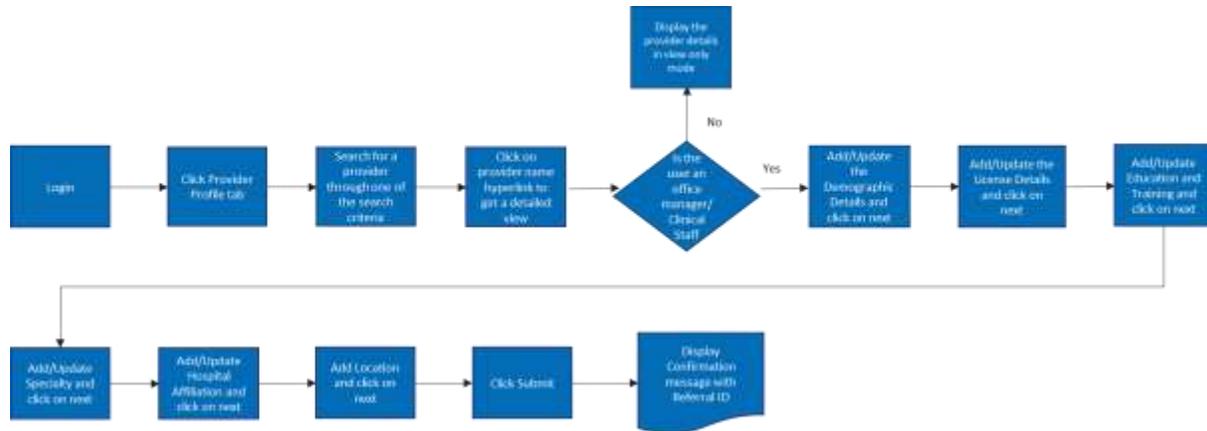# Provider Portal – Search & View Provider Profile

Quick Reference Guide (QRG)

ConnectiCare

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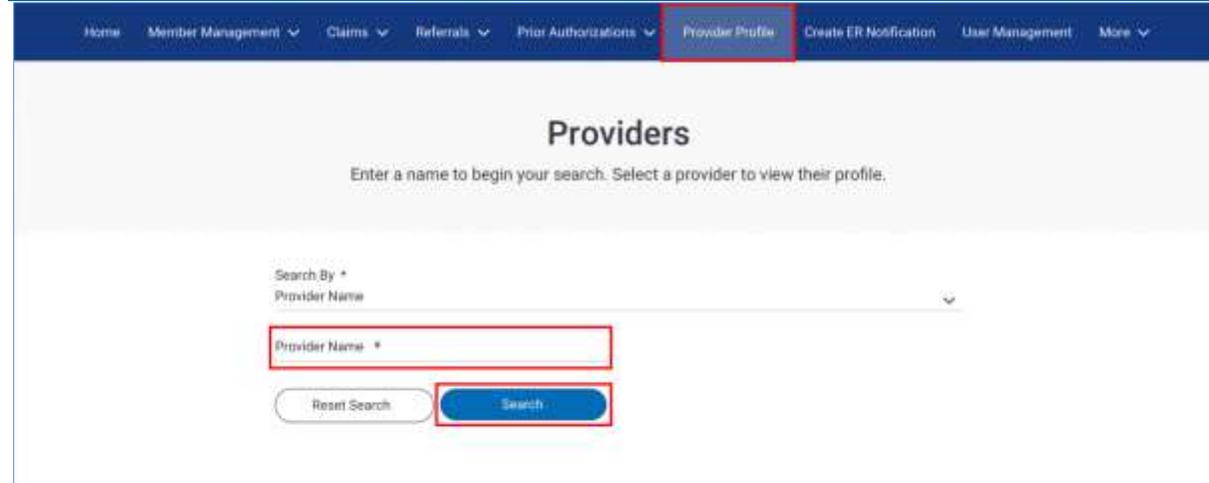
Let us look at the steps in detail to Search & View Provider Profile.

> **Purpose: To search for a provider and view their Provider 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 ⌄   Prior Authorizations ⌄   Provider Profile   Create ER Notification   User Management   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	1666622233	Practitioner
Adam, Amer	1672223344	Practitioner
Adam Diana	1432445443	Practitioner
Adam, Emilie	1543222433	Practitioner
Adam Lindsay	1433432225	Practitioner
Adam, George	1532998463	Practitioner
Adam, Ian	1328857648	Practitioner
Adam, Richard	1443299564	Practitioner
Adam, Robert	1547463635	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

Provider Type	NPI	CAQH ID	Provider Name
Practitioner	1432445443	11464834	Adam, Diana
Gender	Birth of Birth	Country of Birth	State of Birth
Female	12/31/1984	USA	Arizona
Ethnicity	Race	Religion	Culture
Hispanic	CAUC	Christian	HUC

> Licenses
> Education & Training
> Specialty
> Hospital Affiliations
∨ Locations

Add Location

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	NPI	CAQH ID	Provider Name
Practitioner	1432445443	11464834	Adam, Diana
Gender	Birth of Birth	Country of Birth	State of Birth
Female	12/31/1984	USA	Arizona
Ethnicity	Race	Religion	Culture
Hispanic	CAUC	Christian	HUC

> Licenses

Step 5:	1. Expand **Licenses** to view the license 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

∨ Licenses

License Type	License Number	State	Status	Issue Date	Expiration Date
Federal Dea License	FG2345676	Connecticut	Expired	01/25/2017	12/01/2020
State Medical License	232940786	Connecticut	Active	10/11/2019	10/10/2021

Total Records: 2   ‹ Showing 1 - 2 ›

> Education & Training

Step 6:	1. If the license details are not available, the message **No records found** appears.

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

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

> Education & Training

> Specialty

> Hospital Affiliations

Step 7:

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

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	10/31/2012	Yale School of Medicine	Master in Science	Internal Medicine

Total Records: 2

Showing 1 - 2

Step 8:

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

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.

Step 9:	1. Expand **Specialty** to view the specialty details.

| Step 10: | 1. Expand **Hospital Affiliations** to view the details. |
| | 2. Click a hospital name to view the affiliation details. |

| 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. |

![ConnectiCare logo]

![Step 12 icon]	1. If Hospital Affiliation details are not available, the message **No records found** appears.
Step 12:	

| Step 13: | 1. Expand **Locations** to view the active location details.
2. Click **View/Edit** to make any changes. |

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

> Licenses
> Education & Training
> Specialty
> Hospital Affiliations
∨ Locations

Add Location

	Location Name ↑	Location Type	Address
View/Edit	Hartford Hospital	Direct	262 Washington St, Hartford, CT, 06106

Total Records: 1   Showing 1 - 1

Step 14:	1. If active Location details are not available, the message No records found appears.

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

> Licenses

> Education & Training

> Specialty

> Hospital Affiliations

∨ Locations

Add Location

Location Name ▼	Location Type	Address
No records found		

11

Step 15:	1. Click **View Participating Plans** to view Participating Plans at the location level.

Location Information

View Participating Plans   Edit Location

ˇ Locations

Location Name
Hartford Hospital

Location Type
Delegated

ˇ Address Information

Service Address
282 Washington St,
Hartford, CT, 06106

Correspondence Address
282 Washington St,
Hartford, CT, 06106

| Step 16: | 1. **Participating Plans Information** dialog box displays. |

Participating Plans Information

Filter By ⓘ Enter at least 3 characters to refine.

🔍

Participating Plans

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

Close

Thank You