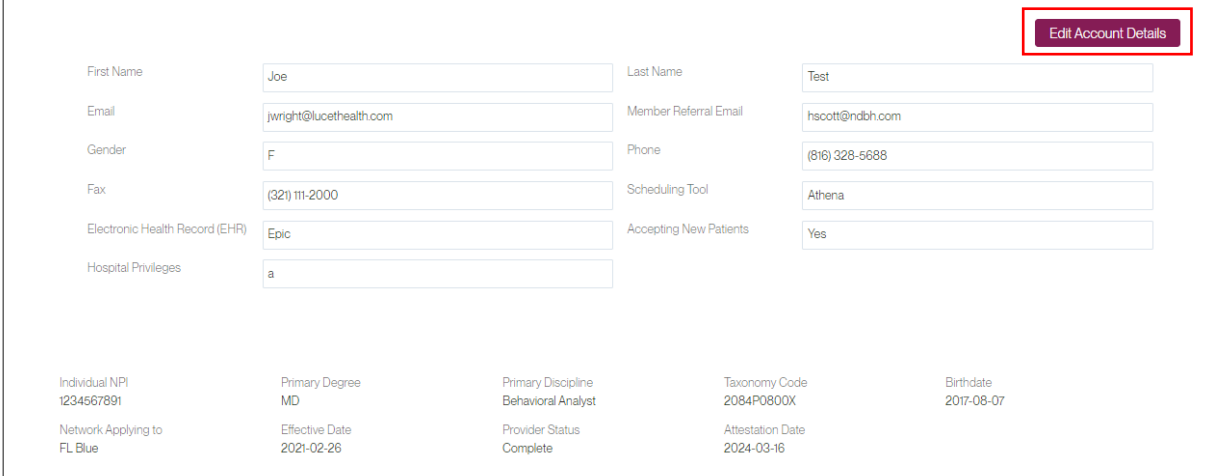


How do I complete demographic update for Solo Practitioner?

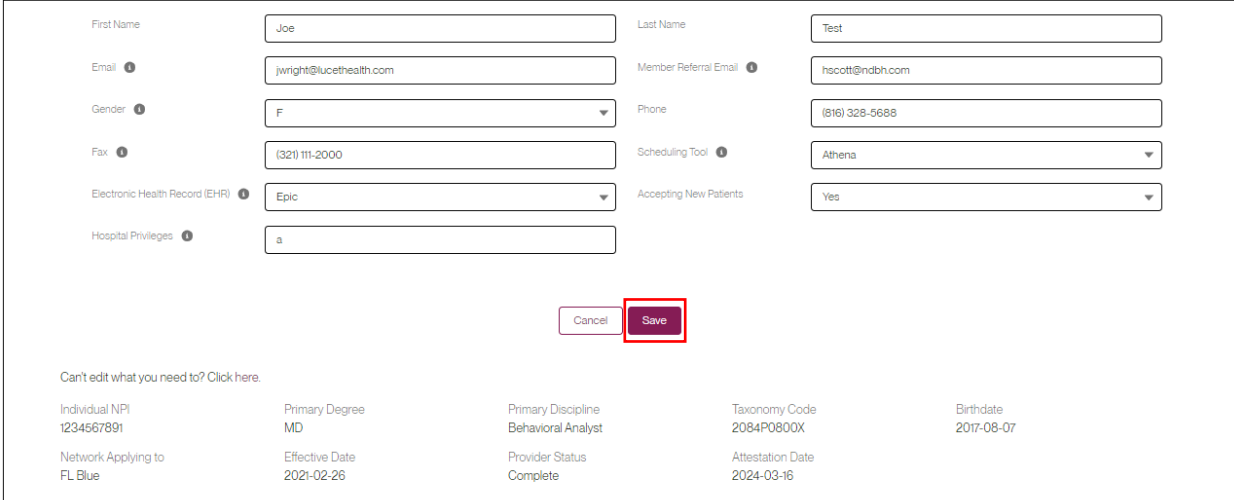
Account Details



First Name	Joe	Last Name	Test
Email	jwright@lucethealth.com	Member Referral Email	hscott@ndbh.com
Gender	F	Phone	(816) 328-5688
Fax	(321) 111-2000	Scheduling Tool	Athena
Electronic Health Record (EHR)	Epic	Accepting New Patients	Yes
Hospital Privileges	a		

Individual NPI 1234567891	Primary Degree MD	Primary Discipline Behavioral Analyst	Taxonomy Code 2084P0800X	Birthdate 2017-08-07
Network Applying to FL Blue	Effective Date 2021-02-26	Provider Status Complete	Attestation Date 2024-03-16	

When you go to the Account Details section of the Account Tab, the landing page is now in view mode. You can click the 'Edit Account Details' button to make edits.



First Name	Joe	Last Name	Test
Email ⓘ	jwright@lucethealth.com	Member Referral Email ⓘ	hscott@ndbh.com
Gender ⓘ	F	Phone	(816) 328-5688
Fax ⓘ	(321) 111-2000	Scheduling Tool ⓘ	Athena
Electronic Health Record (EHR) ⓘ	Epic	Accepting New Patients	Yes
Hospital Privileges ⓘ	a		

Can't edit what you need to? Click here.

Individual NPI 1234567891	Primary Degree MD	Primary Discipline Behavioral Analyst	Taxonomy Code 2084P0800X	Birthdate 2017-08-07
Network Applying to FL Blue	Effective Date 2021-02-26	Provider Status Complete	Attestation Date 2024-03-16	

- You can make changes to the data points above the 'Cancel' and 'Save' buttons.

Add/Modify/Delete Address

[+ Add New Address](#)
[✎ Modify an Address](#)
[🗑 Remove an Address](#)

Service Addresses

Status	Practice Name	Location Address	Billing Address	Phone	Tax ID	Effective Date
Please Remove	Joe Test	2343 Fillmore Street, San Francisco, CA 94115	..	111-222-1111		
Please Remove	Joe Test			
New	Joe Test	Telehealth Location, Telehealth, OK 00000	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	Telehealth Location, Telehealth, GA 00000	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	North 1300 East, North Ogden, UT 84414	222 North Ogden Street, Buffalo, NY 14206	(333) 333-4444	031703170	
New	Joe Test	2222 n ogden street, denver, CO 80211	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	Telehealth Location, Telehealth, 00000	..	(123) 123-1235	090909090	
New	Joe Test	Telehealth Location, Telehealth, CT 00000	Grapevine Mills Parkway 500, Grapevine, TX 76051	(123) 123-1235	090909090	
New	Joe Test	Grapevine Mills Parkway 677001, Grapevine, TX 76051	Grapevine Mills Parkway 500, Grapevine, TX 76051	(945) 244-2694	090909090	
New	Joe Test	Grapevine Mills Parkway 677, Grapevine, TX 76051	Grapevine Mills Parkway 500, Grapevine, TX 76051	(945) 244-2695	090909090	
New	Joe Test	12345 Mountain Avenue, Chino, CA 91710	..	(123) 456-7890	090909090	
Please Remove	Joe Test	1301 N Ogden St, Denver, CO 80218	Grapevine Mills Parkway 500, Grapevine, TX 76051	(123) 123-1234	090909090	

Billing Addresses

Below are active billing addresses associated with your service addresses.

[+ Add a Billing Address](#)
[✎ Modify a Billing Address](#)

Financial Name	Billing Location	Tax ID	Effective Date
Andrea 1/6 21	222 North Ogden Street, Buffalo, NY 14206	031703170	
KK_Finc	Grapevine Mills Parkway 500, Grapevine, TX 76051	090909090	
Test701	2222 n ogden streetnull, denver, CO 80211	100045788	
Test	401 North Ponca Drive, Independence, MO 64056	100045789	Oct 1, 2023
Andrea Gardner	1801 ARAPAHOE ST, DENVER, CO 80202	123444444	
Andrea 19	4055 Inca Street, Denver, CO 80211	123456666	
Joes Billing Address	3456 22nd Street, San Francisco, CA 94110	157936452	
Andrea 2/6	123 Main Street, White Plains, NY 10601	444444777	
test	4055 Inca Street Northeast, Albuquerque, NM 87111	444455555	

Add In Person Address

- When you click the 'Add New Address' button a modal will popup asking you what type of address it is
- You will click 'In Person' then click 'Next'.

Add a new Address

What kind of service address are you adding?

In Person
 Virtual
 Both In Person and Virtual

Back
Next

- On this page you can enter your Phone and Fax Numbers in this format: xxxxxxxxxx
- You can enter your Website as either www.lucethealth.com or lucethealth.com

Add a new Address

* Location Name

* Phone

Fax

* Is the location ADA compliant?

* Credentialer Email

Office Manager Email

* My website supports setting appointments?

Website

- After clicking 'Next' you are taken to the Address Information page. Here you can either 'Search Address' to use a Google lookup of the address or manually enter the information in the Street, Ste, City, State, Postal Code, and Country fields below the search functionality.
- Suite # goes under street

Add a new Address

Address Lookup

* Search Address

* Street

* City

* State

* Postal Code

Country

- After clicking 'Next' you are taken to the screen where you can enter the operating hours for this address
 - Note: End Times must be after Start Times. If this location is not available on a day, please select Closed in the drop down.

The screenshot shows a form titled "Add a new Address" with a progress indicator at the top. Below the title, there are two columns of dropdown menus for selecting start and end times for each day of the week. The days listed are Monday, Tuesday, Wednesday, Thursday, and Friday. Each dropdown menu contains the text "Select an Option". At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

- After clicking 'Next' you will be able to select which billing address/Tax ID you want to associate the service address with

The screenshot shows a form titled "Add a new Address" with a progress indicator at the top. Below the title, there is a question: "Which billing address should be associated with this service address?". Below the question is a table with columns for Tax ID, Effective Date, Billing Address, City, and State. The table contains 12 rows of data. At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

Tax ID	Effective Date	Billing Address	City	State
<input type="radio"/> 123444444		1801 ARAPAHOE ST	DENVER	CO
<input type="radio"/> 485465485	2023-10-01	123 Main Strul	Independence	MO
<input type="radio"/> 100045789	2023-10-01	401 North Ponca Drive	Independence	MO
<input type="radio"/> 157936452		3456 22nd Street	San Francisco	CA
<input type="radio"/> 444444777		123 Main Street	White Plains	NY
<input type="radio"/> 090909090		Grapevine Mills Parkway 500	Grapevine	TX
<input type="radio"/> 777666675		540 Acoma Street	Denver	CO
<input type="radio"/> 444455555		4055 Inca Street Northeast	Albuquerque	NM
<input type="radio"/> 123456666		4055 Inca Street	Denver	CO
<input type="radio"/> 031703170		222 North Ogden Street	Buffalo	NY
<input type="radio"/> 334455667		4055 South Inca Street	Englewood	CO
<input type="radio"/> 100045788		2222 n ogden streetruul	denver	CO

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If you are operating out of Florida, you can only have a maximum of 4 physical service addresses associated with a Tax ID. The system will review your selection and determine if linking this new service address with that Tax ID will put you over this limit, if it does you will receive a notice and need to make a new selection.

The screenshot shows the 'Add a new Address' form. At the top, there is a progress bar with four steps. Below it, the question 'Which billing address should be associated with this service address?' is displayed. A table lists several billing addresses with columns for Tax ID, Effective Date, Billing Address, City, and State. The address with Tax ID 100045789 is selected. A 'Notice' box is displayed, stating: 'Providers located in Florida are restricted from having more than 4 service addresses associated with the same TIN. Please select a different billing address or remove a service address associated with this billing address.' An 'Ok' button is visible next to the notice. At the bottom of the form, there are 'Back' and 'Next' buttons.

Tax ID	Effective Date	Billing Address	City	State
<input type="radio"/> 123444444		1801 ANAPAHOE ST	DENVER	CO
<input type="radio"/> 465465465	2023-10-01	123 Main Stru1	Independence	MO
<input checked="" type="radio"/> 100045789				
<input type="radio"/> 157936452				
<input type="radio"/> 444444777				
<input type="radio"/> 090909090				
<input type="radio"/> 777666675				
<input type="radio"/> 444455555		4055 Inca Street Northeast	Albuquerque	NM
<input type="radio"/> 123456666		4055 Inca Street	Denver	CO
<input type="radio"/> 031703170		222 North Ogden Street	Buffalo	NY
<input type="radio"/> 334455667		4055 South Inca Street	Englewood	CO
<input type="radio"/> 100045788		2222 n ogden streetnull	denver	CO

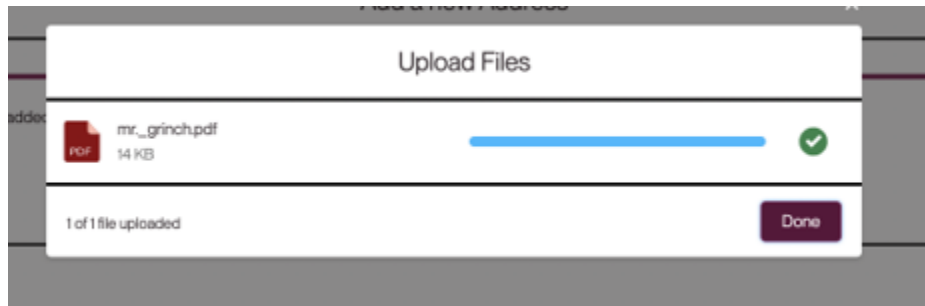
- After clicking 'Next' you have the option to upload files or supporting documents for your new service address.

The screenshot shows the 'Add a new Address' form at the file upload step. The progress bar now has five steps, with the fifth step being active. The text 'Upload relevant files to attach under newly added Address' is displayed. Below it, there is a section labeled 'Attach here' with a red box around the 'Upload Files' button and the text 'Or drop files'. At the bottom of the form, there are 'Back' and 'Next' buttons.

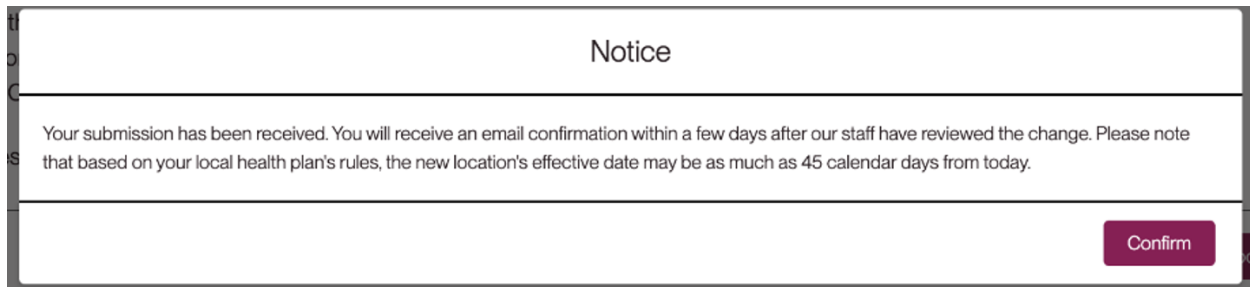
- Clicking 'Upload Files' will take you to the files on your device. Upon selection you will see a loading screen for the file upload.

The screenshot shows the 'Add a new Address' form with the file upload progress. The progress bar now has six steps, with the sixth step being active. The text 'Upload relevant files to attach under newly added Address' is displayed. Below it, there is a section labeled 'Attach here' with a red box around the 'Upload Files' button and the text 'Or drop files'. Below this, the text 'mr_grinch.pdf has been added' is displayed. At the bottom of the form, there are 'Back' and 'Next' buttons.

- After uploading you will see a success message that the file has been uploaded



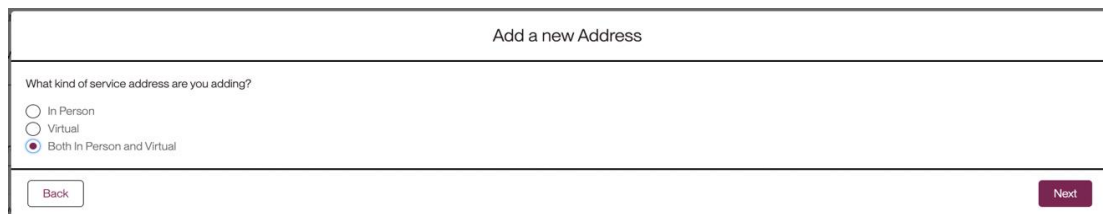
- After clicking 'Next' you will see a notice about the potential delay



- After clicking 'Confirm' you will be asked if you want to complete routine attestation
- Clicking 'Yes' will take you through the attestation workflow mentioned at the beginning of this document. Clicking 'No' will refresh the page.

Add Both in Person and Virtual Address

- When you click the 'Add New Address' button a modal will popup asking you what type of address it is
- You will click 'Both In-Person and Virtual then click 'Next'.

A screenshot of a web application modal titled "Add a new Address". The modal asks the question "What kind of service address are you adding?". There are three radio button options: "In Person", "Virtual", and "Both In Person and Virtual". The "Both In Person and Virtual" option is selected. At the bottom left of the modal, there is a button labeled "Back", and at the bottom right, there is a purple button labeled "Next".

- On this page you can enter your Phone and Fax Numbers in this format: xxxxxxxxxx
- You can enter your Website as either www.lucethealth.com or lucethealth.com

Add a new Address

* Location Name

* Phone

Fax

* Is the location ADA compliant?

* Credentialed Email

Office Manager Email

* My website supports setting appointments?

Website

- After clicking 'Next' you are taken to the Address Information page. Here you can either 'Search Address' to use a Google lookup of the address or manually enter the information in the Street, Ste, City, State, Postal Code, and Country fields below the search functionality.
- Suite # goes under street

Add a new Address

Address Lookup

* Search Address

* Street

* State

* Postal Code

Country

* Accepting new members?

* How quickly can you see the patient virtually?

* How quickly can you see the patient in the office?

* HIPAA Technology

* Continuing Post Pandemic

* Starting virtual care

* Expanding virtual care

* Efficiencies of virtual care

Reduced no show rates

Ability to see more members

Reduced administrative burden or cost

Other

Other efficiencies of virtual care

- After clicking 'Next' you are taken to the screen where you can enter the operating hours for this address
 - Note: End Times must be after Start Times. If this location is not available on a day, please select Closed in the drop down.

The screenshot shows a form titled "Add a new Address" with a progress indicator at the top. Below the title, there are two columns of dropdown menus for selecting start and end times for each day of the week. The days listed are Monday through Sunday. Each dropdown menu contains the text "Select an Option". At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

- After clicking 'Next' you will be able to select which billing address (Tax ID) you want to associate the service address with

The screenshot shows a form titled "Add a new Address" with a progress indicator at the top. Below the title, there is a question: "Which billing address should be associated with this service address?". Below the question is a table with columns for Tax ID, Effective Date, Billing Address, City, and State. There are 13 rows of data, each with a radio button next to the Tax ID. At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

Tax ID	Effective Date	Billing Address	City	State
<input type="radio"/> 123444444		1801 ARAPAHOE ST	DENVER	CO
<input type="radio"/> 465465465	2023-10-01	123 Main Strnul	Independence	MO
<input type="radio"/> 100045789	2023-10-01	401 North Ponca Drive	Independence	MO
<input type="radio"/> 157936452		3456 22nd Street	San Francisco	CA
<input type="radio"/> 444444777		123 Main Street	White Plains	NY
<input type="radio"/> 090909090		Grapevine Mills Parkway 500	Grapevine	TX
<input type="radio"/> 777666675		540 Acoma Street	Denver	CO
<input type="radio"/> 444455555		4055 Inca Street Northeast	Albuquerque	NM
<input type="radio"/> 123456666		4055 Inca Street	Denver	CO
<input type="radio"/> 031703170		222 North Ogden Street	Buffalo	NY
<input type="radio"/> 334455667		4055 South Inca Street	Englewood	CO
<input type="radio"/> 100045788		2222 n ogden streetnull	denver	CO

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If you are operating out of Florida, you can only have a maximum of 4 physical service addresses associated with a Tax ID. The system will review your selection and determine if linking this new service address with that Tax ID will put you over this limit, if it does you will receive a notice and need to make a new selection.

The screenshot shows the 'Add a new Address' form with a progress indicator at the top. Below the title, it asks 'Which billing address should be associated with this service address?'. There are dropdown menus for Tax ID, Effective Date, Billing Address, City, and State. A table lists several addresses, with the one for Tax ID 100045789 selected. A 'Notice' box is displayed, stating: 'Providers located in Florida are restricted from having more than 4 service addresses associated with the same TIN. Please select a different billing address or remove a service address associated with this billing address.' An 'Ok' button is next to the notice. At the bottom, there are 'Back' and 'Next' buttons.

Tax ID	Effective Date	Billing Address	City	State
<input type="radio"/> 123444444		1801 ARAPAHOE ST	DENVER	CO
<input type="radio"/> 465465465	2023-10-01	123 Main Stru1	Independence	MO
<input checked="" type="radio"/> 100045789				
<input type="radio"/> 157936452				
<input type="radio"/> 444444777				
<input type="radio"/> 090909090				
<input type="radio"/> 777666675				
<input type="radio"/> 444455555		4055 Inca Street Northeast	Albuquerque	NM
<input type="radio"/> 123456666		4055 Inca Street	Denver	CO
<input type="radio"/> 031703170		222 North Ogden Street	Buffalo	NY
<input type="radio"/> 334455667		4055 South Inca Street	Englewood	CO
<input type="radio"/> 100045788		2222 n ogden streetnull	denver	CO

- After clicking 'Next' you have the option to upload relevant files or supporting documents for your new service address.

The screenshot shows the 'Add a new Address' form with a progress indicator. Below the title, it asks 'Upload releivent files to attach under newly added Address:'. There is a text input field labeled 'Attach here'. Below it, there is a button labeled 'Upload Files' with a red border, and a text input field labeled 'Or drop files'. At the bottom, there are 'Back' and 'Next' buttons.

- Clicking 'Upload Files' will take you to the files on your device. Upon selection you will see a loading screen for the file upload.

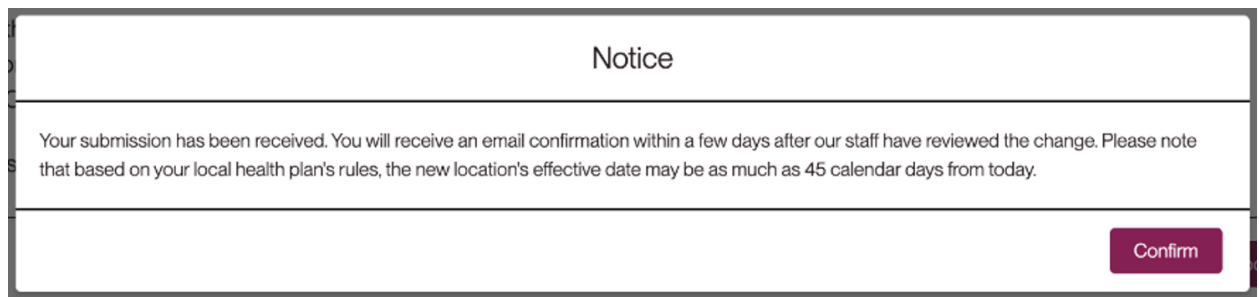
The screenshot shows the 'Upload Files' screen. At the top, it says 'Upload Files'. Below that, there is a file named 'mr_grinch.pdf' with a size of 14 KB. A blue progress bar is shown next to the file name, and a green checkmark is visible to the right. At the bottom, it says '1 of 1 file uploaded' and there is a 'Done' button.

- After uploading you will see a success message that the file has been uploaded



The screenshot shows a web form titled "Add a new Address". At the top, there is a progress bar with five steps, where the first step is completed. Below the progress bar, the text reads "Upload relevant files to attach under newly added Address". Underneath, there is a section labeled "Attach here" with two options: "Upload Files" (with an upload icon) and "Or drop files". A message below these options states "mr_grinch.pdf has been added". At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

- After clicking 'Next' you will see a notice about the potential delay



The screenshot shows a modal box titled "Notice". The text inside the modal reads: "Your submission has been received. You will receive an email confirmation within a few days after our staff have reviewed the change. Please note that based on your local health plan's rules, the new location's effective date may be as much as 45 calendar days from today." At the bottom right of the modal, there is a "Confirm" button.

- After clicking 'Confirm' you will be asked if you want to complete routine attestation
 - Clicking 'Yes' will take you through the attestation workflow mentioned at the beginning of this document. Clicking 'No' will refresh the page.

Modify a Service Address

- To make any changes to your existing service addresses click the 'Modify an Address' button.

Status	Practice Name	Location Address	Billing Address	Phone	Tax ID	Effective Date
Please Remove	Joe Test	2343 Fillmore Street, San Francisco, CA 94115	..	111-222-1111		
Please Remove	Joe Test			
New	Joe Test	Telehealth Location, Telehealth, OK 00000	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	Telehealth Location, Telehealth, GA 00000	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	North 1300 East, North Ogden, UT 84414	222 North Ogden Street, Buffalo, NY 14206	(333) 333-4444	031703170	
New	Joe Test	2222 n ogden street, denver, CO 80211	222 North Ogden Street, Buffalo, NY 14206	(123) 123-1235	031703170	
New	Joe Test	Telehealth Location, Telehealth, 00000	..	(123) 123-1235	090909090	
New	Joe Test	Telehealth Location, Telehealth, CT 00000	Grapevine Mills Parkway 500, Grapevine, TX 76051	(123) 123-1235	090909090	
New	Joe Test	Grapevine Mills Parkway 677001, Grapevine, TX 76051	Grapevine Mills Parkway 500, Grapevine, TX 76051	(945) 244-2694	090909090	
New	Joe Test	Grapevine Mills Parkway 677, Grapevine, TX 76051	Grapevine Mills Parkway 500, Grapevine, TX 76051	(945) 244-2695	090909090	
New	Joe Test	12345 Mountain Avenue, Chino, CA 91710	..	(123) 456-7890	090909090	
Please Remove	Joe Test	1301 N Ogden St, Denver, CO 80218	Grapevine Mills Parkway 500, Grapevine, TX 76051	(123) 123-1234	090909090	

- A modal will popup asked you to select the service address you wish to make modifications t

Modify an Address

Select an address to edit

Status	Practice Name	Location Address	Tax ID
<input checked="" type="radio"/> New	Joe Test	2222 n ogden street	031703170
<input type="radio"/> New	Joe Test	North 1300 East	031703170
<input type="radio"/> New	Joe Test	Telehealth Location	031703170
<input type="radio"/> New	Joe Test	Telehealth Location	031703170
<input type="radio"/> New	Joe Test	12345 Mountain Avenue	090909090
<input type="radio"/> New	Joe Test	Grapevine Mills Parkway 677	090909090
<input type="radio"/> New	Joe Test	Grapevine Mills Parkway 677001	090909090
<input type="radio"/> New	Joe Test	Telehealth Location	090909090
<input type="radio"/> New	Joe Test	Telehealth Location	090909090
<input type="radio"/> New	Joe Test	100 Robyn Street	100045788
<input type="radio"/> New	Joe Test	Telehealth Location	100045788
<input type="radio"/> New	Joe Test	1234 Valencia Street	100045789
<input type="radio"/> New	Joe Test	12345 Mountain Avenue	100045789
<input type="radio"/> New	Joe Test	12345 Mountain Avenue2	100045789
<input type="radio"/> New	Joe Test	123456 Water House	100045789
<input type="radio"/> New	Joe Test	13 N Ogden St	100045789
<input type="radio"/> New	Joe Test	1301 N Ogden St	100045789
<input type="radio"/> New	Joe Test	1801 ARAPAHOE ST	100045789
<input type="radio"/> New	Joe Test	1801 ARAPAHOE ST	100045789

Cancel Next

- After clicking 'Next' you will be taken to a screen where you can update the basic address information such as Phone and Fax Number, email

Modify an Address

* Location Name Holly L. Ramaeker, LLC	* Phone 8163665515
Fax 8168195873	* Is the location ADA compliant? Select an Option
* Credentialer Email holly@hourglasskc.com	Office Manager Email email@example.com
* My website supports setting appointments? Yes	Website www.hourglasskc.com

Can't edit what you need to? [Click here.](#)

- Clicking 'click here' in 'Can't edit what you need to? Click here.' will take you to the area of the portal where you can open a support case.

Modify an Address

* Location Name Holly L. Ramaeker, LLC	* Phone 8163665515
Fax 8168195873	* Is the location ADA compliant? Select an Option
* Credentialer Email holly@hourglasskc.com	Office Manager Email email@example.com
* My website supports setting appointments? Yes	Website www.hourglasskc.com

Can't edit what you need to? [Click here.](#)

- Clicking 'Next' will take you to a screen where you can modify the locations hours.

The screenshot shows a 'Modify an Address' dialog box with the following settings:

Day	Start Time	End Time
Monday	7:30 AM	6:00 PM
Tuesday	7:00 AM	8:00 AM
Wednesday	7:30 AM	8:30 AM
Thursday	7:30 AM	9:00 AM
Friday	9:00 AM	11:30 AM
Saturday	8:00 AM	12:00 PM
Sunday	8:00 AM	12:00 PM

- After clicking 'Next' you will be asked if you want to complete routine attestation
 - Clicking 'Yes' will take you through the attestation workflow mentioned at the beginning of this document. Clicking 'No' will refresh the page.

To add a new billing address (Tax ID) select 'Add a Billing Address'

Billing Addresses
Below are active billing addresses associated with your service addresses.

Financial Name	Billing Location	Tax ID	Effective Date
Andrea 1/16 21	222 North Ogden Street, Buffalo, NY 14206	031703170	
KK_Finc	Grapevine Mills Parkway 500, Grapevine, TX 76051	090909090	
Test701	2222 n ogden streethull, denver, CO 80211	100045788	
Test	401 North Ponca Drive, Independence, MO 64056	100045789	Oct 1, 2023
Andrea Gardner	1801 ARAPAHOE ST, DENVER, CO 80202	123444444	
Andrea 19	4055 Inca Street, Denver, CO 80211	123456666	
Joels Billing Address	3456 22nd Street, San Francisco, CA 94110	157936452	
Andrea 2/6	123 Main Street, White Plains, NY 10601	444444777	
test	4055 Inca Street Northeast, Albuquerque, NM 87111	444455555	
Joe Test	123 Main StruL, Independence, MO 64056-2046	465465465	Oct 1, 2023
Andrea Sprint 3 Demo	540 Acoma Street, Denver, CO 80204	777665675	

- After clicking 'Next' you are taken to the Address Information page. Here you can either 'Search Address' to use a Google lookup of the address or manually enter the information in the Street, Ste, City, State, Postal Code, and Country fields below the search functionality.
- Suite # goes under street

Add a new Address

* Name

Complete this field.

* Tax ID

* Financial Name

Address Lookup

* Search Address

* Street

* State

* City

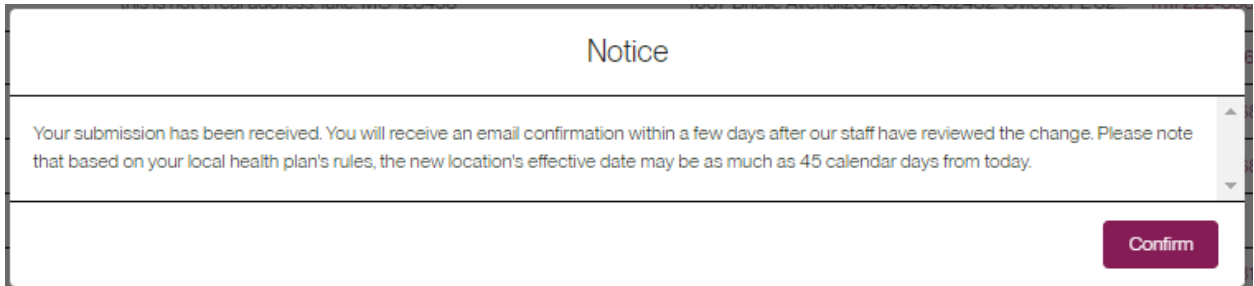
Country

* Postal Code

Country

Lucet™

- After clicking 'Next' you will see a notice about the potential delay

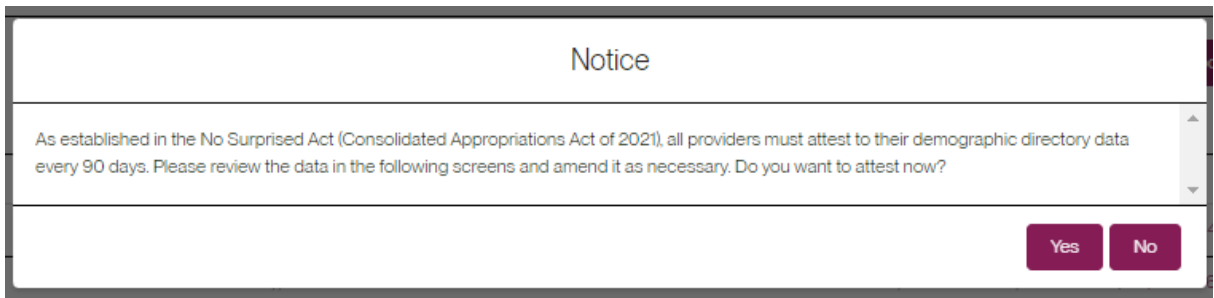


Notice

Your submission has been received. You will receive an email confirmation within a few days after our staff have reviewed the change. Please note that based on your local health plan's rules, the new location's effective date may be as much as 45 calendar days from today.

Confirm

- After clicking 'Confirm' you will be asked if you want to complete routine attestation
 - Clicking 'Yes' will take you through the attestation workflow mentioned at the beginning of this document. Clicking 'No' will refresh the page.



Notice

As established in the No Surprised Act (Consolidated Appropriations Act of 2021), all providers must attest to their demographic directory data every 90 days. Please review the data in the following screens and amend it as necessary. Do you want to attest now?

Yes No

Running Into Issues?

- Update your browser
- Clear your cache