Provider Management

Provider Management – Getting Started

Provider Management allows you to create providers that can be used throughout the ConnectCenter application.

Providers keyed into Provider Management can be used when creating a claim, creating a new eligibility request or creating a claim status request.

From the **Admin** menu, select **Provider Management** to begin entering your providers in ConnectCenter

To create a provider, a minimum set of data elements are required. Required fields are marked with a red asterisk (*).

Steps to add a provider:

Step 1 – Accessing the Create Functionality

Step 2 – Create Provider

Step 3 – Additional Provider Information

Step 4 – Setting Default Providers

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Step 1 – Accessing the Create Functionality

Provider Management is accessed on the Admin menu. The landing page is the Provider Search page. If you are creating your first provider, click the **Search** button (with no search criteria).

The application will display a message 'No providers found'. Click the **Create** button to add your first provider.

Note: If you have previously created one or more providers, you can still employ the instructions in this step. However, it is very important that you do not create a new provider entry that duplicates an existing entry.   Therefore, you should carefully review the entire list of providers returned by your search to confirm that the provider you wish to create is not already listed.

In the event that you already have quite a few providers listed, you may wish to use

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search criteria such as your submitter ID and the primary provider ID of the provider you wish to add, to shorten your search results.

Step 2 – Create Provider

Step 2a – Select your submitter

Most people only have access to one submitter and one biller, which means the Submitter and Biller fields will not be displayed at all. Skip directly to Step 2b if your user ID is not configured to support multiple submitters.

If you have are an administrator for more than one ConnectCenter submitter, the first step of creating a new provider will be to select the submitter for which you are creating the provider. If you only have access to one biller, ConnectCenter will populate your biller id in the biller field. Click the Submitter drop down to select your submitter.
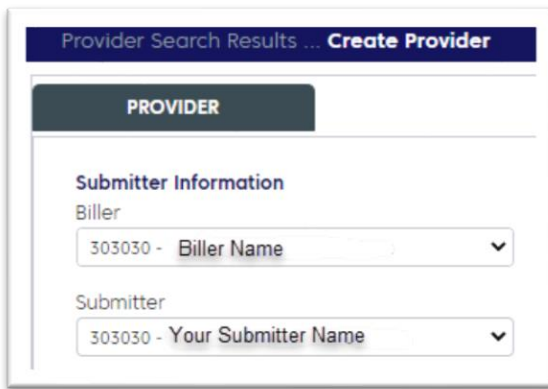
Step 2b – Provider Demographic Information

- **ID Type** is *usually* a required field. ConnectCenter provides a list of id types for your selection. NPI is the default. API and UMPI can also be selected
  - API stands for Atypical Provider ID and can be used to record a payer issued provider identifier. APIs are generally used for atypical providers who lack an NPI
  - UMPI is a special type of API that is issued to Minnesota providers by Minnesota.
  - If you do not have an NPI and would prefer to use your tax ID as a primary identifier, you may omit the ID Type and ID fields. You would instead complete the Tax ID field, located lower on the page, in the same column as the ID and ID type fields.
- **ID** is *usually* a required field. ConnectCenter will validate the data entered in this field if it is an NPI.

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- When an NPI is used, ConnectCenter will check the NPI provided against the National Plan and Provider Enumeration System (NPPES). If the NPI is found, data from the NPI registry will be populated. If the data from the NPI registry is out of date, you can and should correct it.
- **Entity** is a required field. ConnectCenter provides a list of entities for your selection. Provider is the default. Facility, Lab and Other can also be selected.
- **Type** is a required field. ConnectCenter provides a list of types for your selection. Physician is the default. Non-physician can also be selected.
- **Last/Org Name** is a required field.
- **First Name** is a required field, unless you have indicated that the provider's entity type is something other than Provider.
- **Tax ID** is an optional field but is highly recommended. If you do not have an NPI or API, you **must** enter a Tax ID in the Tax ID field. Doing so will allow you to bypass the ID and ID Type requirements.

Step 3 – Additional Provider Information

Additional information regarding the provider, such as a tax id, taxonomy codes, addresses or other provider ids, can be added to a provider after you have saved the initial record.

To update an existing provider, select **Admin**, **Provider Management** from the menu. As before, add search criteria if needed and then click the **Search** button. Your provider will be listed in the Provider Search Results. To make updates, click provider's name in the **Last/Org Name** column of the search results grid.

Once a provider has been selected, details about that provider are contained on two separate tabs: Provider and Additional Provider Information. Important fields on the Provider tab, such as name, NPI and Tax ID, are useful when submitting an eligibility request, a claim or a claim status request. Additional fields on both the Provider and Additional Provider tabs are used primarily when creating a claim.

When creating a claim, billing, rendering and additional specialized provider fields can be completed using Find Provider. On the 1500 form, use the + button in any provider related field to access Find Provider and retrieve provider demographics. A larger collection of provider related fields may be found on the Claim Details and Service Line Details tabs. These tabs allow you to access your stored provider details using a Find Provider button.

Some of the optional provider details that can be retrieved into a claim include:

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- Provider Tab
  - mailing and physical addresses
  - contact name, phone, email and fax
- Additional Provider Information
  - taxonomy codes and related details

Step 4 – Setting Default Providers

Users can set default providers when using the eligibility and claim status functionality, after providers are created in **Provider Management**.

To create a default provider, first go to either eligibility or claim status by choosing one of the following from the main menu:

- Verification, New Eligibility Request
- Claims, Claim Status

Both of features offer a Find Provider button. Clicking Find Provider opens the Select a Provider window. From the **Select Provider** screen, select the **Default** radio button for the provider you wish to set as your default. The next time you create a new eligibility or claim status request the default provider will be selected.

Note: Currently, you cannot set a default provider for use in claim creation.