

Change Healthcare ProviderNet - FAQ

- **Can I add multiple NPIs/Providers to my ProviderNet account?**

Yes. You can add them through the Provider Info screen. However, if you have multiple NPIs that share the same TaxID(s), then you should just add the providers as separate addresses on the address form. Otherwise, you will have to complete the whole setup process for the new NPI, including adding contact, address, and bank account information. And since most payers only associate TaxIDs to payments, using TaxID, Payee Name, and Address to separate and route payments is more effective than using NPI.

- **Can I change bank account information?**

Yes, but if you change an account that is tied to an address, the EFT process may be interrupted. The best thing to do is add another account using the Accounts form, and once it has been verified (usually a ten day process), you may then associate it with all applicable locations.

- **Can I set up multiple users on my ProviderNet account?**

Yes. The User Administration feature can be used to add and maintain users and their permissions. You may also change your login information at My Profile.

- **How do I register with other payers in ProviderNet?**

Go to Provider Info and click Add Payer. On the following screen, select a payer and enter a recent Check or EFT Number that was issued by that payer. In most cases, you will start receiving EFT payments and ERAs within two business days.

- **Why am I still receiving checks rather than EFT payments?**

Please be sure you have signed and returned an ACH Authorization form. In addition, you must set up addresses for each address that could be associated with a payment. This allows ProviderNet to match incoming payments to the correct bank account. If you have several payee names at the same address that use the same bank account, you only have to add the names to the associated address, rather than adding a new address for each payee. Finally, invalid entries for bank account information will cause the EFT process to be put on hold until the information is corrected. In this case, you will be notified by ProviderNet Support Services to help you resolve the issue.