

Enrollments & provider information

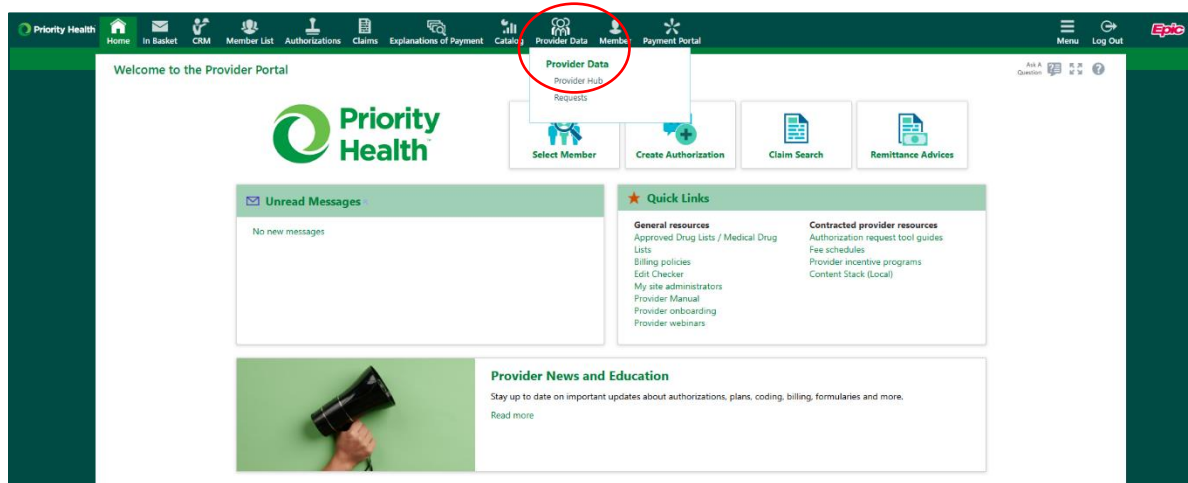
Provider Portal user guide

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You can update your provider information, group information and enrollments through the Provider Portal.

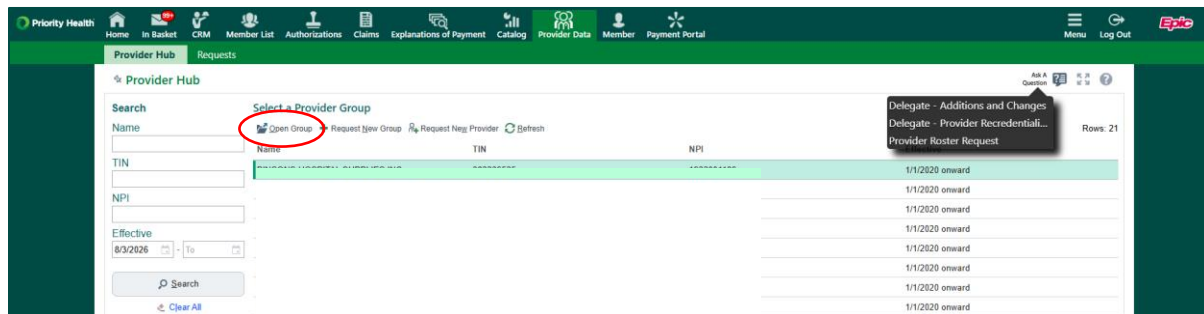
Navigating to Provider Hub

From anywhere in the portal, hover over **Provider Data** in the navigation bar across the top of the screen and select **Provider Hub**.



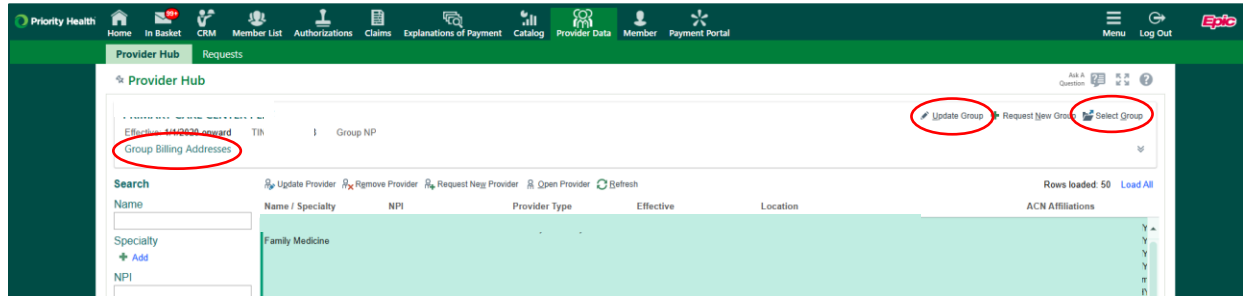
Managing a group's data

To view a group's data, choose a provider group and either double-click it or click **Open Group** while it's highlighted.

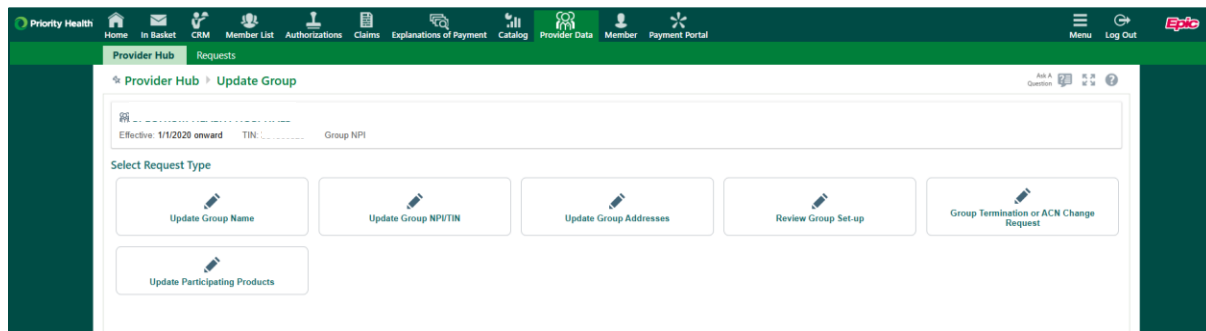


On the group detail screen, you can view all providers from the group. You can also view all billing addresses by clicking **Group Billing Addresses**.

Click **Update Group** to update the group's information. Click **Select Group** to return to the previous screen and select a new group.



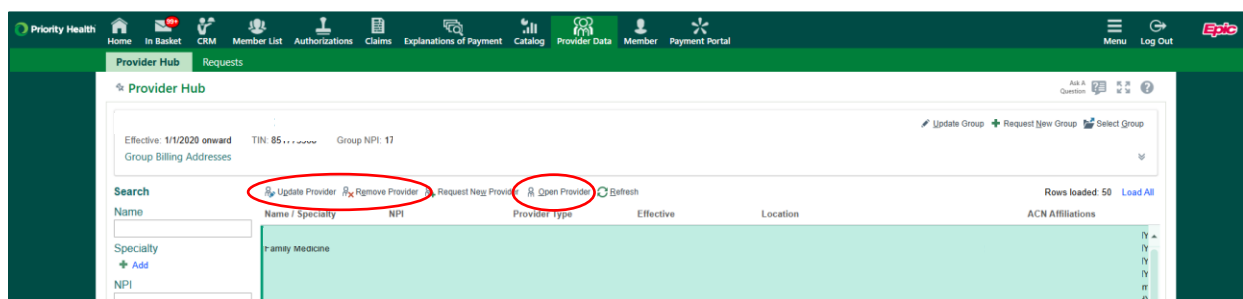
Choose the box that matches with the update you want to make for the group, then follow the on-screen prompts.



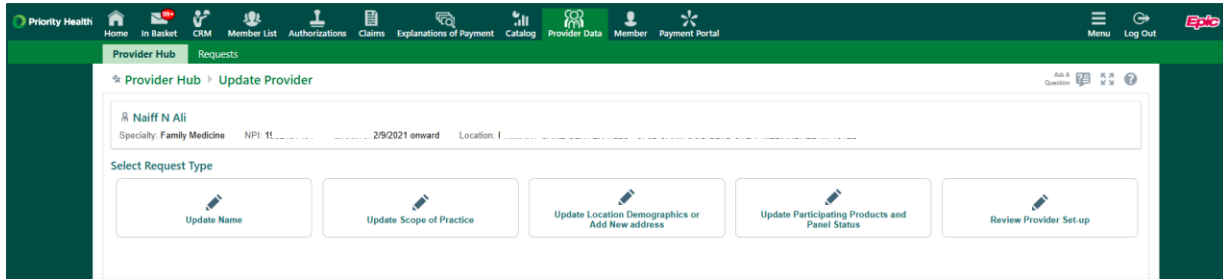
Managing a provider record

Back on the group detail page, select a provider record then choose:

- **Update Provider** to update the provider's information
- **Remove Provider** to initiate a Practitioner Termination Request
- **Open Provider** to see details, including demographic information, admitting privileges and participating networks



When updating the provider record, choose one of the following options, then follow the on-screen prompts.

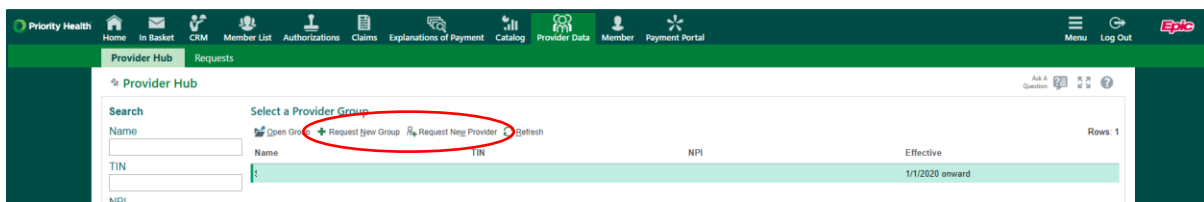



Changes to a provider record only change it *within the group selected*. If the provider is in multiple groups, changes may need to be made in each group.

Enrolling new organizations, groups and providers

Navigate to the **Provider Hub** home screen, where all your site's groups are listed. Select:

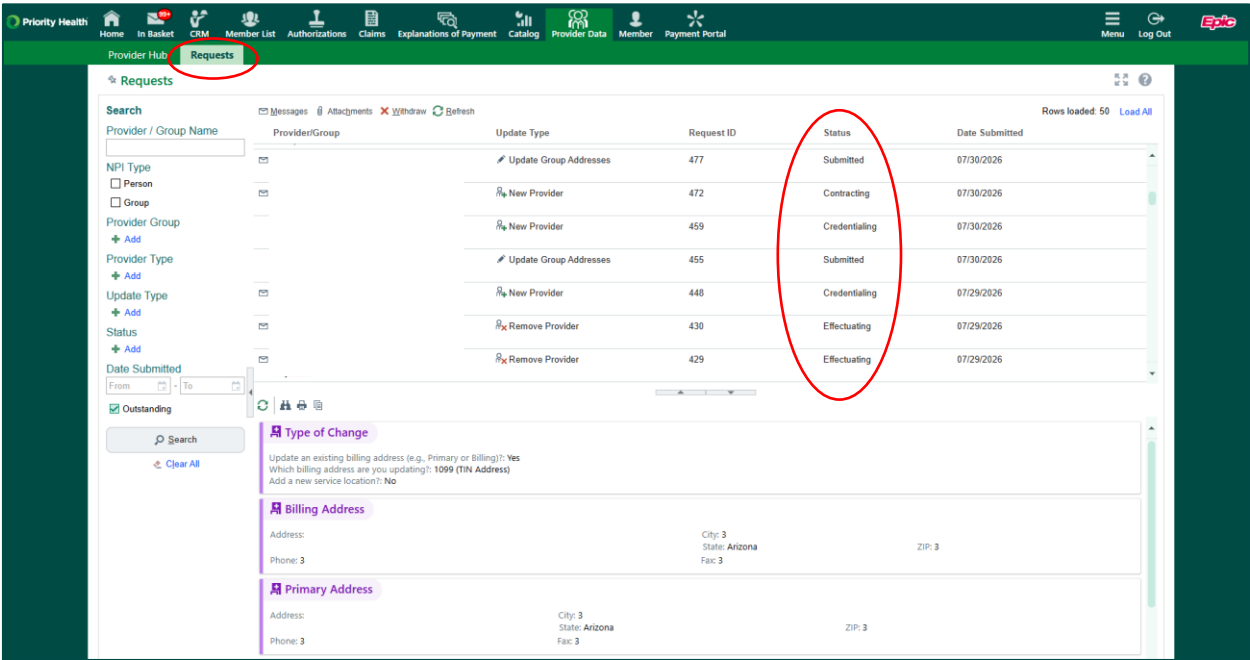
- **Request New Group** for a new organization enrollment
- **Request New Provider** for a new group or provider enrollment



Follow the on-screen prompts to complete the new enrollment request.

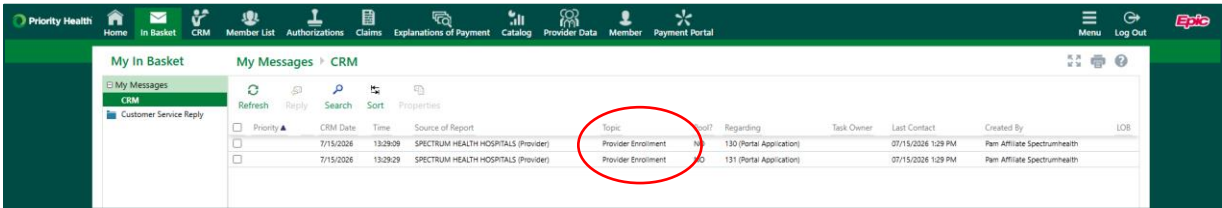
Tracking your requests

In **Provider Data**, click the **Requests** tab. Search and view the status of all your enrollment and provider information change requests here. The status of each will be listed in the **Status** column.



Provider / Group Name	Update Type	Request ID	Status	Date Submitted
	Update Group Addresses	477	Submitted	07/30/2026
	New Provider	472	Contracting	07/30/2026
	New Provider	459	Credentialing	07/30/2026
	Update Group Addresses	455	Submitted	07/30/2026
	New Provider	448	Credentialing	07/29/2026
	Remove Provider	430	Effectuating	07/29/2026
	Remove Provider	429	Effectuating	07/29/2026

Enrollment/data request updates can also be found in your **In Basket** under the **Provider Enrollment** topic.



Priority	CRM Date	Time	Source of Report	Topic	Regarding	Task Owner	Last Contact	Created By	LOB
	7/15/2026	13:29:09	SPECTRUM HEALTH HOSPITALS (Provider)	Provider Enrollment	130 (Portal Application)		07/15/2026 1:29 PM	Pam Affiliate Spectrumhealth	
	7/15/2026	13:29:29	SPECTRUM HEALTH HOSPITALS (Provider)	Provider Enrollment	131 (Portal Application)		07/15/2026 1:29 PM	Pam Affiliate Spectrumhealth	