CTC-RI has streamlined the process your practice can use to update your Provider and Care Managers files. On a quarterly basis, you will receive a link that you can use to provide updated information.  Following this new process replaces the previous process where you needed to update an excel spread sheet with multiple tabs.

**Please Note:** **The updating of Provider file information is critical because the accurate Provider information drives the health plan attribution numbers required for your Practice to receive Incentive and Infrastructure Payments**

**We need you to complete the instructions below by March 10, 2019 in order for your practice to receive proper payment from the health plans.**

**Instructions to Update Provider Form:**

**Step 1:**  Click on the Form link [**here**](https://www.tfaforms.com/4723582)

**Step 2**:  Start to type your Practice/Site Name: you will be provided with an auto suggestion for your Practice Name



**Step 3:**  Select your Practice Name and click Next

You will be redirected to a form that has been prefilled with the current Provider data
In the Provider Information section

* For Existing Providers
	+ You only need to make changes if there is new or missing Contact Information, and to provide information on Open/Closed status and 3rd Next Available appointment
	+ **You can provide updates to all fields except "Practice Role & NPI Number"**, NPI has been pre-populated based on our current Practice records and it is not a field that would require a change.
	+ If the Provider has a role change, indicate this in the text area comment box and CTC-RI will update the record for subsequent reporting cycles.
	+ **Section on: Provider Open or Closed to New Patients:** this field requires updating if blank or incorrect - please select "Open" or "Closed" by using the drop down box feature
	+ **Section on: Provider's 3rd Next Available Appointment for Existing Patients:** this field requires updating if blank or incorrect - please add the appropriate 3rd next available date, or enter "n/a"
* To Add New Providers
	+ **Click the "Add another response" link located at the bottom of the page**
	+ Enter the Provider's First Name, Last Name, NPI number, Work Phone, Work Email, and other Phone (if applicable), and select "Provider" and relative options for Practice Role
* To Remove Providers
	+ DO NOT CLICK the "Remove" link at the top of the page, if applicable
	+ **Change the Employment Status** to "Former"
	+ **Add an "End Date"** for the Provider

Click "Submit" and you are done!





**Instructions to Update Care Coordinator Form:Step 1:**  Click on the Form link [**here**](https://www.tfaforms.com/4712232)

**Step 2**:  Start to type your Practice/Site Name: you will be provided with an auto suggestion for your Practice Name



**Step 3:**  Select your Practice Name and click Next

You will be redirected to a form that has been prefilled with the current Provider data

In the Nurse Care Manager / Care Coordinator Information Section

* For Existing NCMs and CCs
	+ You only need to make changes if there is new or missing Contact Information for the NCM or CC, and to provide the NCM/CC FTE information
	+ Simply click in any field and make changes as you deem appropriate
	+ **NCM/CC FTE % (Full Time Employment Percentage)** - this field requires updating if blank or incorrect
		- The FTE % can be entered as a whole number, i.e. 100, or as a decimal, i.e. 1.0
* For New NCMs or CMs
	+ **Click the "Add another response" link at the bottom of the page**
	+ Enter the NCM/CC's First Name, Last Name, Work Phone, Work Email, and other Phone (if applicable)
	+ Select "Nurse Care Manager" or "Care Coordination Staff" in the Practice Role drop down list
* To Remove NCM/CC
	+ DO NOT CLICK the "Remove" link located at the top of the page, if applicable
	+ **Change the Employment Status** to "Former"
	+ **Add an "End Date"** for the NCM/CC

Click "Submit" and you are done!



