How to Update Your Directory Information

This Document Covers

- ✓ How to view information for your facilities and providers
- ✓ How to update information when required

Overview

As a member of one of our networks, you will be required to keep your directory information up to date. This includes addresses, contact information, and other details for each of your practices/facilities and providers.

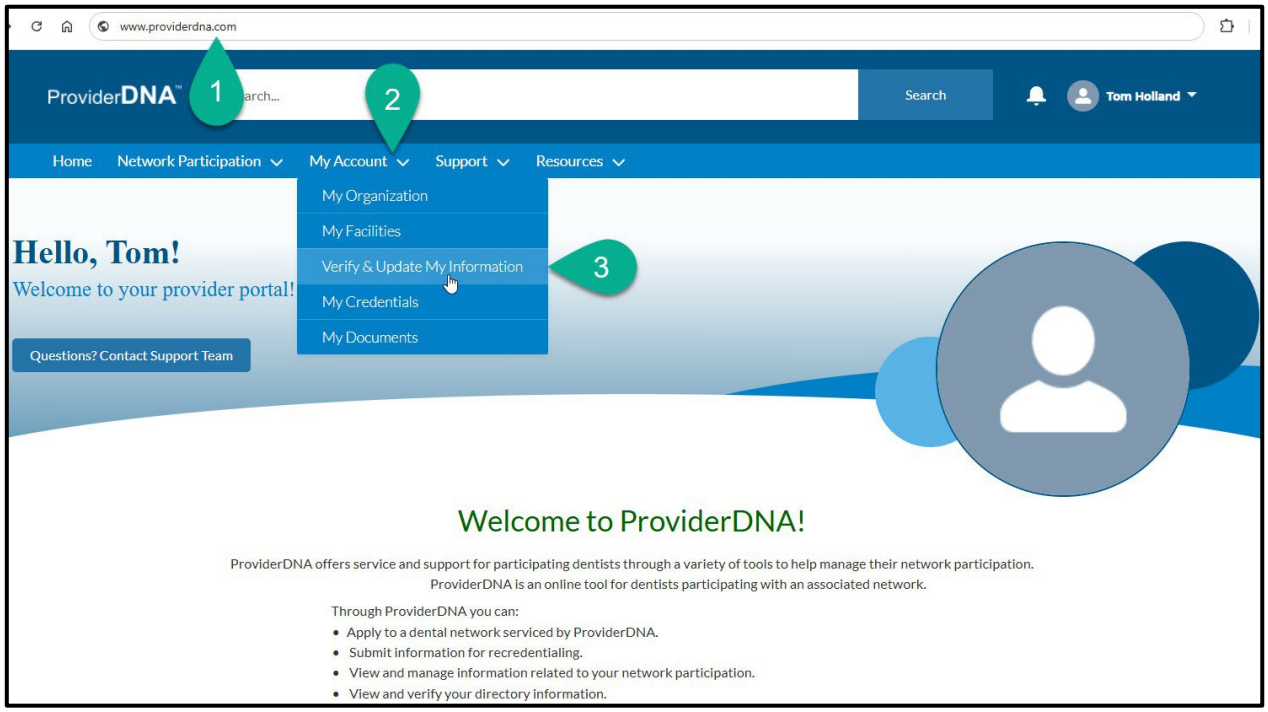
You will be required to regularly confirm the details of providers and facilities as part of an attestation. Designated members of your organization will receive an email with a link and instructions when these regular attestations are due.

However, you can also update directory information at any time outside of attestation cycles. This guide shows you how to view directory information and how to make changes as needed.

How to Update Your Directory Information

Navigate to https://providerdna.com/ and log in.

1. Click on the "**My Account**" tab.
2. Select "**Verify and Update My Information**."



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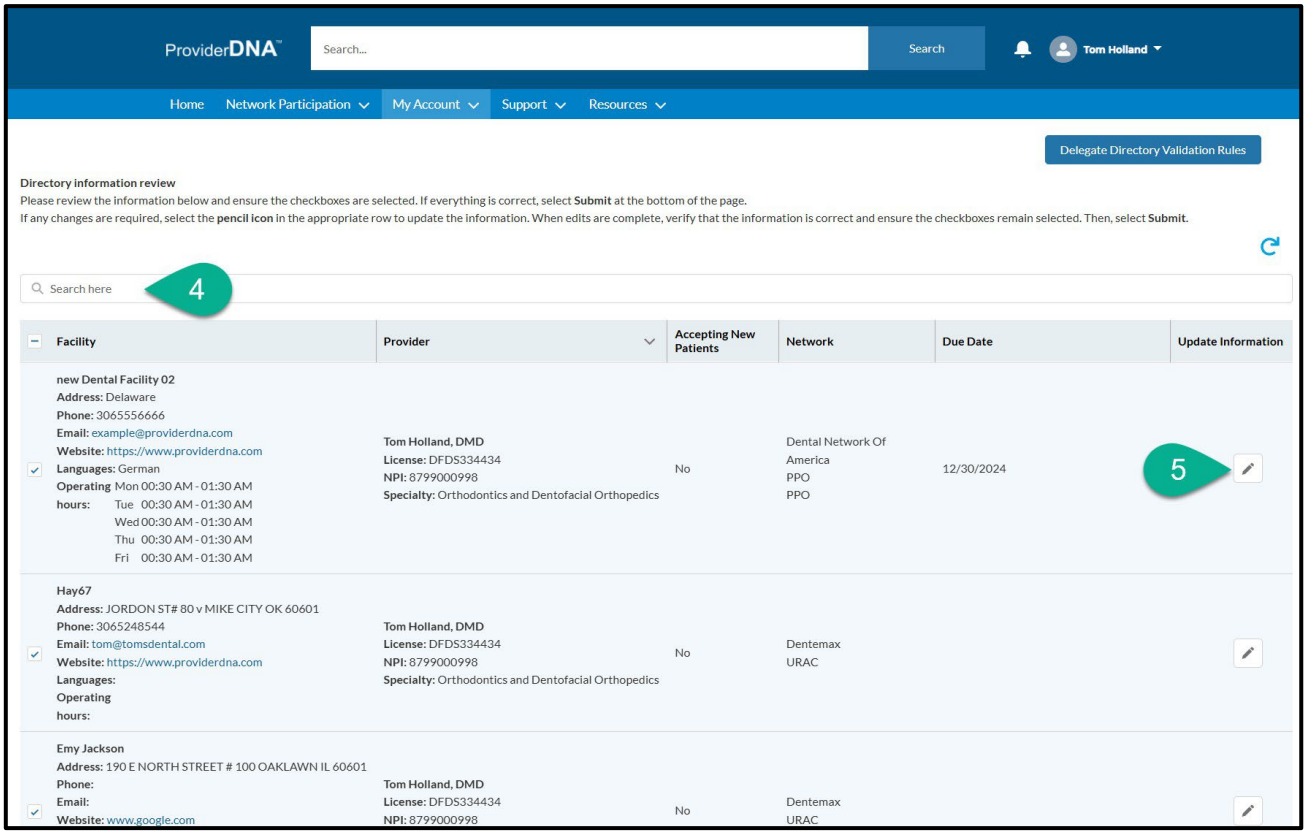
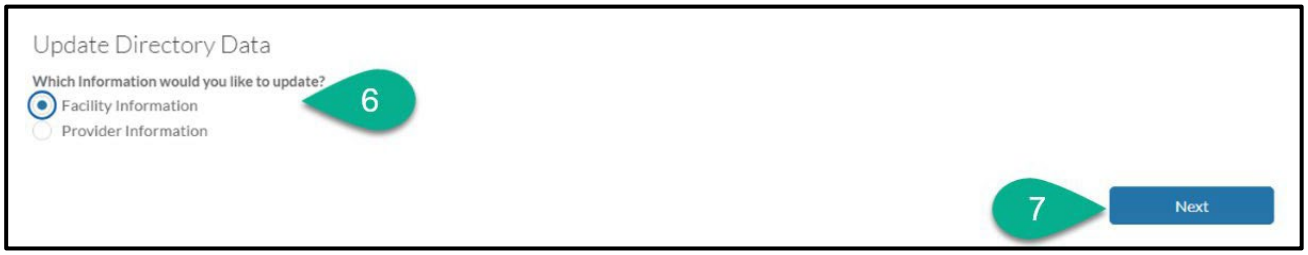
How to Update Your Directory Information *(continued)*

On the Directory Information Review screen is a table listing all facilities you are associated with and current information. Includes location, contact information, languages, operating hours, and specialties.

4. You can use the search bar to search for a specific facility.
5. To edit the information for a facility, click on the pencil icon on the far right of the row for that facility.



6. Next, you will need to select whether you want to edit the information for a provider or facility. Each of these paths and their options are covered below.
7. Once you have made your selection, click "**Next**."



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Facility Information

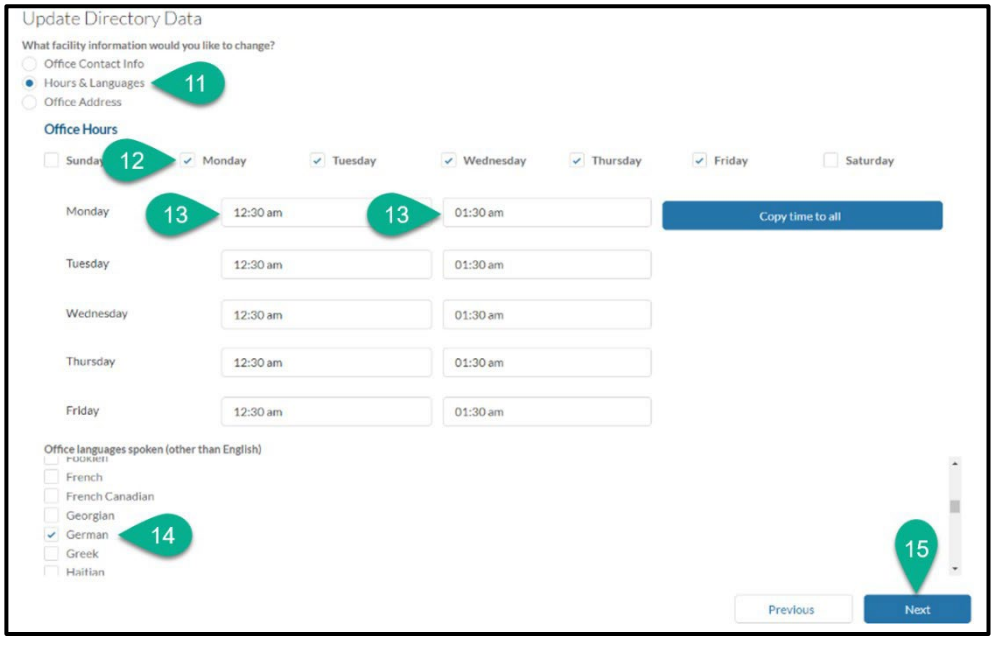
This section covers changes to facility information, for changes to provider information, see step 19.

8. If you wish to update **Office Contact Info**, use the button to select this option.
9. Enter or edit the fields for office phone, website, and office email.
10. Click "**Next**."

- **Note**: Changing the office contact info does not require supporting documentation. If you have no other updates to make, you may proceed to step #47.

11. To update **Hours and Languages**, use the button to select this option.
12. Use the check boxes to add or remove days that this facility is open.
13. Enter the opening and closing hours for each day.
14. Use the list to check off any languages spoken at this facility in addition to English.
15. Click "**Next**."

- **Note**: Changing hours and languages does not require supporting documentation. If you have no other updates to make, you may proceed to step #47.



Facility Information *(continued)*

16. To update **Office Address,** use the button to select this option.
17. Enter or edit the fields for the Office Address.
18. Click "**Next**."

- **Note**: Changing Office Address **requires supporting documentation.** Proceed to step #37.

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Provider Information

This section covers changes to provider information. For changes to Facilities, see steps #8-18.

19. To edit **Provider Information**, use the button to select it.
20. Click "**Next**."

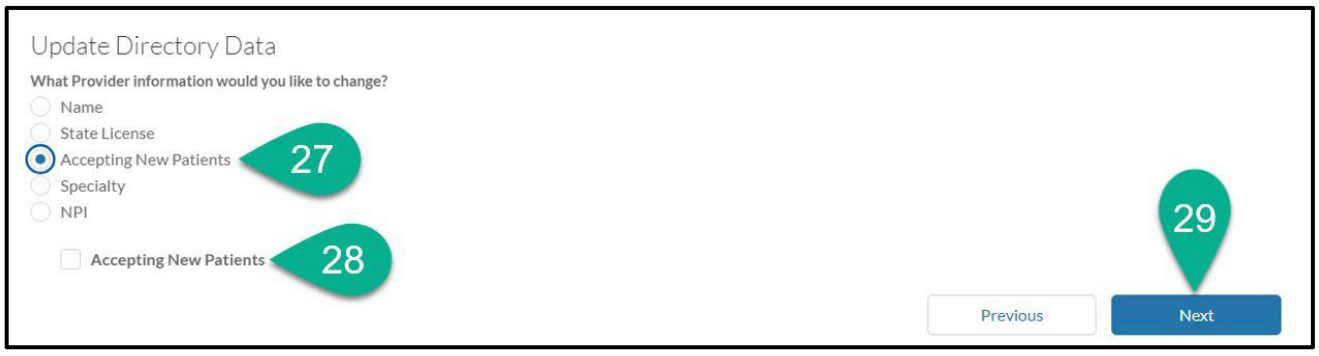
21. To update the **Name** of the provider, use the button to select this option.
22. Enter or edit the fields for the first, middle, last name, and suffix (if appropriate).
23. Click "**Next**."

- **Note**: Changing a provider name **requires supporting documentation**. Proceed to step #37.

Provider Information *(continued)*

24. To update the **State License** of the provider, use the button to select this option.
25. Enter or edit the fields for the license number, state, and the expiration date.
26. Click "**Next**."
    - **Note**: Changing a state license **requires supporting documentation**. Proceed to step #37.

27. To update whether the provider is **Accepting New Patients**, use the button to select this option.
28. Check the box next to "**Accepting New Patients**" if the provider is accepting patients or leave it empty if they are not.
29. Click "**Next**."
    - **Note**: Changing accepting new patients **does not require supporting documentation**. If you have no other updates to make, proceed to step #47.



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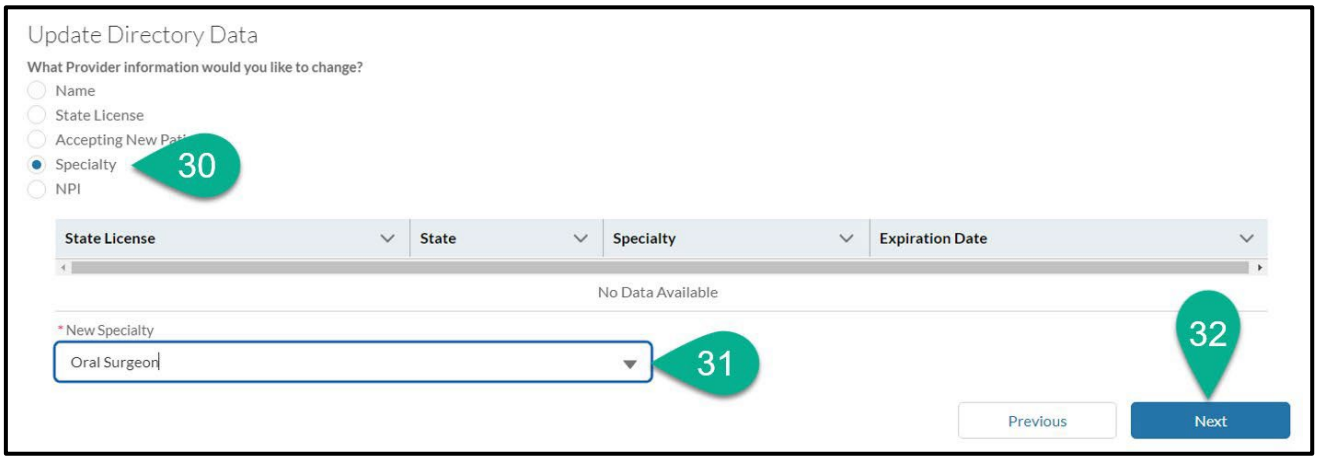
Provider Information *(continued)*

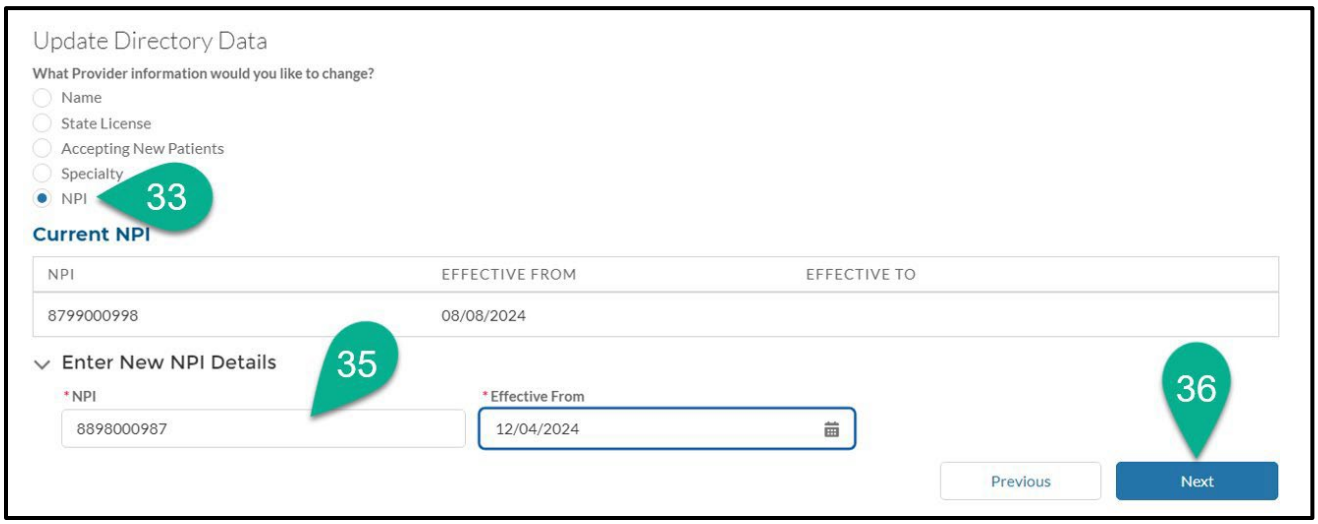
30. To update a provider **Specialty**, use the button to select this option.
31. Use the picklist to select the new specialty.
32. Click "**Next**."

- **Note**: Changing a provider specialty **requires supporting documentation**, proceed to step #36.



33. To update a provider **NPI**, use the button to select this option.
34. Click the "**Add New NPI**" button (not shown).
35. Enter the new NPI number and its effective date in the fields provided.
36. Click "**Next**."

- **Note**: Changing an NPI **requires supporting documentation**. Proceed to step #37.



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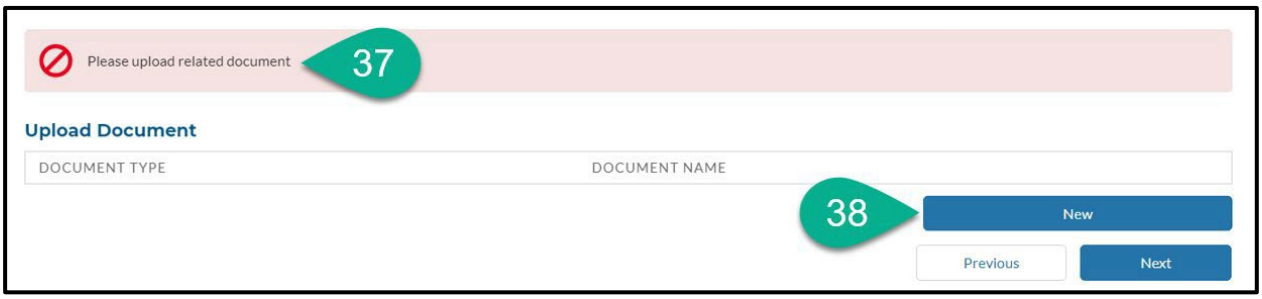
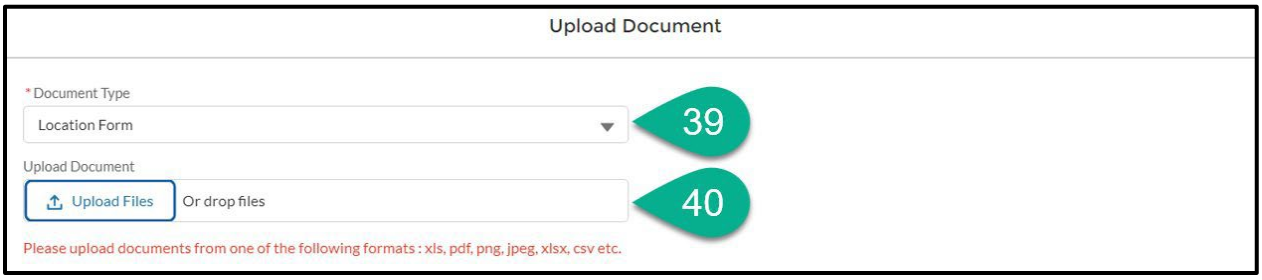
Supporting Documentation

Many of the changes to provider and facility information require supporting information to process (see the notes in each section above). If the change you wish to make requires supporting documentation, follow steps #37-46.

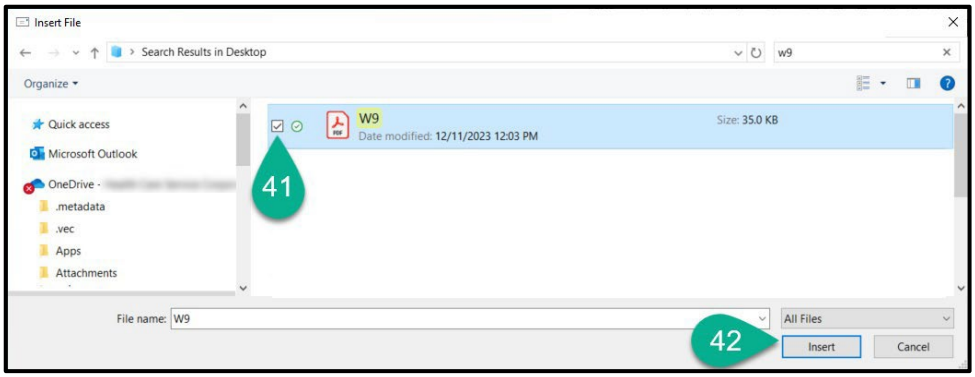
37. To update a provider **Specialty**, use the button to select this option.
38. Click "**New**" to add a document.



39. Use the picklist to select the document type you wish to upload. Ensure that the document type you are uploading supports the information you wish to update.
40. Once you have selected the appropriate document type, click the "**Upload Files**" button.

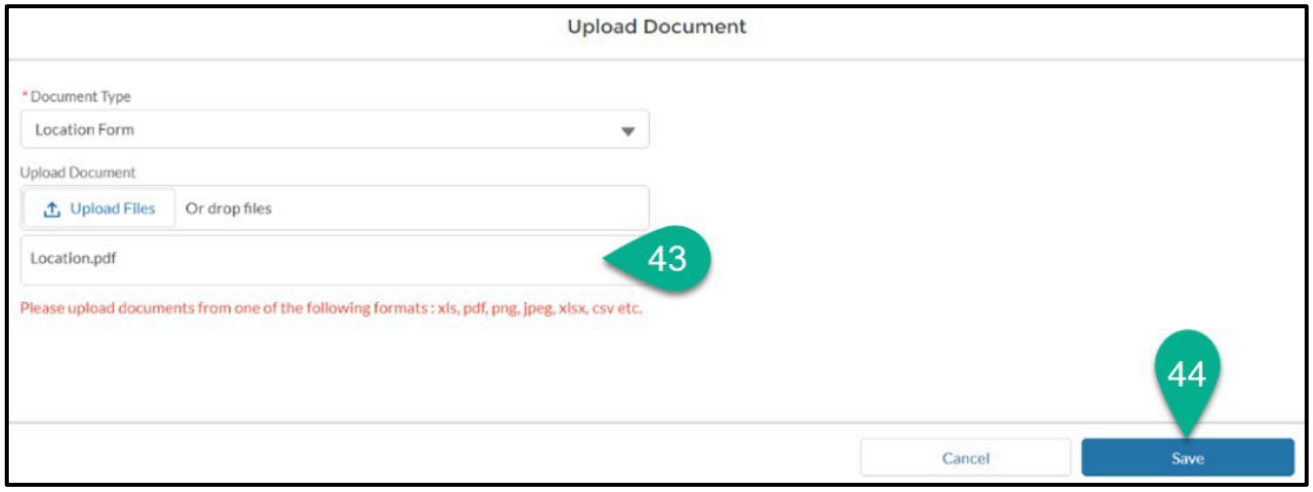


41. Select the appropriate document from your computer.
    - **Note**: Depending on the operating system your computer uses, this step may look slightly different.
42. Click "**Insert.**"



Supporting Documentation *(continued)*

43. Once the document has uploaded, it will appear under the "**Upload Document**" section. Compatible file types include .xls, .pdf, .png, .jpeg, .xlsx, and .csv.
44. Click "**Save**."



45. To upload an additional document, click **"New"** and repeat steps #37-44.
46. Once you have uploaded all your supporting documents, click "**Next**."

Proceed to step #47 on the following page.

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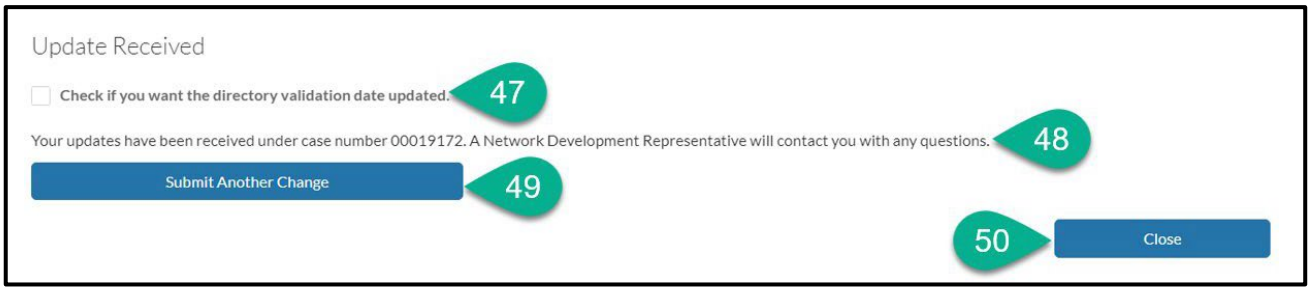
Completing Your Changes

Once you have completed your changes, you will see the pop-up shown below:

47. If you want to reset your schedule for regular directory validation, click the check box provided.
    - **Note:** This will reset the schedule for this facility only. If you are attached to multiple facilities and wish to keep them on the same schedule for directory information attestation, leave the box unchecked.
48. Your changes will be submitted for review by our team. A case number is provided and can be viewed in your support cases in the ProviderDNA Portal. If we have any questions about the changes you've made, we will reach out to you.
49. To submit another change, click the "**Submit Another Change**" button and follow the appropriate steps listed above.
50. To finish making changes, click "**Close**."



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