

Provider Directory Real-time Updates

Group Provider User Guide



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.

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



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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.

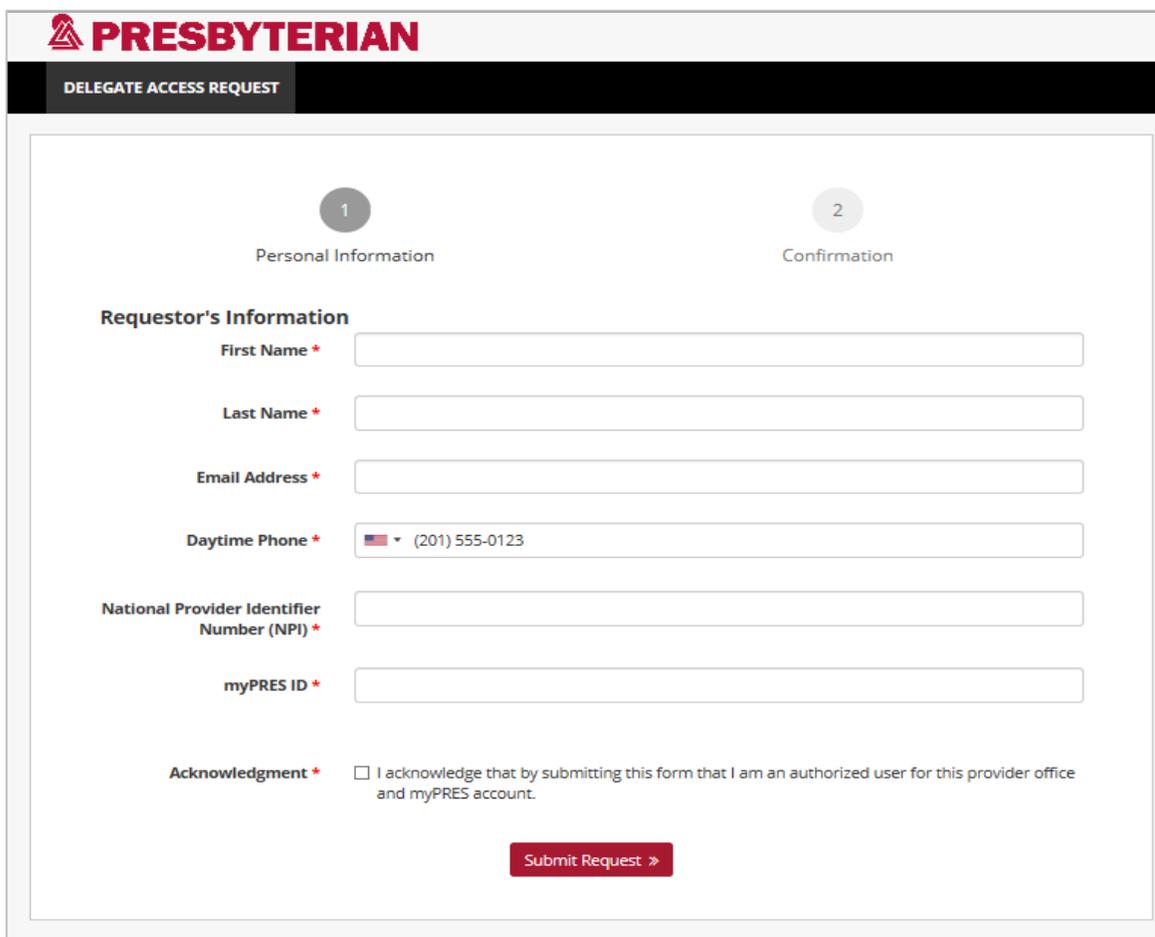
Choosing a Delegate

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?

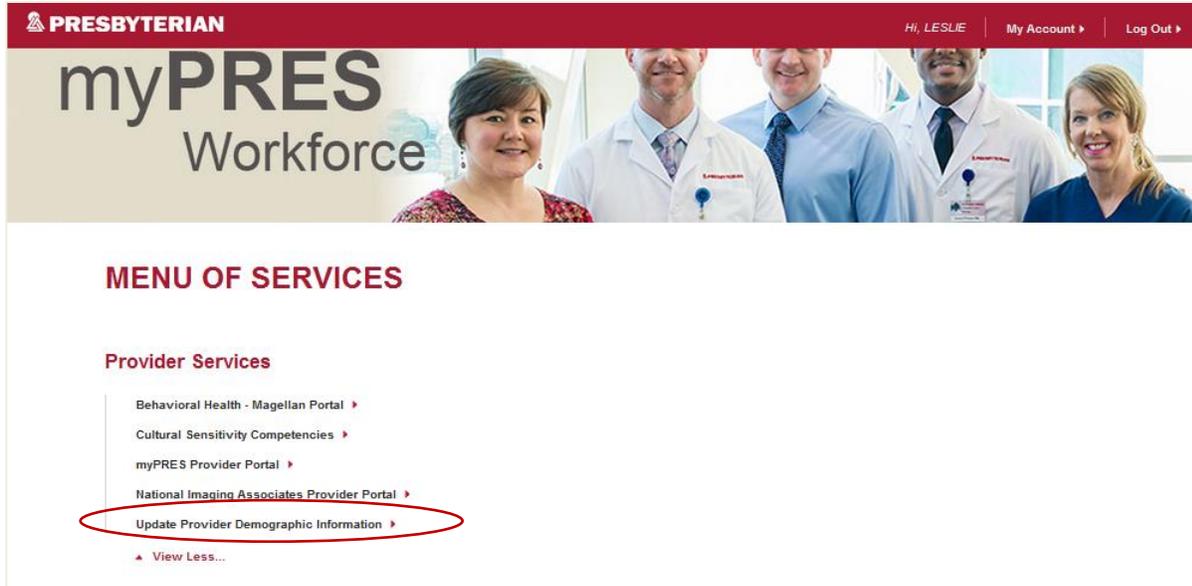
Offices must submit a request for access.

[Submit Request ▶](#)

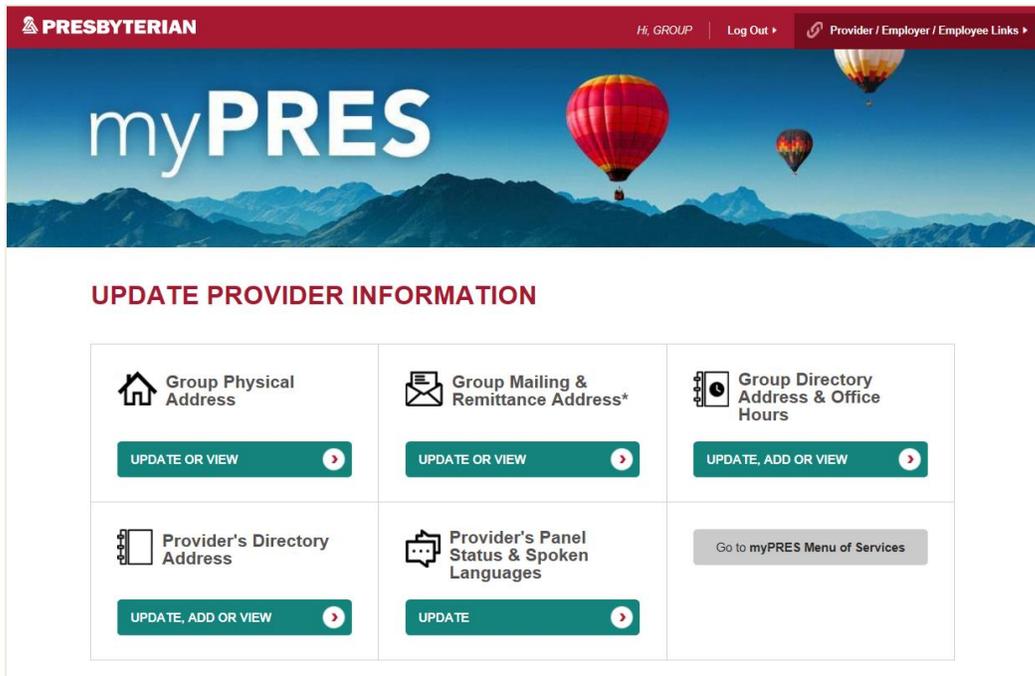


The screenshot shows a web form titled "DELEGATE ACCESS REQUEST" with the Presbyterian logo at the top. The form is divided into two steps: "1 Personal Information" and "2 Confirmation". Under "1 Personal Information", there is a section for "Requestor's Information" with the following fields: "First Name *", "Last Name *", "Email Address *", "Daytime Phone *" (with a dropdown menu showing "(201) 555-0123"), "National Provider Identifier Number (NPI) *", and "myPRES ID *". Below these fields is an "Acknowledgment *" section with a checkbox and the text "I acknowledge that by submitting this form that I am an authorized user for this provider office and myPRES account." At the bottom of the form is a red "Submit Request »" button.

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.

UPDATE DIRECTORY ADDRESS & OFFICE HOURS

Updating Directory Address & Office Hours for Taxonomy #

Select the address that you want to update, or add a new address.

ADD NEW ADDRESS +

Address 1	Address 2	City	State	ZIP	Action
508 SAN PASQUALE AVE SW	STE 4	ALBUQUERQUE	NM	87104-1136	Update ▶

BACK TO MENU ◀

Need help? Contact your assigned Relationship Executive, or reference the **Presbyterian Provider Network Contact Guide** ▶

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 PASQUALE AVE SW

INCORRECT: 508 SAN PASQUALE AVE, S.W.

UPDATE DIRECTORY ADDRESS & OFFICE HOURS

Updating Directory Address & Office Hours 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.

Directory Address

Address* Telephone* Extension

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

Address Line 2 FAX Extension

City*

State* ZIP*

*Required fields

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.

Office Hours

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<input type="checkbox"/> Office closed	<input checked="" type="checkbox"/> Office closed	<input checked="" type="checkbox"/> Office closed				
Office Opens 7:30	Office Opens 7:00	Office Opens 7:00	Office Opens 7:00	Office Opens 7:00	Office Opens Select...	Office Opens Select...
<input checked="" type="radio"/> A.M. <input type="radio"/> P.M.						
Office Closes 8:00	Office Closes 8:00	Office Closes 7:00	Office Closes 6:30	Office Closes 8:00	Office Closes Select...	Office Closes Select...
<input type="radio"/> A.M. <input checked="" type="radio"/> P.M.						

[Remove this address](#)

Need help? Contact your assigned Relationship Executive, or reference the [Presbyterian Provider Network Contact Guide](#)

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.



IDENTIFY PROVIDER

Identify the provider whose panel status you want to update. Enter either the provider’s NPI or Name, and then click Search.

Provider NPI Number or Name

Need help? Contact your assigned Relationship Executive, or reference the [Presbyterian Provider Network Contact Guide](#)

IDENTIFY PROVIDER

Search Results
The following providers were found for "1234567890". Select the provider that you want to update information for, or search again.

Provider Name	NPI	TIN	Taxonomy	Specialty	Address	ZIP	Action
EXPERIAN, PROVIDER	1234567890	987654321		GP	5916 ANAHEIM AVE NE STE J	87113-1887	Select

[SEARCH AGAIN](#)

Need help? Contact your assigned Relationship Executive, or reference the [Presbyterian Provider Network Contact Guide](#)

Example of “Update Provider Panel Status & Spoken Languages*” tab

UPDATE PROVIDER PANEL STATUS & SPOKEN LANGUAGES
Note: You are updating this information on behalf of EXPERIAN, PROVIDER

Provider Network
Provider network: Commercial

Panel Status
Accepting new patients: Yes No
Patient maximum (total # of patients): 99999
Patient gender accepted: Both males and females Females only Males only
Minimum patient age: 0 Maximum patient age: 999

Spoken Languages

<input type="checkbox"/> Arabic	<input type="checkbox"/> Greek	<input type="checkbox"/> Polish
<input type="checkbox"/> Chinese	<input type="checkbox"/> Hebrew	<input type="checkbox"/> Portuguese
<input type="checkbox"/> Dutch	<input type="checkbox"/> Hindi	<input type="checkbox"/> Punjabi
<input checked="" type="checkbox"/> English	<input type="checkbox"/> Hungarian	<input type="checkbox"/> Russian
<input type="checkbox"/> Farsi	<input type="checkbox"/> Italian	<input type="checkbox"/> Sign Language
<input type="checkbox"/> Filipino	<input type="checkbox"/> Korean	<input type="checkbox"/> Spanish
<input type="checkbox"/> French Canadian	<input type="checkbox"/> Navajo (Dine)	<input type="checkbox"/> Urdu
<input type="checkbox"/> German	<input type="checkbox"/> Persian	<input type="checkbox"/> Vietnamese

If you need an additional language that is not listed here, contact your assigned Relationship Executive for assistance.
Please validate that all information above is correct by clicking the save button.

[CANCEL](#) [SAVE](#)

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 PASQUALE 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*	Telephone*	Extension
<input type="text" value="9705 SAMIA ST NW"/>	<input type="text" value="505-615-3382"/>	<input type="text" value="34"/>
<small>Please add Suite, Building, Unit #, etc. on Address Line 2.</small>	FAX	Extension
Address Line 2	<input type="text"/>	<input type="text"/>
<input type="text" value=""/>	Email Address	<input type="text"/>
City*	<input type="text" value=""/>	
<input type="text" value="ALBUQUERQUE"/>		
State*	ZIP*	
<input type="text" value="New Mexico"/>	<input type="text" value="87114-5999"/>	

*Required fields

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

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 & REMITTANCE ADDRESS

Updating Mailing & Remittance Address for Taxonomy #

Select the address that you want to update, or add a new address.

Address 1	Address 2	City	State	ZIP	Address Type	Action
9705 SAMIA ST NW		ALBUQUERQUE	NM	87114-5999	Mailing	Update *
4817 SAN PEDRO DR NE		ALBUQUERQUE	NM	87113-0000	Remittance	Contact us *

* If you need to update your Remittance address, contact your assigned Relationship Executive.

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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.

UPDATE MAILING ADDRESS

Updating Mailing 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.

Mailing Address

Same as Physical Address

Address* Telephone* Extension

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

Address Line 2

FAX Extension

*Required fields

City*

State* ZIP*

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

[CANCEL](#) [SAVE](#)

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.