




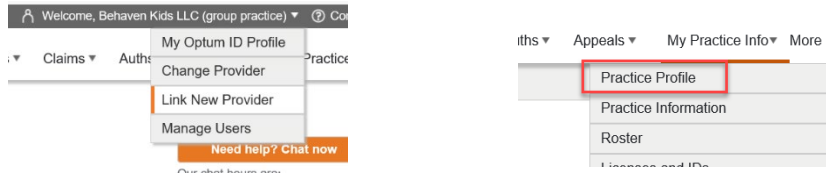
# Provider Express My Practice Info – Navigation Instructions

## SYSTEM UPDATE KEY

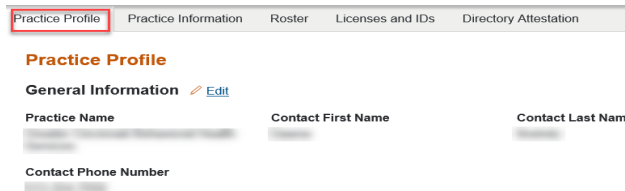
-  = Updates will be visible within 5-7 business days
-  = Updates will be visible within 10 business days
-  = Updates are visible immediately

### Step 1: Login to [ProviderExpress.com](https://ProviderExpress.com) → My Practice Info → Practice Profile.

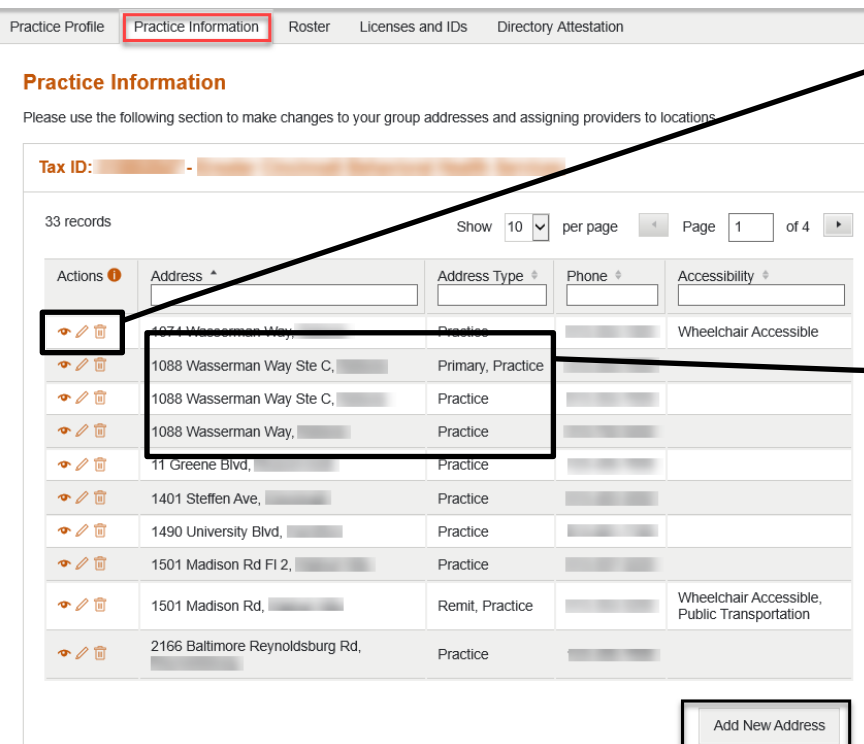
New users should select “First-time User” to self-register to obtain a Login ID. Click on the Training tab and view the “First-time User” training video if you are having issues logging in. If necessary, select ‘Link New Provider’ to view each group practice relationships with Optum. Once linked, users can toggle between each group practice relationship going forward.



### Step 2: Confirm General Office Contact information on the Practice Profile tab. Edit if Needed.



### Step 3: Review Group Practice Addresses. Add New Addresses, Modify Existing Address Attributes, or Delete Addresses as needed. Please see screenshots below for assistance.



#### Action Icons (View/Edit/Delete):

Click on the eye to view more detailed address information or the pencil to edit. Click the trash can to Delete. See next page for information related to restrictions for deleting an address.

#### Duplicate Group Addresses:

Look for similar instances of the same address and eliminate unnecessary redundancy by identifying the ‘confirmed’ instance and removing ‘duplicate’ instances. The addresses should be reflective of what should appear in our directories and align with the practice addresses listed on the group’s own website. Suite numbers are not always essential to display, and multiple suite numbers can cause member confusion. **Critical Note:** Clinicians aligned with ‘duplicate’ address instances require reassigning to the ‘confirmed’ instance in Step 4, so the duplicate instances need to remain in place until all clinician updates are complete.

Currently there is a limitation to add a group practice address in a state that is not the Primary Practice of the group. Some group types may not be able to add any new group addresses. If a new group address is required and is unable to be added online, please submit that address to your Provider Relations Representative or Delegation Specialist to load. The address will become available within 5-7 business days.

### Step 3 (Continued)

4 records

Show 10 per page Page 1 of 1

Actions	Address	Address Type	Phone	Accessibility
	wasserman			
	1074 Wasserman Way,	Practice		Wheelchair Accessible
	1088 Wasserman Way Ste C,	Primary, Practice		
	1088 Wasserman Way Ste C,	Practice		
	1088 Wasserman Way,	Practice		

**Views and Filters:** Address list can be sorted and filtered by any of the text box headings shown. The default number of addresses displayed is 10 but can display up to 100 or navigated via the left and right arrow buttons.

1074 Wasserman Way,

This Address cannot be deleted because clinicians on your roster have this location listed as their Primary Practice address. If you wish to delete this address, please go to the Roster tab and change the Primary Practice for those clinicians linked to this address.

**Delete Address:** If attempting to delete an address and this error message appears, it is because one or more clinicians are linked to this address as their Primary Practice. Click on the 'View' (eye) icon to see a list of clinicians that are actively linked to this address.

**Critical Note:** Step 4 contains instructions on how to remove clinicians from an address so it can then be deleted successfully here.

Demographics

**Assigned Clinicians**

Address	Address Type	Secure Fax
1074 Wasserman Way	Practice	
Phone Number	Accessibility	
	Wheelchair Accessible	

Close Edit

Demographics

**Assigned Clinicians**

17 records Show 10 per page Page 1 of 2

Clinician Name	License Type
Hasan	MD
Heather A	LPCC
Dianne M	CNS

### Step 4: Review Group Roster tab. Confirm list of clinicians currently providing direct service to patients, delete clinicians no longer practicing with this group, and if applicable, add any new clinicians.

Practice Profile Practice Information **Roster** Licenses and IDs Directory Attestation

**Roster**

Please use to add, edit or delete clinicians to your roster.

438 records

Show 10 per page Page 7 of 44

Actions	Clinician	License Number	License Type	NPI	Medicaid ID	Medicare ID
	Kathleen		RN - Registered Nurse			
	Susannah		LPCC - Lic Professional Clinical Counselor			
	Tomya		LSW - Licensed Social Worker			
	Amanda		LPCC - Lic Professional Clinical Counselor			
	Jane		LISW-S - Licensed Ind Social Worker Supervisor			
	Heather		LPCC - Lic Professional Clinical Counselor			
	Alexandra		LSW - Licensed Social Worker			
	Stephen		N/A - No Approved UBH License			
	Tammy		CT - Counselor Assistant			
	Anne		LPCC - Lic Professional Clinical Counselor			

Add New Clinician

**Page Display:** The default number of clinicians displayed per page is 25 but can be changed to between 5 and 100 and/or navigated via the left and right arrow buttons.

**Delete Clinician:** Click on the trash can to Delete providers no longer practicing with this Group / Tax ID.



**Add New Clinician:** To Add a new clinician to the roster, follow the screenshots on the next page. Clinicians will be displayed immediately in a "Pending" status until they are fully updated in our systems where the status will change to "Active". In cases where it is identified that a clinician requires credentialing by Optum, you will be automatically redirected to the appropriate link.

### Add Clinician to Roster

\*Required

#### Personal Details

Network Effective Date \*

   
mm/dd/yyyy

First Name \*

Middle Initial

Last Name \*

Individual NPI (Type I) \*

Gender \*

Provider Type \*

RX Privileges


Yes  No

Primary License # \*

Practicing State \*

License Type \*

Effective Date

  
mm/dd/yyyy

Expiration Date \*


  
mm/dd/yyyy

### Addresses

Please note that each clinician can only have one location listed as their Primary and Mailing addresses. You can have multiple addresses listed as practice locations.

1145 High St, Lincoln, NE 68502	Primary, Mailing, Practice
8922 Cuming St, Omaha, NE 68114	Practice

3 records Show  per page  Page  of 1

 Clear All Filters

Available Addresses ^	Primary *	Mailing *	Practice
<input type="text" value="1145 High St, Lincoln, NE"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<input type="text" value="1232 High St, Lincoln, NE"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="text" value="8922 Cuming St, Omaha, NE"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

[Clear](#)

Clicking "Continue" will add the provider to the roster as "Pending", provide a confirmation ID, and land on the "Edit Clinician" Screen (see next page to confirm critical requirements before navigating away from this landing page).

Practice Profile Practice Information

✔ This clinician has successfully been added to your roster. Please allow 10 business days for the clinician's status to become active for claims payment. Confirmation #726228.

### Edit Clinician: Jamie

Please review or complete remaining sections.

★ Required

▶ **Personal Details**

▶ **General Information**

**Availability**

▶ **8922 Cuming St**

▶ **1145 High St**

▶ **Licenses & IDs**

▶ **Addresses**

Return to Roster

**Critical Note:** Review each section on this screen by clicking the accordion arrow on the left to update any additional data for this clinician especially Medicaid and Medicare IDs to ensure appropriate lines of business are added to the clinician's record.

**Step 5: Review Data for Each Active Clinician.** Click the Pencil icon to view and edit detailed information for each clinician in the group. Make note of the last 'Attestation Date' to ensure it is current.

Actions <span style="color: #0070c0;">i</span>	Clinician	Attestation Date <span style="color: #0070c0;">i</span>	License Number	License Type
	[Redacted], Kate	04/26/2021	[Redacted]	LMHP - Lic Mental Health Practitioner
	[Redacted] Alexa	04/23/2021	[Redacted]	LMHP - Lic Mental Health Practitioner

### [Redacted], Kate - Directory Attestation View ✕

Carefully review the information listed below, make any required edits, and then attest to the accuracy at the bottom of this page.

Edit

I So Attest

Close

See Next Page

**Attestation:** Click 'I So Attest' to update the last attestation date on the roster list view at any time especially immediately after any system updates are submitted.

## Edit Clinician

\* Required

▶ Personal Details

▶ General Information

### Availability

▶ 8922 Cuming St

▶ Licenses & IDs

▶ Addresses

[Return to Roster](#)

**Personal Details:** This section is expanded by default.

Click 'Edit' to populate any missing data or update existing data.


Personal Details [Edit](#)

Then click 'Save' to submit changes.

Personal Details [Save](#) [Cancel](#)

 **Values Available for Review/Edit:**

- Name (Must Match Current License) \*Critical\*
- Taxonomy

 **Values Available for Review/Edit:**

- Gender \*Critical\*
- Ethnicity
- Languages Spoken
- Cultural Competency Training Attestation
- Populations Treated
- Areas of Clinical Expertise
- Credentialing Dates (for delegated credentialing only)

**General Information:** This section needs to be selected to expand.

Click 'Edit' to populate any missing data or update existing data.

General Information [Edit](#)


Then click 'Save' to submit changes.

General Information [Save](#) [Cancel](#)

 **Values Available for Review/Edit:**


- General Communication Email
- Age Limitations
- Gender Limitations

**Licenses and IDs:** This section needs to be selected to expand.

Click  to Add a New Value or  to Delete

 **Values Available for Review/Edit:**

- Licenses (Required for Each State of Practice) \*Critical\*
- Board Certifications (Required for MD's Only)

 **Values Available for Review/Edit:**

- Medicare Numbers
- Medicaid Numbers
- Affiliations/Admitting Privileges

## Step 5 (Continued)

### Edit Clinician

★ Required

- ▶ Personal Details
- ▶ General Information
- Availability**
  - ▶ 8922 Cuming St
- ▶ Licenses & IDs
- Addresses**

[Return to Roster](#)

**Availability:** This section lists all current practice addresses associated with this clinician and allow updates to Phone, Fax, Office Hours, and Accepting New Patients Status. Click each address to view and update related data.

**Dates Not Accepting Patients:** \*Critical\*  
Click on 'Additional Unavailability' to insert information relating to dates and reasons a Clinician may Not be Accepting New Patients at each location. Click the trash can to remove any existing 'Unavailable' statuses if needed.

**Temporary Reasons:**

- Practice Full
- Facility Remodeling
- Illness
- Leave of Absence

**Indefinite or Extended Reasons:**

- Active Military
- Inpatient Only (Hospital Based)
- Claims Only – No Referrals
- Internal Referrals Only

**Dates Not Accepting Patients** [+ Additional Unavailability](#)

**Critical Note:** Providers are required to update their availability to accept new patients for either temporary or indefinite reasons for each location in which they practice as referenced in the Provider Handbook as an extension of their contract.

**Phone and Hours:** \*Critical\*  
Click 'Edit' to update the phone or fax specific to each clinician / location combination in addition to the office hours routinely practiced.

**Phone and Hours** [Edit](#)

Then click 'Save' to submit changes.

**Phone and Hours** [Save](#) [Cancel](#)

**Addresses:** \*Critical\* This section needs to be selected to expand. This section lists all current practice addresses associated with this clinician and allows for linking and unlinking clinicians to current group practice addresses maintained on the 'Practice Information' tab highlighted in Step 3.

Click 'Edit' to submit required updates.

**Addresses** [Edit](#)

Upon clicking 'Edit', a new section appears displaying all existing group practice addresses pre-selected with the address(es) in which that clinician currently practices. Each clinician must have a single 'Primary' practice and 'Mailing' address and as many secondary 'Practice' addresses as applicable. Perform any required changes and select 'Save'. As selections are changed below, the list of addresses above also changes.

**Addresses** [Save](#) [Cancel](#)

**TIP:** If you are adding new practice locations for a clinician, after those updates are reflected, be sure to then review and update the 'Availability' section. The first time a clinician is added to a group practice address, the phone and fax default to that of the group address record and no data is be populated for Practice Hours or Accepting New Patients status.

## Addendum – No Physical Practice Location Scenarios

There are a few scenarios where providers do not have a physical practice location. Below are the most common. For these scenarios, be sure that 'Address Line 1' is populated with the exact text above. If your record is already displaying any of the above or similar variations, those variations are okay to remain unchanged. It is also okay to update the values if desired. Please do not create new scenarios.

- Foster Care Only Provider
- In Home Only Provider
- Confidential Location
- Virtual Visits Only Provider\* (see below)

**\*Virtual Visits Only:** If you have not already done so, please complete the virtual visits attestation form at the following link: <https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/vv-tmh.html>

In order to be able to be properly identified and displayed in directory search results as providing virtual visits only, please use the exact default address(es) below for the state(s) in which you practice.

**ADDRESS LINE 1:** Virtual Visits Only Provider

**CITY / STATE / ZIP:** As seen below

State	City	ZIP
AK	Juneau	99801
AL	Montgomery	36106
AR	Little Rock	72202
AZ	Phoenix	85039
CA	Sacramento	94209
CO	Denver	80259
CT	Hartford	06103
DE	Dover	19905
FL	Tallahassee	32302
GA	Atlanta	30305
HI	Honolulu	96801
IA	Des Moines	50301
ID	Boise	83702
IL	Springfield	62707
IN	Indianapolis	46210
KS	Topeka	66603
KY	Frankfort	40601
LA	Baton Rouge	70802
MA	Boston	02199
MD	Annapolis	21402
ME	Augusta	04333
MI	Lansing	48908
MN	Minneapolis	55480
MO	Jefferson City	65101
MS	Jackson	39286

State	City	ZIP
MT	Helena	59624
NC	Raleigh	27606
ND	Bismarck	58503
NE	Lincoln	68501
NH	Concord	03303
NJ	Trenton	08603
NM	Santa Fe	87502
NV	Carson City	89712
NY	Albany	12203
OH	Columbus	43085
OK	Oklahoma City	73131
OR	Salem	97311
PA	Harrisburg	17102
RI	Providence	02904
SC	Columbia	29215
SD	Pierre	57501
TN	Memphis	38103
TX	Austin	78709
UT	Salt Lake City	84171
VA	Richmond	23289
VT	Montpellier	05601
WA	Olympia	98505
WI	Madison	53708
WV	Charleston	25375
WY	Cheyenne	82008