

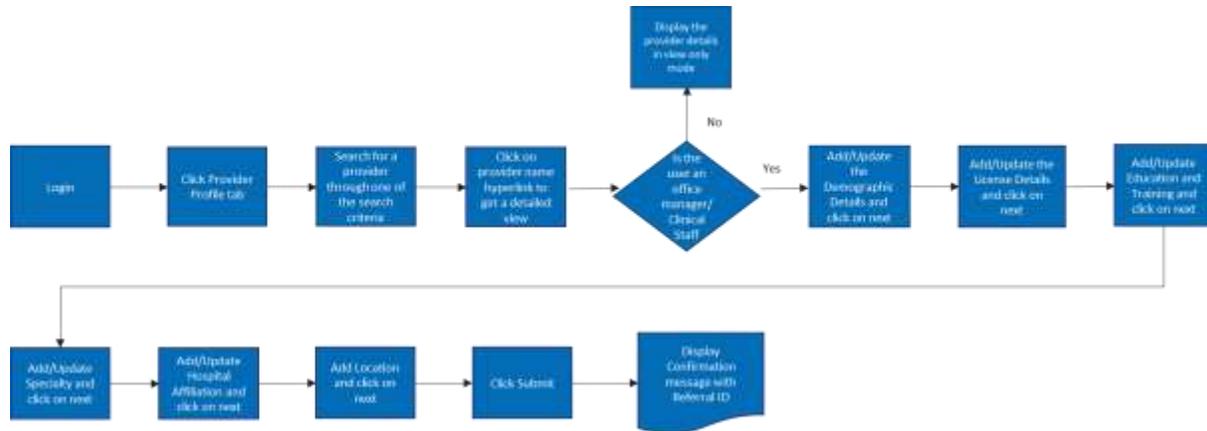
Provider Portal – Search & View Provider Profile

Quick Reference Guide (QRG)



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.



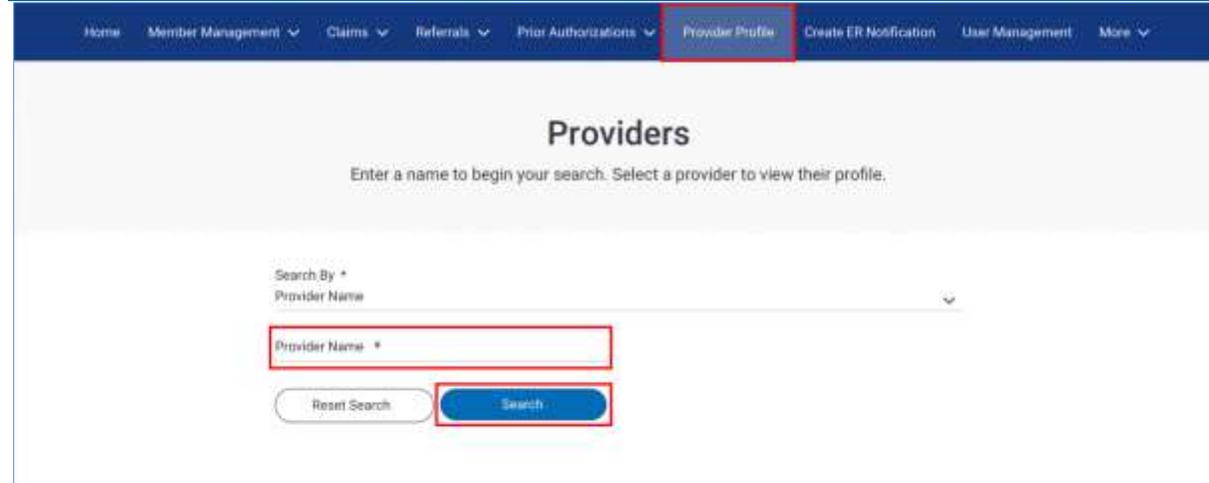
Let us look at the steps in detail to Search & View Provider Profile.

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.





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**.

Reset Search Search

Filter By

Provider Name	NPI	Provider Type
Abraham, Adam	1679713960	Practitioner
Ackerman, Adam	1666622223	Practitioner
Adam, Amer	1672223344	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
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.

- ▼ Demographics
- Provider Type
Practitioner
- Gender
Female
- Ethnicity
Hispanic
- > Licenses
- > Education & Training
- > Specialty
- > Hospital Affiliations
- ▼ Locations

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

Update Ask a Question

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.

- ▼ Demographics
- Provider Type
Practitioner
- Gender
Female
- Ethnicity
Hispanic
- > Licenses

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

Update Ask a Question



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	232848786	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.

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

Total Records: 2 < Showing 1 - 2 >

> Specialty

> Hospital Affiliations



Step 8:

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

ConnectiCare Last Logged In

Home Member Management Charts Referrals Prior Authorizations Provider Profile Create EB Notification User Management More

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

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

> Specialty

> Hospital Affiliations



Step 9:

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

Education & Training

Specialty

Specialty Type	Specialty	Board Certified	Initial Certification Date	Expiration Date	Re-Certification Date	Response Specialty From Directory
Primary	Cardiology	Yes	02/01/2018	01/03/2022	Table cell text	No
Secondary	Radiology	No				No

Total Records: 1 < Showing 1 - 1 >

Hospital Affiliations

Locations Add Location



Step 10:

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

> Demographics

> License

> Education & Training

> Specialty

▼ Hospital Affiliations

Hospital Name	Type	Position	Admitting Privilege
Yale New Haven Hospital	Primary Admitting Hospital	Active/Attending	Yes
Total Records: 1			

▼ Locations

Add Location

Location Name	Location Type	Address
Hartford Hospital	Direct	287 Washington St, Hartford, CT, 06108
Total Records: 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.

Provider Profile Details

If you update any of the sections below, you may be required to provide supporting documentation.

Hospital Affiliation Information

Yale New Haven Hospital	Type	Position	Admitting Privilege
Hospital Name Yale New Haven Hospital	Primary Admitting Hospital	Active/Attending	Yes
Hospital Address 20 York St, New Haven, CT 06510	Website www.ynhh.org	Email ynhh@gmail.com	Phone Number (847)123-4567
Fax (847)123-4566			

Close

Total Records: 1

Showing 1 - 1



Step 12:

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

The screenshot shows the 'Provider Profile Details' page in the ConnectiCare system. At the top, there is a navigation bar with the ConnectiCare logo and a user profile for 'Lily Livingston'. Below the navigation bar, the page title 'Provider Profile Details' is centered, followed by a note: '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.' There are two buttons: 'Update' and 'Ask a Question'. The page is divided into several sections: Demographics, Licenses, Education & Training, Specialty, Hospital Affiliations, and Locations. The 'Hospital Affiliations' section is expanded, showing a table with columns: Hospital Name, Type, Position, and Admitting Privilege. A red box highlights the text 'No records found' in the center of the table. The 'Locations' section is collapsed, with an 'Add Location' button.



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	Dentist	282 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		



Step 15:

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

Location Information

[View Participating Plans](#) [Edit Location](#)

Locations	
Location Name	Location Type
Hartford Hospital	Delegated

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.

Participating Plans Information

Filter By

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-0A-CAL-30-45-500-500D-26
Choice HMO-0A-CAL-30-45-500-500D-29
Choice HMO-0A-CNT-30-45-1500HospDed-38
Choice HMO-0A-CNT-30-45-300-500D-01
Choice HMO-0A-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