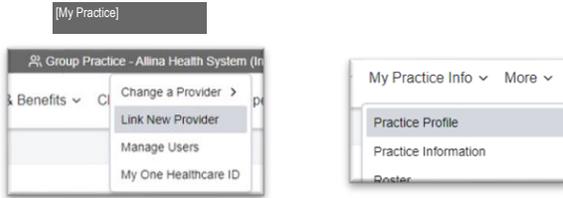
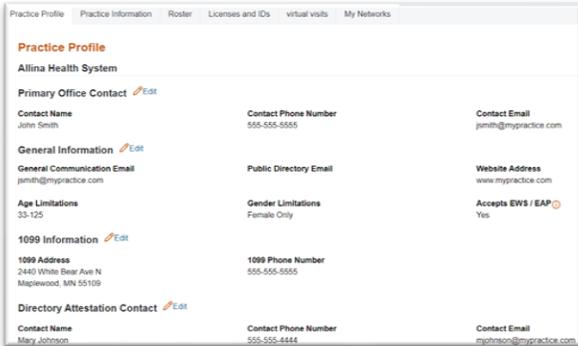


Provider Express My Practice Info – Navigation Instructions

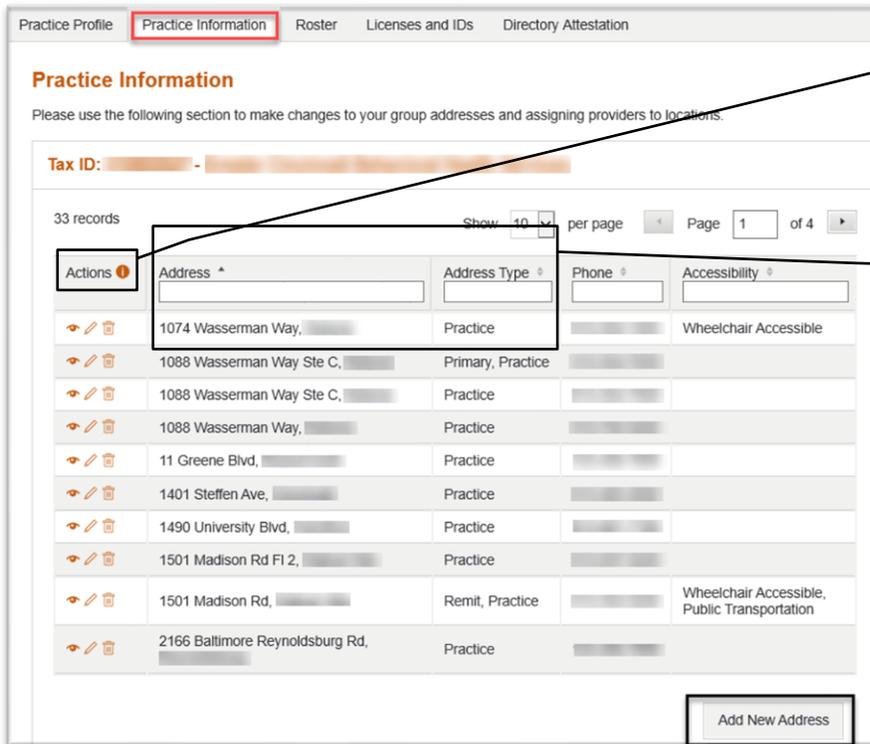


Step 1 – Log in to ProviderExpress.com → My Practice Info → Practice Profile



Step 2 - Confirm contact information on the Practice Profile tab. Edit as appropriate.

Step 3 - Review Group Practice Addresses: Add new group practice addresses, modify existing address attributes, or delete Addresses as needed per guidance below.



Action Icons (View/Edit/Delete):
Click on the eye to view more detailed address information or the pencil to edit. Click the trash can to Delete. [See next page for information related to restrictions for deleting an address.](#)

Duplicate Group Addresses: Look for similar instances of the same address and eliminate unnecessary redundancy by identifying the 'confirmed' instance and removing 'duplicate' instances. The addresses should be reflective of what should appear in our directories and align with the practice addresses listed on the group's own website. Suite numbers are not always essential to display, and multiple suite numbers can cause confusion to members.
Critical Note: *Clinicians aligned with 'duplicate' address instances require reassigning to the 'confirmed' instance in Step 4, so the duplicate instances need to remain in place until all clinician level updates are completed.*

Step 3 (Continued)

4 records

Show 10 per page Page 1 of 1

Actions	Address	Address Type	Phone	Accessibility
	wasserman			
	1074 Wasserman Way,	Practice		Wheelchair Accessible
	1088 Wasserman Way Ste C,	Primary, Practice		
	1088 Wasserman Way Ste C,	Practice		
	1088 Wasserman Way,	Practice		

Views and Filters: Address list can be sorted and filtered by any of the text box headings shown. The default number of addresses displayed is 10 but can display up to 100 or navigated via the left and right arrow buttons.

1074 Wasserman Way,

This Address cannot be deleted because clinicians on your roster have this location listed as their Primary Practice address. If you wish to delete this address, please go to the Roster tab and change the Primary Practice for those clinicians linked to this address.

Delete Address: If attempting to delete an address and this error message appears, it is because one or more clinicians are linked to this address as their Primary Practice. Click on the 'View' (eye) icon to see a list of clinicians that are actively linked to this address.

Critical Note: Step 4 contains instructions on how to remove clinicians from an address so it can then be deleted successfully here.

Demographics Assigned Clinicians

Address: 1074 Wasserman Way
Address Type: Practice
Phone Number: [redacted]
Accessibility: Wheelchair Accessible

Secure Fax: [redacted]

Close Edit

Demographics Assigned Clinicians

17 records Show 10 per page Page 1 of 2

Clinician Name	License Type
Hasan	MD
Heather A	LPCC
Dianne M	CNS

For Virtual Visits Address Maintenance: Refer to section later in this document outlining specific feature for virtual visits data maintenance.

Step 4 - Review Group Roster Tab: Confirm list of clinicians currently providing direct service to patients, delete clinicians no longer practicing with this group, and if applicable, add any new clinicians.

Practice Profile Practice Information Roster Licenses and IDs Directory Attestation

Roster

Please use to add, edit or delete clinicians to your roster.

438 records

Show 10 per page Page 7 of 44

Actions	Clinician	License Number	License Type	NPI	Medicaid ID	Medicare ID
	Kathleen		RN - Registered Nurse			
	Susannah		LPCC - Lic Professional Clinical Counselor			
	Tonya		LSW - Licensed Social Worker			
	Amanda		LPCC - Lic Professional Clinical Counselor			
	Jane		LISW-S - Licensed Ind Social Worker Supervisor			
	Heather		LPCC - Lic Professional Clinical Counselor			
	Alexandra		LSW - Licensed Social Worker			
	Stephen		N/A - No Approved UBH License			
	Tammy		CT - Counselor Assistant			
	Anne		LPCC - Lic Professional Clinical Counselor			

Add New Clinician

Page Display: The default number of clinicians displayed per page is 25 but can be changed to between 5 and 100 and/or navigated via the left and right arrow buttons.

Delete Clinician: Click on the trash can icon to Delete providers no longer practicing with this Group / Tax ID.

Add New Clinician: Certain group types can add a new clinician via Provider Express. If this box is greyed out, clinicians should be added per your current process. To Add, follow, the screenshots on the next page.

Public Home | Group Practice - Alma Community Network (In-Network) | Contact Us | Sign Out

Optum | Provider Express

Elig & Benefits | Claims | Auths | Appeals | My Practice Info | More

Practice Profile | Practice Information | Roster | Licenses and IDs | virtual visits | My Networks

Add Clinician to Roster

* Required

Personal Details

Network Effective Date*

First Name* Middle Initial Last Name*

Individual NPI (Type II)* Gender* SSN* Date of Birth*

Provider Type* RX Privileges Yes No

Practicing State* License Type* Primary License #* Effective Date Expiration Date*

Initial Credentialed Date* Recredentialing Date*

Practicing State / License Info: Enter the primary license type in the primary practice state in which this new clinician practices. *Additional licenses and Medicaid IDs should be added after address selection.*

Credentialing Dates: These fields will only display and apply to groups who are delegated for credentialing

Addresses

Please note that each clinician can only have one location listed as their Primary and Mailing addresses. You can have multiple addresses listed as practice locations.

98 records Show 25 per page Page 1 of 4

Available Addresses

Address	Primary *	Mailing *	Practice
PO Box 206, Minneapolis, MN	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
1217 8th St N, New Ulm, MN	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
1880 N Frontage Rd, Hastings, MN	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
6350 W 143rd St Ste 102, Savage, MN	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Address Selection:
A list of all addresses already existing for this group will display and require selection of a single "Primary" practice and "Mailing" address. Additional practice addresses can also be selected. *If address does not yet exist, it needs to be loaded to the group via Step 3 first.*



Important: A confirmation message will be provided at this time. However, please **DO NOT** navigate away from the page until you have added additional information in the following sections:

- **Personal Details:** Cultural competency, populations treated, areas of clinical expertise
- **General Information:** Contact info, treatment limitations
- **Availability:** Ensure the "Accepting New Patient" status, appointment phone number (if different from the group), and hours of operation are completed for each practice address
- **Licenses & IDs:** Ensure all additional active licenses are added in this section in alignment with all practice states selected in addition to Medicaid IDs to ensure the appropriate configuration for claims payment and directory display.

Step 5 - Review, Update as Needed, and Attest to the Data for Each Active Clinician:

- Click the Pencil icon to view and edit detailed information for each clinician.
- Review the complete dataset displayed.
- If Edits are needed (to include populating missing information) or an Attestation is due, click “Edit” to make those changes directly and Attest.
- Once the clinician data is fully confirmed as correct, select the “I So Attest” button at which time the Attestation Date value for that clinician is reset to “Today”.

Actions	Network Status	Clinician	Gender	Attestation Date	License Type	NPI	Primary Practice Address	State	Appointment Phone
	⚠	[Redacted], Chelsea	Female	12/09/2024	MD	[Redacted] 94	1: [Redacted] N	MN	5([Redacted]) 00
		[Redacted], Jagan [Redacted]	Male	09/09/2024	MD	[Redacted] 57	1: [Redacted] orth St	MN	5([Redacted]) 38
		[Redacted], Catherine	Female	08/28/2024	LP	[Redacted] 35	1: [Redacted] ana Blvd E Ste 100	MN	6([Redacted]) 00
		[Redacted], William	Male	08/26/2024	LP	[Redacted] 89	1: [Redacted] son Rd	MN	5([Redacted]) 00
		[Redacted], Lyubov	Female	08/12/2024	MD	[Redacted] 46	4: [Redacted] ie Rd NE Ste 260	MN	7([Redacted]) 00
		[Redacted], Richard	Male	07/03/2024	DO	[Redacted] 82	4: [Redacted] Rapids Blvd NW	MN	6([Redacted]) 20
		[Redacted], Denise	Female	07/03/2024	APRN	[Redacted] 94	4: [Redacted] Rapids Blvd	MN	6([Redacted]) 20

Catherine [Redacted] - Directory Attestation View

All providers are required to verify their demographic information for accuracy every 90 days or may be suppressed from directory display. All health insurers are required to follow this new timeline to meet requirements of the Consolidated Appropriations Act of 2021. Keeping your practice information up to date in our provider directories is one of the best ways to help ensure our members can find you. And, consistent with the Consolidated Appropriations Act, we may suppress providers from directory display in the absence of timely attestations

If Accepting New Patients = "Suppressed from Directory", that value will be removed immediately upon attestation. Once removed, if you are not accepting new patients at any of your practice locations, be sure to immediately update your status for each address on the Practice Information tab.

Individual NPI 14 [Redacted] 15	Primary License Type LP - Lic Psychologist	Medicaid ID Yes - On File	Medicare ID Yes - On File	Gender Female
Public Directory Email	General Communication Email	Group Website Address		

Areas of Clinical Expertise

- Youth Support
- Serious Mental Illness
- Psych Testing
- Obsessive Compulsive Disorder
- Mood Disorder
- LGBTQ Supportive
- Intellectual and Developmental Disability
- Harm Reduction
- Grief/Bereavement
- Foster Care
- EAP Services
- Depression
- Cognitive Behavioral Therapy
- Bipolar Disorder
- Autism Spectrum Disorders
- Attention Deficit Disorders (ADHD)
- Anxiety
- Adoption Issues
- Abuse (Physical/Sexual, etc)

Attested Expertise

- Preschool (0-5 years)
- Infant (0-3 years)
- Children
- Adolesce

Adding a New Practice Address to an Existing Clinician:

After the new address is added, be sure to then review and update the 'Availability' section. The first time a clinician is added to a group practice address, the phone and fax default to that of the group address record, which may not be correct, and no data is be populated for Practice Hours or Accepting New Patients status.

Availability

Primary Address

10: [Redacted] MN 55108-5109

Phone: 6([Redacted]) 00

Accepting New Patients:

Yes

Monday --	Tuesday --	Wednesday --	Thursday --
Friday --	Saturday --	Sunday --	

By selecting "I so attest", provider or provider's delegated representative attests to accuracy of the data that displays in online and print directories and is fully knowledgeable to the lines of business to which they are contracted. The Provider Service Line can be contacted to obtain assistance with making any required contract changes.

Virtual Visits “Practice Address” Maintenance

For each state in which a clinician practices and maintains active acceptable licensure, they can either practice 100% virtually, practice solely “in-person” at one or more physical practice location(s), or a combination of both. As such, please follow the below instructions for accurate application of the “virtual visits” tab to ensure a clinician is **EITHER** aligned to a “Virtual Visits Only” address **OR** one or more physical practice locations with or without also offering virtual appointments.

To manage virtual visits status for the clinicians aligned to a single group practice address, select the “Add virtual visits address” link to proceed. The practice address must already be loaded to the group (Step 3) to proceed.

virtual visits

To participate in our virtual visits network and be listed as a virtual visit practice in our directory, please identify the practice location(s) where you perform virtual visits. Click on the address below to view or update your listing in the Optum virtual visits network.

If you want to enroll a practice address, click on + Add virtual visit link and follow the prompts.

▼ Tax ID: 363 stem + Add virtual visit address

Add virtual visits

To enroll in the Optum virtual visits network, please select the telehealth technology platform in the selection box below. Once you have indicated which telehealth technology platform you use, please review the Attestation and click on the I So Attest button to complete your enrollment in the Optum virtual visits network.

Tax Identification Number
Tax ID: 363 stem

Address*

1 record Show 25 per page < Page 1 of 1 >

Select	Address	State
<input type="radio"/>	100 State Ave	MN

Select Telehealth platform you are using*

Enter Platform Name*

Search for Address:
Type in part of an existing address already loaded to the group practice to identify and select it.

Enter Platform Name:
Freeform text the medium used for virtual visits.

Sign Attestation:
Read and attest to complete the process.

Attestation

I understand that Optum/OptumHealth Behavioral Solutions of California (“Optum”) may require documentation to verify that I meet the criteria for delivery of Telemental Health as outlined below. I will cooperate with an Optum documentation or site audit, if requested, to verify that I meet, at all times applicable, the required criteria.

I hereby attest, represent and warrant that all of the information below is true and accurate at the time of execution hereof and will remain accurate through the term of providing of virtual visits/telemental health services. I acknowledge that I will immediately notify Optum upon discovering that any information provided pursuant to this attestation is untrue and/or incorrect. I further agree that Optum has and will rely on the information in this attestation for my continuation in the Optum network.

I am, and will remain, in compliance with all applicable laws, rules, regulations and state board requirements applicable to the delivery of telemental health, prescribing, coding requirements, and documented protocols (e.g., informed consent, emergency contact information) in the states in which I am licensed.

I will provide virtual visits in a private and secure environment. Rooms to be used for virtual visits will have adequate lighting and will be reasonably soundproof for patient privacy.

I will ensure that all documents containing protected health information or personal health information, including prescriptions, are transmitted securely in accordance with all privacy rules including HIPAA.

I have the appropriate protocols in place and have trained my staff on protocols and procedures related to technical or other types of failure that may disrupt service delivery.

I understand and agree that I must hold and will only provide services when properly licensed according to state requirements for providing services within the state where the member is physically located at the time of the services.

I and my staff are appropriately trained in, and will comply with, proper claim submission procedures, including use of the 02 Place of Service or appropriate modifier per state telehealth billing guidelines for virtual visits.

My malpractice insurance carrier has been notified and has delivered the appropriate rider or proof of coverage for Telemental Health, as applicable to my scope of practice or as required by state telehealth regulations in the state(s) in which I am licensed.

Prescriber Only:

I meet the prescriptive authority requirements for each state in which I am licensed to prescribe or dispense prescriptions in accordance with applicable laws, rules and regulations.

Virtual Visits “Practice Address” Maintenance (Continued)

Use the selection feature to identify each clinician at that practice location who also offers virtual appointments.

If clinicians only offer virtual appoints in a particular state, please be sure to select the group address with “Virtual Visits Only Provider” as the practice address for that state.

If the physical practice location or virtual visits only practice location you wish to align clinicians to does not yet exist on the group record, refer back to Step 3.

Practice Profile
Practice Information
Roster
Licenses and IDs
virtual visits
My Networks

Manage virtual visits at 867 [redacted] bury

Please use this page to manage the roster of clinicians who are available for virtual visits at this location.

Available Clinicians

Clinicians Assigned virtual visits at this location: 2

To make changes to clinicians assigned virtual visits at this location, please add or remove up to 20 clinicians at a time and click Submit.

You have selected 0 of 20.

Available (14)

- B [redacted] ifer
- C [redacted] A
- C [redacted] :a R
- D [redacted] lleen M
- H [redacted]
- Li [redacted] ury Beth
- Li [redacted]
- M [redacted] i D
- N [redacted] e E

Selected (2)

- Brei [redacted] farie
- King [redacted] : M

Add or remove 20 clinicians at a time.

Back To virtual visit
Submit



Important: Providers should not have a “Virtual Visit Only” address and a Physical Address at the same time. Once you have added the “Virtual Visit Only” address, be sure to remove all physical addresses in that State.

Virtual Capability	Action
A. Exclusively offer services virtually and does not provide in-person treatment	Select “Virtual Visit Only” Address in the applicable State.
B. Routinely offer in-person and virtual services at a practice address	Go back, select a Physical Address and click on 'Add a virtual visit'