Provider Directory Real-time Updates

Group Provider User Guide

PRESBYTERIAN
Health Plan, Inc.

How to Use this Guide

This guide serves to help group providers navigate the Online Provider Directory real-time updates tool. The real-time updates tool allows providers to verify and update their online provider directory information. With your help, we can reduce frustration, confusion, and uncertainties experienced by patients, by keeping profile information current and limiting the amount of incorrect information.

To get started, you will need to register for a myPRES account, or know how you already registered for an account. This is important because permissions are based on registration type. The types are listed below:

- **Individual** – An individual provider is a single person who practices medicine or one of the allied healthcare professions. This means you are not working as part of a group.

- **Group** – A group is a cooperative practice of medicine as a group of physicians and/or allied healthcare professionals that share a common building, consulting rooms, labs, staff, equipment, etc.

- **Facility** – A facility is a hospital, home health agency, skilled nursing facility, free-standing surgical center, etc. where inpatient care is rendered.

If you are unsure if you are an individual, group, or facility, please do not move forward with registration or using the real-time updates tool. Please reach out to your Provider Network Management relationship executive, or send an email to providerdemo@phs.org.

If you are certain you are registered as a group provider, please review the frequently asked questions (FAQs) at www.phs.org/DirectoryUpdate. After reading the FAQs, you can request myPRES access or login to an existing myPRES account, choose a delegate, and/or begin verifying and making updates to your online provider directory profile.

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Provider Directory Update FAQs Website

The frequently asked questions website at www.phs.org/directoryupdates is a great resource to get started.

Providers | Contact Us | **Update Provider Directory**

NEWS & COMMUNICATIONS

UPDATE PROVIDER DIRECTORY

Chaplaincy Services

We provide ministry and emotional support for patients and their families and support for healthcare workers in times of crisis. Let us help.
Learn More ▸

Presbyterian Health Plan News & Updates

Find out about the newest staff and the latest technology, and all the other happenings at Presbyterian.
Learn More ▸

Update Provider Directory

You can now update your provider directory profile on the myPRES provider portal!

To help you navigate the new process, we have listed a few frequently asked questions below. If you need help getting started, please contact your Provider Network Management relationship team.

Contact Us ▸

If you are a behavioral health provider, please reach out to your Presbyterian behavioral health liaison at 800-424-6035 to learn more about updating your profile.

Where do I make updates?

Providers will make all updates and changes through the myPRES provider portal. To make updates, providers and provider offices must have a current myPRES account.

Log into myPRES ▸

What if I do not have a myPRES ID or account?

If you do not have a myPRES account, or if you have not accessed your myPRES account in the past year, you will need to register for a new one.

Register for myPRES ▸

Who in my office can make updates?

Provider offices will need to identify staff members as authorized delegates to make changes on behalf of the office through the portal.

How do I choose a delegate to make updates?

Offices must submit a request for access.

Submit Request ▸

Once I have access and permissions, how do I make updates?

When you log in to the myPRES provider portal, you will choose "Update Provider Directory" from the Menu of Service. You will then click on the section you would like to update. Updates may include, but are not limited to, demographic information, address, panel status, languages spoken, and hours of operation.
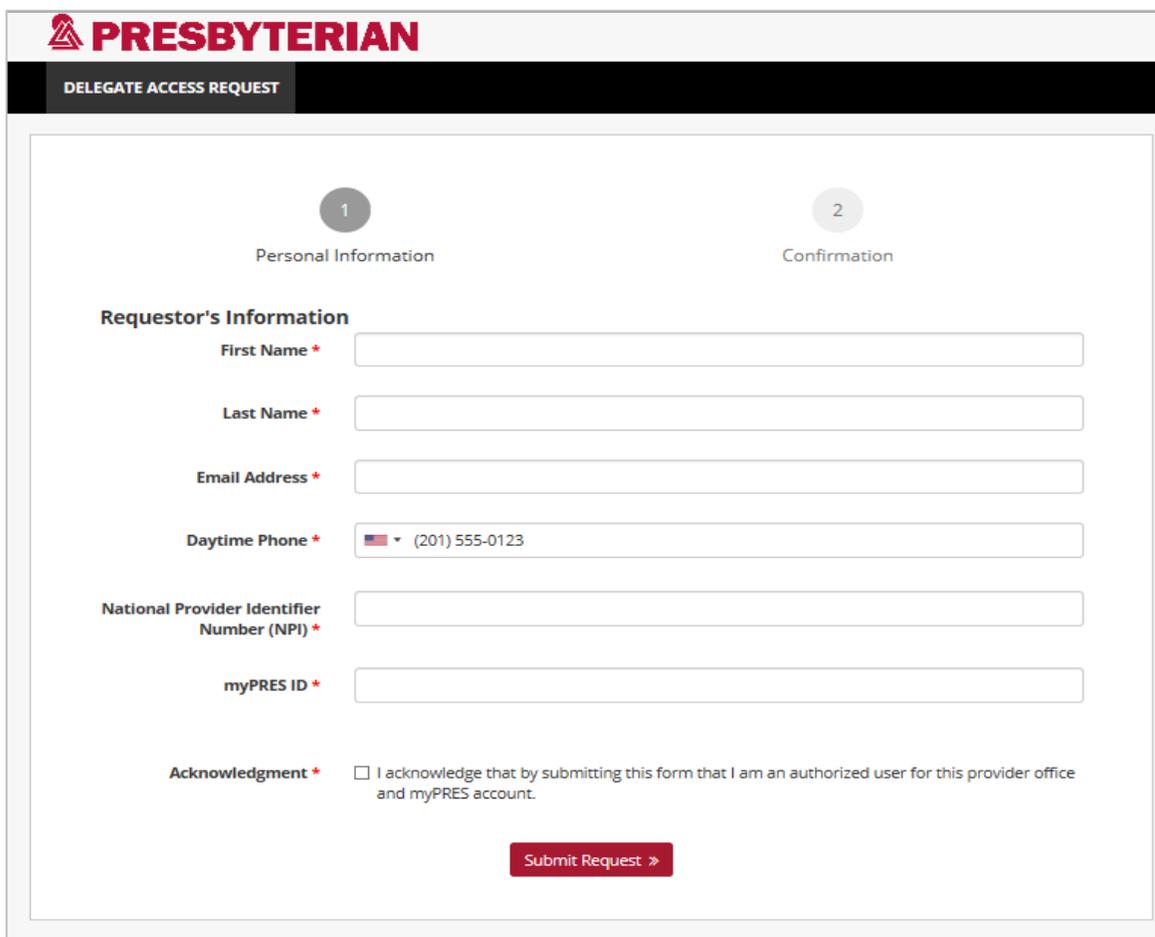
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Choosing a Delegate

Groups will need to choose at least two delegates within the group to make any changes. To add delegates, providers will need to submit the request form at https://phs.swoogo.com/delegate-access.

How do I choose a delegate to make updates?

Offices must submit a request for access.

Submit Request ▸

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DELEGATE ACCESS REQUEST

① Personal Information   ② Confirmation

Requestor's Information

First Name *

Last Name *

Email Address *

Daytime Phone *   🇺🇸 ▾ (201) 555-0123

National Provider Identifier Number (NPI) *

myPRES ID *

Acknowledgment *   ☐ I acknowledge that by submitting this form that I am an authorized user for this provider office and myPRES account.

Submit Request »

Once you receive an email verifying the delegate was added, log into myPRES and select, "Update Provider Demographic Information" from the myPRES Workforce Menu of Services. If the person who is chosen to be a delegate does not have a myPRES account, they will need to register for an account at https://mypres.phs.org/Pages/provider-registration.aspx.
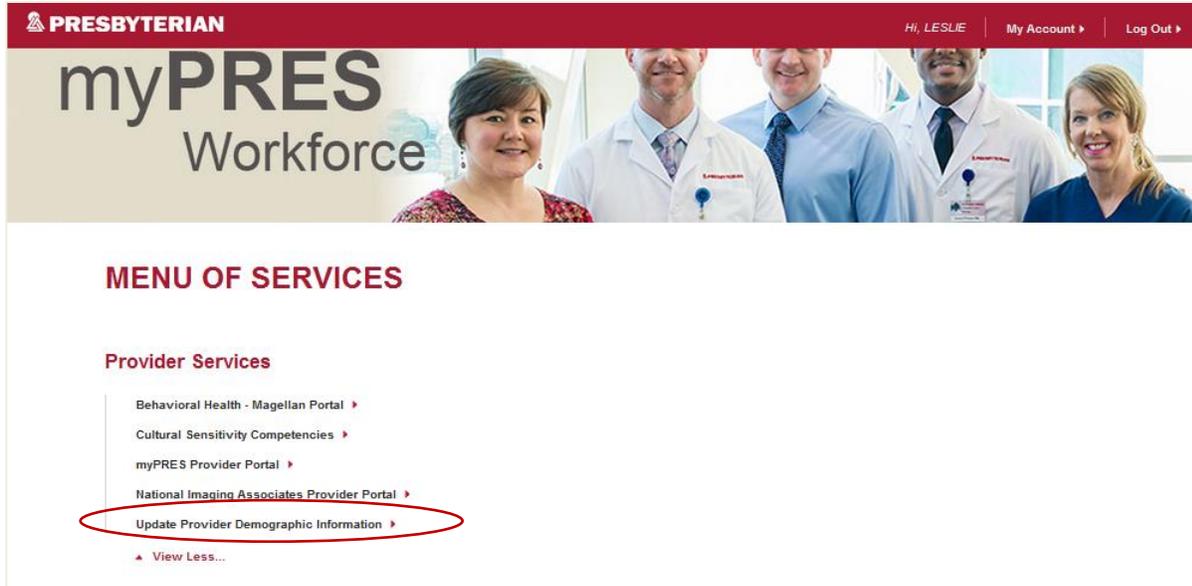
This will open the dashboard below. Click on the green tabs to choose which sections of the profile to update.
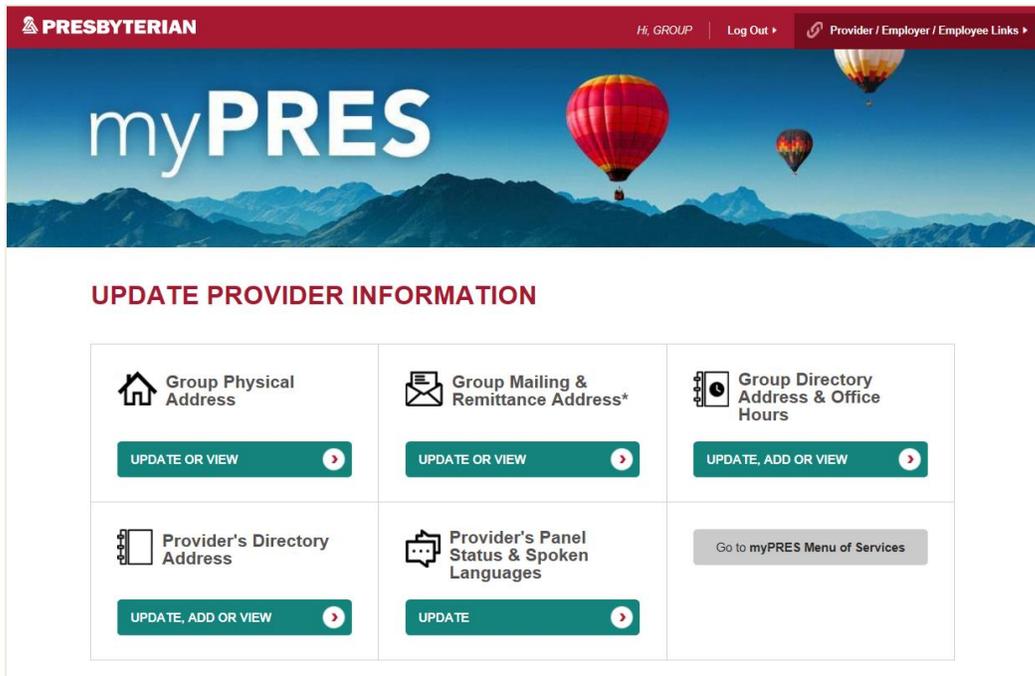
Example of "Group Directory Address & Office Hours" tab

Click "Update" to view the address or office hours you need to update.

Verify if the address is correct. If it is not, delete the address information in the fields and replace it with the correct one. Please note that all addresses will be verified by the United States Postal Service (USPS) for correctness. Therefore, please refrain from using punctuation in the address.

> **CORRECT:** 508 SAN PASQULE AVE SW
> **INCORRECT:** 508 SAN PASQUALE AVE, S.W.

![Presbyterian logo]

Verify if the office hours are correct. If not, choose the time from the dropdown, choose A.M. or P.M., or choose if the office is closed that day.

Example of "Update Provider Panel Status & Spoken Languages*" tab

Input the National Provider Identifier (NPI) number or the name of the specific provider you need to update or verify.

Example of "Update Provider Panel Status & Spoken Languages*" tab

1. Provider Network
Providers will need to begin with this field as each network the provider is contracted with (e.g., Commercial, Medicaid, and/or Medicare) will need to be completed separately – even if the information is the same for all networks.

2. Spoken Language
The system will automatically default to English. If the provider speaks additional languages, click on the languages to insert checkmark.

3. Panel Status
You can indicate if the provider is accepting new patients under panel status and if they have age or gender restrictions (e.g., pediatrics, gynecology, etc.).

4. Save & Repeat
Choose "Save" and then repeat for the next network the provider is contracted with.

Example of "Group Physical Address" tab

Your physical address might be different than your directory address. Verify if the address is correct. If it is not, delete the address information in the fields and replace it with the correct one. Please note that all addresses will be verified by the United States Postal Service (USPS) for correctness. Therefore, please refrain from using punctuation in the address.

CORRECT: 508 SAN PASQULE AVE SW
INCORRECT: 508 SAN PASQUALE AVE, S.W.

UPDATE PHYSICAL ADDRESS

Updating Physical Address for Taxonomy #

The address listed below will automatically be validated against the U.S. Postal Service system. If you receive an error message upon submission, please make any necessary changes to ensure your address aligns with the USPS.

Physical Address

Address*
9705 SAMIA ST NW

Please add Suite, Building, Unit #, etc. on Address Line 2.
Address Line 2

City*
ALBUQUERQUE

State*
New Mexico

ZIP*
87114-5999

Note: If you need to change the State, contact your assigned Relationship Executive for assistance.

Telephone*
505-615-3382

Extension
34

FAX

Extension

Email Address

*Required fields

CANCEL   SAVE

Example of "Mailing and Remittance Address*" tab

This tab will show both the mailing address and the remittance (billing) address. Please note: providers cannot update their remittance address via the real-time updates tool. Providers must contact their relationship executive/relations service associate team to make the appropriate changes.

Update Mailing Address

Verify if the mailing address is correct. If it is not, delete the address information in the fields and replace it with the correct one, or choose "Same as Physical Address" if it is the same as your physical address. However, if choosing "Same as Physical Address" please make sure you have verified that the physical address is correct.

Please note that all addresses will be verified by the United States Postal Service (USPS) for correctness. Therefore, please refrain from using punctuation in the address.

CORRECT: 9705 SAMIA ST NW
INCORRECT: 9705 SAMIA ST, N.W.

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