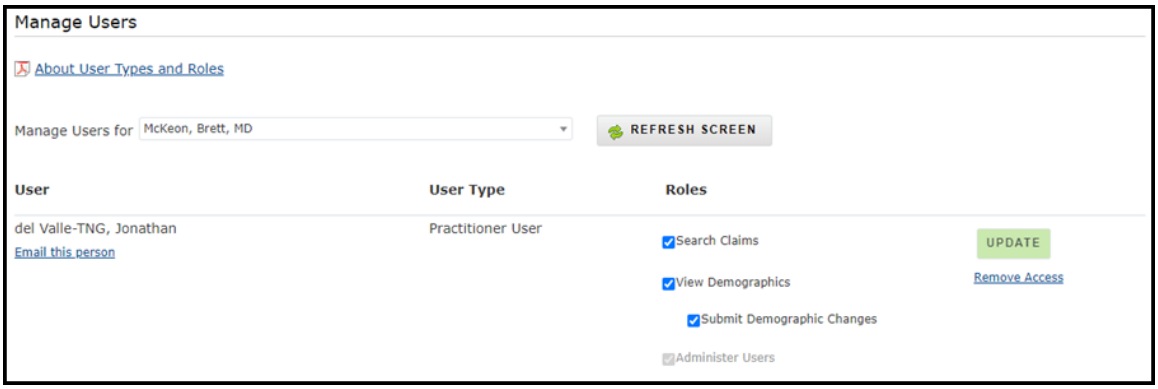
Important: This tab is available for self-serve users only, which are groups and individual practitioners. Ancillary/Facility users do not have access to this tab and must have the administrator role for a practitioner/group.

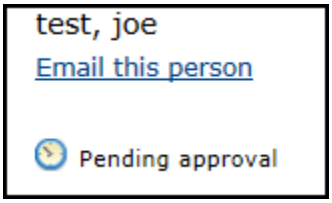
Manage Users

Introduction

The Manage Users screen allows Administrators to manage users based on provider(s). There is a document, **About User Types and Roles**, that outlines the user types and roles.

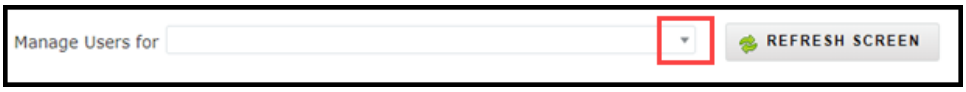
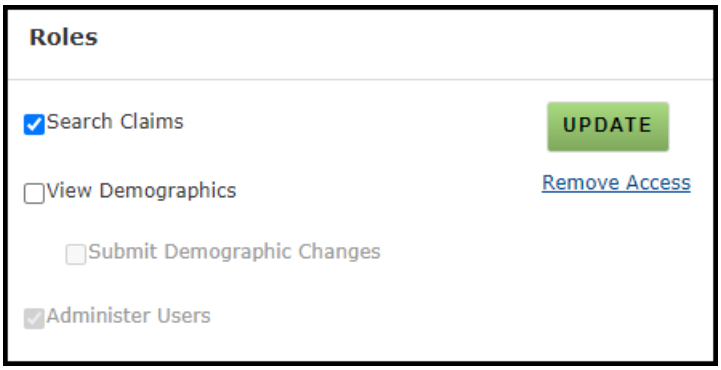
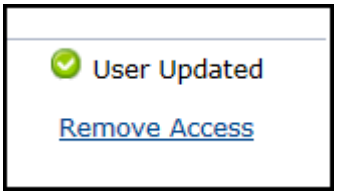
To access this document, click the link and it will open in another window via PDF.

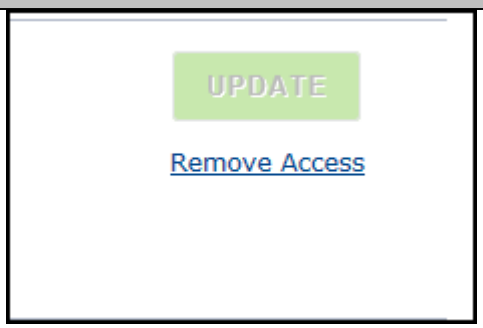
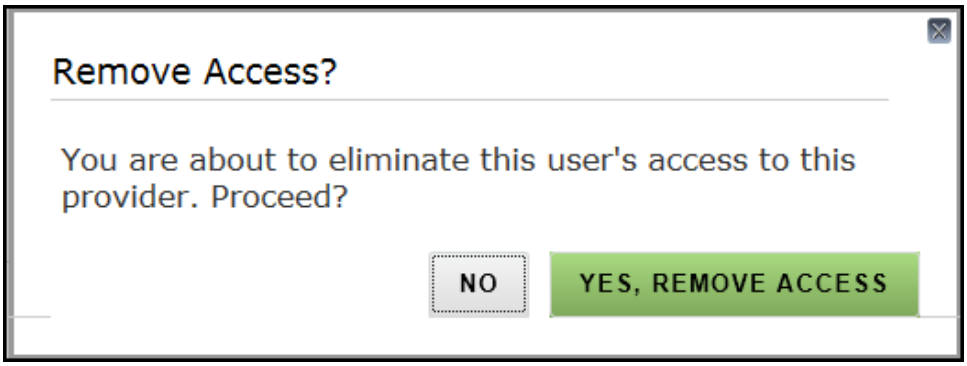


Data Sections	Description
Manage Users for	This dropdown is used to select the provider/provider group. When there is only one provider/provider group the system will default to that one selection.
User	This column indicates the specific user. To email this user, click on **Email this person** and this will start the email process. This also indicates when an approval is pending. 
User Type	This column indicates the type of user, Group User or Practitioner User.
Roles	This column indicates the specific roles a user can have. • **Search Claims** allows user to have the ability to search for claims in the **Claims** tab. • **View Demographics** allows user to view the demographic information in the **View Provider Demographic** section. • **Submit Demographic Changes** allows user to submit demographic changes from the **View Provider Demographic** section on behalf of the practitioner/group.

Data Sections	Description
	• **Administer Users** allows user to have administrator rights which grants access to the **Manage User Access** tab and the **Add Provider Access** feature.

How to manage users:

Step	Action
1.	Click the dropdown in the **Manage User for** field to select provider. 
2.	Once all the desired roles are checked or unchecked, click the **Update** button to update role(s) for that user.  Confirmation that user role was updated will replace **Update** button. 
3.	To remove access for a specific user, click the **Remove Access** link.

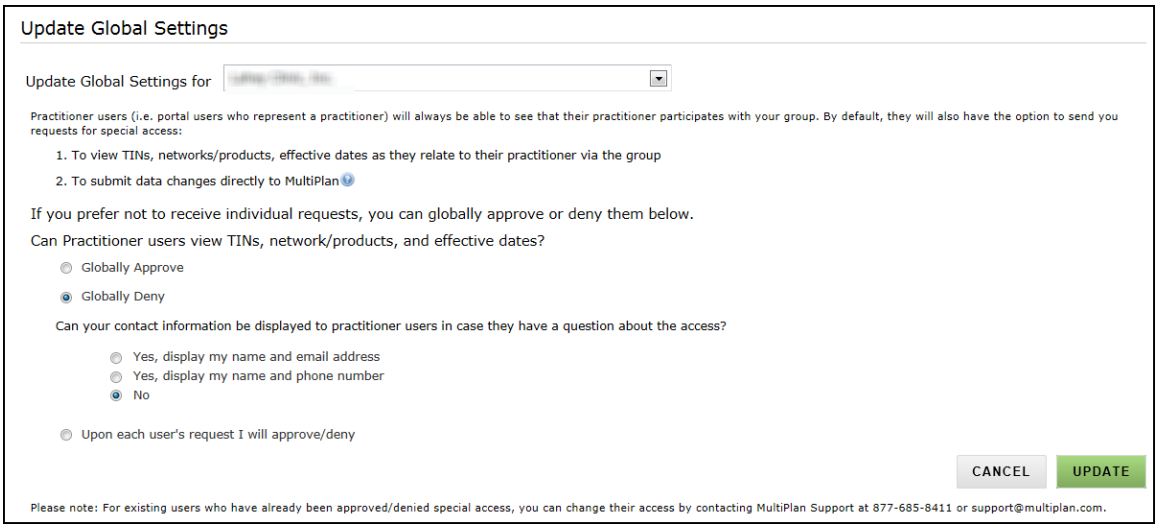
Step	Action
	 Confirmation screen will appear. Click **Yes, Remove Access** to remove access or **No** if this was clicked in error.  Access removed

Update Global Settings

Introduction

The **Update Global Settings** screen allows Administrators to manage global settings. The Global Settings option gives Administrators the ability to choose whether they would like to manually or globally approve/decline requests received from other users to view provider demographic information.

Note: Note that selecting the global option will only apply to future requests. It will not change requests that were approved or declined prior to instating the global preference.

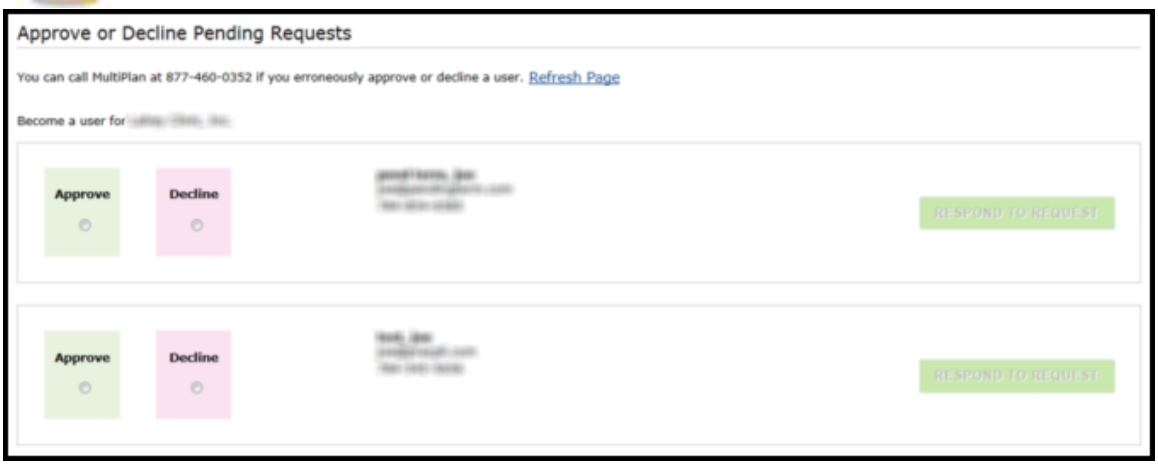


View Pending Requests

Introduction

The **View Pending Requests** screen allows Administrators to manage access for users. If there is only one administrator assigned to the provider account, there is an **Update Global Settings** option that will allow the Administrator to automatically approve or deny all future requests. If this option is selected, the Portal will show there are currently no pending requests.

Note: These settings depend on the global settings.



Data Sections	Description
Support	This section supplies the MultiPlan support number to call in the event that a user was approved or declined in error.
Refresh Page	This link allows for the screen to be refreshed in real time.
Approve/Decline	These radio buttons allow for approval or to decline the request. The default is neither option. Clicking one of the two options is the first step in allowing or denying access. ***Note:*** This option will be used in combination with the **Respond to Request** button. Once an option is selected an Undo link will be next to the user's name. This may be clicked to stop the process of approving or denying before the **Respond to Request** button is selected. **test, joe** will be **declined** (undo)
User Information	This column shows the following: • User's last name, first name • Email address • Phone number
Respond to Request	This button is utilized with the **Approve/Decline** radio buttons. When one of the radio buttons is selected, the **Respond to Request** button is accessible. Once approved or declined a notification will appear. User Approved User Declined

Data Sections	Description
No Request Message	When there are no pending requests the screen will not have any requests to review. Approve or Decline Pending Requests There are currently no pending requests.

Important:

- Administrators will receive an email notification each time there is a pending request. A flag will display on the home page as well.
- When an Administrator declines a request to access, an email will be sent to the requester notifying them their request was declined by the Administrator.

VIEW PROVIDER DEMOGRAPHICS

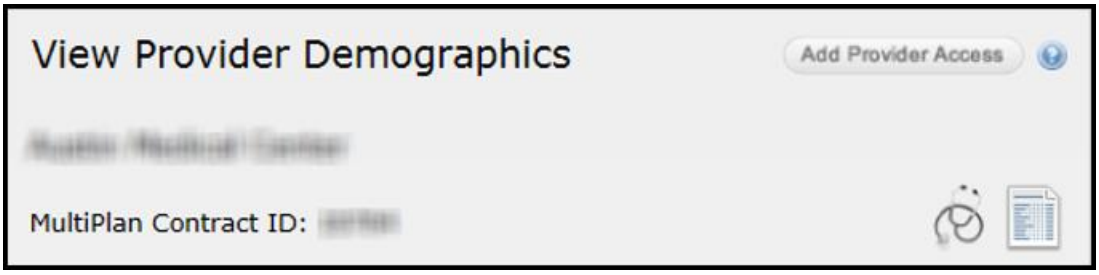
Overview

Introduction

The **View Provider Demographics** section, located on the Provider Portal home page, allows self-serve users the ability to view and update group and practitioner information.

Important: Ancillaries/Facilities user types do not have access to the View Provider Demographics features and functions as the information is not currently available in the Provider Portal.

Example of group view:



Example of practitioner view:

Request access to an additional group or an individually contracted practitioner by selecting the **Add Provider Access** button displayed in the View Provider Demographics section.

With group access, the following options are available:

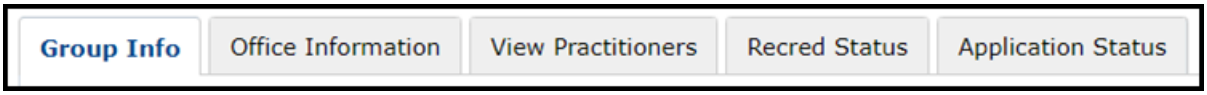
- View Practitioners
  - Search for a practitioner
  - Update practitioner demographics
  - Practitioner Compare
  - Request Data Change
  - View full group roster
  - Export full group roster
- View Demographics
  - View group information
  - Update group demographics
  - Bulk update group demographics
  - View practitioner
  - Update practitioner demographics
  - Export full group roster
  - Search for a practitioner
  - Practitioner Compare
  - Recredentialing status
  - Application status

- Request Data Change

With practitioner access the following options are available:

- View Demographics
  - View practitioner information
  - Update practitioner demographics
  - Request Data Change
  - Compare contracts
  - View Addresses

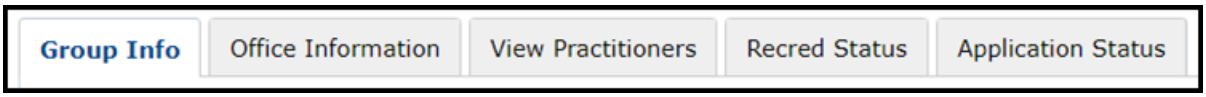
How to access the information:

Step	Action
1.	In the **View Provider Demographics** section, locate the View Demographics icon. Click icon.
2.	Information noted above is located in these screens. Options for Group:  Options for Practitioner:

Group Access

Introduction

When accessing a group record, there are five options/tabs available; **Group Info, Office Information, View Practitioners, Recred Status,** and **Application Status.**



Group Info Tab

The **Group Info** tab displays the demographic and product participation information related to the provider group as well as gives the user the ability to view and/or edit group demographic information.

Home | Customer Service | Claims | Manage User Access | Help & Resources

Export Full Group Roster

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

Request Data Change

Contract Name:
Multiplan Contract ID:
NPI:

*Search for a practitioner name in this group

SEARCH

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.

	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
☐	18474508	Fayetteville, NC 28314-1497 (Primary)	(910) 323-3890	Service	04/04/2023 - Open	N/A	04/04/2023
☐	9479611	Asheville, NC 28803	(828) 277-1300	Service, Billing, Mailing	01/01/2014 - Open	N/A	03/01/2023
☐	17974171	Memphis, TN 38148	N/A	Billing, Mailing	07/01/2022 - Open	N/A	04/28/2023
☐	18596403	Murrysville, PA 15668-1901	(724) 837-4070	Service	04/10/2023 - Open	N/A	04/10/2023

ADD NEW OFFICE | EDIT/VERIFY DETAILS

Active TINs

01/01/2014 - 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
01/01/2014 - Present

Product	Effective Period
MultiPlan	01/01/2014 - Present
MultiPlan Preventive Services Only	01/01/2014 - Present

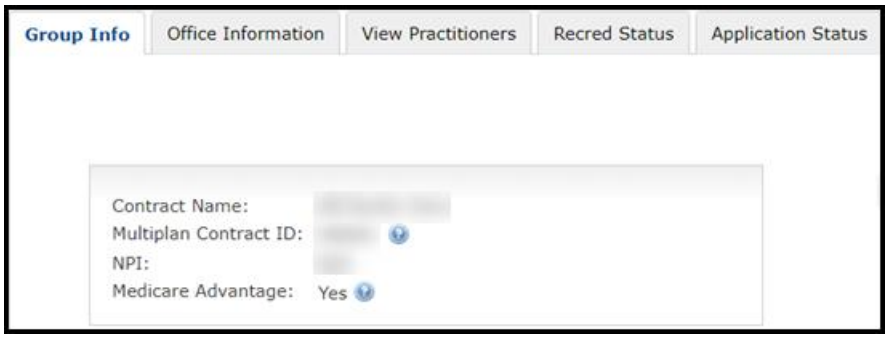
PHCS Network
01/01/2014 - Present

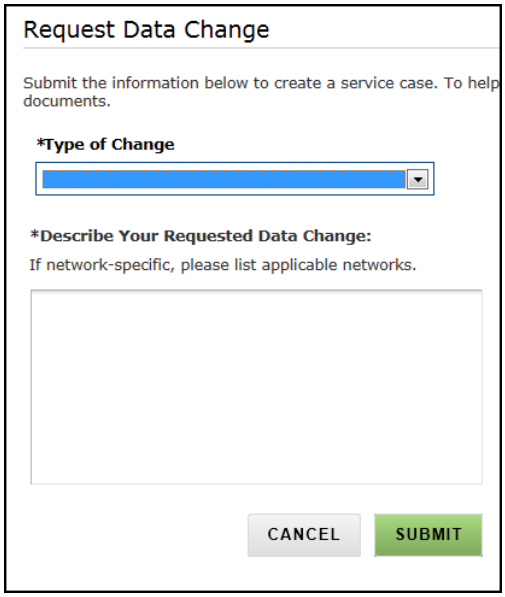
Product	Effective Period
PHCS	01/01/2014 - Present
PHCS Network for VDHP	01/01/2014 - Present
PHCS Preventive Services Only	01/01/2014 - Present
PHCS Preventive Services Only - Out-of-Area	01/01/2014 - Present

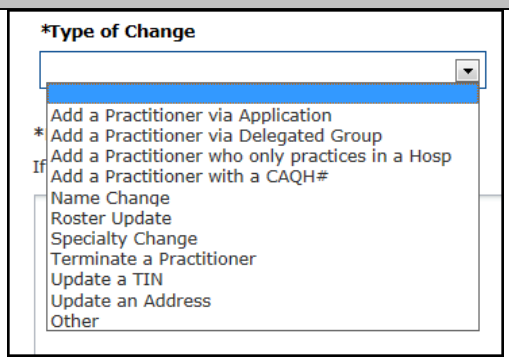
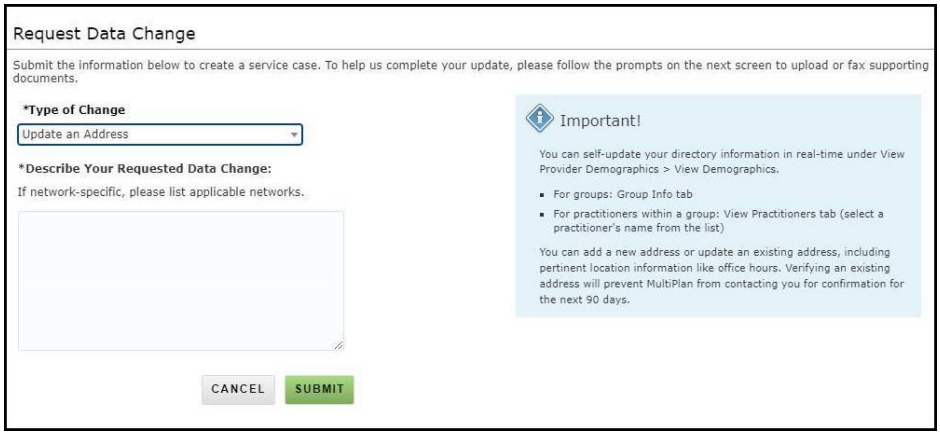
Beech Street Network
01/01/2014 - Present

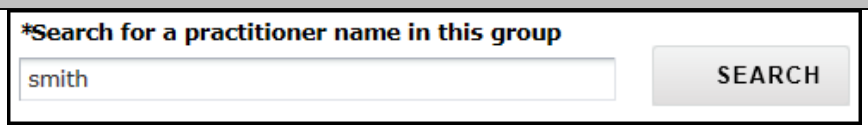
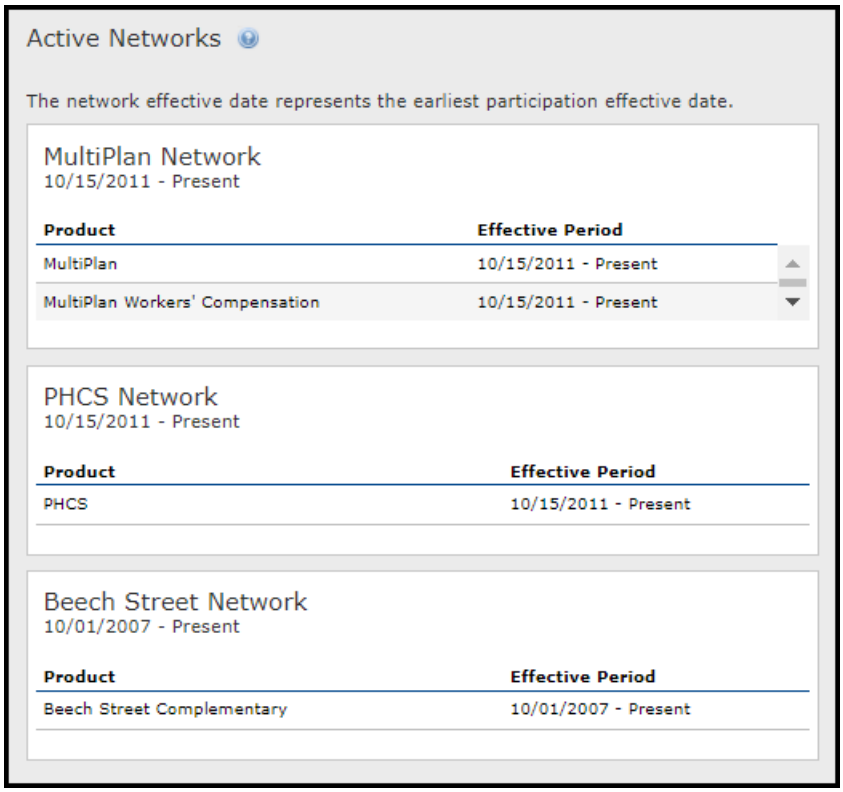
Product	Effective Period
Beech Street Complementary	01/01/2014 - Present
Beech Street Primary	01/01/2014 - Present
Beech Street Supplemental	01/01/2014 - Present

ValuePoint Program
Participating

Field	Description
Tabs	The options available under a group record, **Group Info, Office Information, View Practitioners, Recred Status,** and **Application Status,** are separated in each tab. Each tab can be accessed from every tab screen.
Contract Information	This grey box indicates the contract name, MultiPlan contract ID, NPI and Medicare Advantage Participation, if applicable.  There is a help feature in the question mark icons which provides additional information. • <u>MultiPlan Contract ID help icon text:</u> • The MultiPlan Contract ID is an internal number MultiPlan uses to identify your group within our records. • When submitting provider updates directly to MultiPlan you can include this number to help us identify your group. • However, this is not a number to be used for communications outside of MultiPlan, an example of this would be claims processing. • <u>Medicare Advantage help icon text:</u> One or more of your network participation agreements includes the Medicare Advantage Network product. For a list of all current clients accessing this product and their service areas visit the provider section of our website. To confirm your participation with a specific client, call customer service at 866-971-7427.
Address	This section houses all addresses associated with the group including the office ID (this is an internal number assigned by MultiPlan), applicable phone and fax numbers, office type,

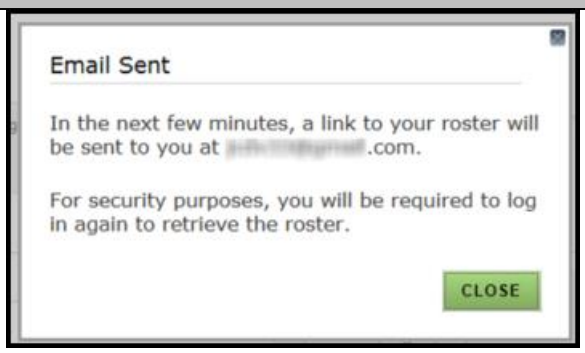
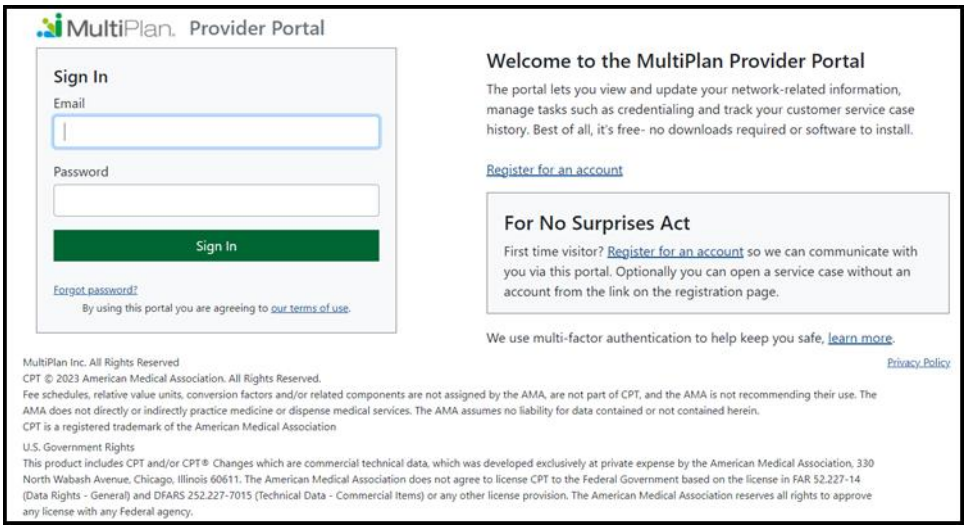
Field	Description
	effective period, practice name (if applicable), and the last verified date. This section gives users the ability to view and/or edit office demographics for all addresses associated with the group. See the **Viewing and Updating Group Demographics** section below for steps on updating group demographics.
Active TINs	The active TINs associated with the group are captured here with the effective dates.
Terminated TINs	The terminated TINs associated with the group are captured here with the effective dates. Terminated TINs are listed here for only 30 days after the term date.
Export Full Group Roster	This feature allows for a complete roster to be accessed in an Excel spreadsheet. See the **How to Export Roster** section below for steps on exporting a full group roster. Sending MultiPlan roster updates in a timely manner will eliminate follow up calls related to the group roster from MultiPlan.
Request Data Change	This feature allows a customer service case to be opened from the group information tab screen based on type of changed needed.  Click on the dropdown to select the **Type of Change** available.

Field	Description
	 ***Note:*** If requesting a data change for an address update, an Important message will populate advising the user they can add a new address or update existing addresses using the demographic updates feature for individual practitioners and groups.  Then type a detailed note in the **Describe Your Requested Data Change** note field. Click the **Submit** button to submit the customer service case.
Search for a practitioner	This field is used to search for a specific provider. Type the first name or last name of the practitioner in the field and click the **Search** button to yield results.

Field	Description
name in this group	
Active Networks	This section represents network affiliation with effective dates and product(s) with the corresponding effective date(s). 

How to Export Roster

Step	Action
1.	Access the group information, locate and click the **Export Full Group Roster** link.
2.	An alert message will display notifying users the roster is generating and will be sent to the email address listed.

Step	Action
	
3.	Go to your email account and open the email from MultiPlan. Select the **Click here to download your roster**. The link provided within the email will expire in 7 days.
4.	For security purposes the link will open a Portal Sign In page, enter in your log in credentials.  If the login entered does not match the log in credentials of the requester, the following message will display. Check the email address you are currently logged in as to verify it is the same user noted in the roster request email.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
If the email address is different log out of 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.

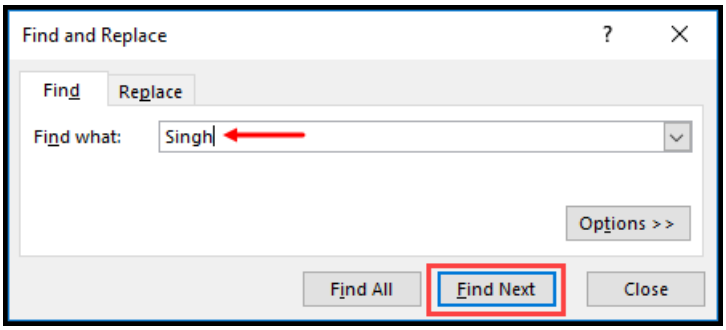
When the roster is not available because of technical difficulties, the following error message will display.

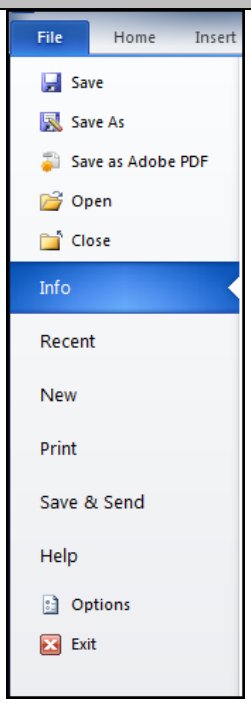
</td></tr>
<tr><td>5.</td><td>
Upon successfully signing in, the user will be prompted to click the Open button to download the file or Save to save the file.

</td></tr>
<tr><td>6.</td><td>
The roster will open in a format that is applicable to the user’s computer application.

<table>
<tr><th>Column Title</th><th>Description</th></tr>
<tr><td>Last Name</td><td>Last name of the practitioner</td></tr>
<tr><td>First Name</td><td>First name of the practitioner</td></tr>
<tr><td>Middle Initial</td><td>Middle initial of the practitioner</td></tr>
<tr><td>Date of Birth</td><td>Practitioner’s date of birth</td></tr>
<tr><td>DEA #</td><td>Practitioner’s DEA #</td></tr>
<tr><td>License #</td><td>Practitioner’s License #</td></tr>
<tr><td>Hospital Affiliation</td><td>List of hospitals the practitioner is affiliated with through the group contract.</td></tr>
<tr><td>Cred ID</td><td>MultiPlan’s internal identification number for the practitioner.</td></tr>
</table>
</td></tr>
</table>

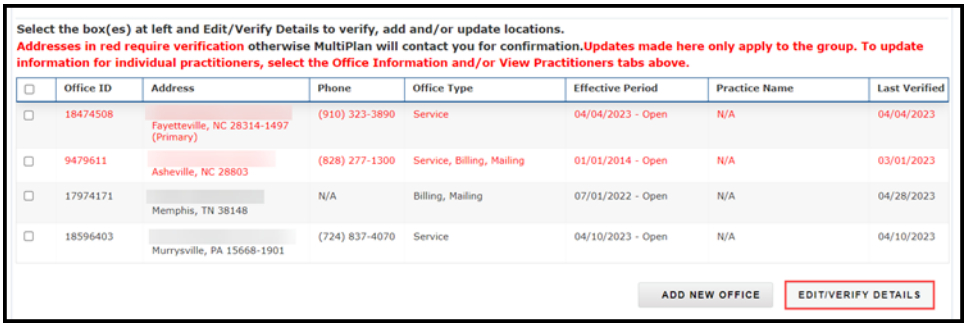
Step	Action	
	Effective Date	Date the practitioner became effective with MultiPlan through the group contract.
	Termination Date	Date the practitioner termed with MultiPlan through the group contract. A blank field represents the practitioner is active.
	Degree	Practitioner's degree listed in the MultiPlan system.
	Specialty	Practitioner's specialty listed in the MultiPlan system.
	TINs	The group TIN listed under the practitioner's MultiPlan record.
	Next Recredentialing Date	Displays the date the practitioner's recredentialing is due. Only applies to Non-delegated and individually contracted provider groups. If the practitioner's due date for recredentialing is in the past, then the system will display **Due for Recredentialing**.
	ReCred Status	Displays the status of the recredentialing application with MultiPlan. Only applies to Non-delegated and individually contracted provider groups.
	Address1 Type	Lists the type of address: Service, Mailing, Billing If more than one address type is listed they will split with a pipe "|" symbol.
	Address1	Practitioner's address listed in the MultiPlan system that is linked to the group.
	Address1 Phone(s)	The phone number listed under the first address
	Address1 Fax(es)	The fax number listed under the first address
	Address1 Indicators	Displays if the practitioner accepts new patients at the address and if the address can be listed on the MultiPlan website.

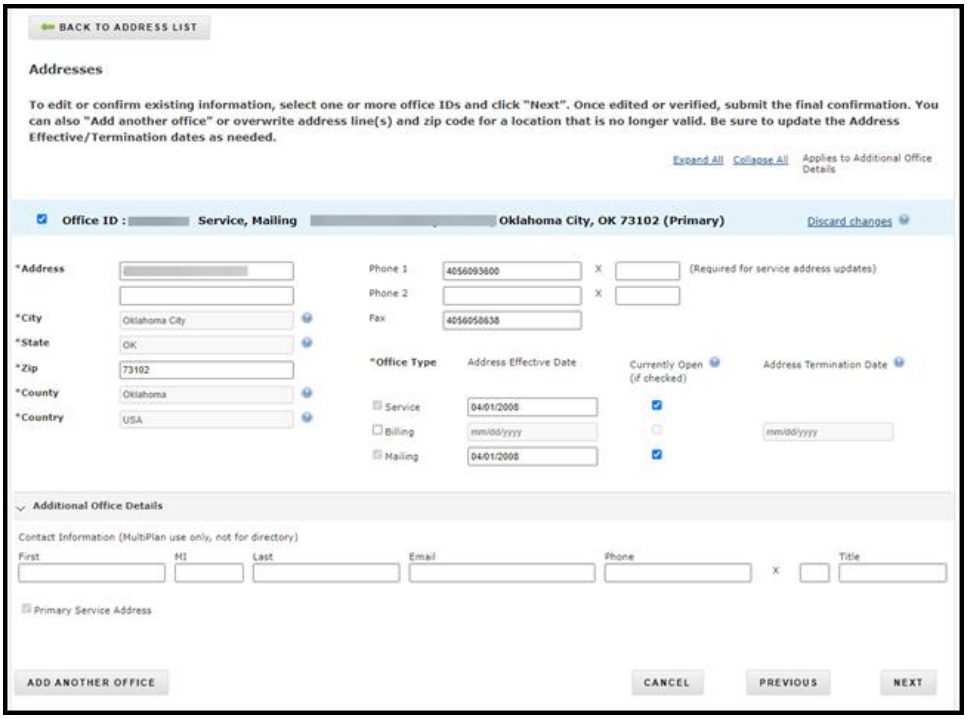
Step	Action
7.	If the practitioner has multiple active addresses linked to the group all addresses will be listed in the following format: • The “X” represents the order the address is listed in the MultiPlan system. • Address”X” Type • Address”X” • Address”X” Phone(s) • Address”X” Fax(es) • Address”X” Indicators
8.	To jump to a practitioner’s name in the spreadsheet: 1. Click on any cell in the **Last Name** column. 2. On the keyboard, select “CTL + F”. 3. A **Find and Replace** window will appear. 4. Type the last name of the practitioner in the **Find What** field.  Select the **Find Next** button to move the cursor to the name enter.
9.	Complete desired task, Save or Print.

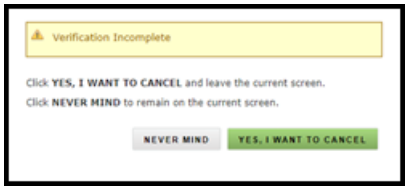
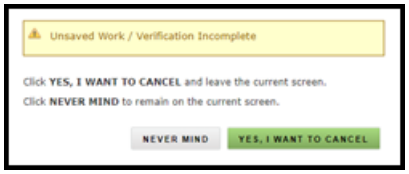
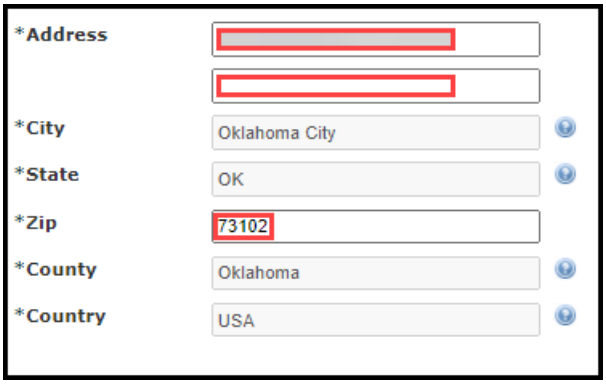
Step	Action
	

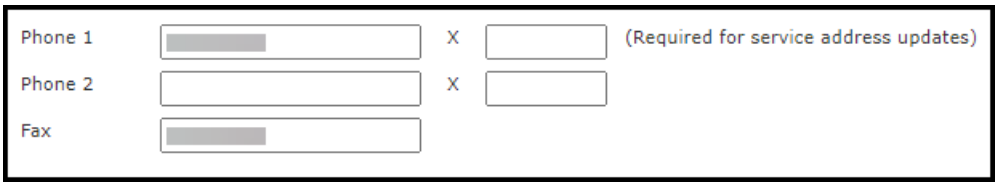
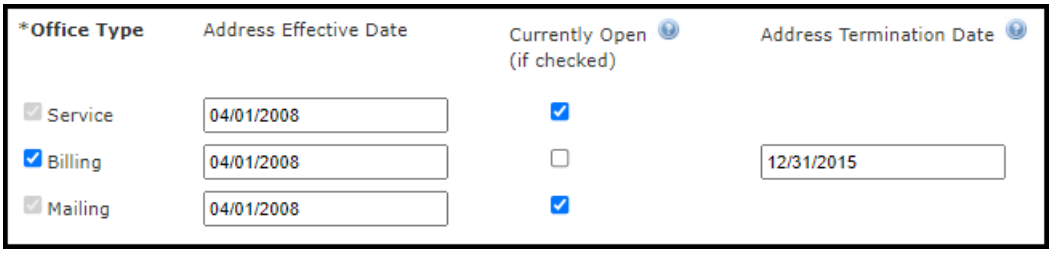
Viewing and Updating Group Demographics

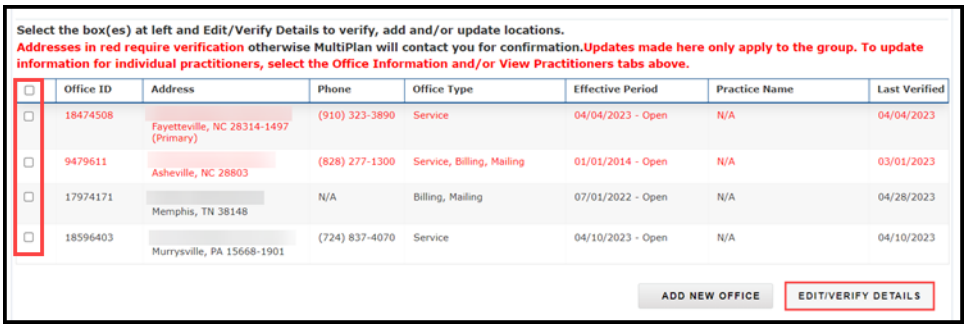
Follow the steps below to view and/or update group demographic information.

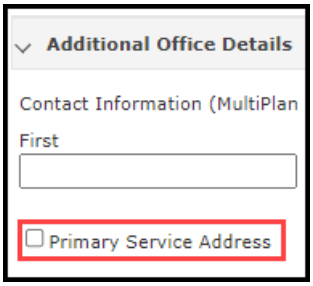
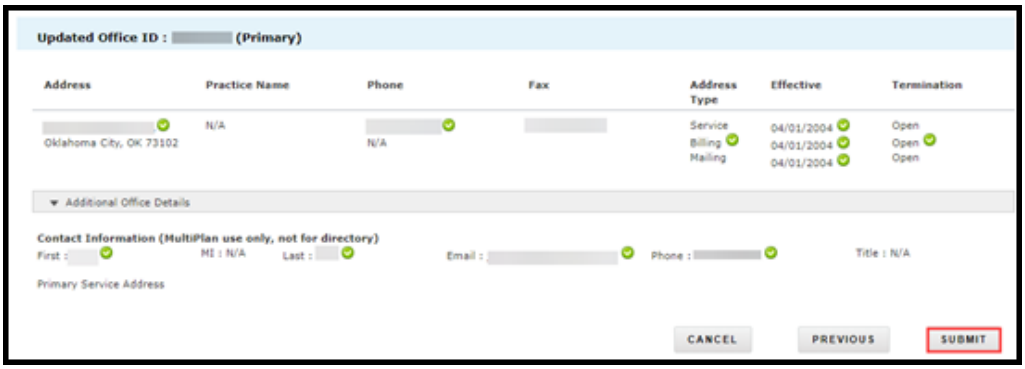
Step	Action
1.	Access the group information, locate and check the box for each address that requires an edit or verification and select **EDIT/VERIFY DETAILS**.  Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations. Addresses in red require verification otherwise 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. Office ID | Address | Phone | Office Type | Effective Period | Practice Name | Last Verified 18474508 | Fayetteville, NC 28314-1497 (Primary) | (910) 323-3890 | Service | 04/04/2023 - Open | N/A | 04/04/2023 9479611 | Asheville, NC 28803 | (828) 277-1300 | Service, Billing, Mailing | 01/01/2014 - Open | N/A | 03/01/2023 17974171 | Memphis, TN 38148 | N/A | Billing, Mailing | 07/01/2022 - Open | N/A | 04/28/2023 18596403 | Murrysville, PA 15668-1901 | (724) 837-4070 | Service | 04/10/2023 - Open | N/A | 04/10/2023 ADD NEW OFFICE EDIT/VERIFY DETAILS

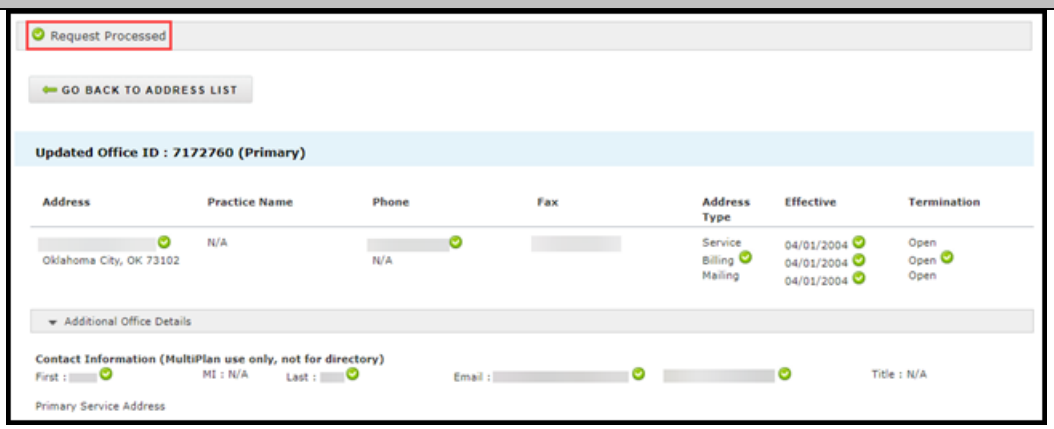
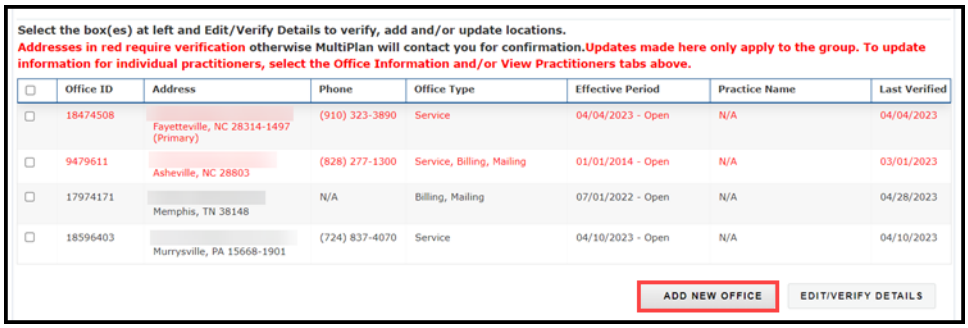
Step	Action
	Note: Addresses listed in **red** have not been verified within the past 90 Days and require verification. Users can select as many addresses that need edit or verification. Once the address has been edited and/or verified, it will be displayed in black font. If the group only has one address on file, the Address Update page will be displayed on the Group Info tab once the group is selected from the home page on the Provider Portal.
2.	Once on the address update page, the user will have the ability to make any necessary edits to the office demographics.  ***Note:*** Hover over the question marks available to view more information about that field. Use the **Expand All** or **Collapse All** buttons to expand or collapse all **Additional Office Details** for each selected office. Use the **Discard Changes** button to discard any changes that were made.

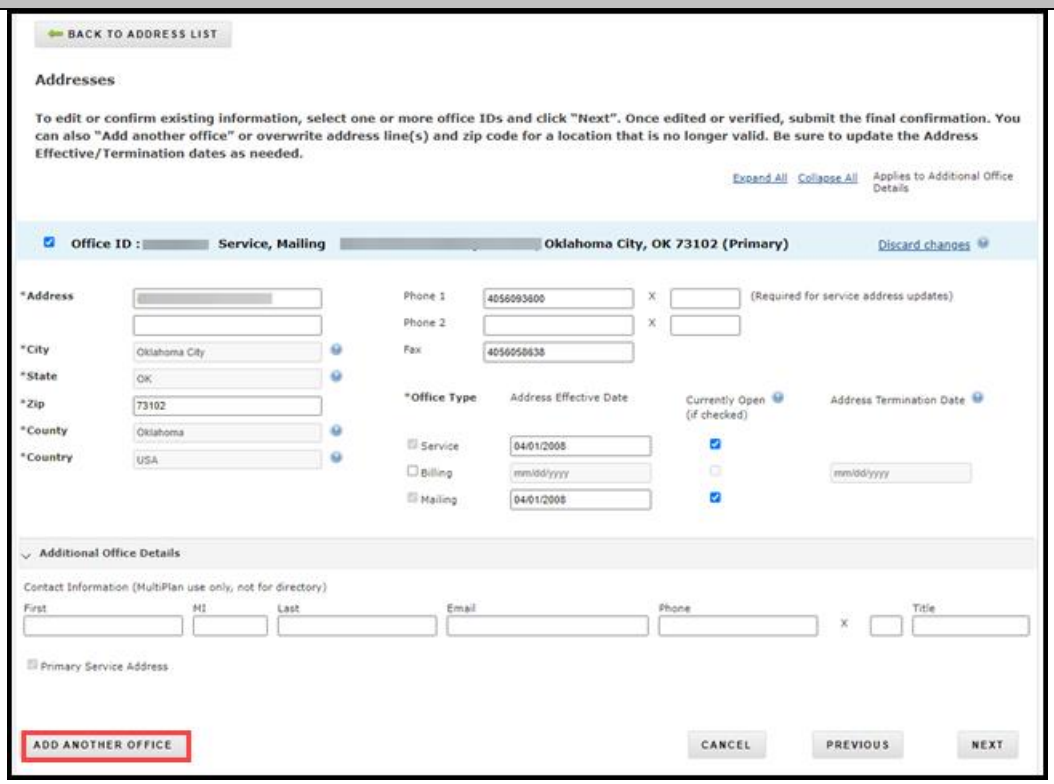
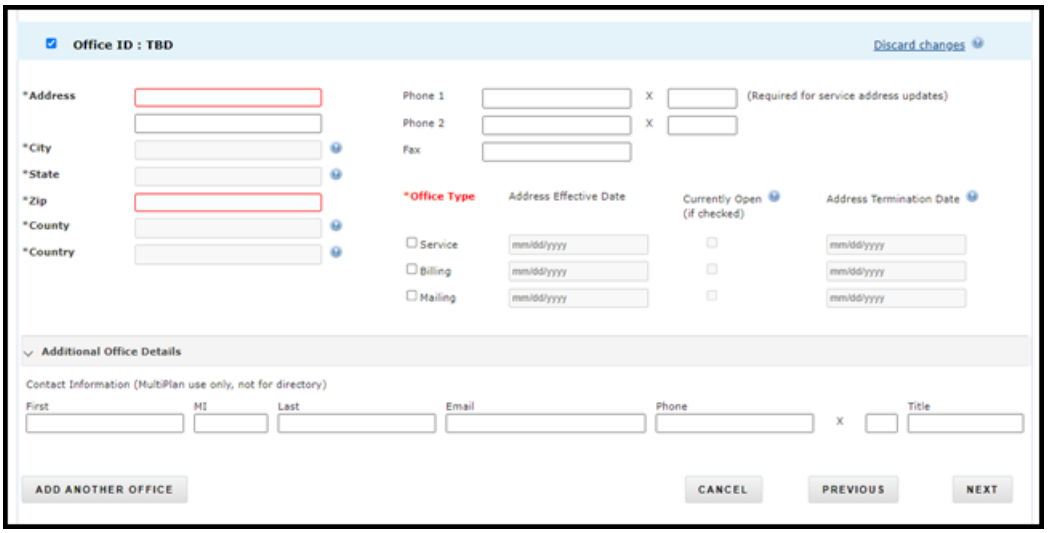
Step	Action
	Click **BACK TO ADDRESS LIST** to return to the list of addresses for the group. • If verification is required and the address was not verified, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response.  • If edits were made to the address and verification is required, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response. 
3.	**Address Update:** Enter the **street address and zip code** into the appropriate fields. The City, State, County, and Country will auto populate after proceeding to the next screen.  ***Important:*** If an incomplete or incorrect zip code is entered, an error message will populate advising the user the zip code is not correct.

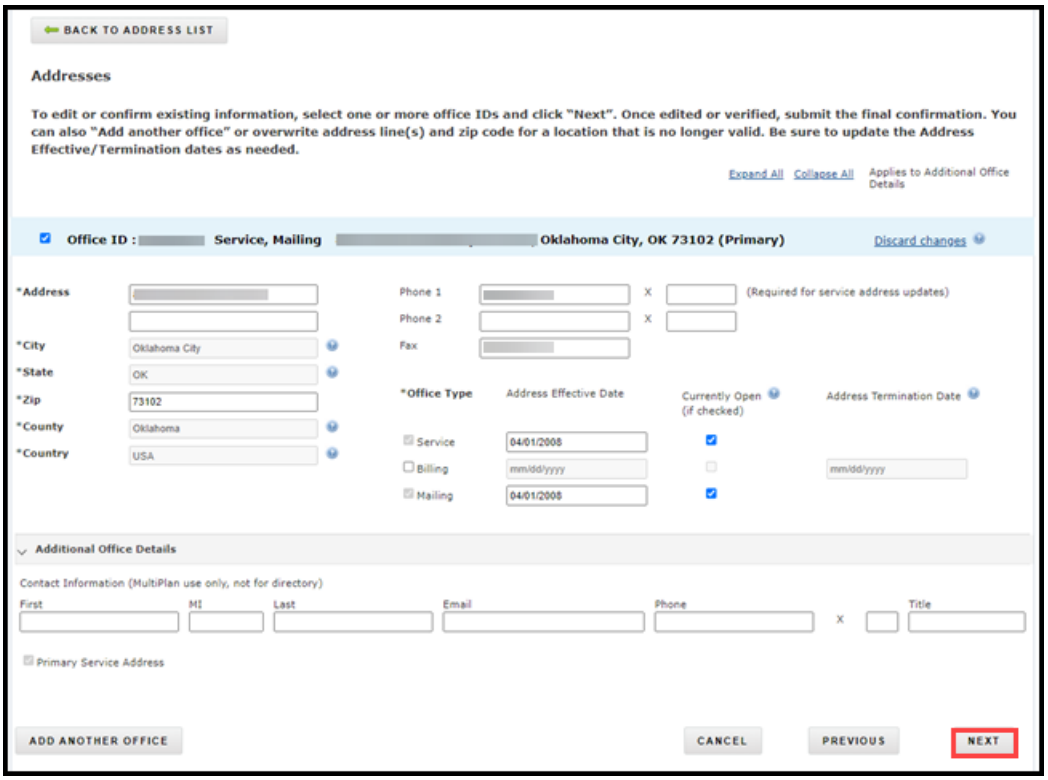
Step	Action
4.	**Phone and Fax Update:** Enter the **phone number** and **extension**, when applicable, and **fax number** into the appropriate fields.  ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone and fax numbers are entered incorrectly, an error message will populate advising the user the format is not correct.
5.	**Office Type Update:** Select the appropriate office type by checking the box next to **Service, Billing, and/or Mailing**. • If the office **does not** have a set termination date, **check** the **Currently Open (if checked)** box next to the address type. • If the office **does** have a termination date, **do not check** the **Currently Open (if checked)** box and enter the date in the **Address Termination Date** field.  ***Important:*** If an address does not have a termination date and the Currently Open (if checked) box is checked, the address will be assigned the 12/31/9999 evergreen date, which means the office does not have a termination date. If the date is entered incorrectly, an error message will populate advising the user the date is incorrect. ***Example:*** If 02/30/2021 is entered, this will trigger an error message because February does not have 30 days in it.

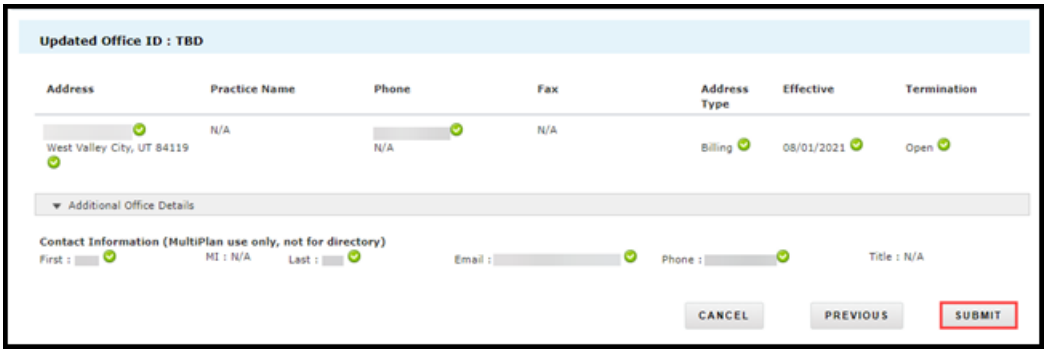
Step	Action
6.	**Additional Office Details Update:** Complete the appropriate fields to include contact information for the group address. ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone numbers are entered incorrectly, an error message will populate advising the user the format is not correct. Contact First, MI, and Last name fields will not accept numerical values. If numerical values are entered an error message will populate advising of the incorrect format. Contact email address must include the at symbol (@) and a dot followed by the domain name. If email address does not include the at symbol (@) and a dot followed by the domain name, an error message will populate advising of the incorrect format.
7.	**Updating Primary Service Address:** If multiple locations are listed, the user has the ability to choose which location will be listed as primary. Locate and check the box for the currently listed primary service address and the service address that will be the new primary service address and select **EDIT/VERIFY DETAILS**. 

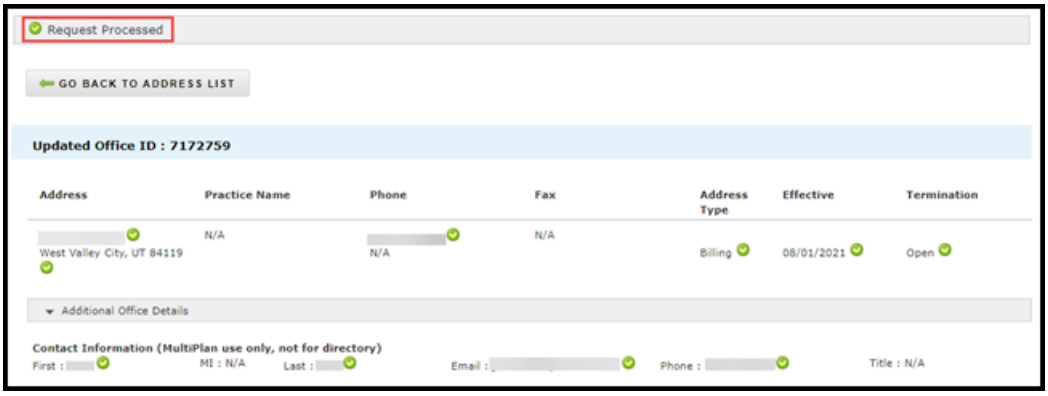
Step	Action
	Go to the **Additional Details** section of the second address and check the box next to **Primary Service Address**.  ***Note:*** The address will not be saved as primary until the record is saved.
8.	After all updates are complete select the **NEXT** button. The summary page will display a green check mark next to each field that was updated. Review the updates and then click **SUBMIT** to save the changes.  A confirmation page will load displaying all updates that were made and that the request has been processed.

Step	Action
	
9.	**Adding a New Office:** A new address can be added in 3 different ways. Users can select **ADD A NEW OFFICE**, **ADD ANOTHER OFFICE**, or make updates to an **existing office** to add a new office. Follow the steps below for adding a new address. • Select the **ADD NEW OFFICE** button from the **Group Info** screen.  • Select the **ADD ANOTHER OFFICE** button form the **EDIT/VERIFY DETAILS** screen.

Step	Action
	 The following page will populate after selecting the **ADD NEW OFFICE** or **ADD ANOTHER OFFICE** option. Complete all appropriate fields and select next. 

Step	Action
	Note: • The Office ID is an internal number assigned by MultiPlan and will populate after the record is saved. • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. The following page will populate after selecting an **existing address** to overwrite with the new address. Complete all appropriate updates and select next. 

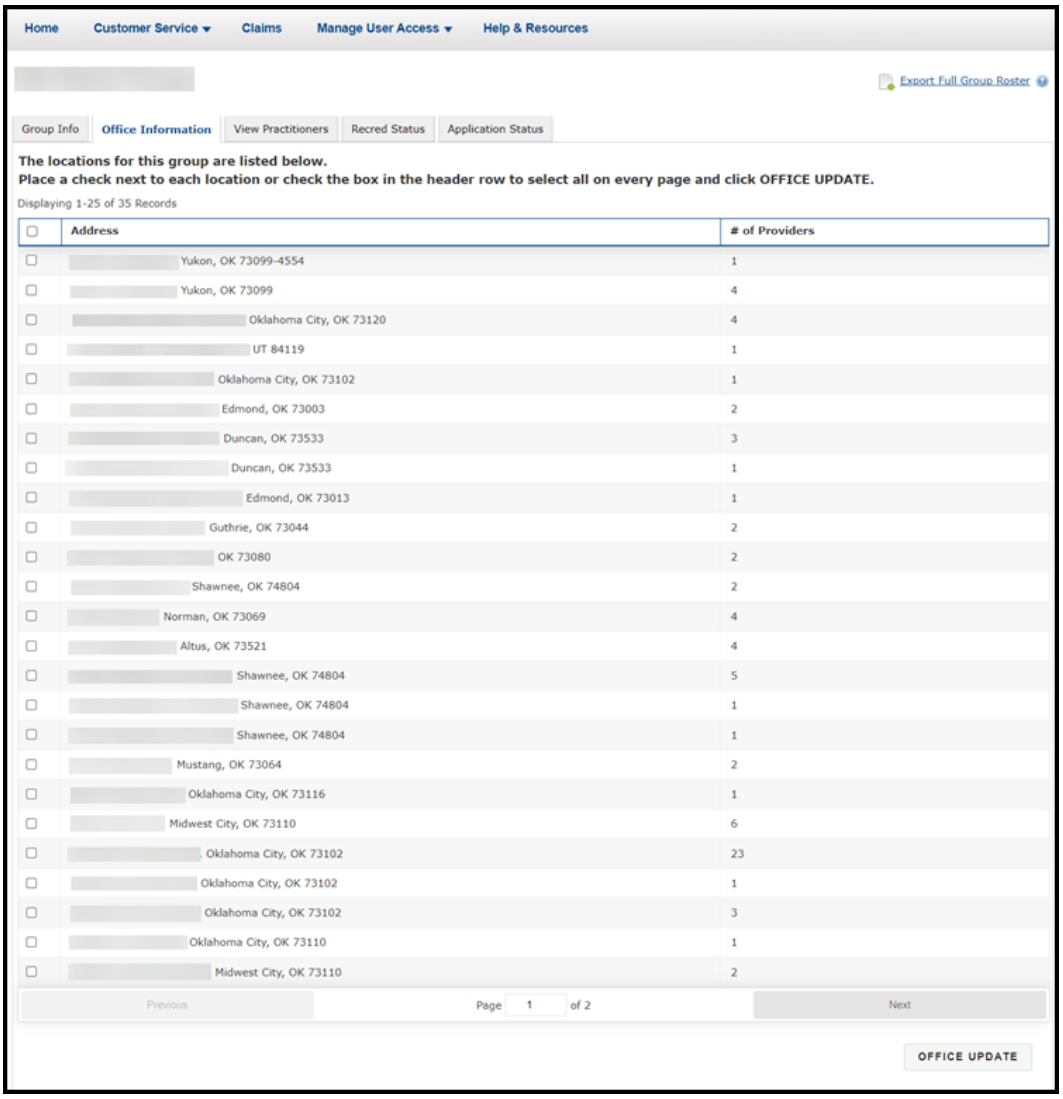
Step	Action
	• When updating an existing address to add a new office location, the effective dates of the existing office type will become blank once the new address is entered and will require the user to enter effective date for the new address. • If the original existing office was listed as the primary, the newly added office will become the primary location once the record is saved. • After the record is saved, the original address will be terminated 1 day before the effective date of the new address and will no longer be visible to portal users. ***Note:*** • The Office ID is an internal number assigned by MultiPlan and will populate after the record is saved. • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. A summary page will load displaying the newly added address. Click submit to complete the request. • If additional edits are needed click the previous button. • If the address was added in error click the cancel button. 

Step	Action
	A confirmation page will load displaying the newly added address and that the request has been processed. 

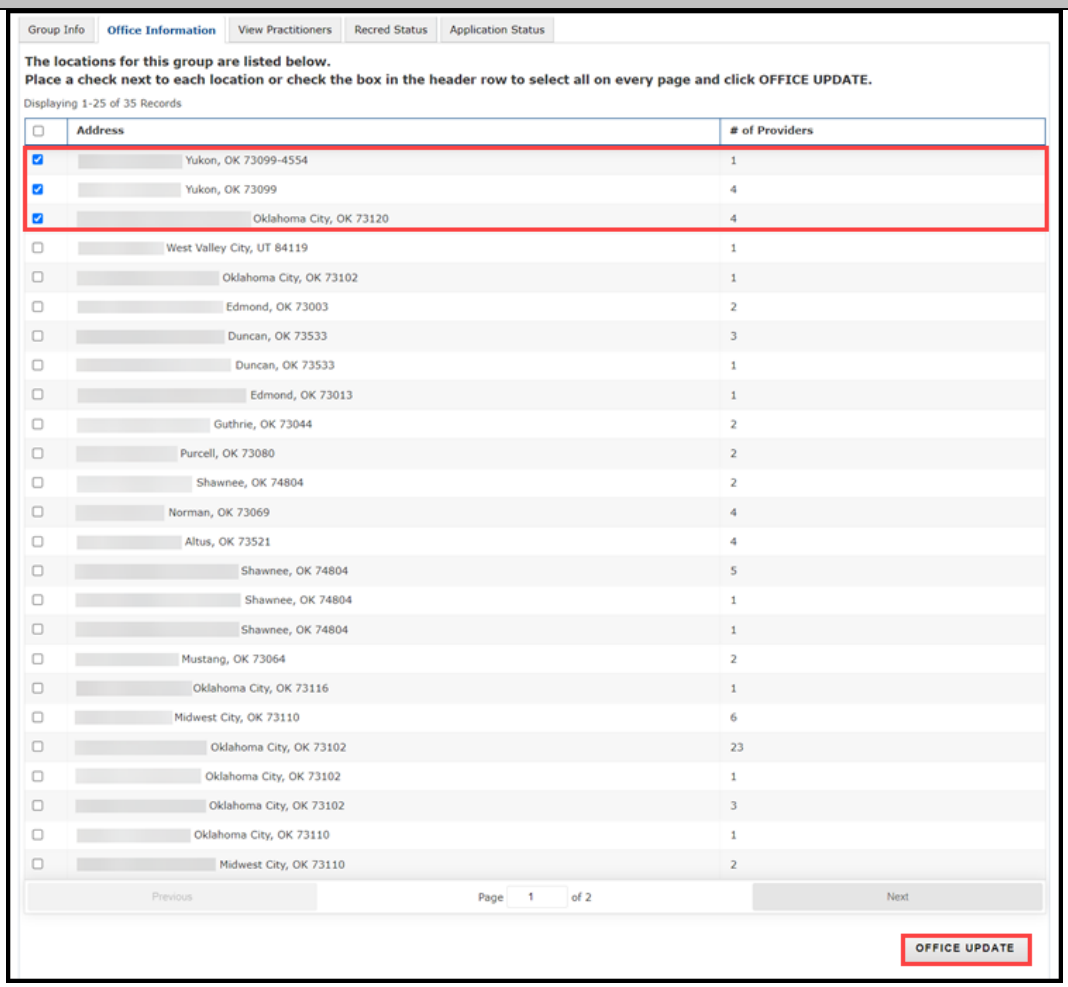
Office Information Tab

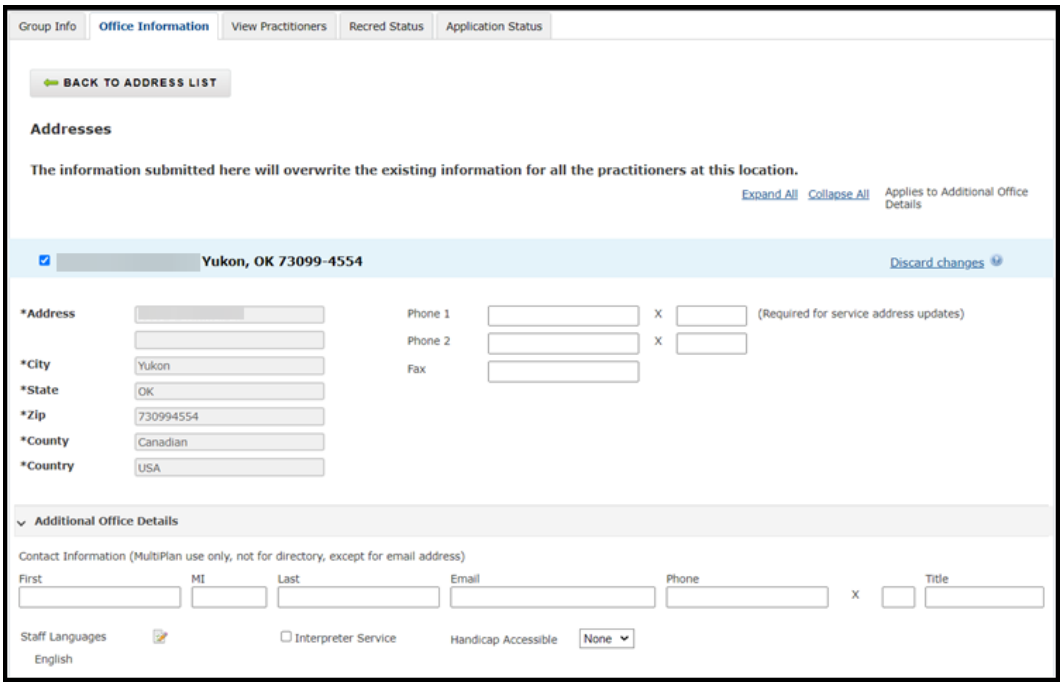
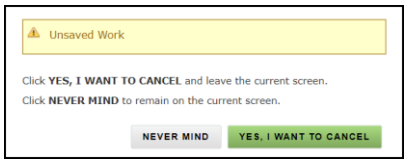
The **Office Information** tab allows for updates to be made to the group office information for all practitioners at the location. Follow the steps below to view and/or update group office information.

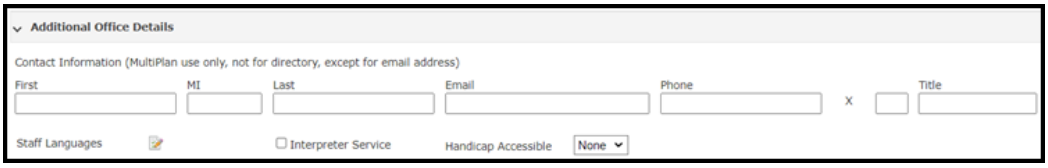
Note: At this time, only the phone and fax number(s) and additional Office Details can be updated.

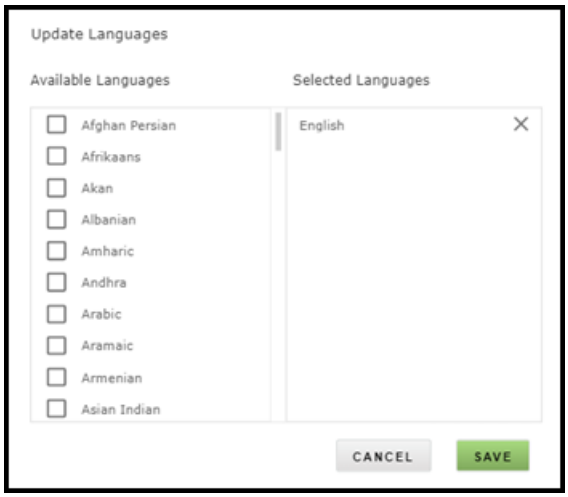


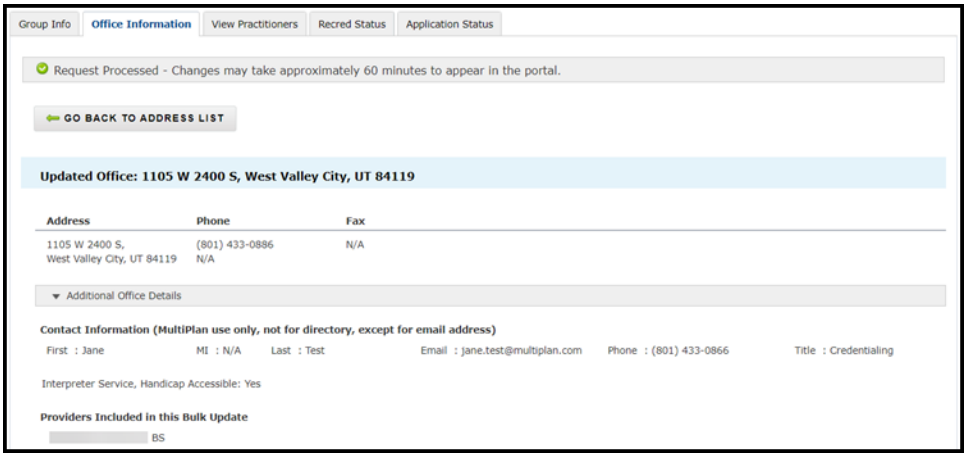
Step	Action
1.	Once on the Office Information tab, locate and check the box for each address that requires an update and select **OFFICE UPDATE**. To update all addresses, check the box in the header next to *Address*.

Step	Action
	 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 1-25 of 35 Records ☑ Address: Yukon, OK 73099-4554 — # of Providers: 1 ☑ Yukon, OK 73099 — 4 ☑ Oklahoma City, OK 73120 — 4 ☐ West Valley City, UT 84119 — 1 ☐ Oklahoma City, OK 73102 — 1 ☐ Edmond, OK 73003 — 2 ☐ Duncan, OK 73533 — 3 ☐ Duncan, OK 73533 — 1 ☐ Edmond, OK 73013 — 1 ☐ Guthrie, OK 73044 — 2 ☐ Purcell, OK 73080 — 2 ☐ Shawnee, OK 74804 — 2 ☐ Norman, OK 73069 — 4 ☐ Altus, OK 73521 — 4 ☐ Shawnee, OK 74804 — 5 ☐ Shawnee, OK 74804 — 1 ☐ Shawnee, OK 74804 — 1 ☐ Mustang, OK 73064 — 2 ☐ Oklahoma City, OK 73116 — 1 ☐ Midwest City, OK 73110 — 6 ☐ Oklahoma City, OK 73102 — 23 ☐ Oklahoma City, OK 73102 — 1 ☐ Oklahoma City, OK 73102 — 3 ☐ Oklahoma City, OK 73110 — 1 ☐ Midwest City, OK 73110 — 2 Previous | Page 1 of 2 | Next OFFICE UPDATE ***Note:*** The total number of practitioners being updated for the location are listed in the # of Providers column. The names will be displayed after updates are complete.
2.	Once on the office information update page, the user will have the ability to make any necessary edits to the phone and fax number(s) and additional Office Details. ***Important!*** Current information will not be displayed and any updates made will overwrite the current information for all practitioners listed at the address. ***Note:*** At this time, only the phone and fax number(s) and additional Office Details can be updated.

Step	Action
	 ***Note:*** Hover over the question marks available to view more information about that field. Use the **Expand All** or **Collapse All** buttons to expand or collapse all **Additional Office Details** for each selected office. Use the **Discard Changes** button to discard any changes that were made. Click **BACK TO ADDRESS LIST** to return to the list of addresses for the group. • If edits were made to the office information, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response. 

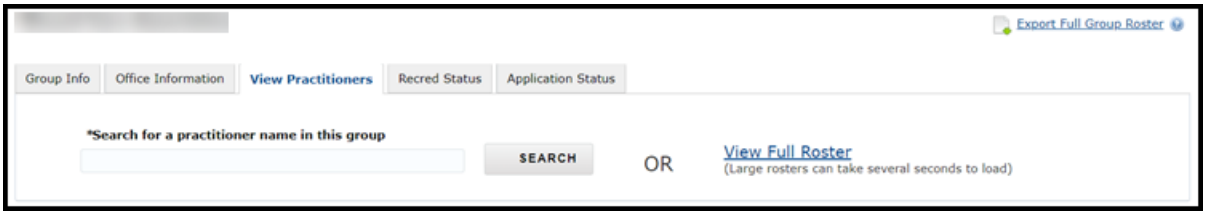
Step	Action
3.	**Phone and Fax Update:** Enter the **phone number** and **extension**, when applicable, and **fax number** into the appropriate fields. ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone and fax numbers are entered incorrectly, an error message will populate advising the user the format is not correct.
4.	**Additional Office Details Update:** Complete the appropriate fields to include contact information and details for the group address.  • To update **Staff Languages** select the Pencil Icon next to staff languages and a new window will populate allowing users to select all languages spoken by the staff in the office. Check the appropriate

Step	Action
	boxes and select save.  • To update **Interpreter Service,** use the appropriate check box. To update **Handicap Accessible**, use the dropdown arrow. ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone numbers are entered incorrectly, an error message will populate advising the user the format is not correct. Contact First, MI, and Last name fields will not accept numerical values. If numerical values are entered an error message will populate advising of the incorrect format. Contact email address must include the at symbol (@) and a dot followed by the domain name. If email address does not include the at symbol (@) and a dot followed by the domain name, an error message will populate advising of the incorrect format.
5.	After all updates are complete select the **SUBMIT** button.

Step	Action
	A confirmation page will load displaying all updates that were made, the request has been processed and the practitioners included in the update.  Changes to Office Information can take approximately 60 minutes to appear on the portal. Use the **GO BACK TO ADDRESS LIST** link to return to the list of addresses.

View Practitioners Tab

The **View Practitioners** tab allows for single practitioner search or viewing the full roster.

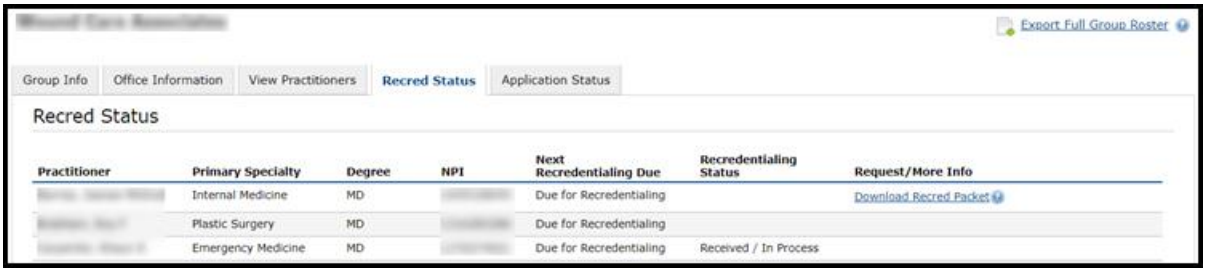


Field	Description
Tabs	The options available under a group record, **Group Info, Office Information, View Practitioners, Recred Status,** and **Application Status,** are separated in each tab. Each tab can be accessed from every tab screen.

Field	Description
Search for a practitioner name in this group	This field is used to search for a specific provider. Type the first name or last name of the practitioner in the field and click the **Search** button to yield results. ***Search for a practitioner name in this group** smith SEARCH
View Full Roster	This link is utilized for viewing the full roster. This link also gives users the ability to view and/or edit demographic information for a specific practitioner within their group. Please see the **Viewing and Updating Practitioner Demographics** section below for steps on updating practitioner demographics. Click link to view results. View Full Roster (Large rosters can take several seconds to load) Large rosters can take several seconds to load.

Recred Status Tab

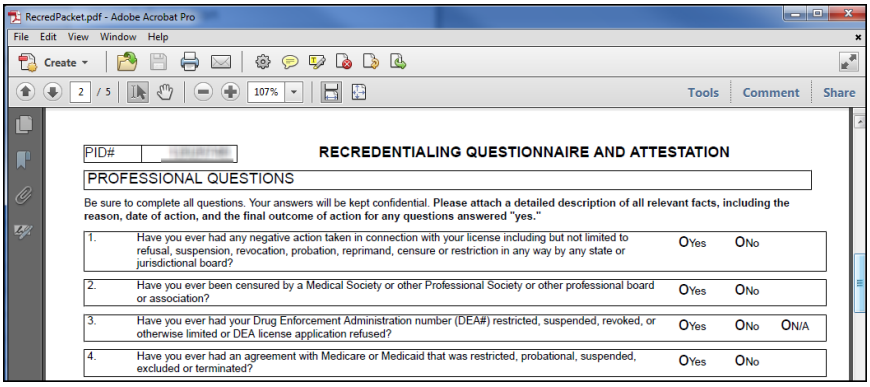
To view the recredentialing status of a practitioner, utilize the **Recred Status** tab.



Field	Description
Tabs	The options available under a group record, **Group Info, Office Information, View Practitioners, Recred Status,** and **Application Status,** are separated in each tab. Each tab can be accessed from every tab screen.

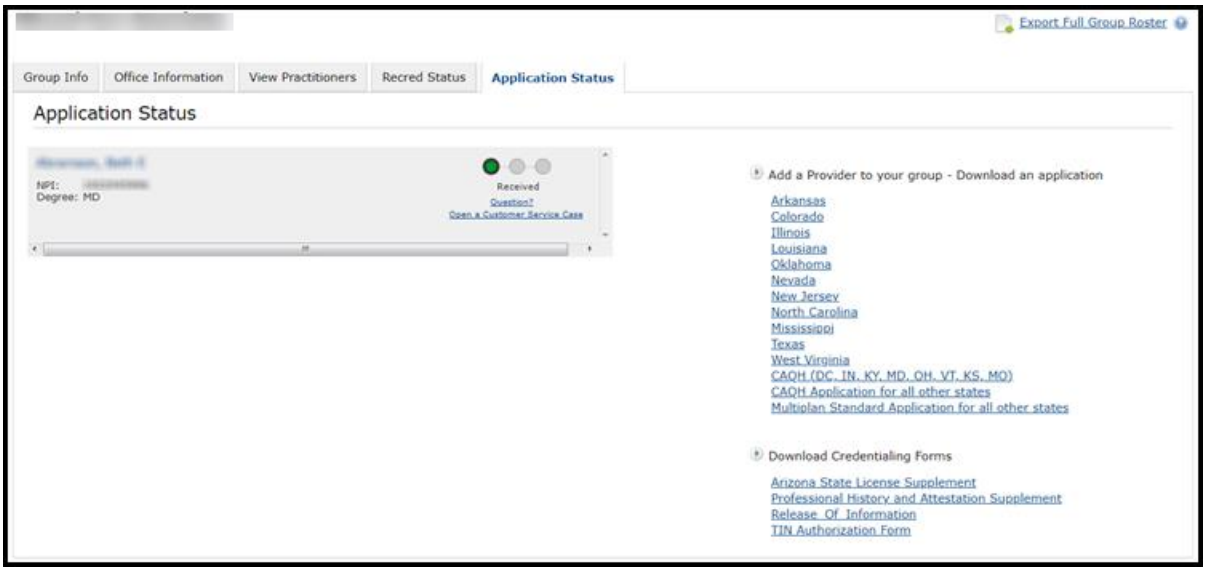
Field	Description
Practitioner	This column indicates the name of the practitioner.
Primary Specialty	This column indicates the practitioner's specialty.
Degree	This column indicates the practitioner's degree.
NPI	This column indicates the practitioner's NPI (National Provider Identifier).
Next Recredentialing Due	This column indicates the date the practitioner's recredentialing is due. ***Note:*** • Only applies to Non-delegated and individually contracted provider groups. • If the practitioner's due date for recredentialing is past due, then the system will display Due for Recredentialing.
Recredentialing Status	This column indicates the status of the recredentialing application with MultiPlan.

Recredentialing Status	Description
Field is Blanks	MultiPlan sent the recredentialing packet and is waiting for a return submission of the completed material. Please open a customer service case if recredentialing materials are required.
Received / In Process	The Recredentialing application has been received by MultiPlan and recredentialing is in process.
Incomplete	MultiPlan needs additional information on this practitioner in order to complete recredentialing.

Field	Description
	To find out what additional information is needed, please submit a customer service case. ***Note:*** Only applies to Non-delegated and individually contracted providers.
Request/More Info	This column contains two types of links. If the application is in incomplete status, the user can click the “Request More Info” link to create a case and submit the information. The other link in this column is utilized to download a recredentialing packet. When the link is clicked, the packet will pop up in a separate window in a PDF, which can be downloaded or printed. Once packet is filled out it can be attached into a customer service case.  RecredPacket.pdf - Adobe Acrobat Pro File Edit View Window Help Create 2 / 5 107% Tools Comment Share PID# RECREDENTIALING QUESTIONNAIRE AND ATTESTATION PROFESSIONAL QUESTIONS Be sure to complete all questions. Your answers will be kept confidential. **Please attach a detailed description of all relevant facts, including the reason, date of action, and the final outcome of action for any questions answered "yes."** 1. Have you ever had any negative action taken in connection with your license including but not limited to refusal, suspension, revocation, probation, reprimand, censure or restriction in any way by any state or jurisdictional board? ○Yes ○No 2. Have you ever been censured by a Medical Society or other Professional Society or other professional board or association? ○Yes ○No 3. Have you ever had your Drug Enforcement Administration number (DEA#) restricted, suspended, revoked, or otherwise limited or DEA license application refused? ○Yes ○No ○N/A 4. Have you ever had an agreement with Medicare or Medicaid that was restricted, probational, suspended, excluded or terminated? ○Yes ○No

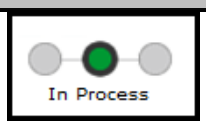
Application Status Tab

To view the application status of a practitioner utilize, the **Application Status** tab.



Field	Description
Tabs	The options available under a group record, **Group Info, Office Information, View Practitioners, Recred Status,** and **Application Status,** are separated in each tab. Each tab can be accessed from every tab screen.
Name	Displays the name of the practitioner.
NPI	Displays the NPI number of the practitioner.
Degree	Displays the degree of the practitioner.
Application Status	The status of a practitioner's application will be identified by the use of radio buttons, which will display differently depending on what stage the application is in. View the table below to see a description of each status.

Status	Description
Received	MultiPlan has received the application and is in the review process to ensure the application is completely fill out and all required information is included.
In Process	Application received met all MultiPlan's criteria to start the credentialing process.

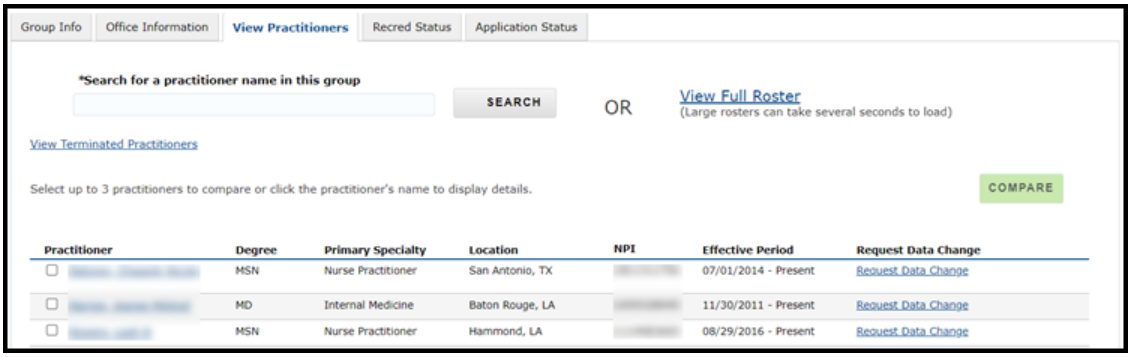
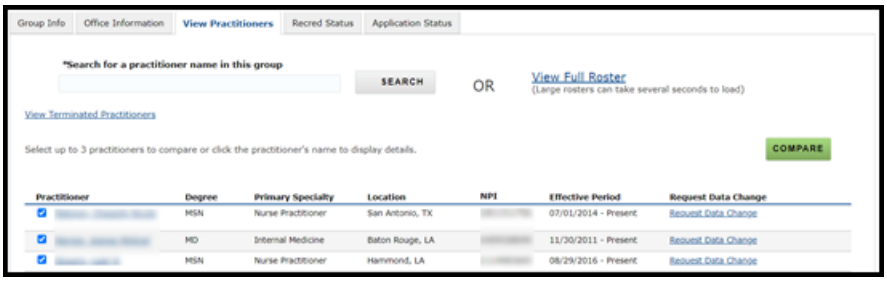
Field	Description
	
	Complete The application has passed the credentialing process and an effective date will be assigned to the practitioner. After the effective date has been assigned the complete status will display up to 30 days.
	Awaiting your Response The **Awaiting your Response** indicator means MultiPlan has received the practitioner's application and it has been determined there is missing information. In order for MultiPlan to complete the application process please submit the missing information listed below the practitioner's profile. Once the missing information has been submitted, the indicator will switch to Received and the radio button will display **green**.
Open a Customer Service Case	The link in this column is utilized to create a customer service case. Click the **Question? Open a Customer Service Case** link to create a customer service case.

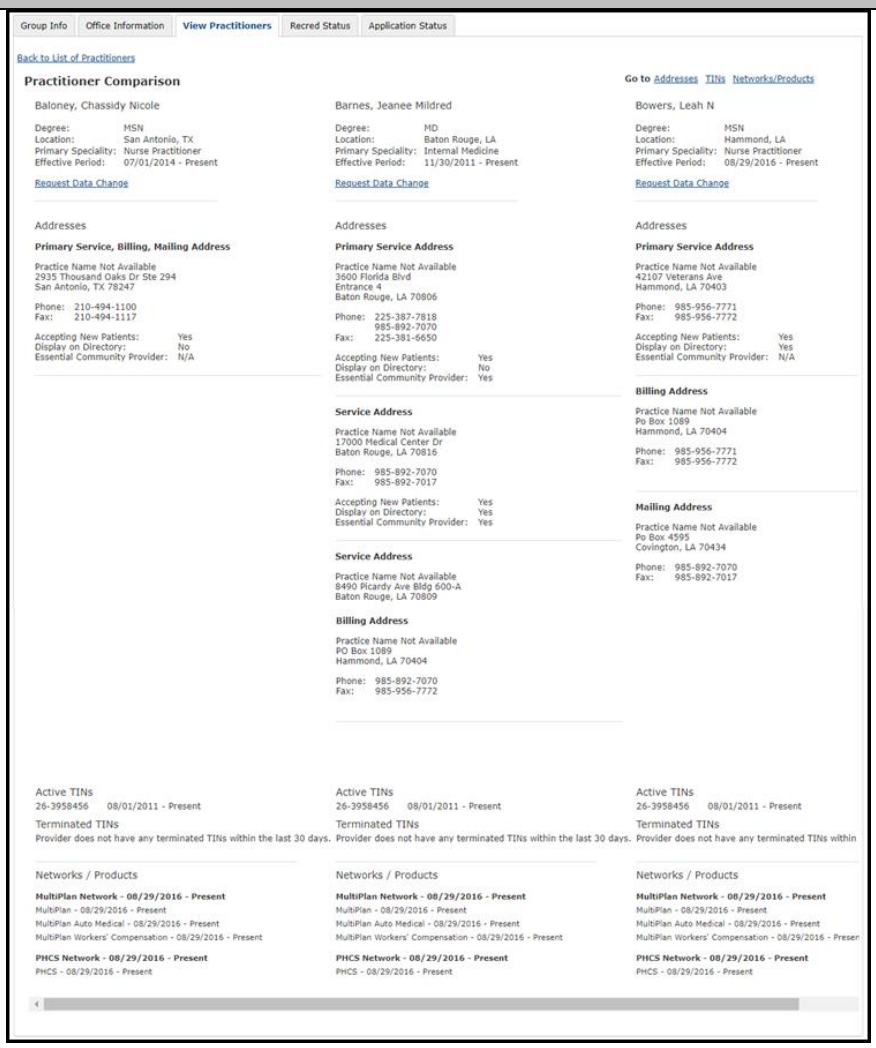
Field	Description
	 Enter a detailed note in the **Additional Information** field and click the **Next** button to create customer service case.
Forms	The application and credentialing forms are available for download.

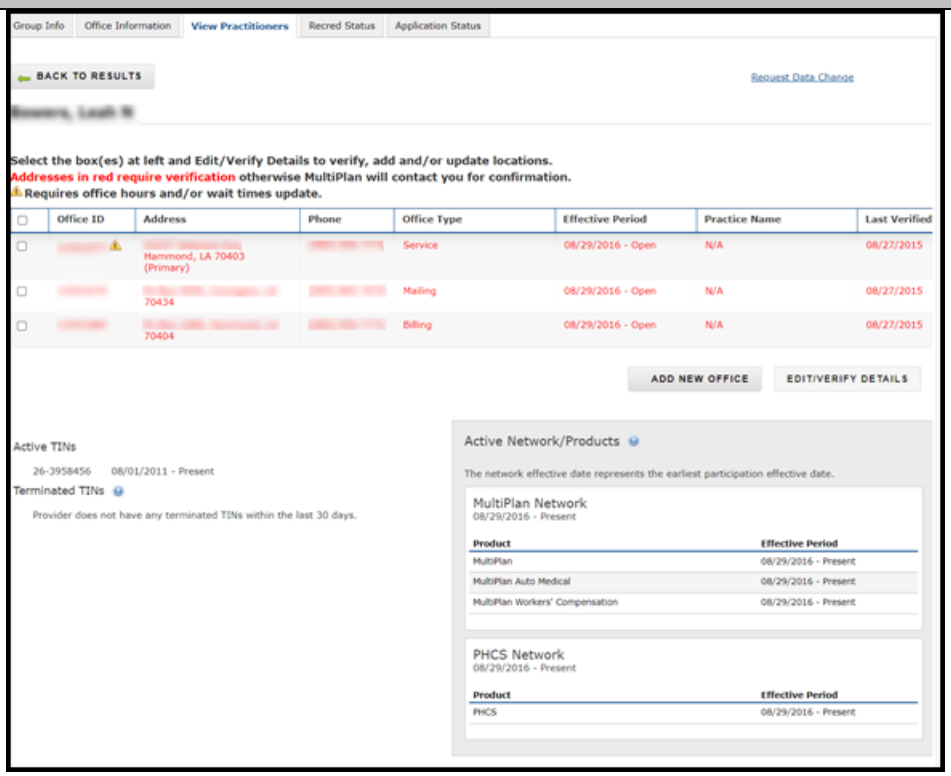
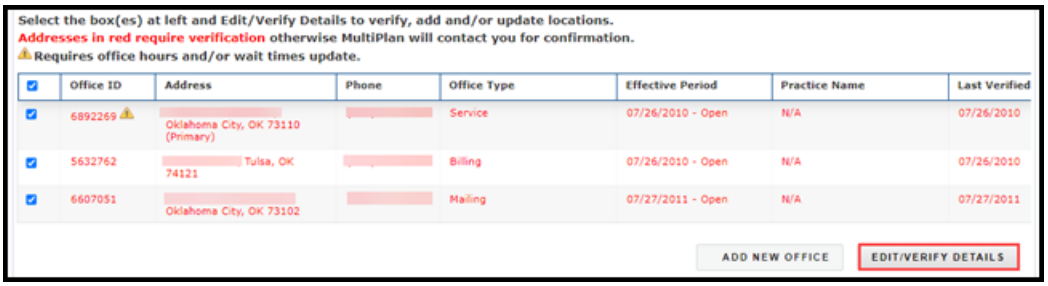
Viewing and Updating Practitioner Demographics

To view and/or update specific practitioner information within a group, follow the steps below.

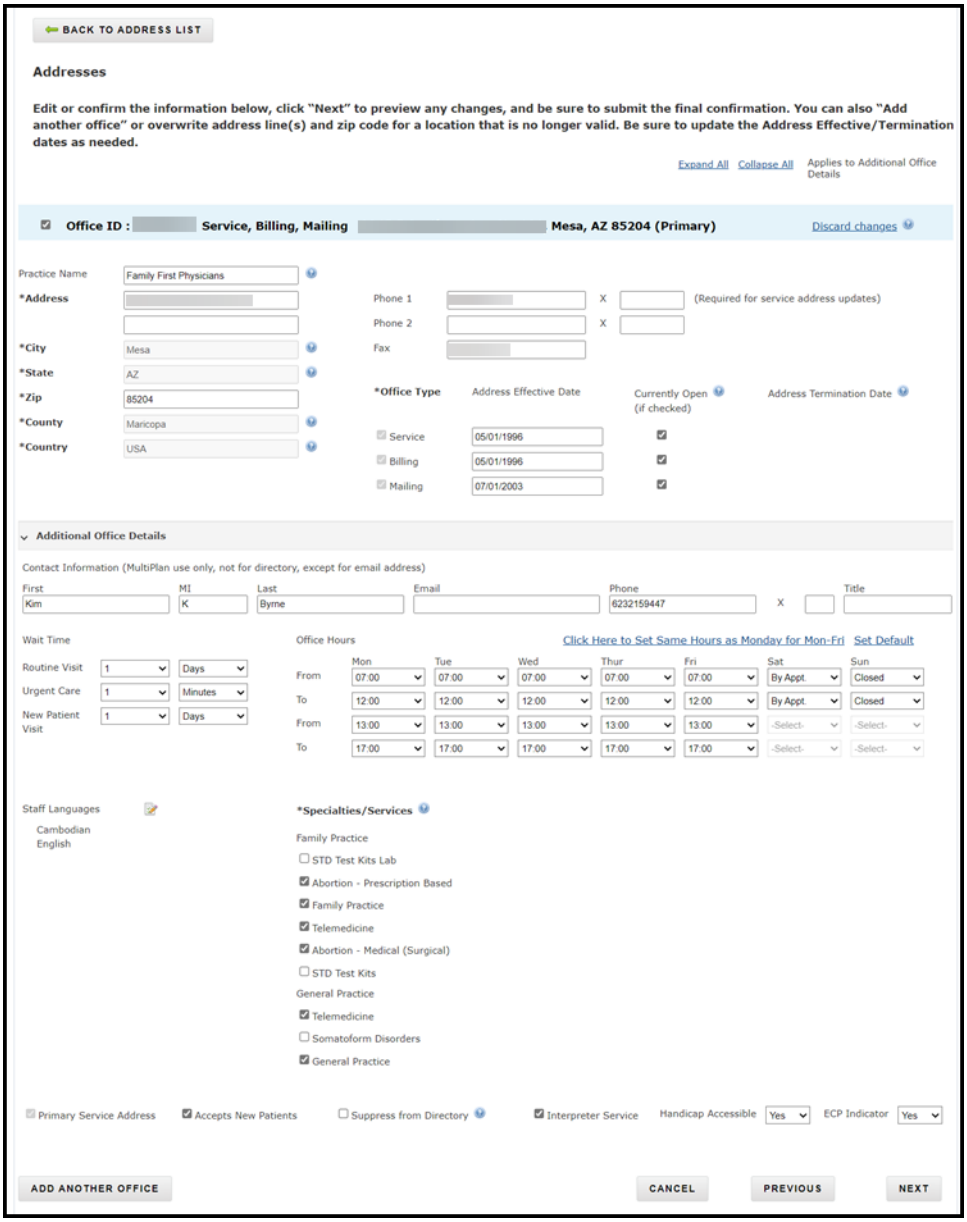
Step	Action
1.	Locate the **Search for a practitioner name in this group** field in either the **Group Info** tab or the **View Practitioners** tab or select **View Full Roster**. If using the **Search for a practitioner name in this group** field, type the first name and/or last name of the practitioner in the field and click the **Search** button to yield results.

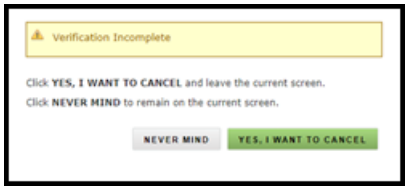
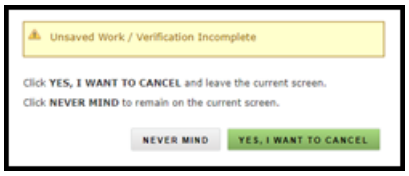
Step	Action
2.	When results are generated, locate and click the desired pracitioner's name in blue.  ***Note:*** Users also have to ability to compare up to 3 practitioners within their group. • Select the check box next to up to 3 practitioners and then select **Compare**.  • This will show a cpomparison of each practitioners Addresse(s), active and terminated TIN(s) and Network Information.

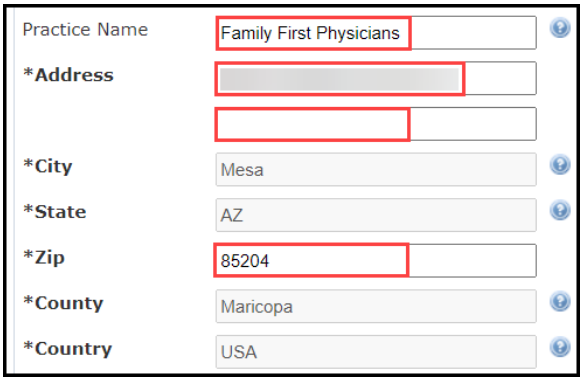
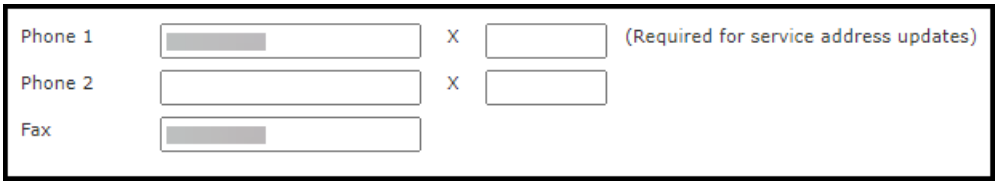
Step	Action
	 Group Info | Office Information | View Practitioners | Recred Status | Application Status Back to List of Practitioners **Practitioner Comparison** Go to Addresses TINs Networks/Products Baloney, Chassidy Nicole Degree: MSN Location: San Antonio, TX Primary Speciality: Nurse Practitioner Effective Period: 07/01/2014 - Present Request Data Change Addresses **Primary Service, Billing, Mailing Address** Practice Name Not Available 2935 Thousand Oaks Dr Ste 294 San Antonio, TX 78247 Phone: 210-494-1100 Fax: 210-494-1117 Accepting New Patients: Yes Display on Directory: No Essential Community Provider: N/A Active TINs 26-3958456 08/01/2011 - Present Terminated TINs Provider does not have any terminated TINs within the last 30 days. Networks / Products **MultiPlan Network - 08/29/2016 - Present** MultiPlan - 08/29/2016 - Present MultiPlan Auto Medical - 08/29/2016 - Present MultiPlan Workers' Compensation - 08/29/2016 - Present **PHCS Network - 08/29/2016 - Present** PHCS - 08/29/2016 - Present Barnes, Jeanee Mildred Degree: MD Location: Baton Rouge, LA Primary Speciality: Internal Medicine Effective Period: 11/30/2011 - Present Request Data Change Addresses **Primary Service Address** Practice Name Not Available 3600 Florida Blvd Entrance 4 Baton Rouge, LA 70806 Phone: 225-387-7818 985-892-7070 Fax: 225-381-6650 Accepting New Patients: Yes Display on Directory: No Essential Community Provider: Yes **Service Address** Practice Name Not Available 17000 Medical Center Dr Baton Rouge, LA 70816 Phone: 985-892-7070 Fax: 985-892-7017 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: Yes **Service Address** Practice Name Not Available 8490 Picardy Ave Bldg 600-A Baton Rouge, LA 70809 **Billing Address** Practice Name Not Available PO Box 1089 Hammond, LA 70404 Phone: 985-892-7070 Fax: 985-956-7772 Active TINs 26-3958456 08/01/2011 - Present Terminated TINs Provider does not have any terminated TINs within the last 30 days. Networks / Products **MultiPlan Network - 08/29/2016 - Present** MultiPlan - 08/29/2016 - Present MultiPlan Auto Medical - 08/29/2016 - Present MultiPlan Workers' Compensation - 08/29/2016 - Present **PHCS Network - 08/29/2016 - Present** PHCS - 08/29/2016 - Present Bowers, Leah N Degree: MSN Location: Hammond, LA Primary Speciality: Nurse Practitioner Effective Period: 08/29/2016 - Present Request Data Change Addresses **Primary Service Address** Practice Name Not Available 42107 Veterans Ave Hammond, LA 70403 Phone: 985-956-7771 Fax: 985-956-7772 Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A **Billing Address** Practice Name Not Available Po Box 1089 Hammond, LA 70404 Phone: 985-956-7771 Fax: 985-956-7772 **Mailing Address** Practice Name Not Available Po Box 4595 Covington, LA 70434 Phone: 985-892-7070 Fax: 985-892-7017 Active TINs 26-3958456 08/01/2011 - Present Terminated TINs Provider does not have any terminated TINs within Networks / Products **MultiPlan Network - 08/29/2016 - Present** MultiPlan - 08/29/2016 - Present MultiPlan Auto Medical - 08/29/2016 - Present MultiPlan Workers' Compensation - 08/29/2016 - Preser **PHCS Network - 08/29/2016 - Present** PHCS - 08/29/2016 - Present
3.	Address, TIN, and Network information will appear. If the practitioner only has one address on file, the Address Update page will be displayed once the practitioner is selected. Continue to step 3.b.

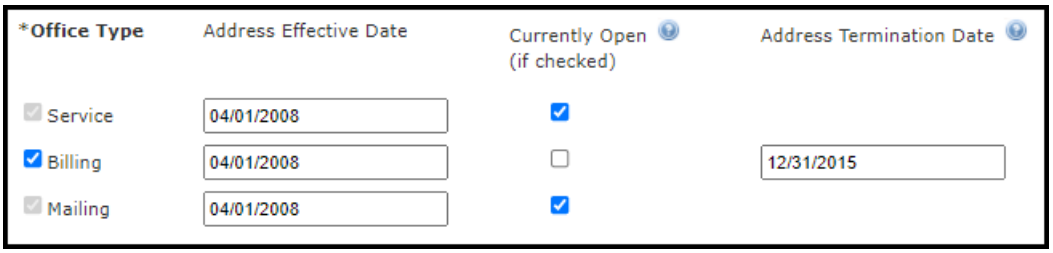
Step	Action
	
3.a	To edit and/or view the practitioners demographics, locate and check the box for each address that requires an edit or verification and select **EDIT/VERIFY DETAILS**.  ***Note:*** Addresses listed in **red** have not been verified within the past 90 Days and require verification. Addresses listed with the yellow exclamation icon require office hours and/or wait times update. Users can select as many addresses that need edit or verification.

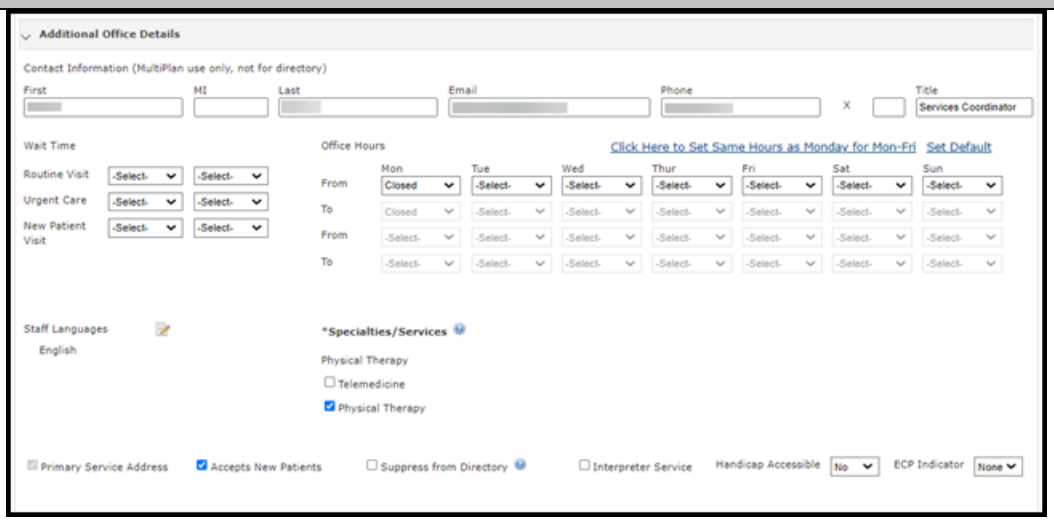
Step	Action
	Once the address has been edited and/or verified, it will be displayed in black font on the address list.
3.b	Once on the address update page, the user will have the ability to make any necessary edits to the office demographics.



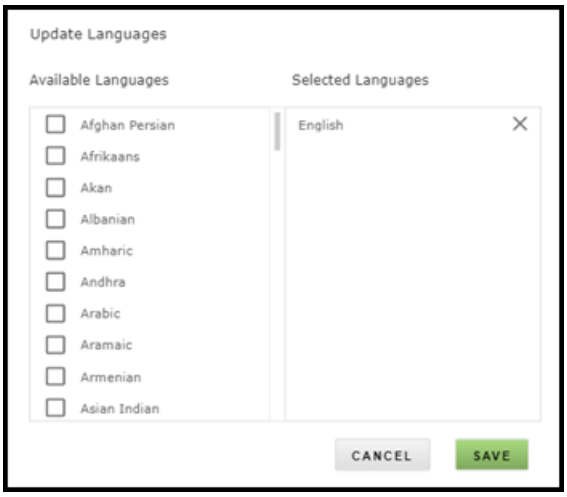
Step	Action
	Important: Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address – include the relevant address information in the comment section. ***Note:*** Hover over the question marks available to view more information about that field. Use the **Expand All** or **Collapse All** buttons to expand or collapse all **Additional Office Details** for each selected office. Use the **Discard Changes** button to discard any changes that were made. Click **BACK TO ADDRESS LIST** to return to the list of addresses for the practitioner. • If verification is required and the address was not verified, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response.  • If edits were made to the address and verification is required, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response. 
3.c	**Address Update:** If applicable, enter the **Practice name** into the appropriate field.

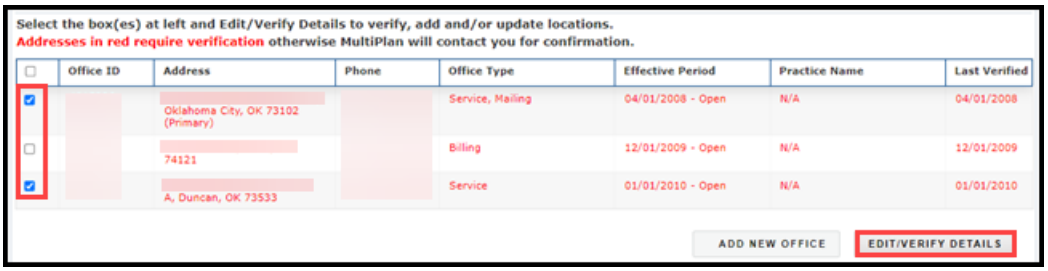
Step	Action
	Enter the **street address and zip code** into the appropriate fields. The City, State, County, and Country will auto populate after proceeding to the next screen.  ***Important:*** When adding a Practice Name, only enter the doing business as (DBA) portion of the entity name. ***Example:*** Mesa Family First Physicians, only enter Family First Physicians. If an incomplete or incorrect zip code is entered, an error message will populate advising the user the zip code is not correct. Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: 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.
3.d	**Phone and Fax Update:** Enter the **phone** and **extension**, when applicable, and **fax** number into the appropriate fields.  ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters.

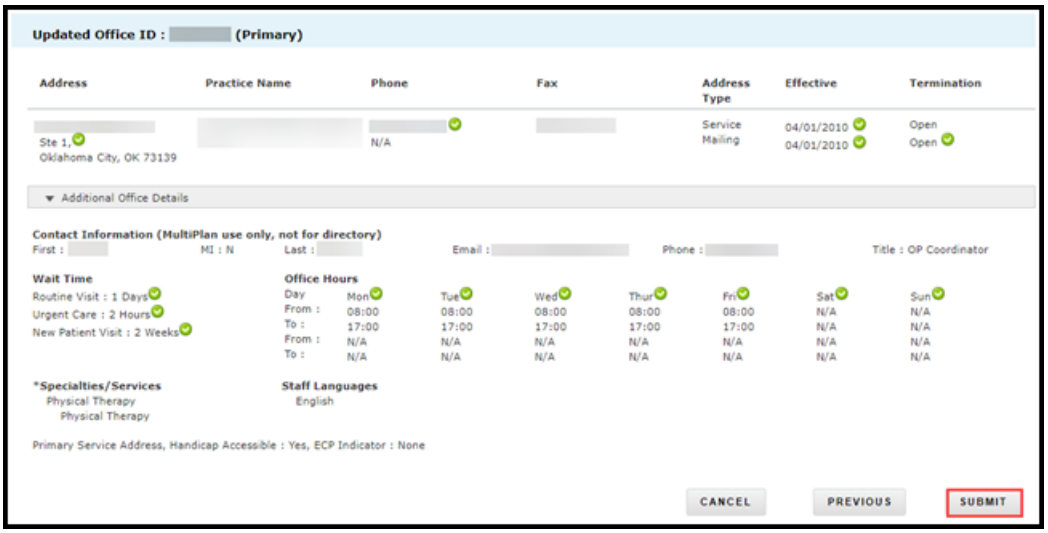
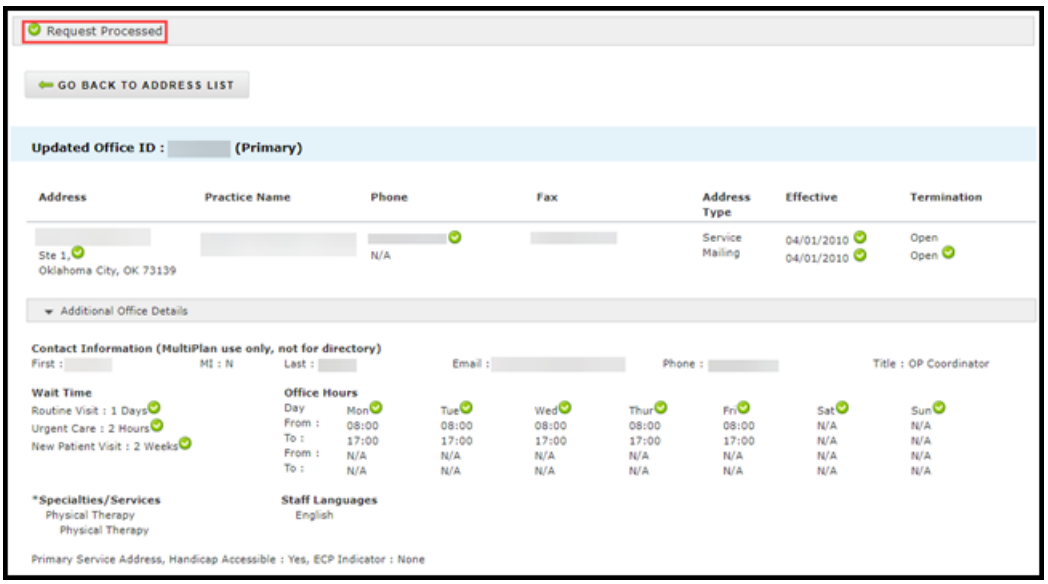
Step	Action
	If phone and fax numbers are entered incorrectly, an error message will populate advising the user the format is not correct.
3.e	**Office Type Update:** Select the appropriate office type by checking the box next to Service, Billing, and/or Mailing. • If the office **does not** have a set termination date, **check** the **Currently Open (if checked)** box next to the address type. • If the office **does** have a termination date, **do not check** the **Currently Open (if checked)** box and enter the date in the **Address Termination Date** field.  ***Important:*** If an address does not have a termination date and the Currently Open (if checked) box is checked, the address will be assigned the 12/31/9999 evergreen date, which means the office does not have a termination date. If the date is entered incorrectly, an error message will populate advising the user the date is incorrect. ***Example:*** If 02/30/2021 is entered, this will trigger an error message because February does not have 30 days in it. Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: 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.
3.f	**Additional Office Details Update:** Complete the appropriate fields to include additional office details for the practitioners address.

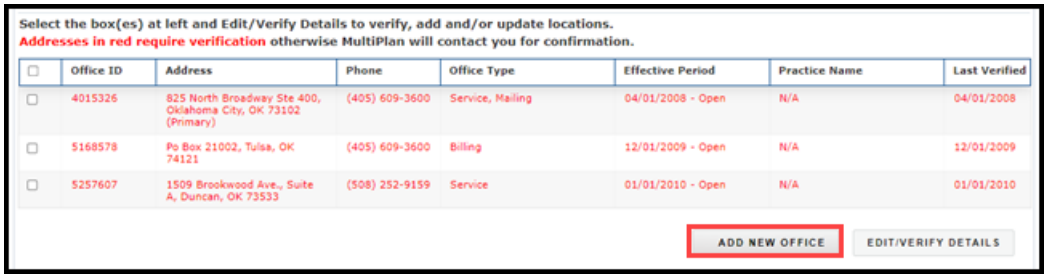
Step	Action
	 • **Contact Information**: Enter the information for the best contact at the office. ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone numbers are entered incorrectly, an error message will populate advising the user the format is not correct. Contact First, MI, and Last name fields will not accept numerical values. If numerical values are entered an error message will populate advising of the incorrect format. Contact email address must include the at symbol (@) and a dot followed by the domain name. If email address does not include the at symbol (@) and a dot followed by the domain name, an error message will populate advising of the incorrect format. • **Wait Time**: Use the dropdowns to select the appropriate wait times for the office. A selection must be made in both dropdowns for the information to be saved or an error

Step	Action

	message will populate advising the user of the incomplete fields.
	
	• **Office Hours**: Use the drop downs to enter the office hours for each day.
	  ○ A selection must be made in the **to** and **from** dropdowns when the office is operating during business hours.
	  ○ If the office is **closed** or by **appt** only, the **From** dropdown only needs to be selected and the **To** dropdown will auto populate.
	  ○ The **Click Here to Set Same Hours as Monday for Mon-Fri** button will populate the office hours for each day after Monday is entered.
	  ○ The **Set Default** button will apply the default 8:00 AM-5:00 PM office hours with no lunch break.
	
	• **Staff Languages**: 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.
	 

Step	Action
	• ***Specialties/Services**: Select the check box next to 1 or more services listed under the specialties that are applicable to the location. • **Office Indicators Update:** 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.
3.g	**Updating Primary Service Address:** If multiple locations are listed, the user has the ability to choose which location will be listed as primary. Locate and check the box for the currently listed primary address and the address that will be the new primary address and select **EDIT/VERIFY DETAILS**.  Go to the **Additional Details** section of the second address and check the box next to **Primary Service Address**. ***Note:*** The address will not be saved as primary until the record is saved.
3.h	After all updates are complete select the **NEXT** button.

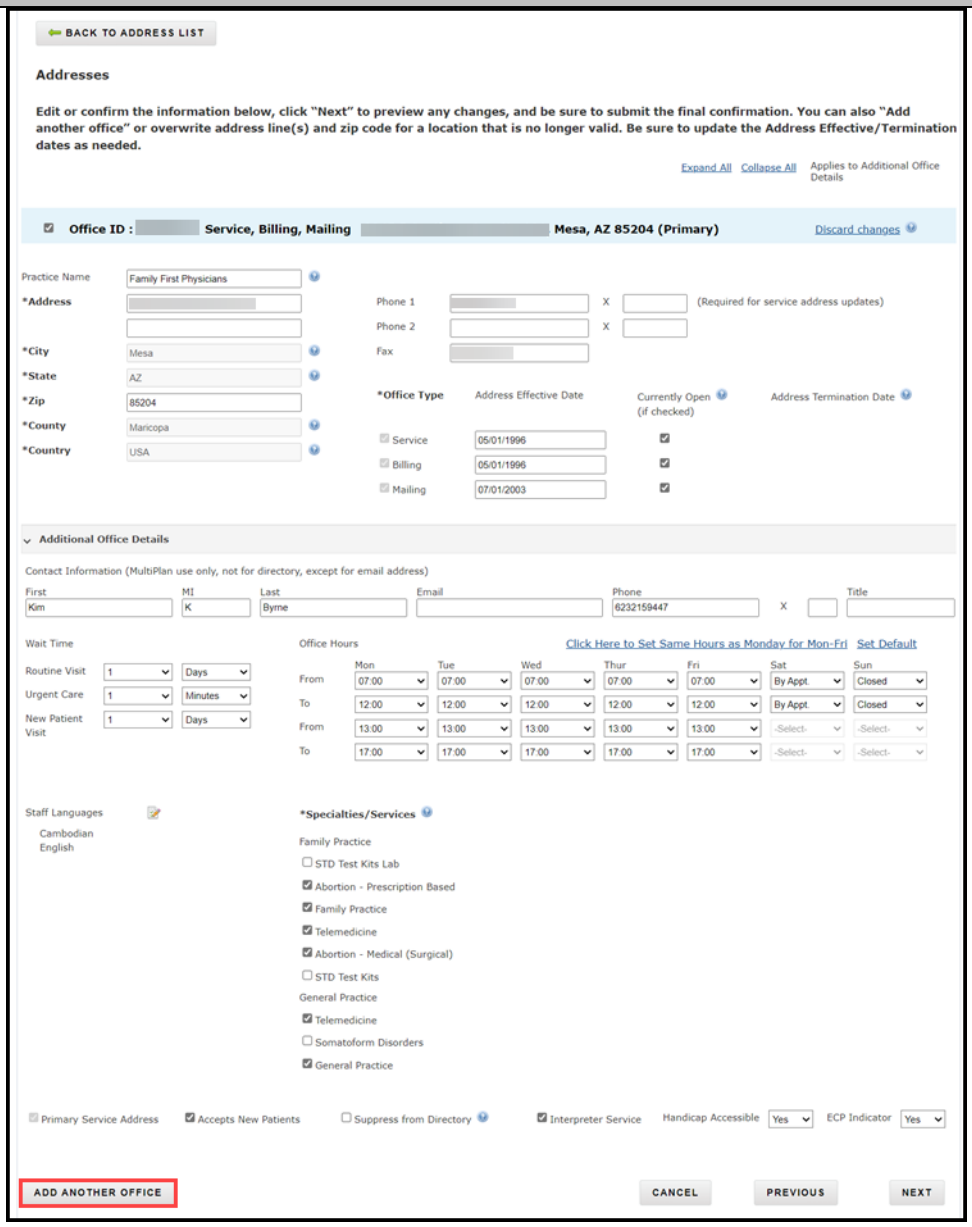
Step	Action
	  The summary page will display a green check mark next to each field that was updated. Review the updates and then click **SUBMIT** to save the changes.  A confirmation page will load displaying all updates that were made and that the request has been processed. 

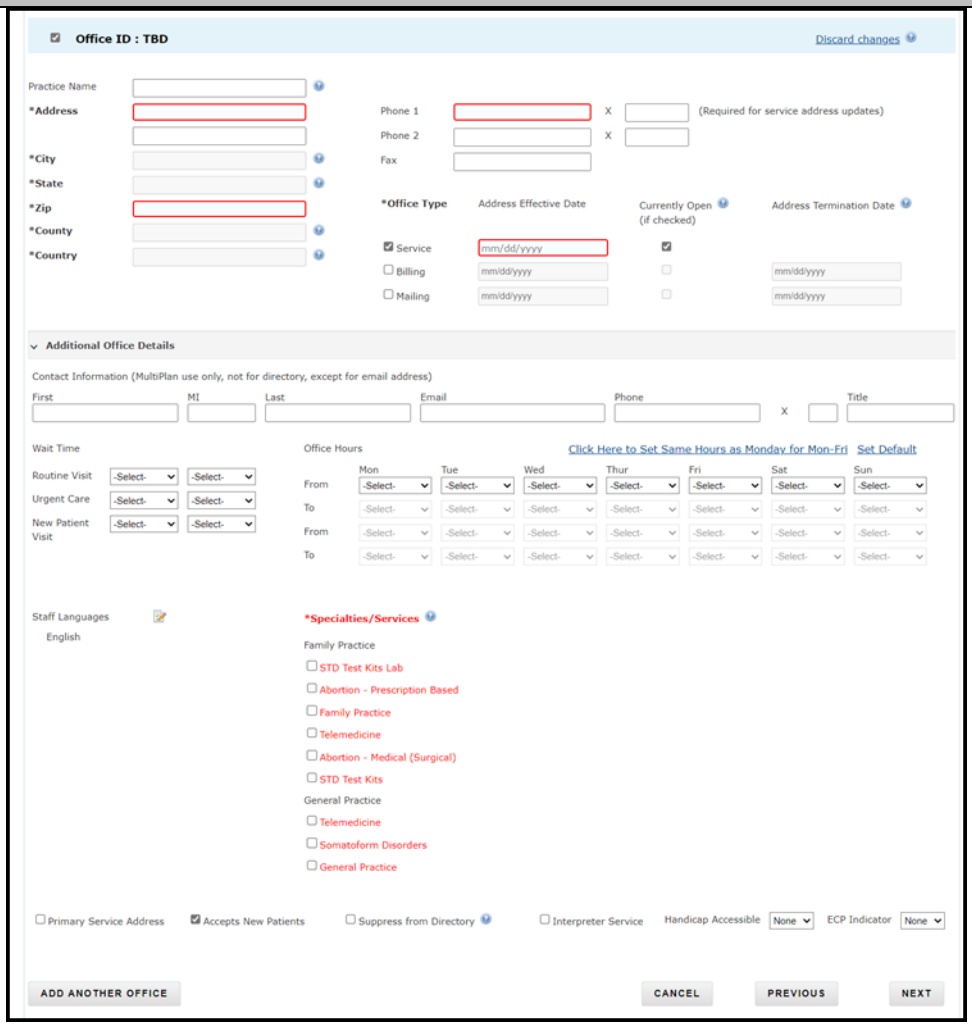
Step	Action
3.i	**Adding a New Office:** A new address can be added in 3 different ways. Users can select **ADD A NEW OFFICE**, **ADD ANOTHER OFFICE**, or make updates to an **existing office** to add a new office. Follow the steps below for adding a new address. • Select the **ADD NEW OFFICE** button from the **View Practitioners** screen.  • Select the **ADD ANOTHER OFFICE** button form the **EDIT/VERIFY DETAILS** screen.

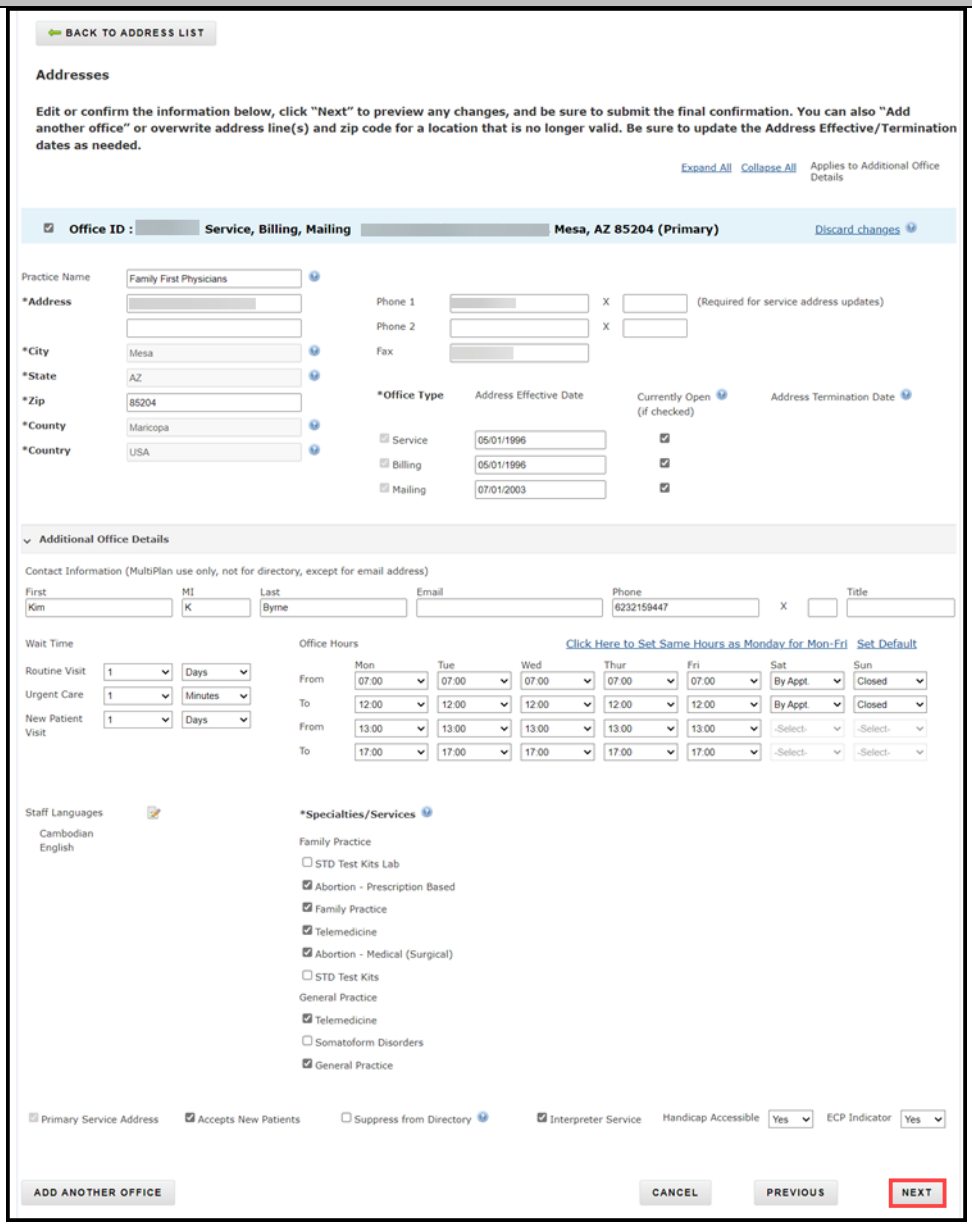
Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations.
Addresses in red require verification otherwise MultiPlan will contact you for confirmation.

	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
☐	4015326	825 North Broadway Ste 400, Oklahoma City, OK 73102 (Primary)	(405) 609-3600	Service, Mailing	04/01/2008 - Open	N/A	04/01/2008
☐	5168578	Po Box 21002, Tulsa, OK 74121	(405) 609-3600	Billing	12/01/2009 - Open	N/A	12/01/2009
☐	5257607	1509 Brookwood Ave., Suite A, Duncan, OK 73533	(508) 252-9159	Service	01/01/2010 - Open	N/A	01/01/2010

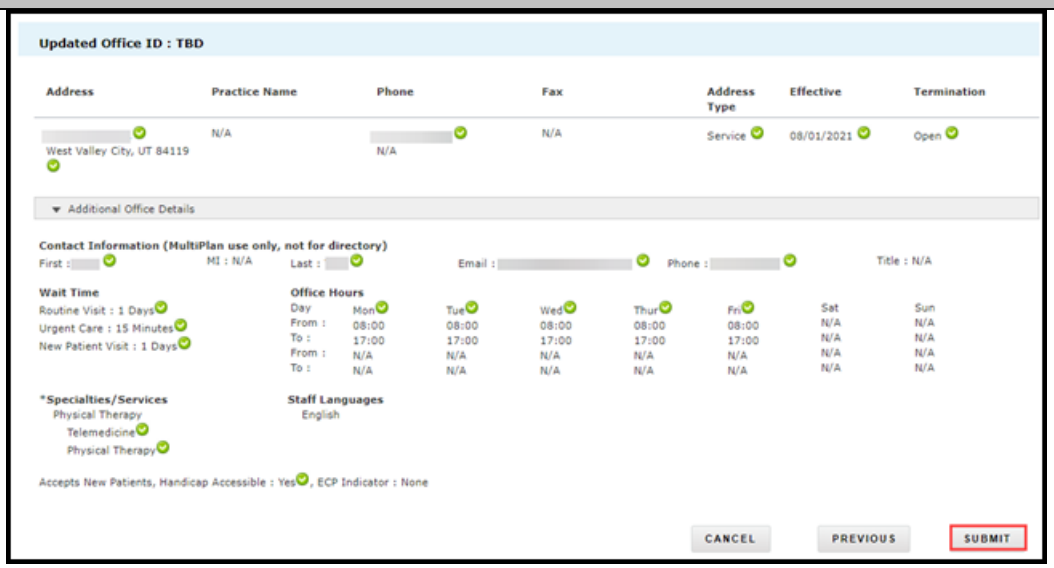
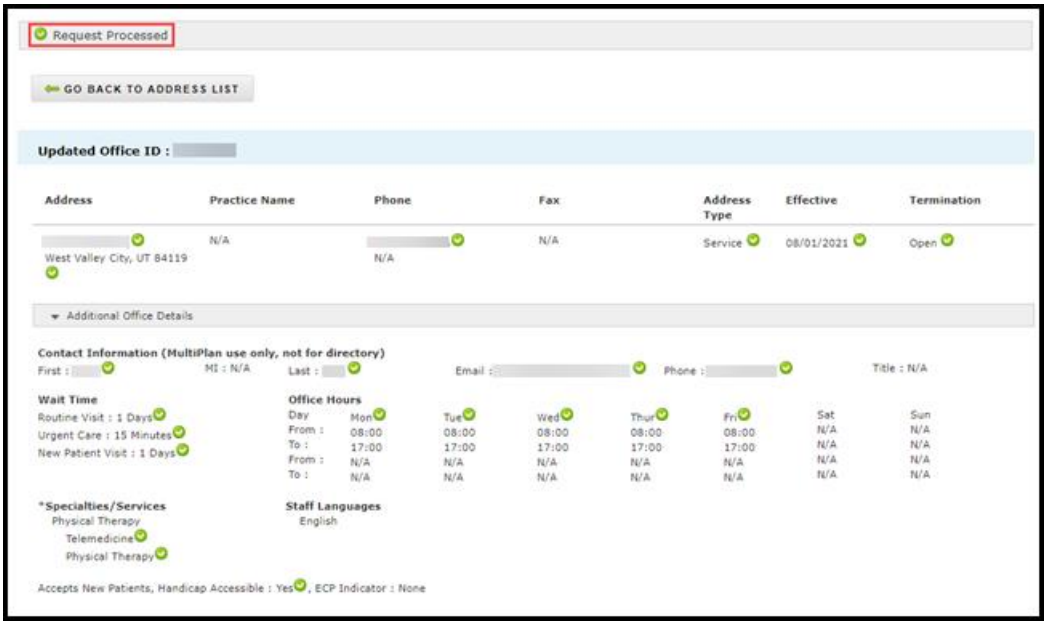
ADD NEW OFFICE EDIT/VERIFY DETAILS

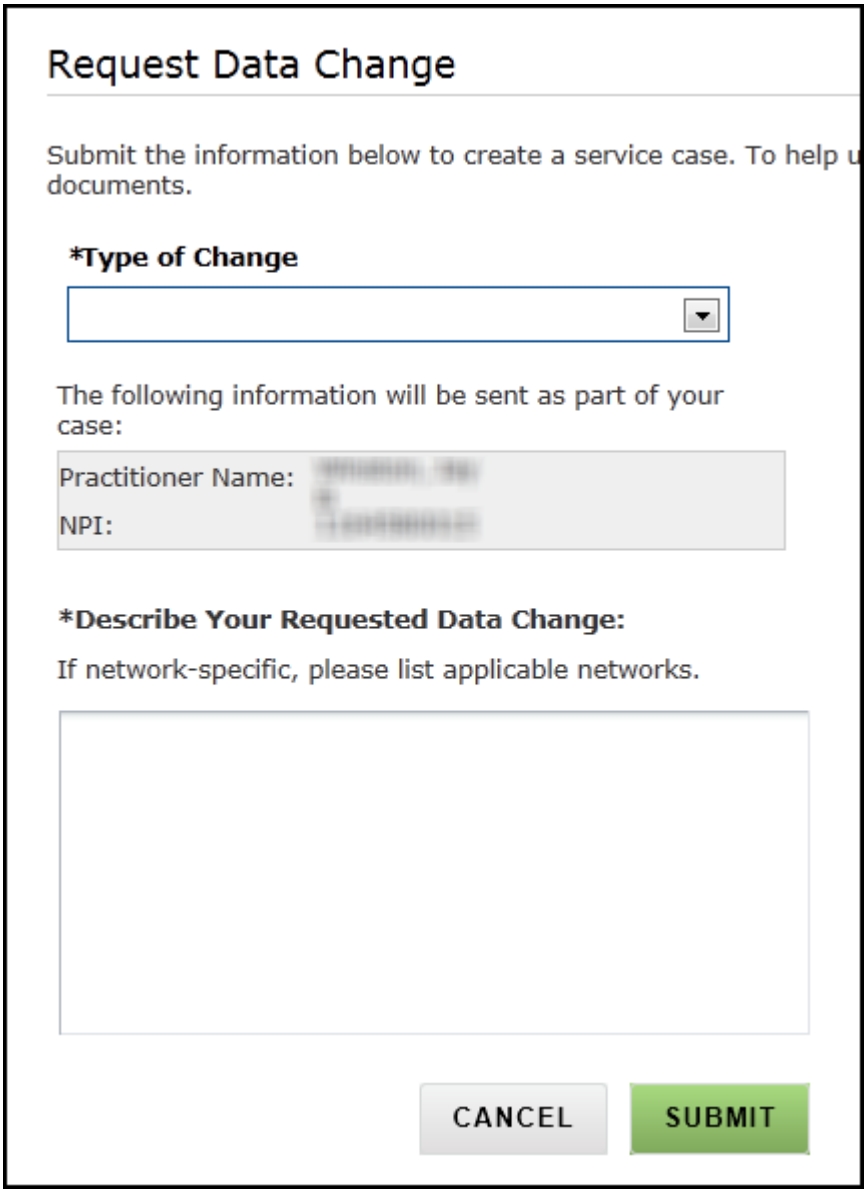
Step	Action
	 The following page will populate after selecting the **ADD NEW OFFICE** or **ADD ANOTHER OFFICE** option. Complete all appropriate fields and select next. The wait times, office hours, staff languages, specialties/services, and office indicators are only required if the office is a service location.

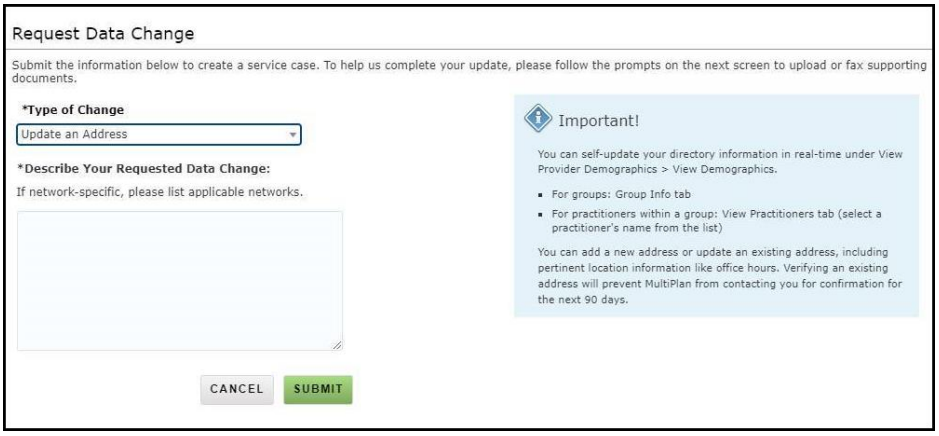
Step	Action
	 ***Note:*** • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. The following page will populate after selecting an **existing address** to overwrite with the new address. Complete all appropriate updates and select next.

Step	Action
	 • Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in:

Step	Action
	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. • When updating an existing address to add a new office location, the effective dates of the existing office type will become blank once the new address is entered and will require the user to enter effective date for the new address. • If the original existing office was listed as the primary, the newly added office will become the primary location once the record is saved. • After the record is saved, the original address will be terminated 1 day before the effective date of the new address and will no longer be visible to portal users. ***Note:*** • The Office ID is an internal number assigned by MultiPlan and will populate after the record is saved. • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. A summary page will load displaying the newly added address. Click submit to complete the request. • If additional edits are needed click the previous button. • If the address was added in error click the cancel button.

Step	Action
	 A confirmation page will load displaying the newly added address and that the request has been processed. 
4.	If needed, users can open a customer service case by clicking the **Request Data Change** link. Request Data Change

Step	Action
	Select **Type of Change** from the dropdown, enter in a detailed note in the **Describe Your Requested Data Change** field, and click the **Submit** button.  ***Note:*** If requesting a data change for an address update, an Important message will populate advising the user they can add a new address or update existing

Step	Action
	addresses using the demographic updates feature for individual practitioners and groups. 
5.	To return back to search results, click the **Back to Results** button.

Individual Practitioner Access

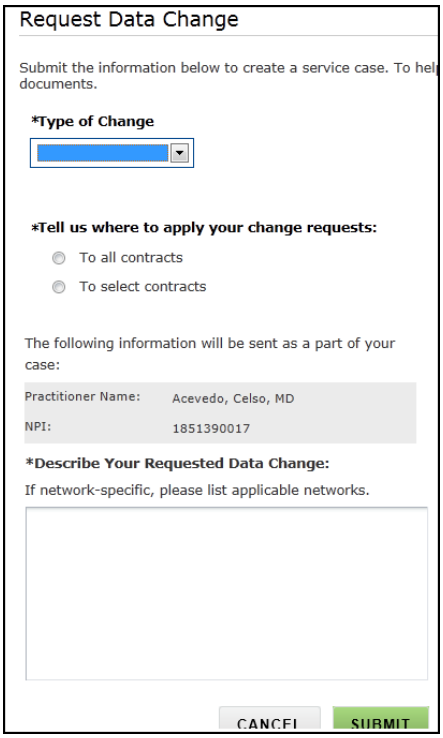
Introduction

When accessing an individual practitioner record, there are three options/tabs available; **Practitioner Info**, **Contracts**, and **Address**.

Note: The **Request Date Change** link is available in the upper right hand corner. By clicking this, a customer service case can be created.

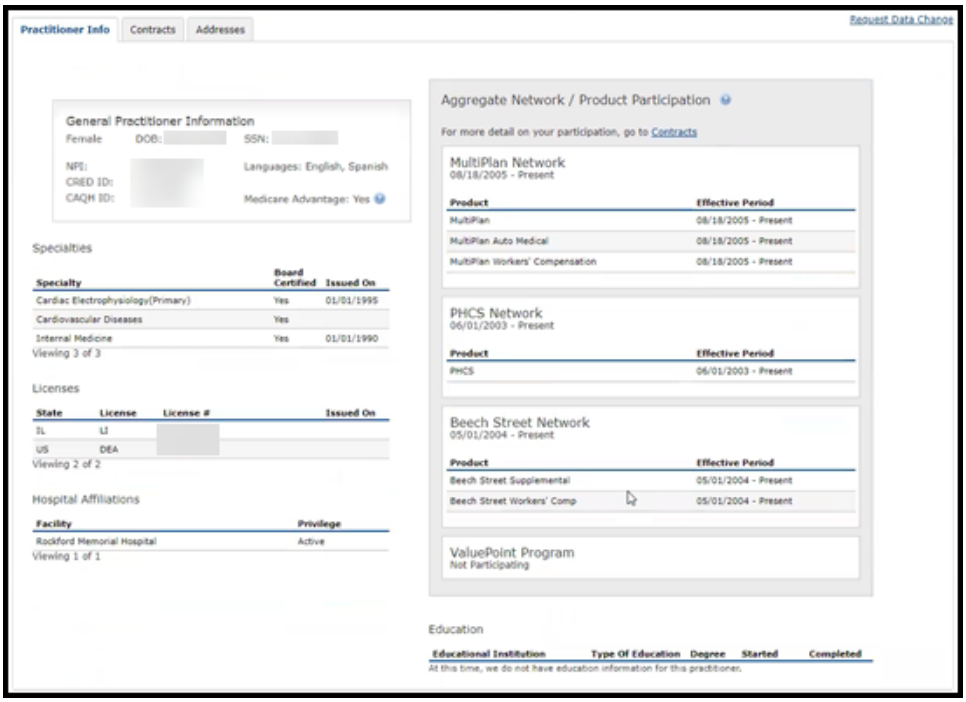
- Click link
- Select **Type of Change** from the dropdown

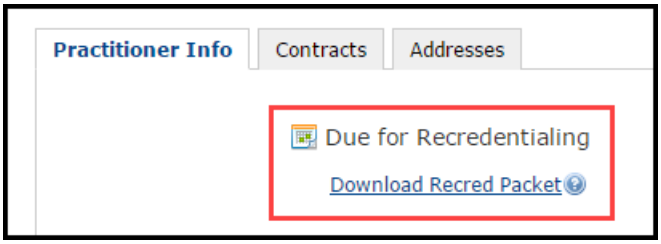
- Select contract
- Type in a detailed note in the **Describe Your Requested Data Change** field
- Click the **Submit** button

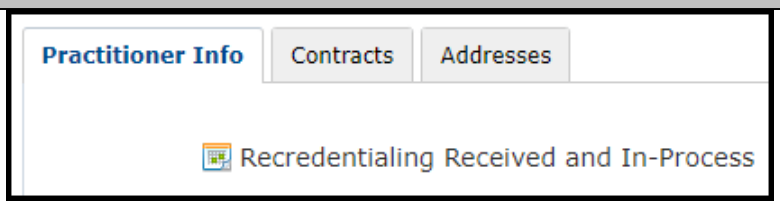
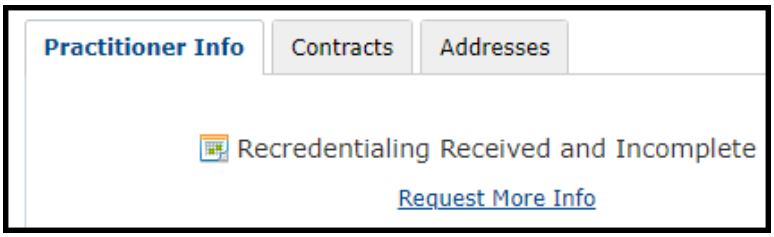
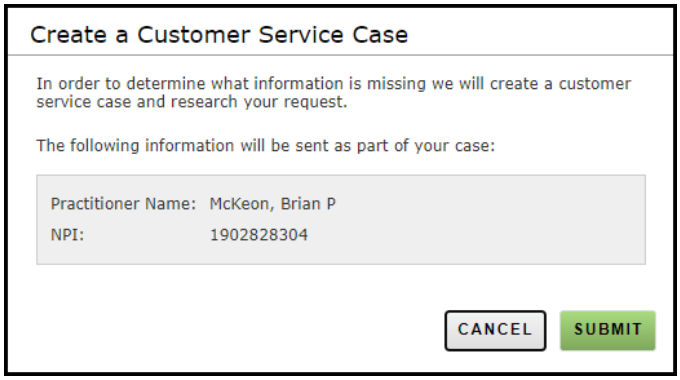


Practitioner Info Tab

The Practitioners Info tab displays general information MultiPlan has on file.



Field	Description
Recredentialing Notice's	The Download Recred Packet notification link is utilized to download a recredentialing packet. When the link is clicked, the packet will pop up in a separate window in PDF format, which can be downloaded or printed. Once the packet is filled out it can be attached to a customer service case. See below for the different types of Recredentialing notifications. <u>Due for Recredentialing notification:</u>  <u>Recredentialing Received and In-Process notification:</u>

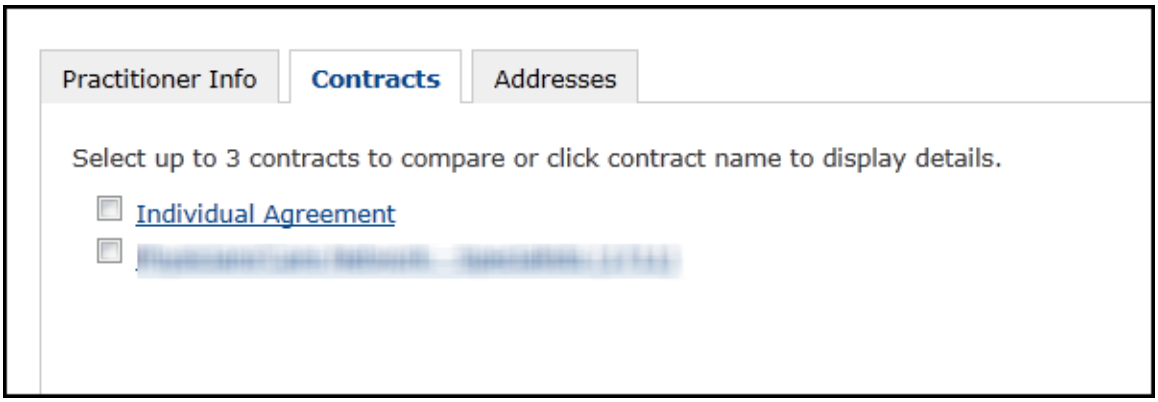
Field	Description
	 <u>Recredentialing Received and Incomplete notification:</u>  ***Note:*** When **Request More Info** is selected, a pop up will appear confirming a new service case will be created to determine what information is missing. 
General Practitioner Information	This section displays general information about the practitioner: • Sex • Date of birth • SSN • NPI • Cred ID • CAQH ID • Languages

Field	Description
	• Medicare Advantage participation (only displays if the provider is participating in Medicare Advantage)
Specialties	This section displays the practitioner's specialties, board certifications, and issued on dates.
Licenses	This section displays the practitioner's licenses by state, type, number, and issued on date.
Hospital Affiliations	This section displays the practitioner's hospital affiliations by facility and privilege.
Aggregate Network/ Product Participation	This section displays the practitioner's network affiliation with effective dates and product(s) with the corresponding effective date(s).
Education	This section displays the practitioner's education by institution, type of education, degree, started and completed dates.

Contracts Tab

The **Contracts** tab displays all of the active contracts related to the practitioner. To access, click on the desired contract in blue.

Note: Users do not have access to view and update group demographic information for individual agreement contracts.



If there is an administrator for the group contract, the page will display as follows:

Practitioner Info | Contracts | Addresses

Request Data Change

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.

Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
4257545	MILWAUKEE, WI 53213 (Primary)		Service, Mailing	06/01/2002 - Open	Advanced Orthotics & Prosthetics	06/19/2009
1032497	New Berlin, WI 531514484		Service, Billing, Mailing	03/01/2005 - Open	N/A	06/19/2009
3528636	Milwaukee, WI 53234		Billing	06/01/2002 - Open	N/A	06/19/2009
4257092	WEST ALLIS, WI 53227		Service, Billing, Mailing	06/01/2002 - Open	Aim Occupational Health Service	06/19/2009
4272704	Milwaukee, WI 53234		Billing	07/02/2008 - Open	Fantastic Practice For U	06/19/2009

ADD NEW OFFICE | EDIT/VERIFY DETAILS

Active TINs

03/01/2005 - Present
03/01/1995 - Present
03/01/1995 - Present
03/01/1995 - Present
03/01/2005 - Present
03/01/1995 - Present
01/01/2009 - Present
03/01/1995 - Present
03/01/1995 - Present
03/01/1995 - Present

Viewing 10 of 18 View All

Terminated TINs

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

Contract Effective Period: 06/01/2002 - Present

Active Network/Products

MultiPlan Network
03/01/2005 - Present

Product	Effective Period
MultiPlan	03/01/2005 - Present

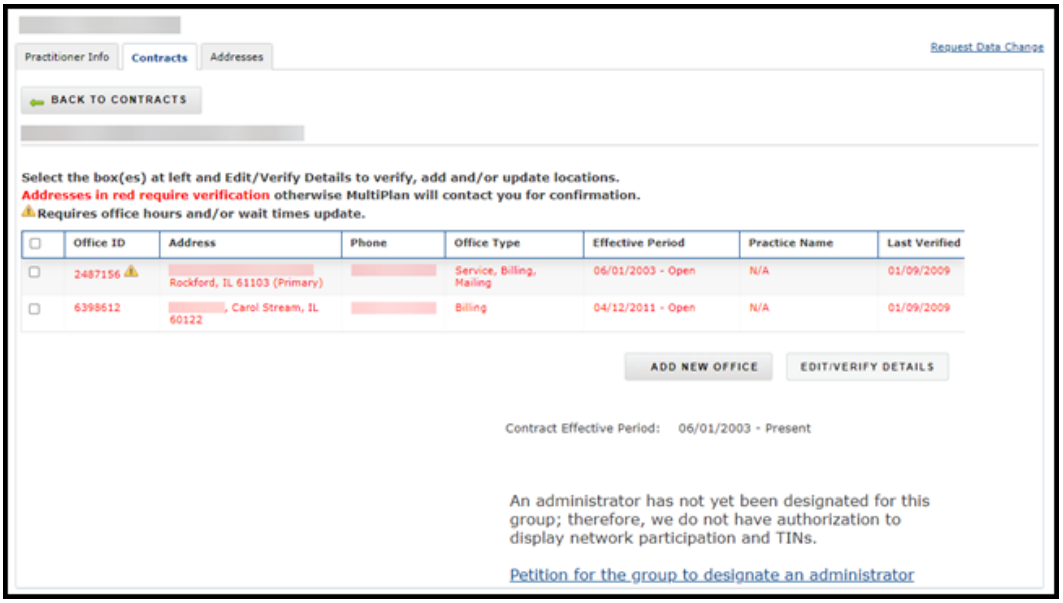
PHCS Network
06/01/2002 - Present

Product	Effective Period
PHCS	06/01/2002 - Present

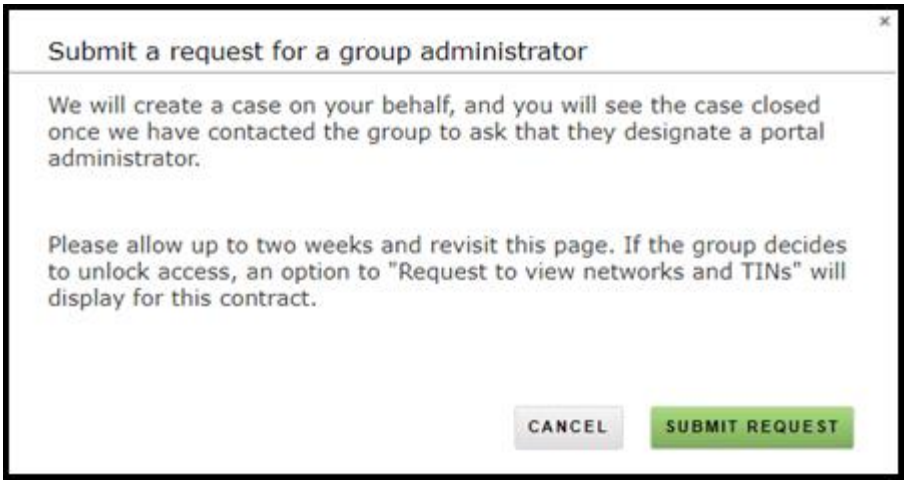
HealthEOS Network
03/01/2005 - Present

Product	Effective Period
HealthEOS	01/01/2006 - Present
HealthEOS Plus	01/01/2006 - Present
HealthEOS Select	09/01/2009 - Present
HealthEOS Select Plus	09/01/2009 - Present
HealthEOS Workers' Compensation	03/01/2005 - Present
HealthEOS Auto Medical	11/01/2013 - Present

If there is not an administrator for the group contract, the page will display as follows:



Note: When **Petition for the group to designate an administrator** is selected, a pop up will appear confirming a new service case will be created to determine the administrator for the practitioner.



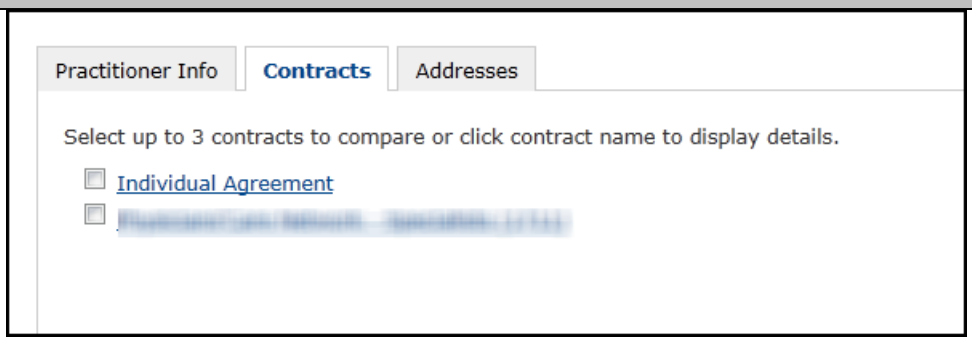
Field	Description
Back to Contracts	Clicking this button returns view to list of contracts.

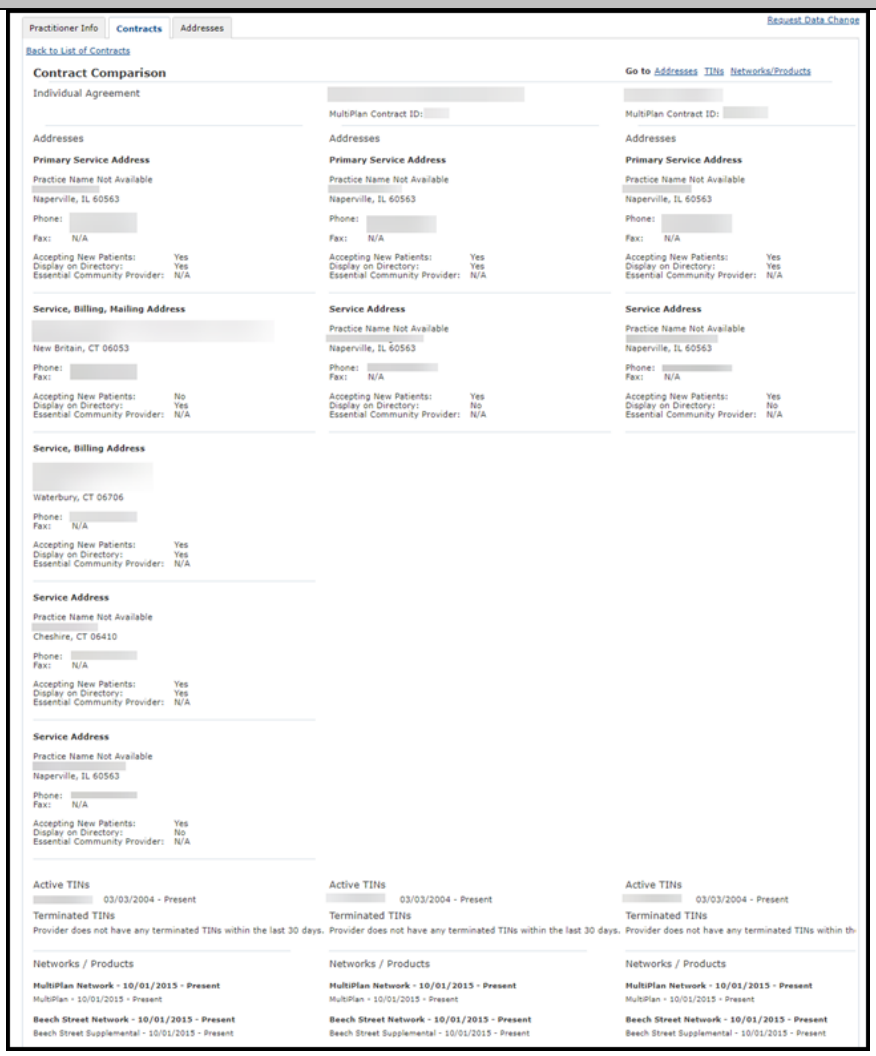
Field	Description
Addresses	This section houses all the practitioner addresses associated with the group contract including the office ID (this is an internal number assigned by MultiPlan), applicable phone and fax numbers, office type, effective period, practice name (if applicable), and the last verified date. This section gives users the ability to view and/or edit office demographics for all practitioner addresses associated with the group. See the **Viewing and Updating Group Contract Demographics** section below for steps on updating group demographics.
Active TINs	The active TINs associated with the group are captured here with the effective dates.
Terminated TINs	The terminated TINs associated with the group are captured here with the effective dates. Terminated TINs are listed here for only 30 days after the term date.
Contract Effective Period	This displays the effective period of the contract.
Active Network/ Products	This section represents network affiliation with effective dates and product(s) with the corresponding effective date(s).

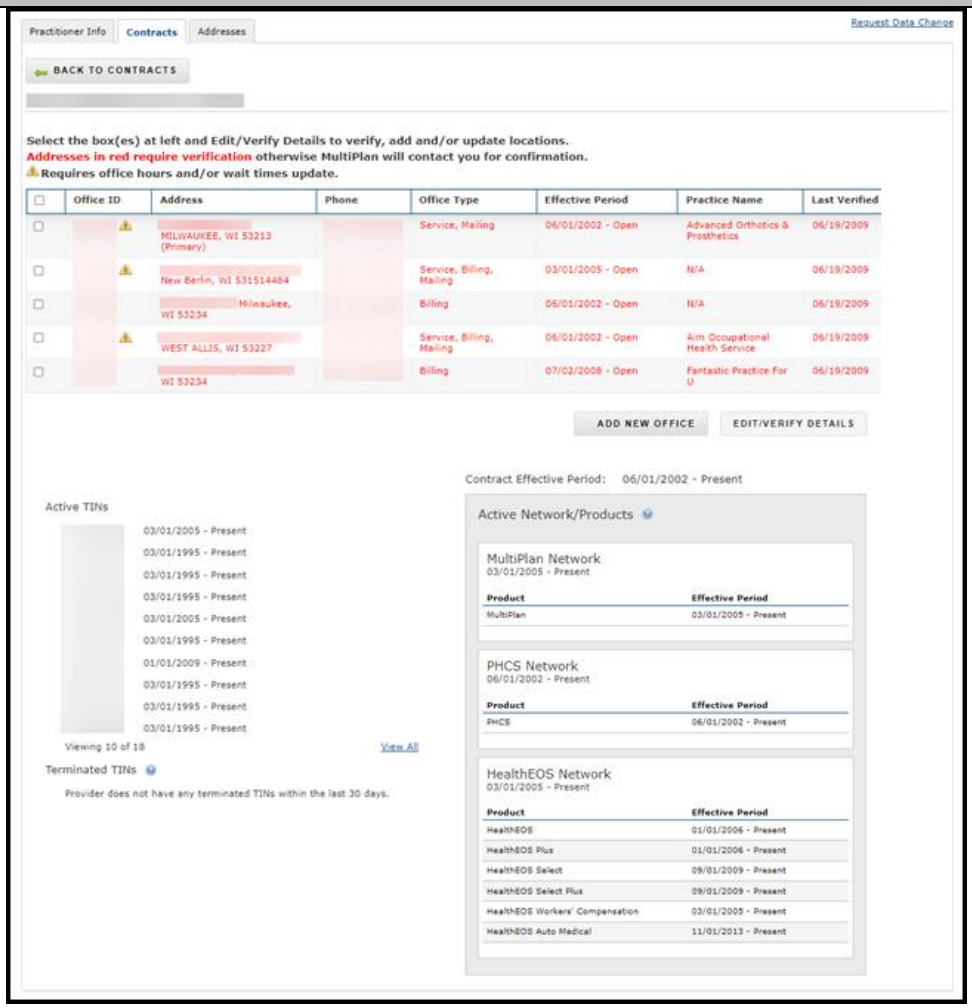
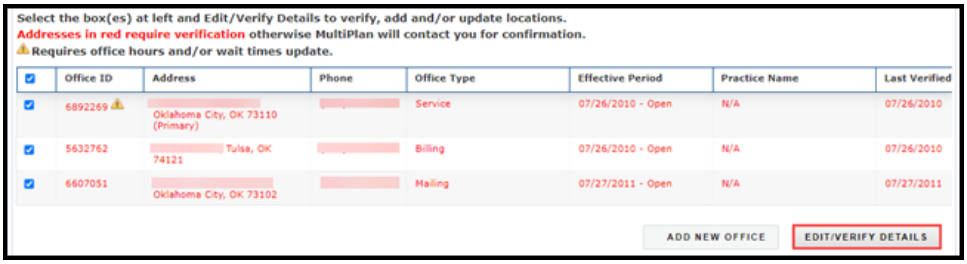
Viewing and Updating Group Contract Demographics

To view and/or update group contract demographics, follow the steps below.

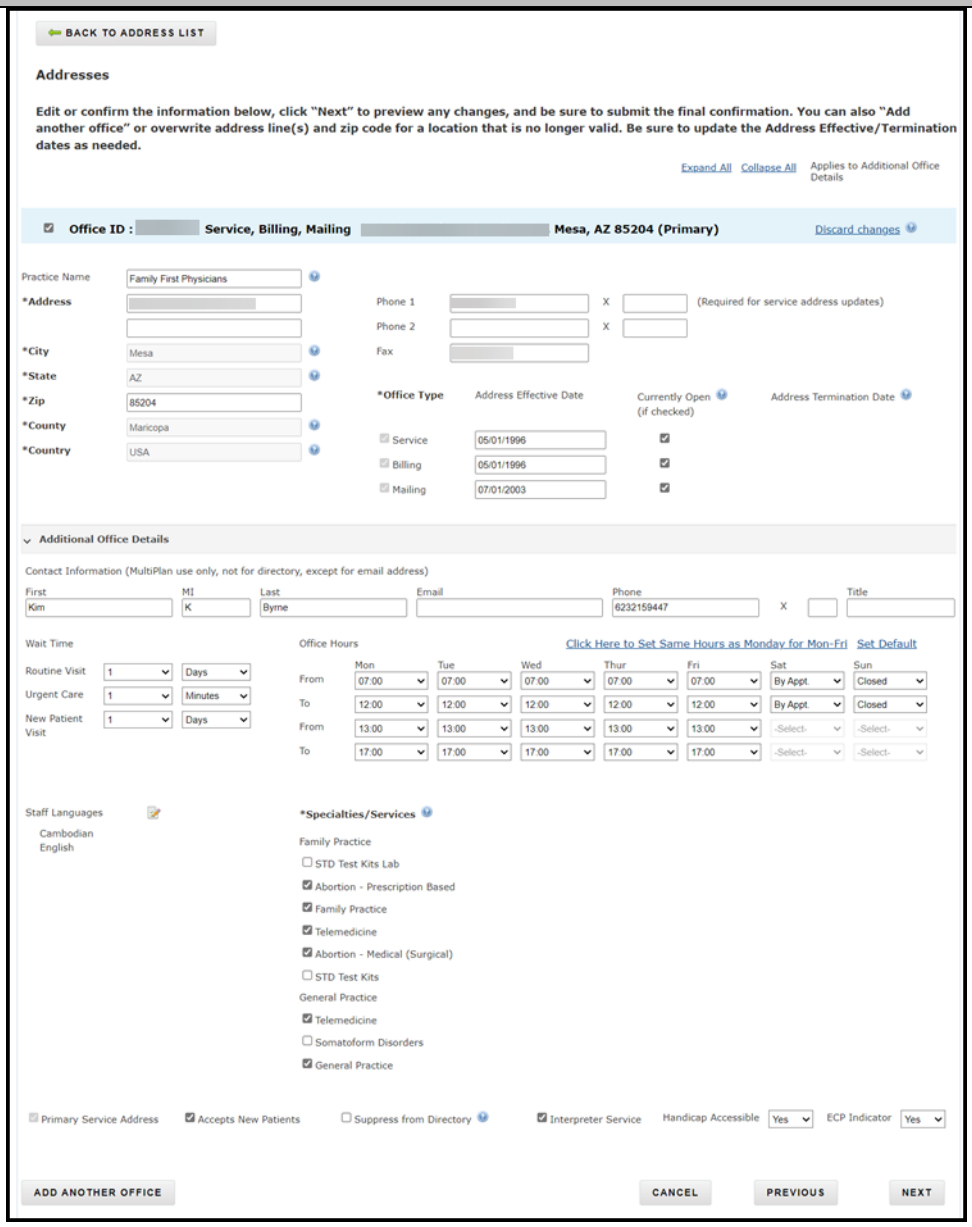
Step	Action
1.	Locate and click the desired Contract name in blue. ***Important:*** Users do not have access to update group demographic information for individual agreement contracts.

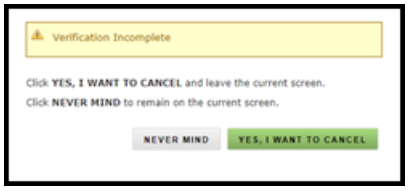
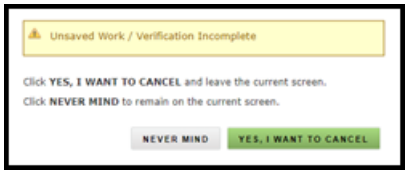
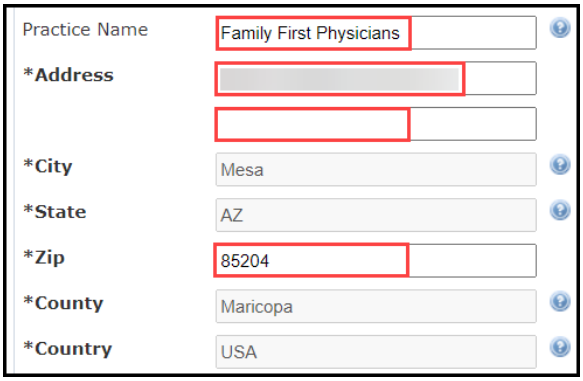
Step	Action
	 Users also have to ability to compare up to 3 contracts. • Select the check box next to up to 3 contracts and then select **Compare**. • This will show a cpomparison of each contracts Addresse(s), active and terminated TIN(s) and Network Information.

Step	Action
	 Practitioner Info | Contracts | Addresses Request Data Change Back to List of Contracts Contract Comparison Go to Addresses TINs Networks/Products Individual Agreement MultiPlan Contract ID: Addresses Primary Service Address Practice Name Not Available Naperville, IL 60563 Phone: Fax: N/A Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A Service, Billing, Mailing Address New Britain, CT 06053 Phone: Fax: Accepting New Patients: No Display on Directory: Yes Essential Community Provider: N/A Service, Billing Address Waterbury, CT 06706 Phone: Fax: N/A Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A Service Address Practice Name Not Available Cheshire, CT 06410 Phone: Fax: N/A Accepting New Patients: Yes Display on Directory: Yes Essential Community Provider: N/A Service Address Practice Name Not Available Naperville, IL 60563 Phone: Fax: N/A Accepting New Patients: Yes Display on Directory: No Essential Community Provider: N/A Active TINs 03/03/2004 - Present Terminated TINs Provider does not have any terminated TINs within the last 30 days. Networks / Products MultiPlan Network - 10/01/2015 - Present MultiPlan - 10/01/2015 - Present Beech Street Network - 10/01/2015 - Present Beech Street Supplemental - 10/01/2015 - Present
2.	Address, TIN, and Network information will appear.

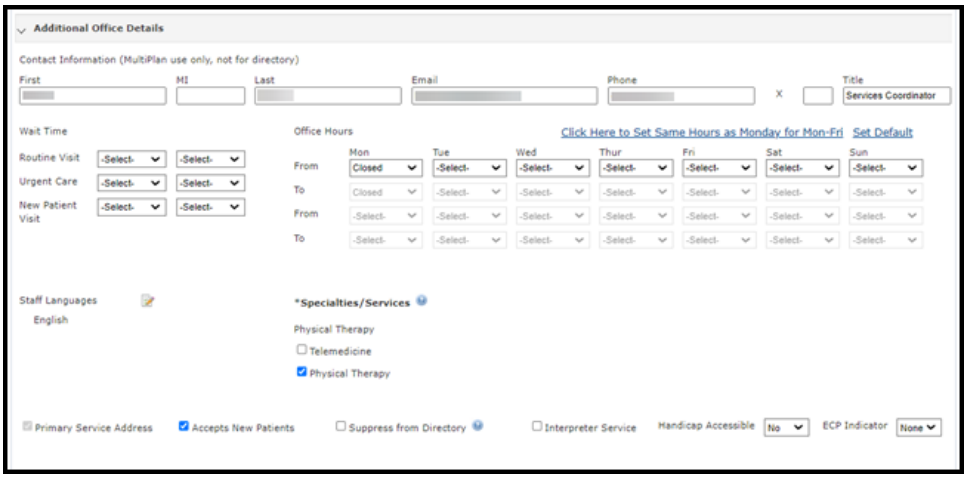
Step	Action
	
2.a	To edit and/or view the practitioner group contract demographics, locate and check the box for each address that requires an edit or verification and select **EDIT/VERIFY DETAILS**. 

Step	Action
	Note: Addresses listed in **red** have not been verified within the past 90 Days and require verification. Addresses listed with the yellow exclamation icon require office hours and/or wait times update. Users can select as many addresses that need edit or verification. Once the address has been edited and/or verified, it will be displayed in black font on the address list. If the practitioner only has one address on file, the Address Update page will be displayed once the practitioner is selected.
3.	Once on the address update page, the user will have the ability to make any necessary edits to the office demographics.

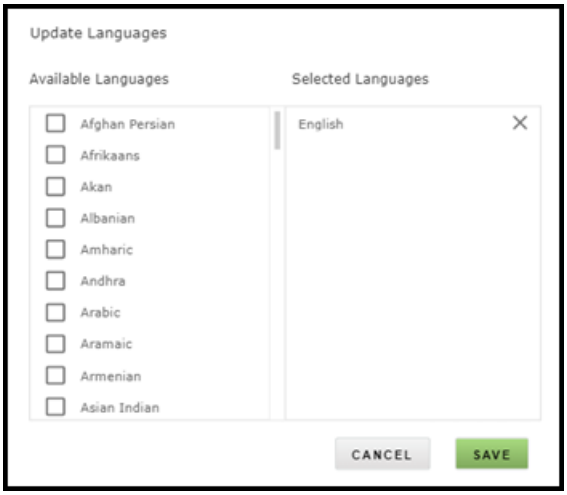
Step	Action
	 ***Note:*** Hover over the question marks available to view more information about that field. Use the **Expand All** or **Collapse All** buttons to expand or collapse all **Additional Office Details** for each selected office. Use the **Discard Changes** button to discard any changes that were made.

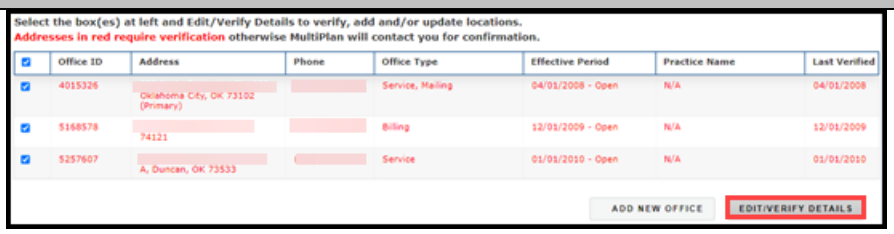
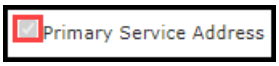
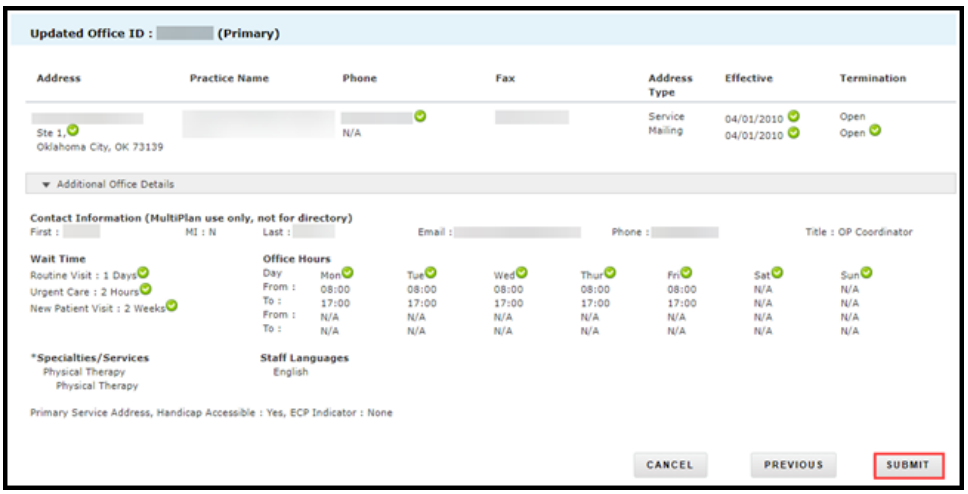
Step	Action
	Click **BACK TO ADDRESS LIST** to return to the list of addresses for the practitioner. • If verification is required and the address was not verified, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response.  • If edits were made to the address and verification is required, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response. 
4.	**Address Update:** Enter the **street address and zip code** into the appropriate fields. The City, State, County, and Country will auto populate after proceeding to the next screen.  ***Important:*** When adding a Practice Name, only enter the doing business as (DBA) portion of the entity name. ***Example:*** Mesa Family First Physicians, only enter Family First Physicians.

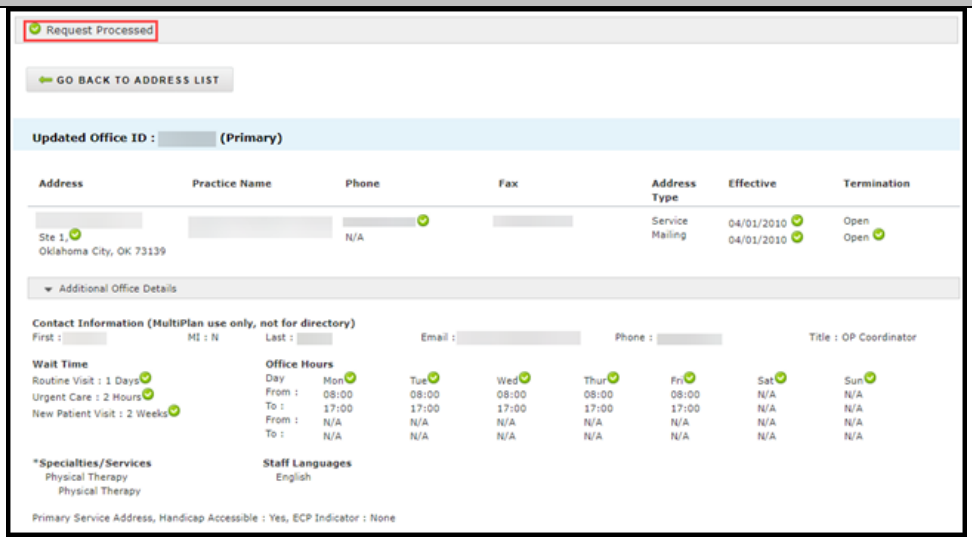
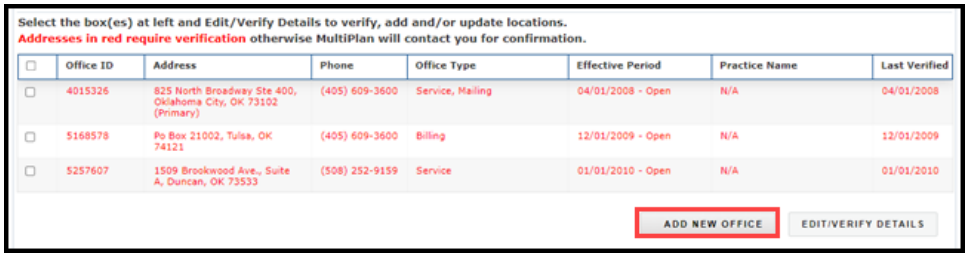
Step	Action
	Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address – include the relevant address information in the comment section. If an incomplete or incorrect zip code is entered, an error message will populate advising the user the zip code is not correct.
5.	**Phone and Fax Update:** Enter the **phone** and **extension**, when applicable, and **fax** number into the appropriate fields. Phone 1 X (Required for service address updates) Phone 2 X Fax ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone and fax numbers are entered incorrectly, an error message will populate advising the user the format is not correct.
6.	**Office Type Update:** Select the appropriate office type by checking the box next to Service, Billing, and/or Mailing. • If the office **does not** have a set termination date, **check** the **Currently Open (if checked)** box next to the address type. • If the office **does** have a termination date, **do not check** the **Currently Open (if checked)** box and enter the date in the **Address Termination Date** field. *Office Type / Address Effective Date / Currently Open (if checked) / Address Termination Date Service 04/01/2008 ☑ ☑ Billing 04/01/2008 ☐ 12/31/2015 Mailing 04/01/2008 ☑

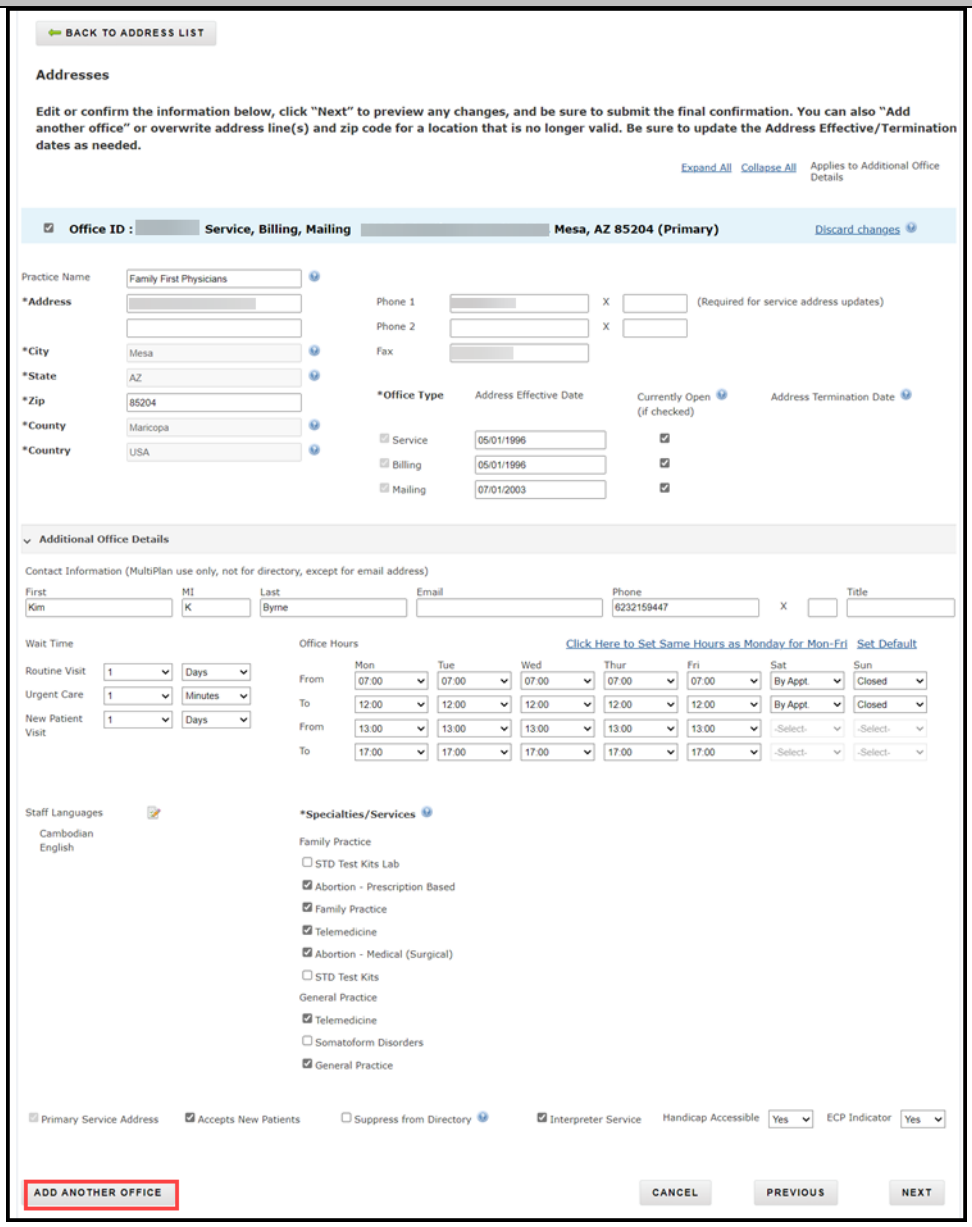
Step	Action
	Important: If an address does not have a termination date and the Currently Open (if checked) box is checked, the address will be assigned the 12/31/9999 evergreen date, which means the office does not have a termination date. If the date is entered incorrectly, an error message will populate advising the user the date is incorrect. ***Example:*** If 02/30/2021 is entered, this will trigger an error message because February does not have 30 days in it. Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: 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.
7.	**Additional Office Details Update:** Complete the appropriate fields to include additional office details for the practitioners address.  • **Contact Information**: Enter the information for the best contact at the office.

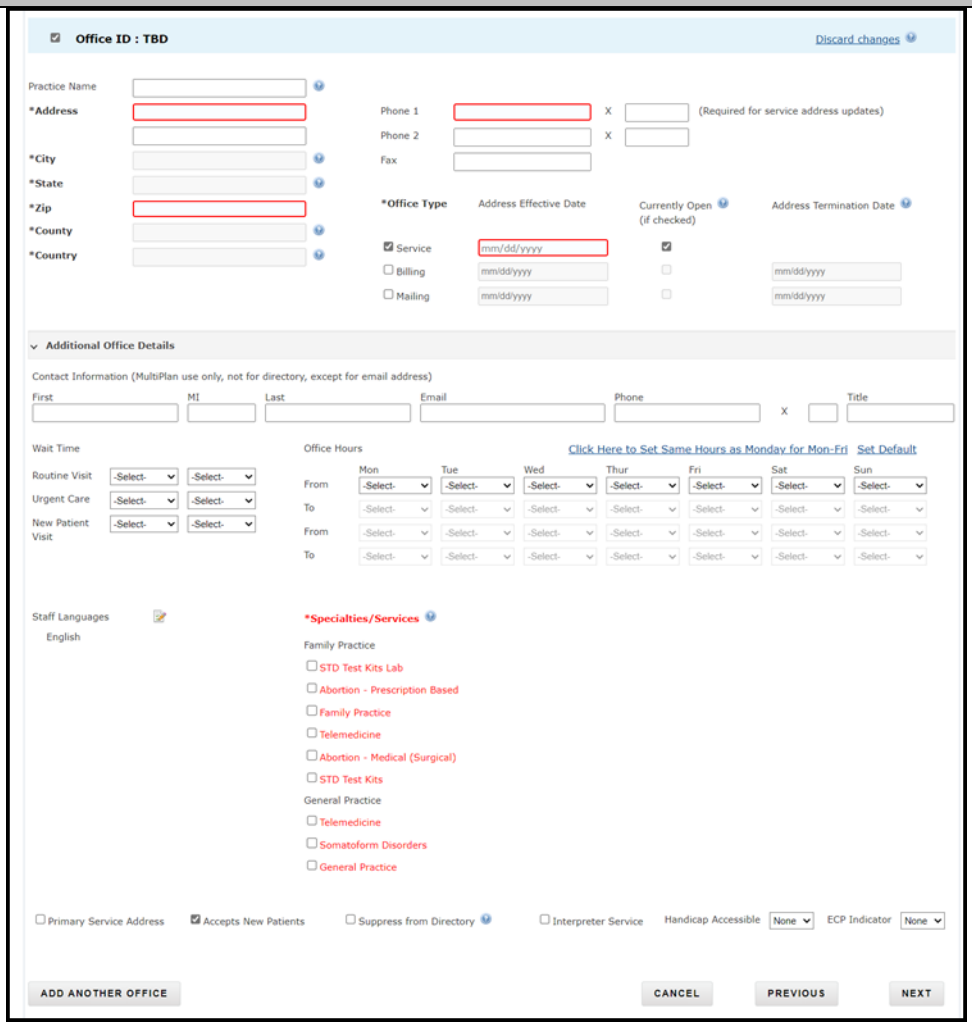
Step	Action
	Important: Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone numbers are entered incorrectly, an error message will populate advising the user the format is not correct. Contact First, MI, and Last name fields will not accept numerical values. If numerical values are entered an error message will populate advising of the incorrect format. Contact email address must include the at symbol (@) and a dot followed by the domain name. If email address does not include the at symbol (@) and a dot followed by the domain name, an error message will populate advising of the incorrect format. • **Wait Time**: Use the dropdowns to select the appropriate wait times for the office. A selection must be made in both dropdowns for the information to be saved or an error message will populate advising the user of the incomplete fields. • **Office Hours**: Use the drop downs to enter the office hours for each day. ○ A selection must be made in the **to** and **from** dropdowns when the office is operating during business hours. ○ If the office is **closed** or by **appt** only, the **From** dropdown only needs to be selected and the **To** dropdown will auto populate. ○ The **Click Here to Set Same Hours as Monday for Mon-Fri** button will populate the office hours for each day after Monday is entered. ○ The **Set Default** button will apply the default 8:00 AM-5:00 PM office hours with no lunch break.

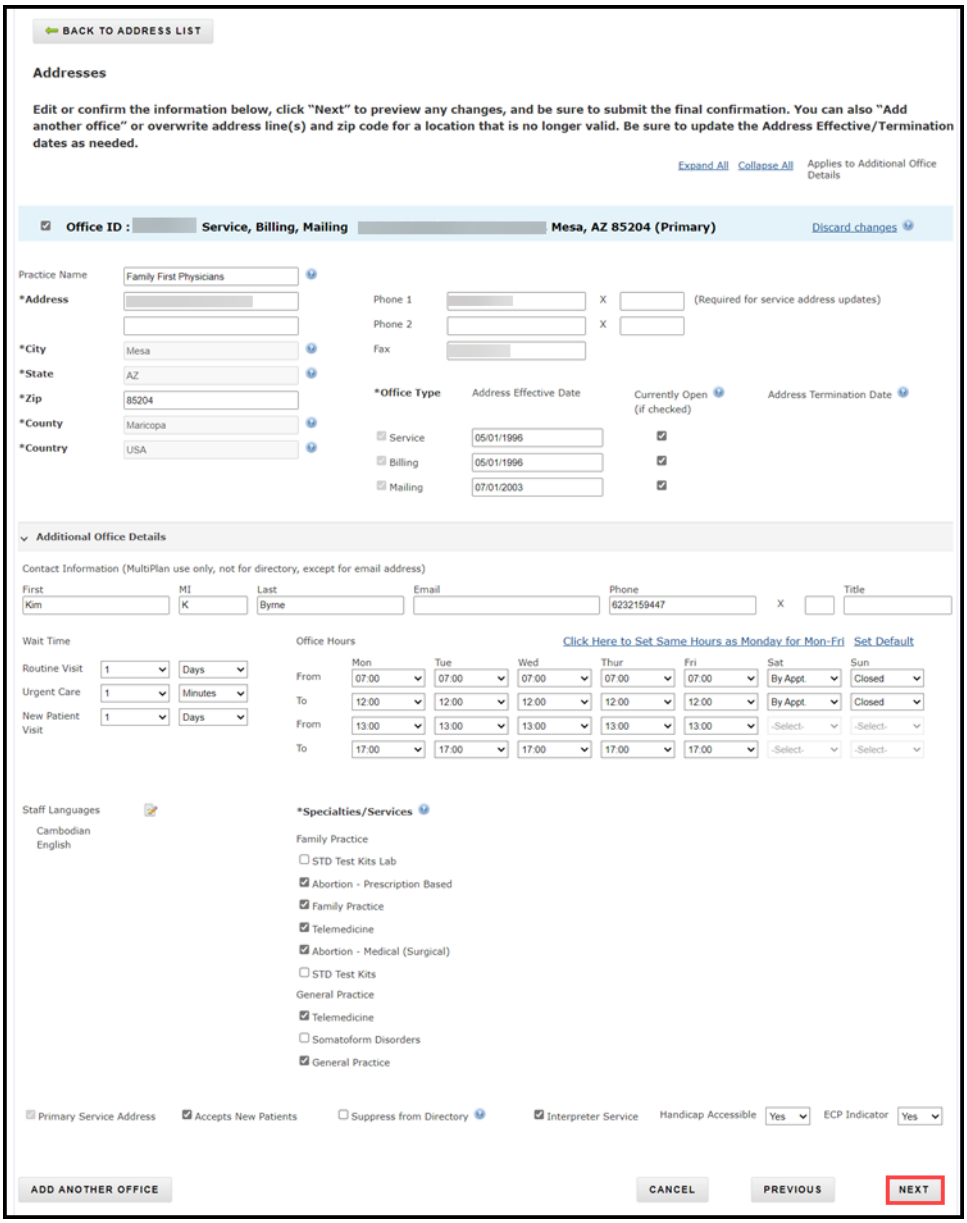
Step	Action
	• **Staff Languages**: Select the Pencil Icon next to staff languages. A new window will populate allowing users to select all languages spoken by the staff in the office. Check the appropriate boxes and select save.  • ***Specialties/Services**: Select the check box next to 1 or more services listed under the specialties that are applicable to the location. • **Office Indicators Update:** 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.
8.	**Updating Primary Service Address:** If multiple locations are listed, the user has the ability to choose which location will be listed as primary. Locate and check the box for the currently listed primary address and the address that will be the new primary address and select **EDIT/VERIFY DETAILS**.

Step	Action
	 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. Office ID | Address | Phone | Office Type | Effective Period | Practice Name | Last Verified 4015326 | Oklahoma City, OK 73102 (Primary) | Service, Mailing | 04/01/2008 - Open | N/A | 04/01/2008 5168578 | 74121 | Billing | 12/01/2009 - Open | N/A | 12/01/2009 5257607 | A, Duncan, OK 73533 | Service | 01/01/2010 - Open | N/A | 01/01/2010 ADD NEW OFFICE | EDIT/VERIFY DETAILS Go to the **Additional Details** section of the second address and check the box next to **Primary Service Address**.  Primary Service Address ***Note:*** The address will not be saved as primary until the record is saved.
9.	After all updates are complete select the **NEXT** button. CANCEL PREVIOUS NEXT 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 : (Primary) Address | Practice Name | Phone | Fax | Address Type | Effective | Termination Ste 1, Oklahoma City, OK 73139 | N/A | Service, Mailing | 04/01/2010, 04/01/2010 | Open, Open Additional Office Details Contact Information (MultiPlan use only, not for directory) First : MI : N Last : Email : Phone : 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 CANCEL PREVIOUS SUBMIT A confirmation page will load displaying all updates that were made and that the request has been processed.

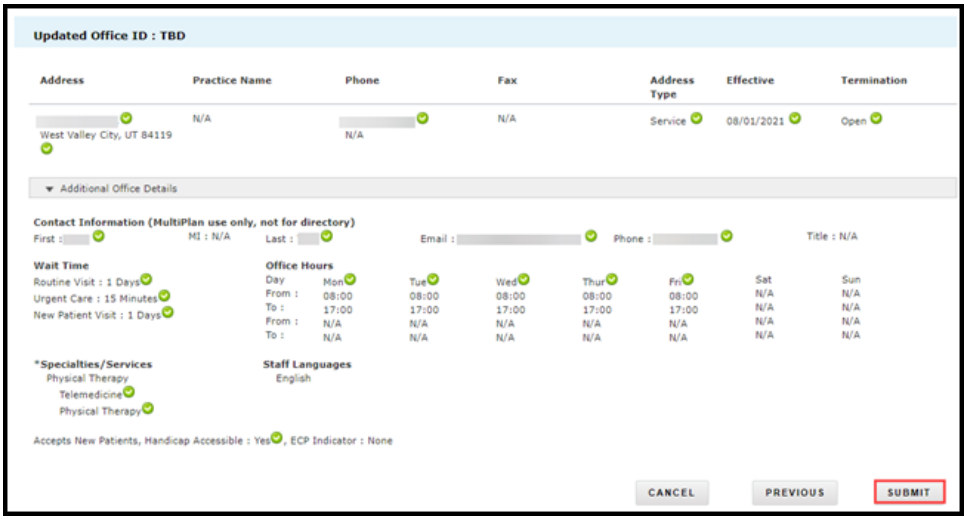
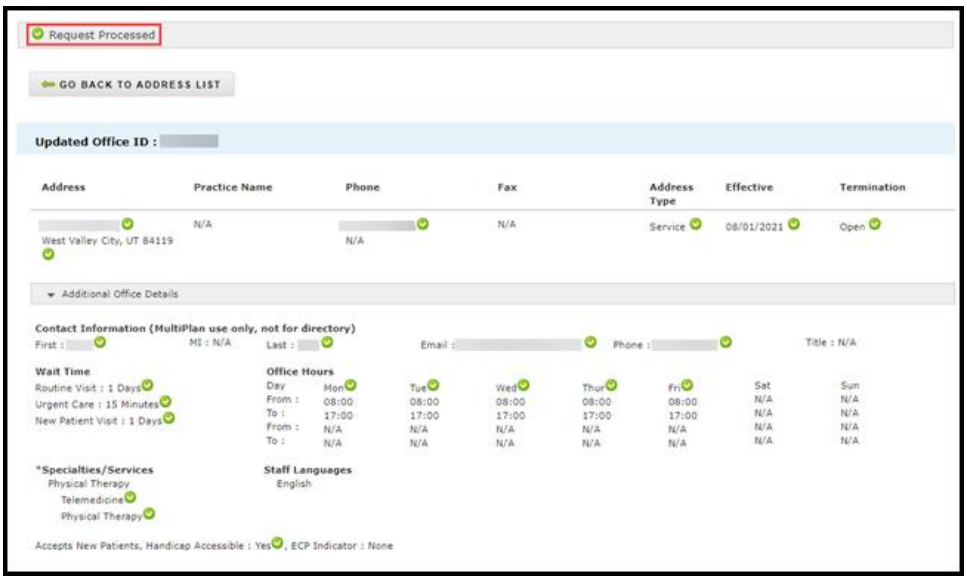
Step	Action
	
10.	**Adding a New Office:** A new address can be added in 3 different ways. Users can select **ADD A NEW OFFICE**, **ADD ANOTHER OFFICE**, or make updates to an **existing office** to add a new office. Follow the steps below for adding a new address. • Select the **ADD NEW OFFICE** button from the **View Practitioners** screen.  • Select the **ADD ANOTHER OFFICE** button form the **EDIT/VERIFY DETAILS** screen.

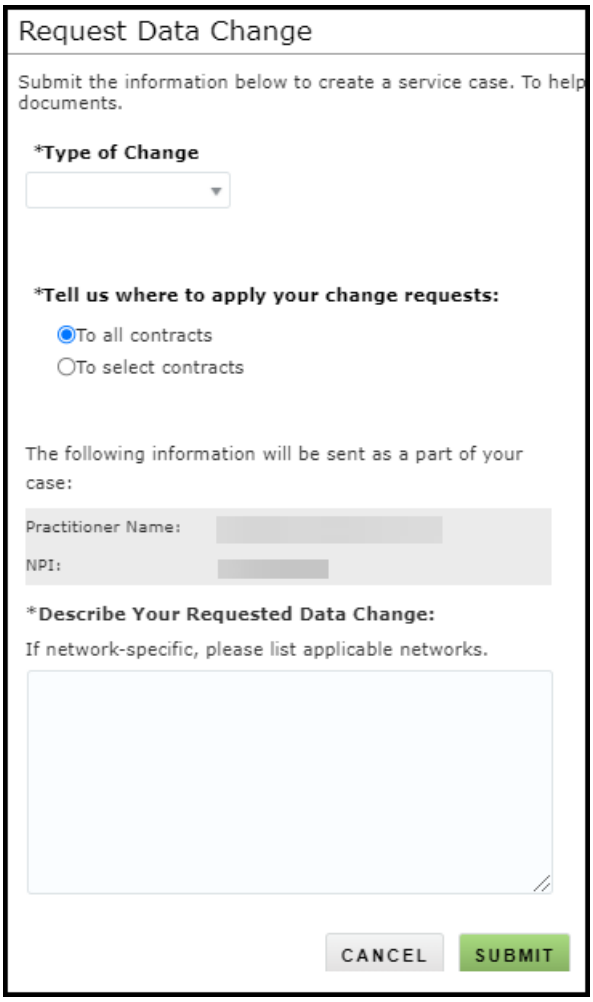
Step	Action
	 The following page will populate after selecting the **ADD NEW OFFICE** or **ADD ANOTHER OFFICE** option. Complete all appropriate fields and select **next**. The wait times, office hours, staff languages, specialties/services, and office indicators are only required if the office is a service location.

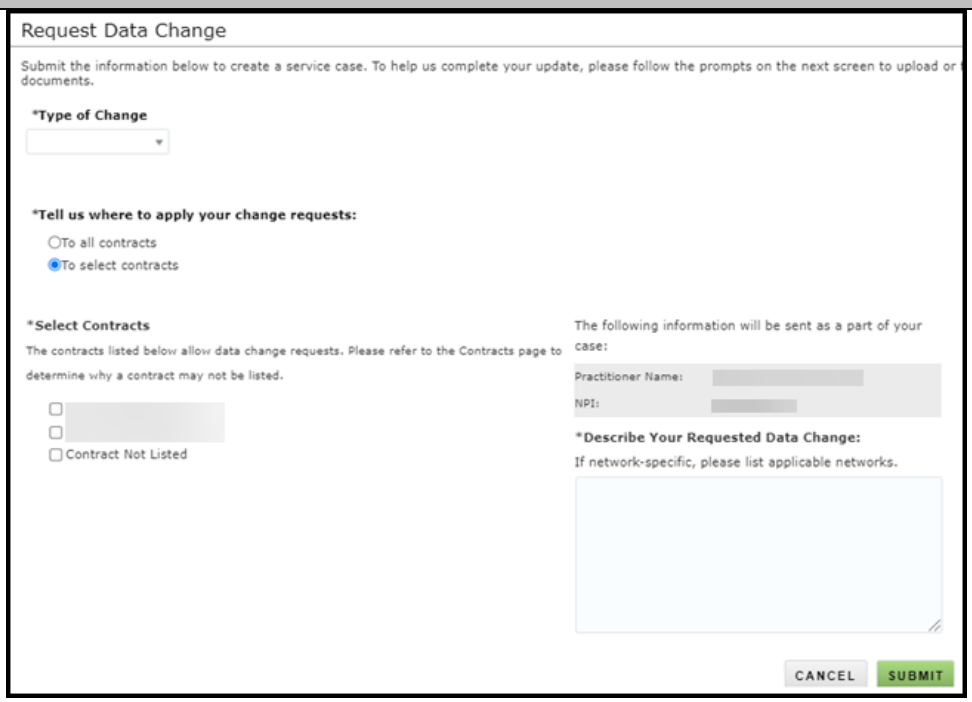
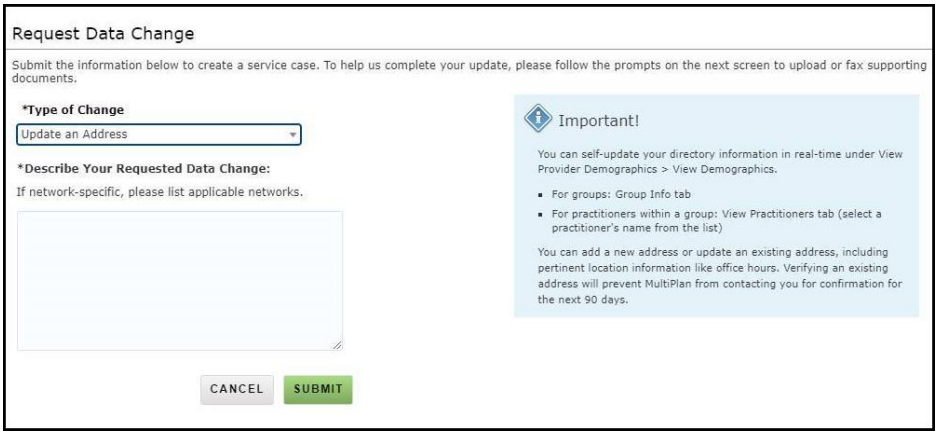
Step	Action
	 ***Important:*** Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address – include the relevant address information in the comment section. ***Note:*** • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code.

Step	Action
	• An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. The following page will populate after selecting an **existing address** to overwrite with the new address. Complete all appropriate updates and select next. 

Step	Action
	Important: • Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: 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. • When updating an existing address to add a new office location, the effective dates of the existing office type will become blank once the new address is entered and will require the user to enter effective date for the new address. • If the original existing office was listed as the primary, the newly added office will become the primary location once the record is saved. • After the record is saved, the original address will be terminated 1 day before the effective date of the new address and will no longer be visible to portal users. ***Note:*** • The Office ID is an internal number assigned by MultiPlan and will populate after the record is saved. • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. A summary page will load displaying the newly added address. Click submit to complete the request. • If additional edits are needed click the previous button.

Step	Action
	• If the address was added in error click the cancel button.  A confirmation page will load displaying the newly added address and that the request has been processed. 
11.	If needed, users can open a customer service case by clicking the **Request Data Change** link.

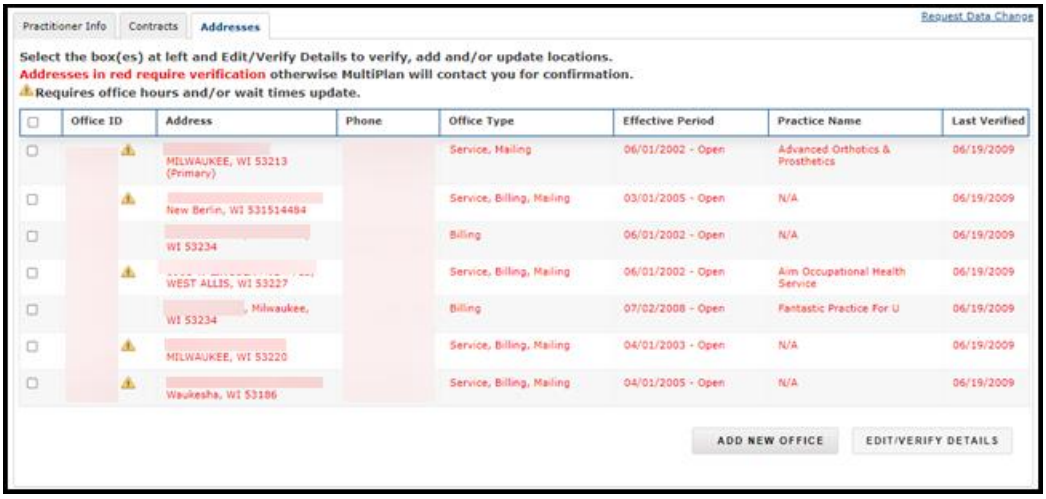
Step	Action
	Select **Type of Change** from the dropdown, select what contract(s) the change will apply to (see below for examples), enter in a detailed note in the **Describe Your Requested Data Change** field, and click the **Submit** button. ***Example if To all contract is selected:***  ***Example if To select contracts is selected:***

Step	Action
	 ***Note:*** If requesting a data change for an address update, an Important message will populate advising the user they can add a new address or update existing addresses using the demographic updates feature for individual practitioners and groups. 
12.	To return back to search results, click the **Back to Results** button.

Step	Action
	BACK TO RESULTS

Address Tab

The **Address** tab displays the list of addresses associated with the practitioner and gives the user the ability to view and/or edit each address.

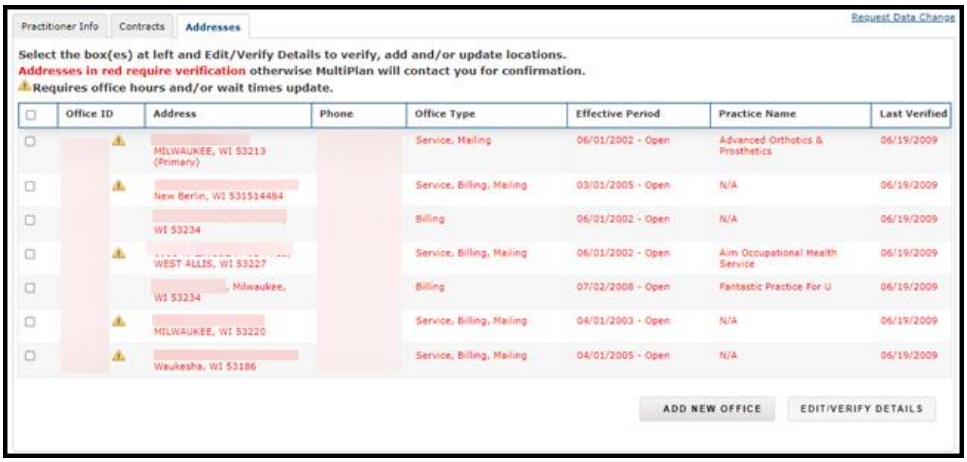
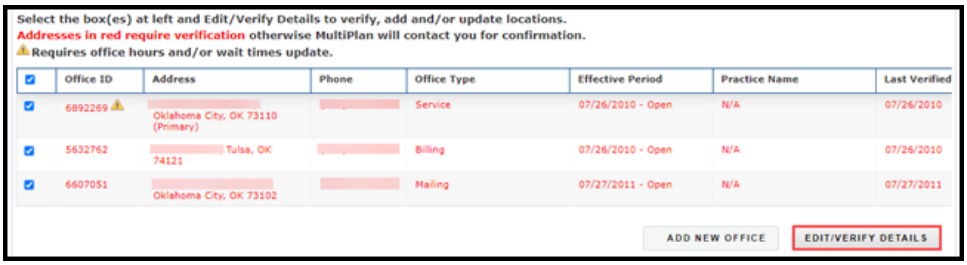


Field	Description
Check Box	This is used to select the address to edit or verify.
Office ID	This displays the office id number assigned by MultiPlan.
Address	This displays the complete address, including street, city, state, and zip code.
Phone	This displays the phone number.
Office Type	This displays whether the office is service, mailing, and/or billing.
Effective Period	This display the effective and termination date of the address.
Practice Name	This displays the practice name.
Last Verified	This displays the date the address was last verified.

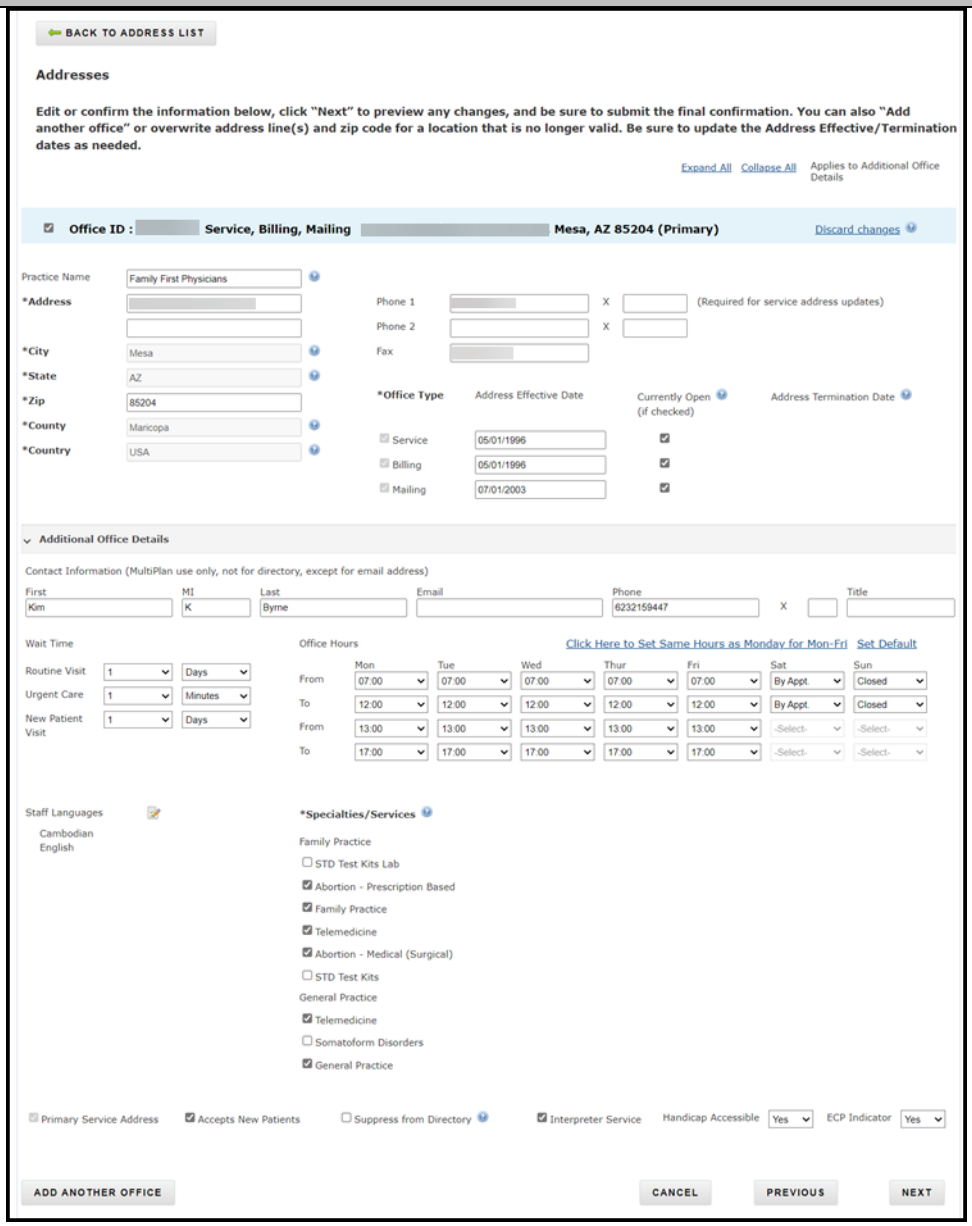
Field	Description
Add New Office	This button is used to add a new office.
Edit/Verify Details	This button is used to edit and/or verify the details of an address.

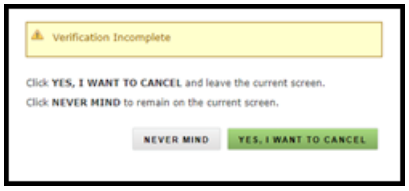
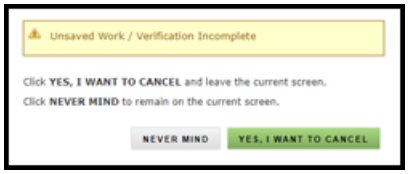
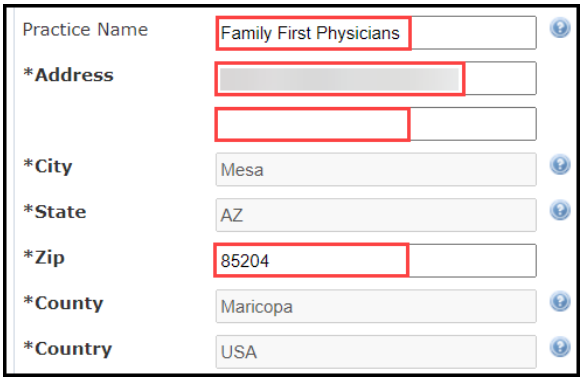
Viewing and Updating Individual Practitioner Demographics

To view and/or update individual practitioner demographics, follow the steps below.

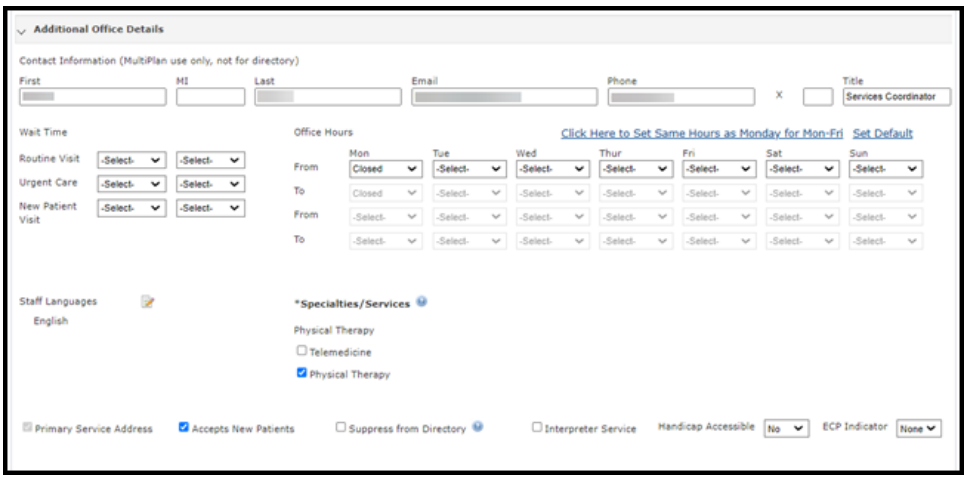
Step	Action
1.	Go to the Addresses tab of the practitioners record. 
2.	To edit and/or view the practitioner demographics, locate and check the box for each address that requires an edit or verification and select **EDIT/VERIFY DETAILS**.  ***Note:*** Addresses listed in **red** have not been verified within the past 90 Days and require verification. Addresses listed with the yellow exclamation icon require office hours and/or wait times update.

Step	Action
	Users can select as many addresses that need edit or verification. Once the address has been edited and/or verified, it will be displayed in black font. If the practitioner only has one address on file, the Address Update page will be displayed once the practitioner is selected.
2.a	Once on the address update page, the user will have the ability to make any necessary edits to the office demographics.

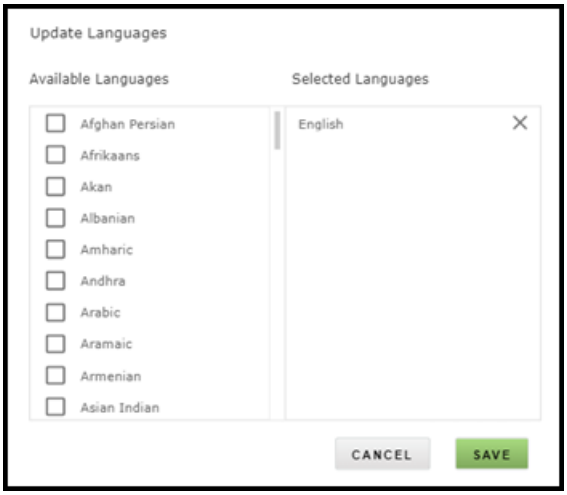
Step	Action
	 ***Note:*** Hover over the question marks available to view more information about that field. Use the **Expand All** or **Collapse All** buttons to expand or collapse all **Additional Office Details** for each selected office. Use the **Discard Changes** button to discard any changes that were made.

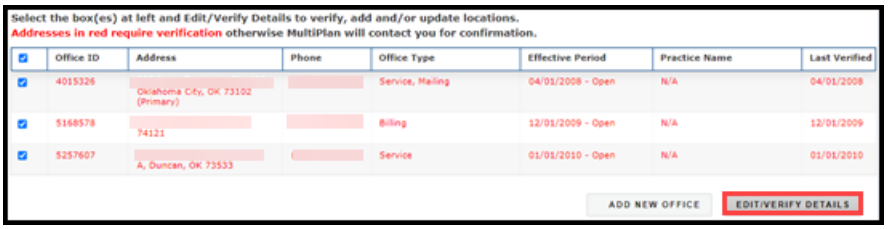
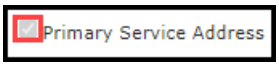
Step	Action
	Click **BACK TO ADDRESS LIST** to return to the list of addresses for the practitioner. • If verification is required and the address was not verified, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response.  • If edits were made to the address and verification is required, the below notification will populate asking if you are sure you want to cancel. Select the appropriate response. 
3.	**Address Update:** Enter the **street address and zip code** into the appropriate fields. The City, State, County, and Country will auto populate after proceeding to the next screen.  ***Important:*** • Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user

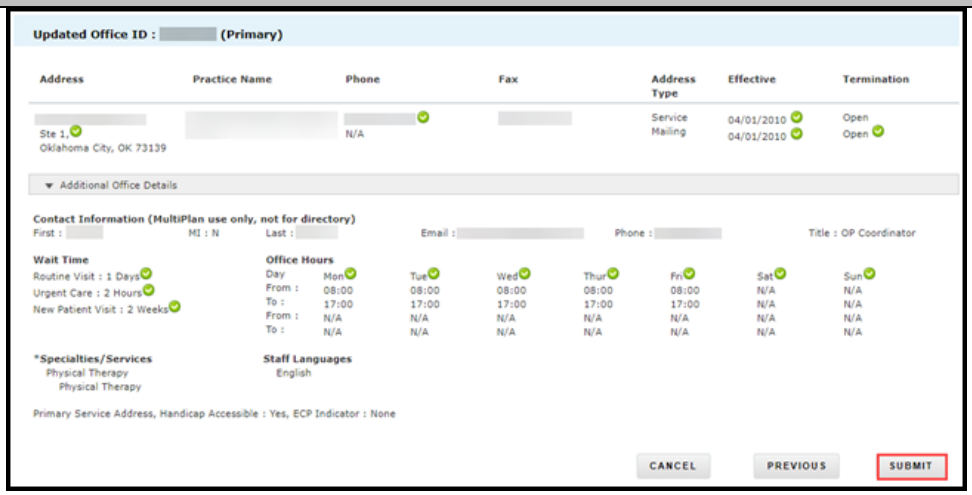
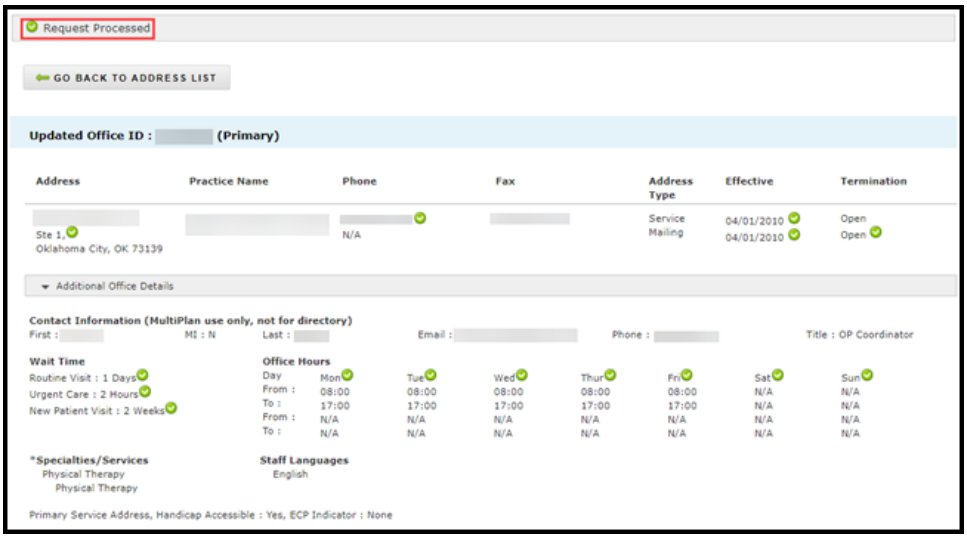
Step	Action
	attempts to add an address for a state that the practitioner is not licensed in: Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address – include the relevant address information in the comment section. • If an incomplete or incorrect zip code is entered, an error message will populate advising the user the zip code is not correct.
4.	**Phone and Fax Update:** Enter the **phone** and **extension**, when applicable, and **fax** number into the appropriate fields. Phone 1 X (Required for service address updates) Phone 2 X Fax ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone and fax numbers are entered incorrectly, an error message will populate advising the user the format is not correct.
5.	**Office Type Update:** Select the appropriate office type by checking the box next to Service, Billing, and/or Mailing. • If the office **does not** have a set termination date, **check** the **Currently Open (if checked)** box next to the address type. • If the office **does** have a termination date, **do not check** the **Currently Open (if checked)** box and enter the date in the **Address Termination Date** field. *Office Type / Address Effective Date / Currently Open (if checked) / Address Termination Date Service 04/01/2008 ☑ Billing 04/01/2008 ☐ 12/31/2015 Mailing 04/01/2008 ☑

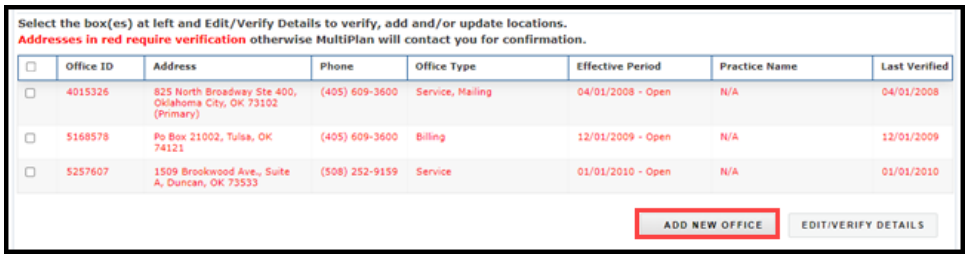
Step	Action
	Important: • Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in: Per our records, this practitioner is not licensed in this state. Please submit a Request Data Change Form. Select - Update an Address – include the relevant address information in the comment section. • If an address does not have a termination date and the Currently Open (if checked) box is checked, the address will be assigned the 12/31/9999 evergreen date, which means the office does not have a termination date. • If the date is entered incorrectly, an error message will populate advising the user the date is incorrect. ***Example:*** If 02/30/2021 is entered, this will trigger an error message because February does not have 30 days in it.
6.	**Additional Office Details Update:** Complete the appropriate fields to include additional office details for the practitioners address. 

Step	Action
	• **Contact Information**: Enter the information for the best contact at the office. ***Important:*** Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. If phone numbers are entered incorrectly, an error message will populate advising the user the format is not correct. Contact First, MI, and Last name fields will not accept numerical values. If numerical values are entered an error message will populate advising of the incorrect format. Contact email address must include the at symbol (@) and a dot followed by the domain name. If email address does not include the at symbol (@) and a dot followed by the domain name, an error message will populate advising of the incorrect format. • **Wait Time**: Use the dropdowns to select the appropriate wait times for the office. A selection must be made in both dropdowns for the information to be saved or an error message will populate advising the user of the incomplete fields. • **Office Hours**: Use the drop downs to enter the office hours for each day. ○ A selection must be made in the **to** and **from** dropdowns when the office is operating during business hours. ○ If the office is **closed** or by **appt** only, the **From** dropdown only needs to be selected and the **To** dropdown will auto populate. ○ The **Click Here to Set Same Hours as Monday for Mon-Fri** button will populate the office hours for each day after Monday is entered.

Step	Action
	○ The **Set Default** button will apply the default 8:00 AM-5:00 PM office hours with no lunch break. • **Staff Languages**: 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.  • ***Specialties/Services**: Select the check box next to 1 or more services listed under the specialties that are applicable to the location. • **Office Indicators Update:** 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.

Step	Action
7.	**Updating Primary Service Address:** If multiple locations are listed, the user has the ability to choose which location will be listed as primary. Locate and check the box for the currently listed primary address and the address that will be the new primary address and select **EDIT/VERIFY DETAILS**.  Go to the **Additional Details** section of the second address and check the box next to **Primary Service Address**.  ***Note:*** The address will not be saved as primary until the record is saved.
8.	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.

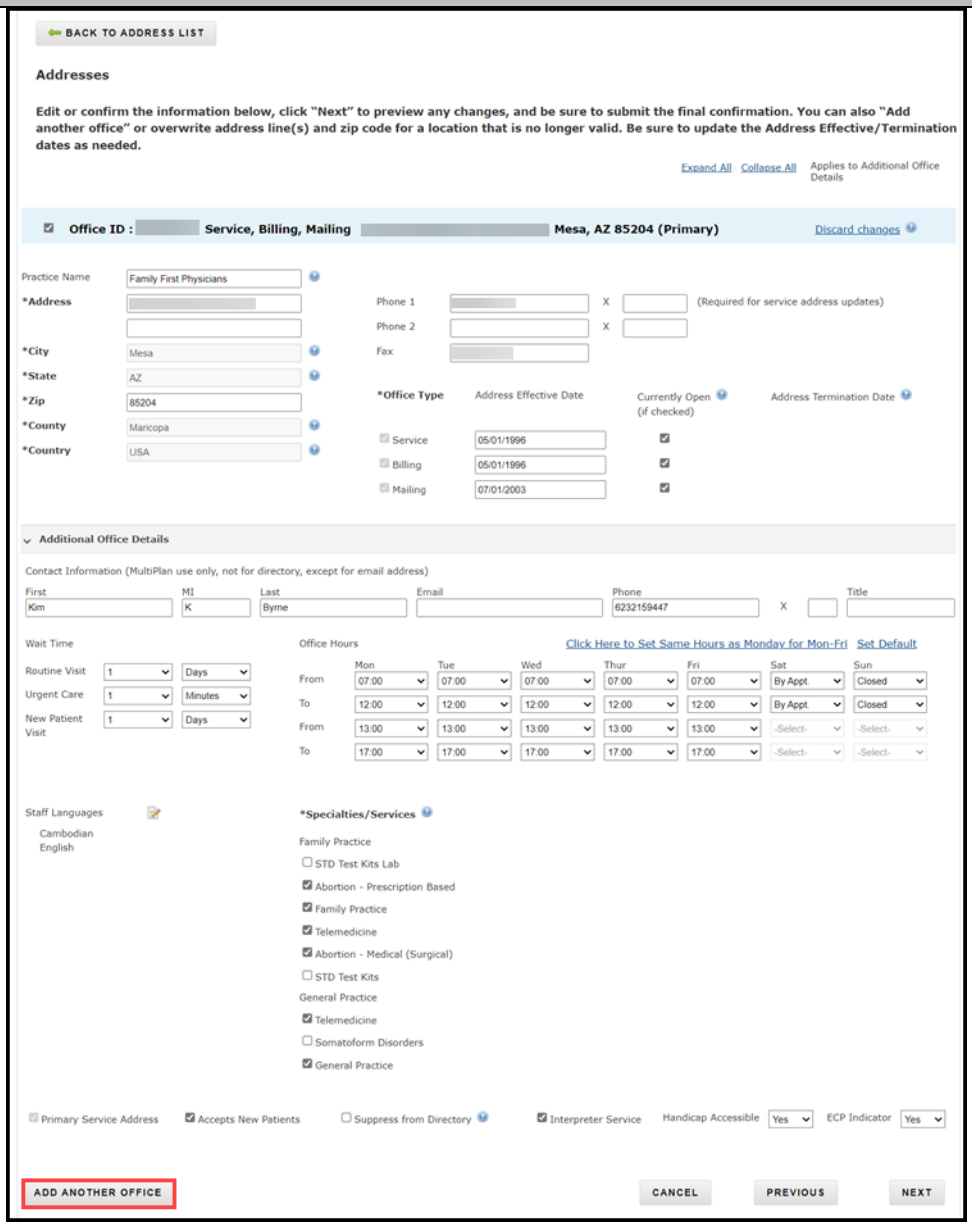
Step	Action
	 A confirmation page will load displaying all updates that were made and that the request has been processed. 
9.	**Adding a New Office:** A new address can be added in 3 different ways. Users can select **ADD A NEW OFFICE**, **ADD ANOTHER OFFICE**, or make updates to an **existing office** to add a new office. Follow the steps below for adding a new address.

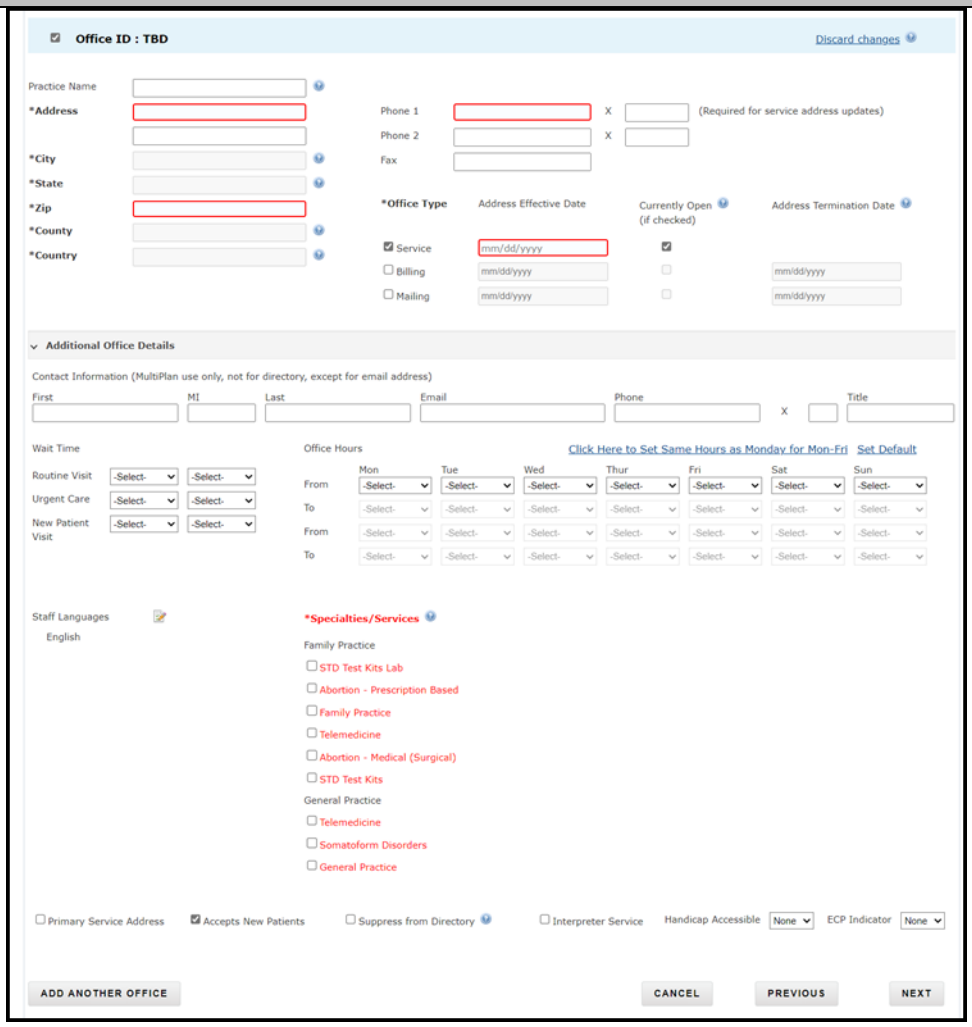
Step	Action
	• Select the **ADD NEW OFFICE** button.  • Select the **ADD ANOTHER OFFICE** button form the **EDIT/VERIFY DETAILS** screen.

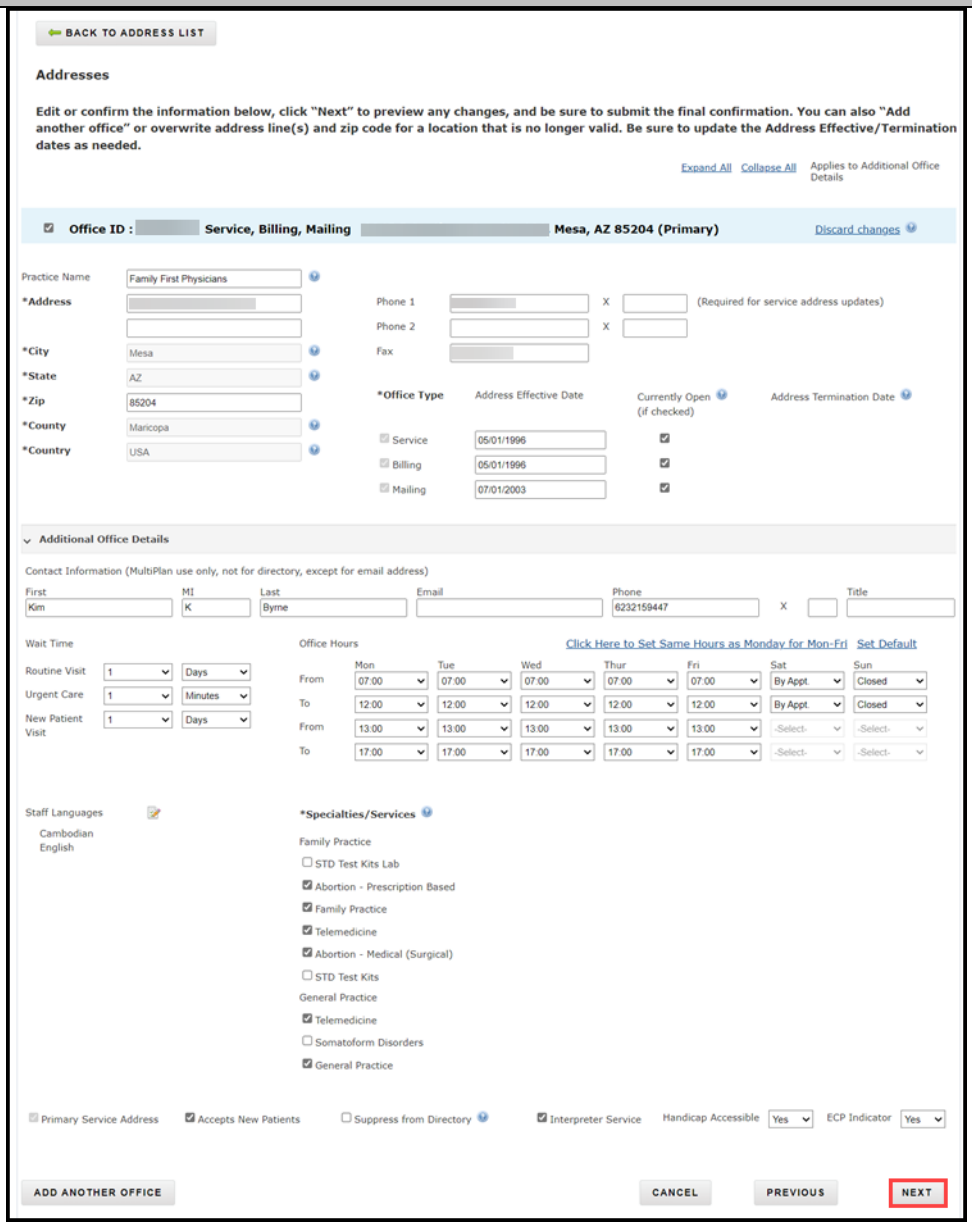
Select the box(es) at left and Edit/Verify Details to verify, add and/or update locations.
Addresses in red require verification otherwise MultiPlan will contact you for confirmation.

	Office ID	Address	Phone	Office Type	Effective Period	Practice Name	Last Verified
☐	4015326	825 North Broadway Ste 400, Oklahoma City, OK 73102 (Primary)	(405) 609-3600	Service, Mailing	04/01/2008 - Open	N/A	04/01/2008
☐	5168578	Po Box 21002, Tulsa, OK 74121	(405) 609-3600	Billing	12/01/2009 - Open	N/A	12/01/2009
☐	5257607	1509 Brookwood Ave., Suite A, Duncan, OK 73533	(508) 252-9159	Service	01/01/2010 - Open	N/A	01/01/2010

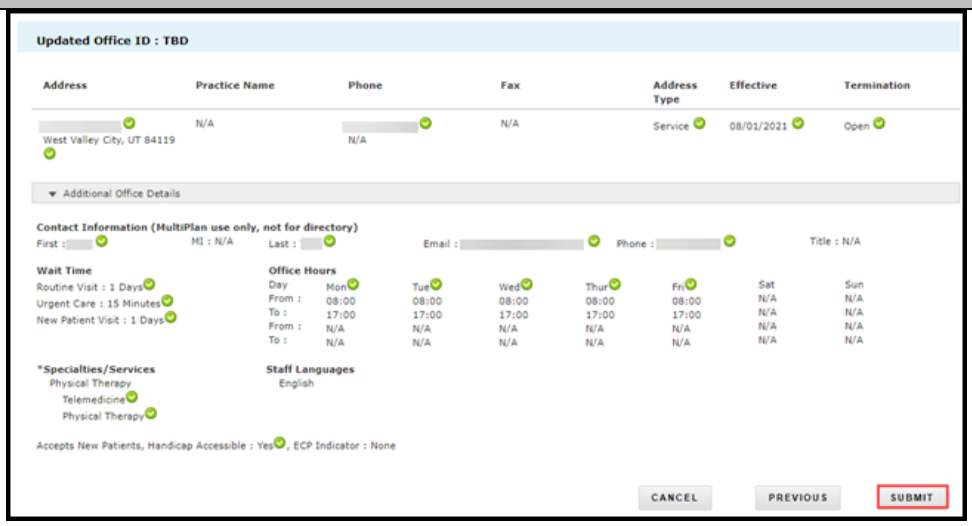
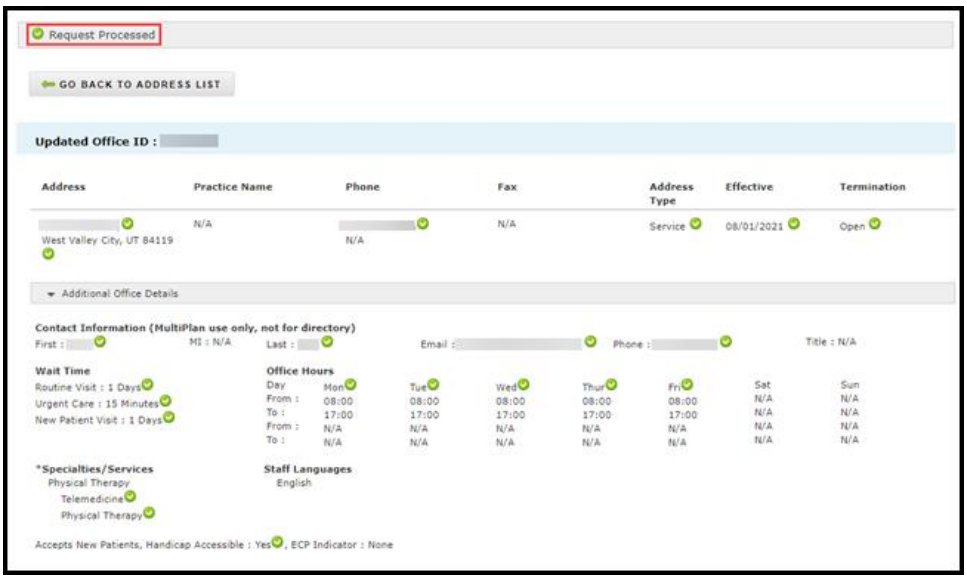
ADD NEW OFFICE EDIT/VERIFY DETAILS

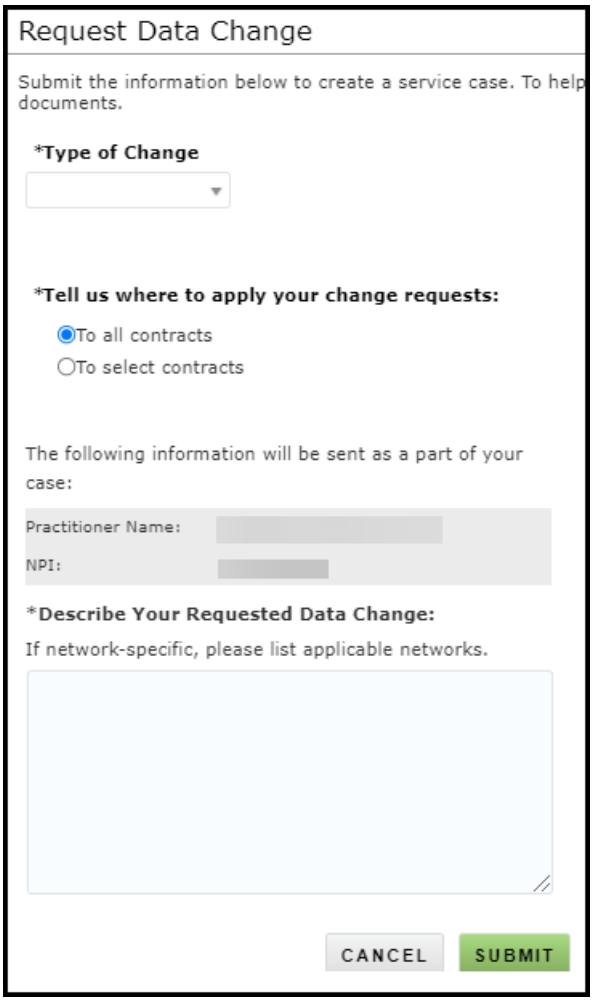
Step	Action
	 The following page will populate after selecting the **ADD NEW OFFICE** or **ADD ANOTHER OFFICE** option. Complete all appropriate fields and select **next**. The wait times, office hours, staff languages, specialties/services, and office indicators are only required if the office is a service location.

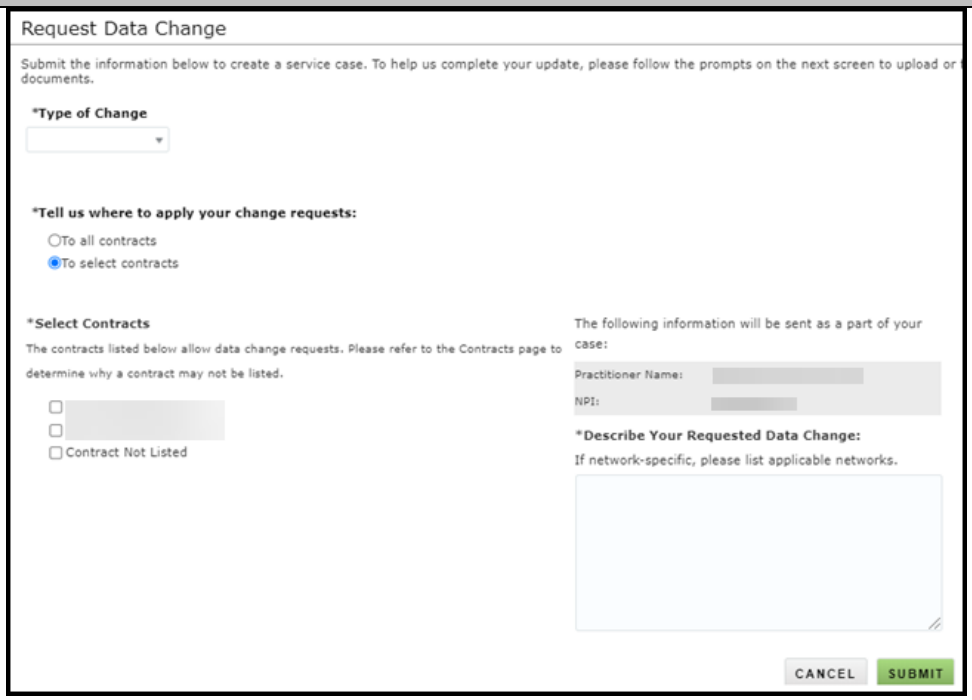
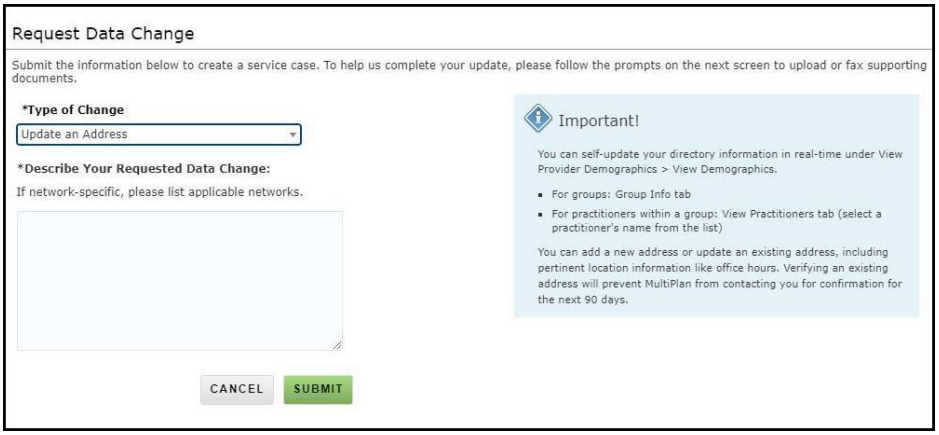
Step	Action
	 ***Note:*** • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. The following page will populate after selecting an **existing address** to overwrite with the new address. Complete all appropriate updates and select next.

Step	Action
	 ***Important:*** • Service addresses can only be added/updated for states in which the provider is licensed. The below message will display if the user attempts to add an address for a state that the practitioner is not licensed in:

Step	Action
	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. • When updating an existing address to add a new office location, the effective dates of the existing office type will become blank once the new address is entered and will require the user to enter effective date for the new address. • If the original existing office was listed as the primary, the newly added office will become the primary location once the record is saved. • After the record is saved, the original address will be terminated 1 day before the effective date of the new address and will no longer be visible to portal users. ***Note:*** • The Office ID is an internal number assigned by MultiPlan and will populate after the record is saved. • Fields with and asterisk (*) are required. • City, State, County, and Country will auto populate after entering the street address and zip code. • An office type must be selected. • Phone and fax numbers must include the complete 10 digit number and cannot include any letters or special characters. A summary page will load displaying the newly added address. Click submit to complete the request. • If additional edits are needed click the previous button. • If the address was added in error click the cancel button.

Step	Action
	 A confirmation page will load displaying the newly added address and that the request has been processed. 
10.	If needed, users can open a customer service case by clicking the **Request Data Change** link. Request Data Change

Step	Action
	Select **Type of Change** from the dropdown, select what contract(s) the change will apply to (see below for examples), enter in a detailed note in the **Describe Your Requested Data Change** field, and click the **Submit** button. ***Example if To all contract is selected:***  ***Example if To select contracts is selected:***

Step	Action
	 ***Note:*** If requesting a data change for an address update, an Important message will populate advising the user they can add a new address or update existing addresses using the demographic updates feature for individual practitioners and groups. 

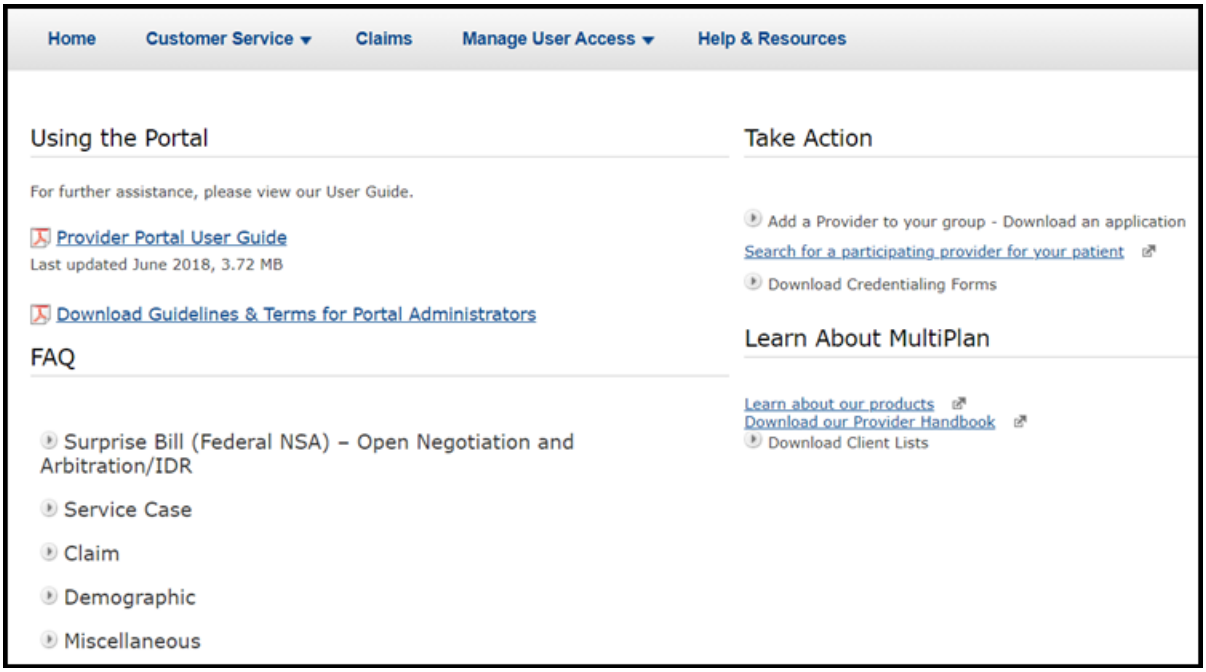
Step	Action
11.	To return back to search results, click the **Back to Results** button.

HELP & RESOURCES TAB

Overview

Introduction

Help & Resources tab provides access to various documents that are helpful in completing an inquiry.



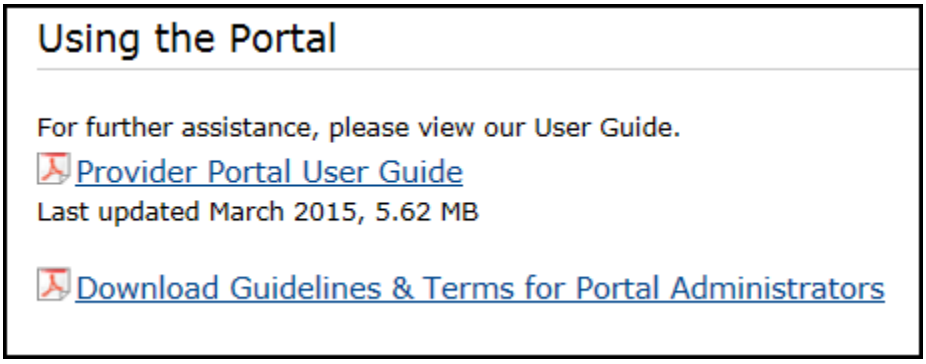
Data Field	Description
User Guide	Download or view the Provider Portal User Guide.

Data Field	Description
Download Guidelines & Terms for Portal Administrators	Access to the Provider Portal - Administrator Guidelines and Terms.
FAQ	Provides answers to frequently asked questions about the Provider Portal as well as MultiPlan.
Take Action	Download applications to add a practitioner to the group and download the most common credentialing forms.
Learn About MultiPlan	Learn about MultiPlan's products, download the most current version of MultiPlan's provider handbook, and download MultiPlan's Client Lists.

Using the Portal Section

Introduction

The Using the Portal section allows to download or view the user guide and guidelines and terms for portal administrators. Both of these items are PDF and to access them use the most current version of Adobe. When clicking on these links, the guides open in another window.



Provider Portal User Guide

The Provider Portal User Guide is available to download or view depending on need.

Important:

- 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.
- The last updated information is an easy way to check as it should match the date on the title page of the user guide.

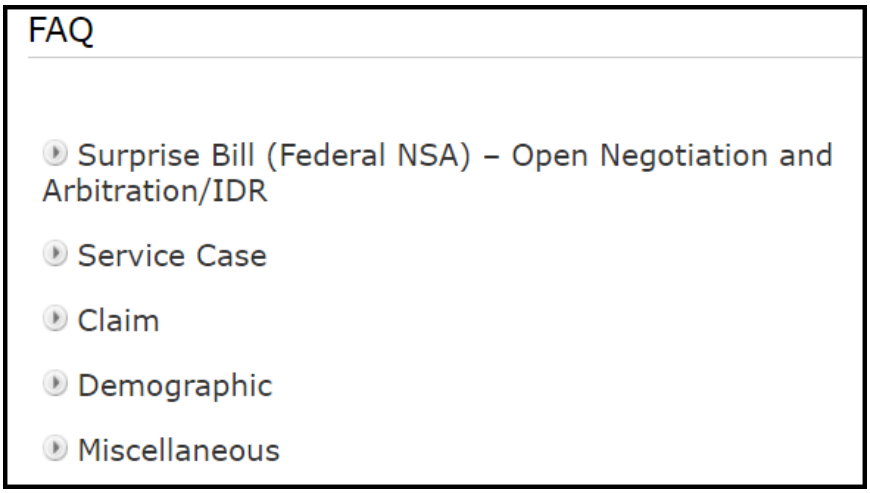
Guidelines & Terms for Portal Administrators

The Guidelines & Terms for Provider Administrators is available to download or view depending on need. This guide will help Portal Administrators understand the role and what is expected.

FAQ Section

Introduction

The FAQ section allows to review frequently asked questions and their answers. There are four topics, Service Case, Claim, Demographic, and Miscellaneous.



Click on the triangle to open the topic to reveal the question.

Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

Q: How do I know if the payor is using MultiPlan for Arbitration/IDR?

Q: What email should I use to list as a point of contact in the CMS portal?

Service Case

Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

Q: My request pertains to more than one network; however, I am only allowed to choose one network when submitting my request online. Which network should I choose and how do I ensure that all networks are addressed in the resolution?

Q: Why do I need to enter my basic information (provider name, TIN, etc) every time I open a service case? Shouldn't MultiPlan already have that information tied to the account I created?

Claim

Demographic

Miscellaneous

Then click the question to reveal the answer.

Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

Q: How do I know if the payor is using MultiPlan for Arbitration/IDR?

If the proposal agreement that was sent to you during the open negotiation period indicates that Arbitration/IDR should be submitted via provider.multiplan.com, then the payor is using MultiPlan for Arbitration/IDR.

Q: What email should I use to list as a point of contact in the CMS portal?

Service Case

Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

Yes, we encourage you to send us claims, EOBs and other supporting material pertinent to the inquiry. After the case is created, a confirmation screen will display with the option to upload or fax the document(s).

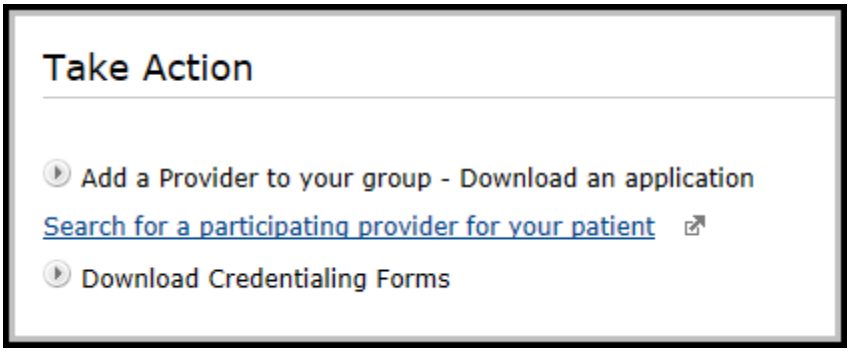
- Uploading your documents is recommended for fastest service. If faxing, we recommend that you use the fax cover sheet that is available for download on the confirmation screen because it is pre-populated with the information needed for MultiPlan staff to upload it to the case you just created. If you use a different fax cover sheet, please include the full group or provider name, tax ID number and, most importantly, the corresponding service case number.

Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

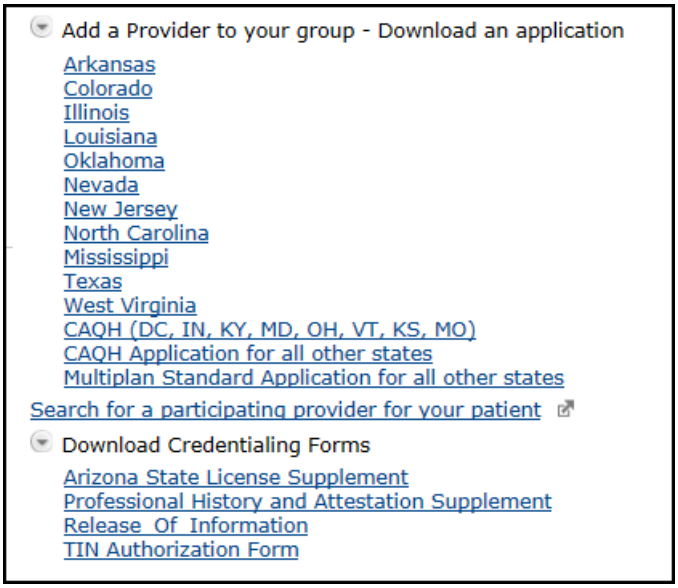
Take Action Section

Introduction

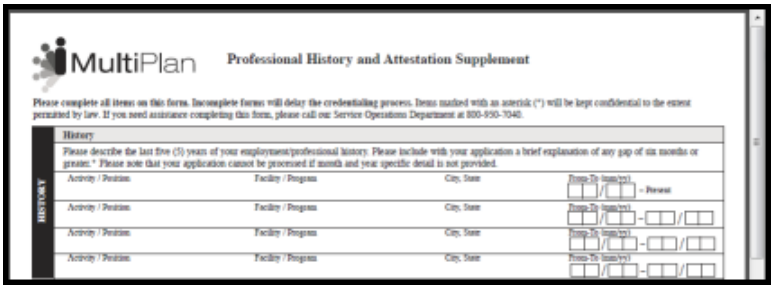
The Take Action section allows to add a practitioner to a group and download the most commonly used credentialing forms. These items are PDF and to access them use the most current version of Adobe. When clicking on these links, the applications and credentialing forms open in another window. The search for a participating provider for a patient link goes to the Provider page at MultiPlan.com.



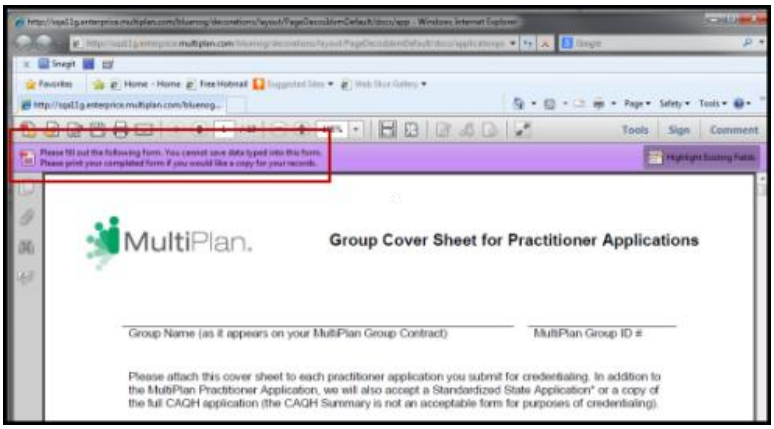
Click on the triangle to open the topic to reveal the applications and credentialing forms.



Then click the desired application or credentialing form. This allows for downloading and can be saved, printed, and attached to a customer service case if needed.



Open the application form from the desktop, click the **sign-add text** icon. A navigation bar will appear on the right side of the page, click the **Add Text** option under the **I Need to Sign** drop down feature.



APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V6.5	TASK0878251	October 2024	Peggy Harmon	• Updated images, verbiage and formatting as needed for October release.
V6.4	TASK0841655	June 2024	Peggy Harmon / Erica Douglas	• Updated images, verbiage and formatting as needed for June release.
V6.3	TASK0800269	March 2024	Peggy Harmon	• Updated images, verbiage and formatting as needed for March release.
V6.2	TASK0770012	December 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for December release.
V6.1	TASK0717851	July 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for July release.
V6.0	TASK0674544	March 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for March release.