

# Provider Portal – Search & View Provider Profile

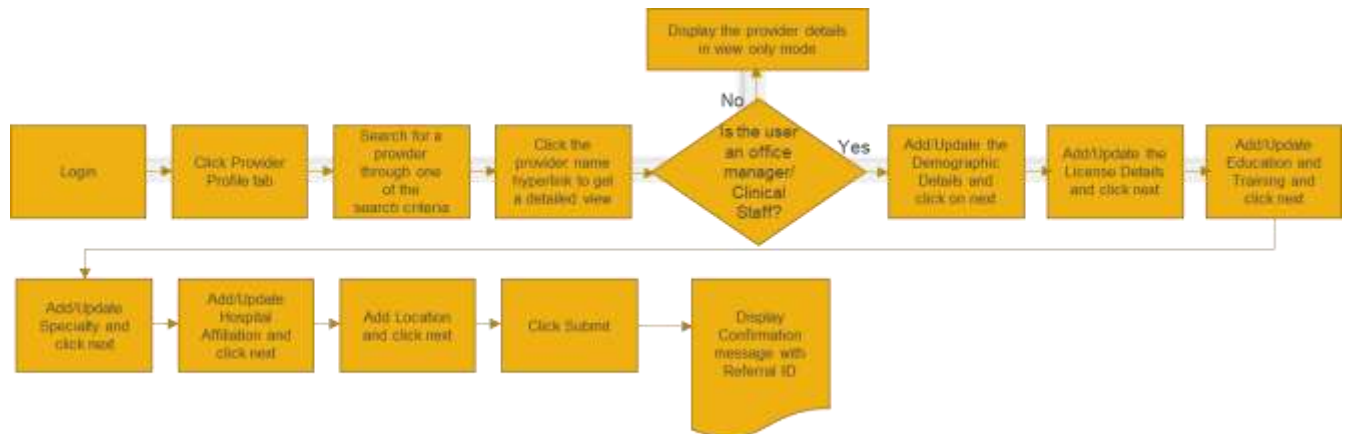
Quick Reference Guide (QRG)



# Provider Portal – Search & View Provider Profile

This Quick Reference Guide (QRG) will provide an overview of how to search for a provider and view their Profile.

**Note:** The information in the Provider Profile section is the participation information that appears in our provider directories and is part of our credentialing file for the participating provider. This is not the portal user's information. It is critical for this information to be kept current.



Let us look at the steps in detail for Search & View Provider Profile.

## Purpose: To search and view a Provider's Profile

### 1. Search by Provider Name



#### Step 1:

1. From the **Provider Portal Home** page, select **Provider Profile**.
2. Enter the name of a provider you are affiliated with in the **Provider Name** field.
3. Click **Search**. If you are not authorized to see the provider's information, an error message will be returned.  
**Note:** Wildcard search is based on the first two characters to the last character of the first value entered in the field. Wildcard search does not take the characters entered after a space.

Home Member Management Claims Referrals Preauthorization Dental Pre-Determination **Provider Profile** More

## Providers

Enter a name to begin your search. Select a provider to view their profile.

Search By \*  
Provider Name

Provider Name \*

Reset Search Search



## Step 2:

1. The search results display.
2. Click a specific provider name to view the provider profile.  
**Note:** User can use **Filter By** option to filter any of the data elements/values in the columns **Provider Name**, **NPI** or **Provider Type**.

Provider Name	NPI	Provider Type
Abraham, Adam	1679713960	Practitioner
Ackerman, Adam	1666622333	Practitioner
Adam, Amer	1873223344	Practitioner
Adam Diana	1432445443	Practitioner
Adam, Emile	1543222433	Practitioner
Adam Lindsay	1433432225	Practitioner
Adam, George	1532998463	Practitioner
Adam, Ian	1328857648	Practitioner
Adam, Richard	1443299564	Practitioner



## Step 3:

1. The **Provider Profile Details** screen displays.
2. Expand each field to view the detailed information.
3. Scroll down to view the additional fields.

### Provider Profile Details

If you update any of the sections below, you may be required to provide supporting documentation.  
To make changes to provider information, click Update. To make changes to a location, click View/Edit next to the location name.

Update Ask a Question

- > Demographics
- > Licenses
- > Education & Training
- > Specialty
- > Hospital Affiliations



## Step 4:

1. Expand **Demographics** to view the demographic details.

### Provider Profile Details

If you update any of the sections below, you may be required to provide supporting documentation.  
To make changes to provider information, click Update. To make changes to a location, click View/Edit next to the location name.

Update
Ask a Question

▼ Demographics

Provider Type <small>Practitioner</small>	NPI <small>1871557447</small>	CAQH ID <small>11150582</small>	Provider Name <small>Blier, Peter R.</small>
Gender <small>Male</small>	Date of Birth <small>06/28/1958</small>	Country of Birth	State of Birth
Ethnicity	Race	Religion	Culture

➤ Licenses



## Step 5:

1. Expand **Licenses** to view the license details.

Update
Ask a Question

➤ Demographics

▼ Licenses

License Type	License Number	State	Status ↑	Issue Date	Expiration Date
National Provider Id	1871557447		Active		12/31/9999
Federal DEA License	884947985	Massachusetts	Active		12/31/9999
State Medical License	150548	Massachusetts	Active	05/29/1996	12/31/9999
Medicaid	110057425A		Active		12/31/9999

Total Records: 4 Showing 1 - 4 of 4



## Step 6:

1. If the license details are not available, the message **No records found** appears.

Update Ask a Question

> Demographics

▼ Licenses

License Type	License Number	State	Status	Issue Date	Expiration Date
No records found					

> Education & Training

> Specialty

> Hospital Affiliations

▼ Locations Add Location

Location Name ↑	Location Type	Address
View/Edit NY-Presbyterian Brooklyn Methodist Hospital	Direct	506 6th St, Brooklyn, NY 11215

Total Records: 1 Showing 1 - 1



## Step 7:

1. Expand **Education & Training** to view the education and training details.

Update Ask a Question

> Demographics

> Licenses

▼ Education & Training

Category	Education Type	Institution Type	Start Date	End Date	Institution Name	Degree	Area of Study
Residency	Medical School	US or Canadian	01/01/2013	01/03/2017	Yale School of Medicine	Doctor of Medicine	Cardio
Education	University	US or Canadian	10/15/2010	10/31/2013	Yale School of Medicine	Master in Science	Internal Medicine

Total Records: 1 Showing 1 - 1

> Hospital Affiliations

▼ Locations Add Location



## Step 8:

1. If the Education & Training details are not available, the message **No records found** appears.

Update Ask a Question

> Demographics

> Licenses

▼ Education & Training

Category	Education Type	Institution Type	Start Date	End Date	Institution Name	Degree	Area of Study
No records found							

> Specialty

> Hospital Affiliations

▼ Locations Add Location



## Step 9:

1. Expand **Specialty** to view the specialty details.

> Demographics

> Licenses

> Education & Training

▼ Specialty

Specialty Type	Specialty	Board Certified	Initial Certification Date	Expiration Date	Re-Certification Date	Suppress Specialty From Directory
Primary	Cardiology	Yes	02/01/2018	01/03/2022		No
Secondary	Internal Medicine	Yes	10/13/2020	10/31/2027		No

Total Records: 1 Showing 1 - 1

> Hospital Affiliations

▼ Locations Add Location

Location Name	Location Type	Address
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## Step 10:

1. Expand **Hospital Affiliations** to view the details.
2. Click a hospital name to view the affiliation details.

The screenshot shows a provider profile page with several sections: Demographics, Licenses, Education & Training, and Speciality. The **Hospital Affiliations** section is expanded, displaying a table with the following data:

Hospital Name	Type	Position	Admitting Privilege
Yale New Haven Hospital	Primary Admitting Hospital	Active/Attending	Yes

Below the table, it indicates 'Total Records: 1' and 'Showing 1 - 1'. There is also an 'Add Location' button. Below the affiliations, there is a 'Locations' section with a table:

Location Name	Location Type	Address
View/Edit NY-Presbyterian Brooklyn Methodist Hospital	Direct	506 8th St, Brooklyn, NY 11215

This section also shows 'Total Records: 1' and 'Showing 1 - 1'.



## Step 11:

1. The **Hospital Affiliation Information** dialog box displays.
2. Click **Close** to close the dialog box and return to the **Provider Profile Details** screen.

The screenshot shows a dialog box titled 'Hospital Affiliation Information' with the following details:

<b>Hospital Name</b> Yale New Haven Hospital	<b>Type</b> Primary Admitting Hospital	<b>Position</b> Active/Attending	<b>Admitting Privilege</b> Yes
<b>Hospital Address</b> 30 York St, New Haven, CT 06510	<b>Weblink</b> www.ynhh.org	<b>Email</b> ynhh@gmail.com	<b>Phone Number</b> (847)123-4567
<b>Fax</b> (847)123-4566			

At the bottom of the dialog box, there is a 'Close' button. The footer of the dialog box shows 'Total Records: 1' and 'Showing 1 - 1'.



## Step 12:

1. If Hospital Affiliation details are not available, the message **No records found** appears.

The screenshot shows the 'Hospital Affiliations' section of a provider profile. The section is currently collapsed. Below the section header, there is a table with the following columns: Hospital Name, Type, Position, and Admitting Privilege. A red box highlights the text 'No records found' in the center of the table. Below this section is the 'Locations' section, which is expanded. It features a table with columns: Location Name, Location Type, and Address. The first row contains the text 'View/Edit', 'NY-Presbyterian Brooklyn Methodist Hospital', 'Direct', and '506 6th St, Brooklyn, NY 11215'. A yellow 'Add Location' button is visible in the top right corner of the Locations section. At the bottom of the page, it says 'Total Records: 1' and '< Showing 1 - 1 >'.



## Step 13:

1. Expand **Locations** to view the location details. You will be able to view the active locations.
2. Click **View/Edit** to make any changes.

The screenshot shows the 'Locations' section of a provider profile expanded. The section is highlighted with a red border. It features a table with columns: Location Name, Location Type, and Address. The first row contains the text 'View/Edit', 'NY-Presbyterian Brooklyn Methodist Hospital', 'Direct', and '506 6th St, Brooklyn, NY 11215'. A red box highlights the 'View/Edit' text. A yellow 'Add Location' button is visible in the top right corner of the Locations section. At the bottom of the page, it says 'Total Records: 1' and '< Showing 1 - 1 >'.





## Step 14:

1. If active Location details are not available, the message No records found appears.

The screenshot shows the Provider Profile page with the following sections: Licenses, Education & Training, Specialty, Hospital Affiliations, and Locations. The Locations section is expanded, showing a table with columns for Location Name, Location Type, and Address. A red box highlights the message "No records found" in the center of the table. An "Add Location" button is visible in the top right corner of the Locations section.



## Step 15:

1. Click **View Participating Plans** to view Participating Plans at the location level.

The screenshot shows the Provider Profile page with the following sections: Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, and More. The Location Information section is expanded, showing a table with columns for Location Name and Location Type. A red box highlights the "View Participating Plans" button. An "Edit Location" button is visible in the top right corner of the Location Information section.

Location Name	Location Type
Hartford Hospital	Direct

Address Information

Service Address	Correspondence Address
282 Washington St, Hartford, CT, 06106	282 Washington St, Hartford, CT, 06106



## Step 16:

1. **Participating Plans Information** dialog box displays.

The screenshot shows the 'Participating Plans Information' dialog box. At the top, there is a search filter with the text 'Filter By' and a search icon. A tooltip above the search box says 'Enter at least 3 characters to refine.' Below the search box is a list of participating plans. The list is titled 'Participating Plans' and contains the following items:

- Choice HMO 30/45 \$3000Ded CNT 06
- Choice HMO 30/45 \$3000Ded CNT 07
- Choice HMO 30/45 \$5000Ded CNT 06
- Choice HMO 30/45 \$5000Ded CNT 07
- Choice HMO HSA \$3000/\$6000Ded CNT 06
- Choice HMO-OA-CAL-30-45-500-500D-26
- Choice HMO-OA-CAL-30-45-500-500D-29
- Choice HMO-OA-CNT-30-45-1500HospDed-38
- Choice HMO-OA-CNT-30-45-300-500D-01
- Choice HMO-OA-CNT-30-45-500-500D-16
- ConnectiCare Choice Part B Saver (HMO)
- ConnectiCare Choice Plan 1 (HMO)
- ConnectiCare Choice Plan 2 (HMO)
- ConnectiCare Choice Plan 3 (HMO)
- ConnectiCare Employer Group Plan (HMO)
- ConnectiCare Employer Group Plan (HMO-POS)
- ConnectiCare Flex Plan 1 (HMO-POS)
- ConnectiCare Flex Plan 2 (HMO-POS)
- ConnectiCare Flex Plan 3 (HMO-POS)
- Data Migration Product

At the bottom of the dialog box, there is a 'Close' button. The background page shows 'Location Information' with a navigation menu at the top: Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, and More.

Thank  
You

