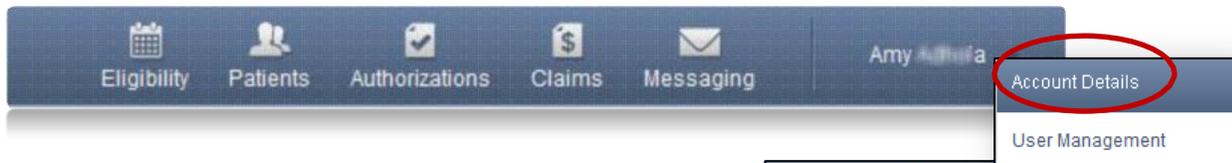# Update Provider Demographic Information
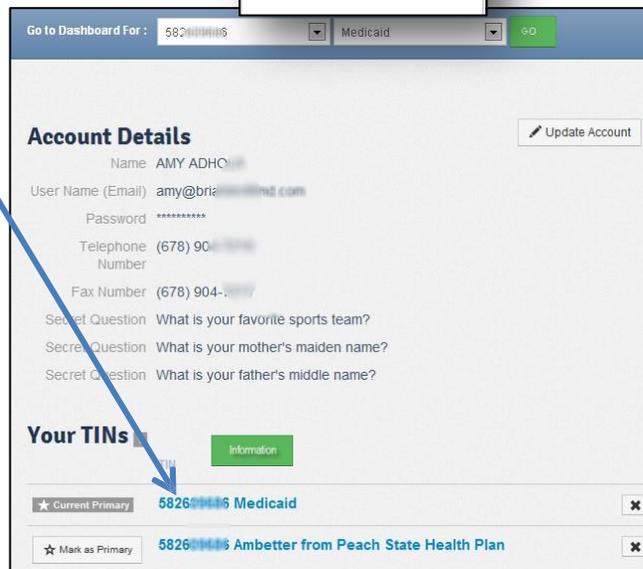
1. From the Main Tool Bar - select **Account Details** under the Users Name.

The Account Details screen appears.

2. To modify information about the Specific TIN, click on the individual TIN to update.

   Under each TIN, a list of associate providers will appear.

3. To update information about one of the Associated Providers, click on the name.
   A list of possible Service Locations will appear.

4. Click on the name associated to the address to update.

5. Click Edit Location to update the provider information – This information will update the Find A Provider website.

6. The following Transaction attributes will be available for edits - *only one update within a transaction set is allowed per day.*
   (If any additional updates are necessary – please contact Provider Data Quality at ProviderUpdatesNH@centene.com)

   Transaction Set #1 - Provider Location Address
   - Address1
   - Address2
   - City

   Transaction Set #2 - Provider Location Phone
   - Phone
   - Fax

   Transaction Set #3 - Provider Location Accessibility
   - Accessibility (Yes or No)

   Transaction Set #4 - Provider Office Hours
   - Monday- Sunday (7 Data Attributes for each day)

   Transaction Set #5 - Practitioner Gender
   - Gender

   Transaction Set #6 - Practitioner Office Hours
   - Monday- Sunday (7 Data Attributes for each day).

   For example: Changing the phone number and saving will cause a wait time of 24-36 hours in order to change the fax number. However, changing information in a different transaction set will not be limited to an additional wait time.

7. Save changes by clicking on the Save Location button at the bottom of the screen.
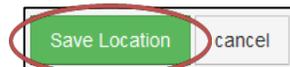
ATTENTION: All Delegated Providers, please contact your delegate for any changes. All demographic updates for Delegated Providers must be routed through the delegate for submission to your health plan.