



# PROVIDER RECORD UPDATE WORKSHOP REGISTRATION INSTRUCTIONS

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## **What is Provider Record Update?**

Provider Record Update (PRU) is the process by which you will review, verify and update your provider information in the new MMIS secure online provider portal. Much of your existing provider information will be displayed during PRU. The provider record update includes information about your NPI, Medicaid numbers, licenses, certifications, service locations, rendering providers, and any Healthy Connections participation. Completing your PRU will ensure your records are clean and correct in the new system.

Provider Record Update (PRU) Workshops will be held around the state for providers to receive in-person assistance with completing their record updates. Please see the schedule below to find a workshop near you and complete a registration form to notify us that you or your designee plan to attend. Select a workshop time that applies to your provider type. Shorter workshops are available for individual providers and longer workshops for facility, agency, organization, or group of providers who will have more information to enter during their record update.

## **Who should attend the Provider Record Update Workshops?**

The person who manages provider credentialing and has access to provider numbers and addresses would be the best person to attend the workshop. If you have more than one staff member who does this for your group, facility, agency, or organization (FAO), choose one person to learn the process and prepare to teach the other employees. Space in the workshops is limited, and so we ask that only one person from your office attend.

Workshops will be between one and two hours in length. The workshops will include a demonstration of the online Provider Record Update process and will provide assistance for you to complete your record update. The hands-on portion of the workshop will be informal and self-paced. When you feel comfortable with the process or when you have completed your record update, you may leave the class.

If you need more time than the one to two hours scheduled, you will be able to save and close your Record Update and return via the Internet to the online portal to complete the record update process in your own office. After the workshop, if you need further assistance, Provider Enrollment Specialists are available over the phone at (866) 686-4742 and by email at [idproviderenrollment@unisys.com](mailto:idproviderenrollment@unisys.com)

## What if you are unable to attend any of the Workshops?

If you are unable to attend any of the workshops, you can still receive information about the Provider Record Update process and complete your record update on your own. You will be able to access your record beginning November 16<sup>th</sup>, 2009 at [www.idahomedicaid.com](http://www.idahomedicaid.com) using the information from your provider case number letter. You should receive your case number letter about one week prior to November 16<sup>th</sup>. If you do not receive a case number letter call (866) 686-4272 or email [jdproviderenrollment@unisys.com](mailto:jdproviderenrollment@unisys.com)

To access the Provider Record Update materials, go to [www.idahomedicaid.com](http://www.idahomedicaid.com) Materials available include a video simulation of the Provider Record Update process that you can watch online. There are also written materials available for you. You can download a record update guide designed specifically for individual providers, group providers or FAOs, and follow the instructions to complete your record update on the new online provider portal. Provider Enrollment Specialists are available to assist you if you need help. Call (866) 686-4272 or email [jdproviderenrollment@unisys.com](mailto:jdproviderenrollment@unisys.com)

## Workshop Schedule

City	Date	Time	Location
<b>Coeur d'Alene:</b>			
	November 16 November 17	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30  <b>Pharmacy</b> 8:30 – 10:30	<b>DHW</b> 1120 Ironwood Dr Coeur d'Alene, ID 83814
	November 16 November 17	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>Dept of Labor</b> 1221 W. Ironwood Dr, Suite 200 Coeur d'Alene, ID 83814-1402
<b>Lewiston:</b>			
	November 18 November 19	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45	<b>Lewis-Clark State College</b> 500 8th Ave Lewiston, ID 83501

City	Date	Time	Location
	November 18 November 19	<b>Other providers</b> 8:30 – 10:30 1:30 - 3:30  <b>Pharmacy</b> 8:30-10:30	<b>Lewis-Clark State College</b> 500 8th Ave Lewiston, ID 83501
	November 18 November 19	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>DHW</b> 1118 F St Lewiston, ID 83501
<b>Nampa:</b>			
	December 8 December 9	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30 5:00 – 6:30  <b>Pharmacy</b> 8:30 – 10:30	<b>Northwest Nazarene University</b> 623 Holly Street Nampa, ID 83686
	December 8 December 9	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30 5:00 – 6:30	<b>DHW</b> 823 Park Centre Way Nampa, ID 83651
<b>Boise:</b>			
	December 10 December 11	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>ITT Tech</b> 12302 W Explorer Dr Boise, ID 83713

City	Date	Time	Location
	December 10 December 11	<b>Pharmacy</b> 8:30 – 10:30	<b>ITT Tech</b> 12302 W Explorer Dr Boise, ID 83713
	December 10 December 11	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30  <b>Pharmacy</b> 8:30 – 10:30	<b>Unisys</b> 9415 W Golden Trout St Boise, ID 83704
<b>Jerome:</b>			
	November 23 November 24  Nov 23 only	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30  <b>Pharmacy</b> 8:30 – 10:00	<b>Jerome School District #261</b> 125 4 <sup>th</sup> Avenue West Jerome, ID 83338
<b>Twin Falls:</b>			
	November 23 November 24  Nov 24 only	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30  <b>Pharmacy</b> 8:30 – 10:00	<b>DHW</b> 601 Pole Line Rd Twin Falls, ID 83301
<b>Pocatello:</b>			
	December 2 December 3	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45  <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>Dept of Labor</b> 430 N 5th Ave Pocatello, ID 83205-4087

City	Date	Time	Location
	December 2 December 3	<b>Pharmacy</b> 8:30 – 10:30	<b>Dept of Labor</b> 430 N 5th Ave Pocatello, ID 83205-4087
	December 2 December 3	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45 <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>Horizon Plaza</b> 1070 Hiline Rd #170 Pocatello, ID 83201
<b>Idaho Falls:</b>			
	November 30 December 1	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45 <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30 <b>Pharmacy</b> 8:30 – 10:30	<b>University Place</b> 1784 Science Center Dr Idaho Falls, ID 83402
	November 30 December 1	<b>Individual providers</b> 10:45 - 11:45 12:00 - 1:00 3:45 - 4:45 <b>Other providers</b> 8:30 – 10:30 1:30 - 3:30	<b>State Office Building</b> 150 Shoup Ave Idaho Falls, ID 83401

**What if a workshop time or location changes?**

If it is necessary to change a workshop time or location, registered providers will be notified by email at the email address listed on the registration form.

**What will I need to bring with me to the workshop?**

The readiness checklist below lists the information you will need to refer to when completing your record update. If you have all the information you need, you may be able to complete your record update during the workshop. If you do not have your case number, NPI or Medicaid ID, Tax ID (FEIN or SSN), and an email address you will not be able to participate in the workshop.

## Readiness Checklist

Before you begin the provider record update process, you should gather all of the information you will need to enter during each step. The information includes:

- NPI(s) or Medicaid ID number
- Social Security number (SSN) or Federal Employer Identification Number (FEIN)
- The name and email address of the provider's office contact, if you do not have an email address you can obtain a free one by typing "Free Email" into your Internet search window and click **GO**. It will guide you to sites that offer free email accounts.
  - **NOTE:** You must have an email address to access your record on the provider web portal.
- The Provider's W-9
- Provider's primary telephone number, and the provider's secondary, emergency, mobile, and fax numbers, if applicable
- Provider's physical address and mailing address
- Provider's Tax Entity Type, for example Sole Proprietor, Corporation, Partnership, LLC Disregarded Entity, or LLC Corporation
- If a facility, agency, or organization, a list of board members, owners, and their addresses and phone numbers, information about their relationship to one another, any other healthcare ownership, and sanction status, if any
- A list of the provider service locations, office hours, and other information such as age or gender restrictions, handicap accessibility, accepting new patients, etc. Providers must disclose all service locations.
- Credentialing information for all providers. The following list includes all the types of information for credentialing. Depending on your provider type and specialty only some of these documents would apply.
  - Specialty, begin date, term date
  - License #, begin date, term date
  - Certificate #, begin date, term date
  - Education, graduation date, level
  - CLIA #, begin date, term date, level
  - DEA #, begin date, term date, level
  - JCAHO verification, begin date, term date
  - Medicare Certification #, begin date, term date
  - Insurance #, begin date, term date, carrier, per-claim amount, coverage limit, insurance carrier and policy number.

- Primary Care Case Management (Healthy Connections) program information, if applicable
- If you are a group of providers with rendering providers, a list of your rendering providers including their specialties and all credentialing information (e.g. licensing, certification, etc.) associated with those specialties
- Banking information for Electronic Funds Transfer (EFT), if applicable, including account numbers, names, type of account, etc.

**Register:**

Go back to the MMIS website and open the *PRU Workshop Registration Form* here: [www.idahommis.dhw.idaho.gov](http://www.idahommis.dhw.idaho.gov). Follow the instructions in the form to send in your registration.

You will receive a return email confirming your registration.