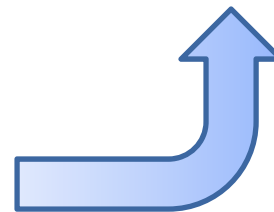


Provider Maintenance Guide

Provider Maintenance Guide – Overview



- **Wellmark’s Web-based Provider Maintenance Tool helps designated security coordinators (DSCs) ensure the assigned Wellmark.com users within their organization have the right access to the right tools at the right time.**
- **DSCs can create new users, update profiles, assign roles, modify national provider identifier (NPI) access, and more.**
- **This guide covers the basic options available to DSCs upon logging in. Information from some screenshots has been redacted for security reasons.**



Provider Maintenance Guide – Manage Users (basics)



- Like a spreadsheet, this screen has various sorting and display options. Click the user's name to edit his/her profile. Click in the Change Status column to toggle access on or off. Use the Delete button for users who have left your organization. The Provider Access column is featured on Slide 4.

Provider User Maintenance - Manage Users

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Provider User Maintenance ■■■■■ 4764 Log out

[Manage Users](#) | [Update My Profile](#) | [Add a user](#) | [Maintenance Guide](#)

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Name	User ID	Provider Access	Email	Roles (Expand)	Change Status
last, first	ICETEST0927	Modify	name@provider.com	Claims Status Inquiry User	Activate User Delete
last, first	mary00	Modify	name@provider.com	Claims Status Inquiry User	Activate User Delete
user, test	nonpar11prep	Modify	name@provider.com	Eligibility Verification and Benefits Inquiry User	Activate User Delete
last, first	prodtest1	Modify	name@provider.com	Eligibility Verification and Benefits Inquiry User	Activate User Delete
last, sdsfirst	alter1	Modify	name@provider.com	Claims Status Inquiry User	Disable User Delete
Last, First	robm1234	Modify	name@provider.com	Claims Status Inquiry User	Activate User Delete
last, first	provtestpreprod	Modify	name@provider.com	Claims Status Inquiry User	Activate User Delete
test, test	testtesttest	Modify	name@provider.com	Claims Status Inquiry User	Disable User Delete
last, first88	johnnysmi	Modify	user@work.com	Claims Status Inquiry Adjustments	Disable User Delete

Provider Maintenance Guide – Manage Users (select NPIs)



- In this screenshot, the DSC is allowing the user to access information for all providers (NPIs) under tax ID ■■■■■ 4764. This is sometimes necessary for small practices. Medium and large organizations should use the other option to limit each user's access to certain providers (NPIs) only.

Provider User Maintenance - Manage Users

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Manage Users
Update My Profile
Add a user
Maintenance Guide

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Name	User ID	Provider Access	Email	Roles (Expand)	Change Status
test_first	DETEST027	Modify	name@provider.com	<input type="checkbox"/> Claims Status Inquiry User	Activate User Delete
last_first	mary00	Modify	name@provider.com	<input type="checkbox"/> Claims Status Inquiry User	Activate User Delete
user_test	nonpar110sp	Modify	name@provider.com	<input type="checkbox"/> Eligible, Verification and Benefits Inquiry User	Activate User Delete
test_test	testtesttest	Modify	name@provider.com	<input type="checkbox"/> Claims Status Inquiry User	Disable User Delete
last_first88	johnnysmi	Modify	user@work.com	<input type="checkbox"/> Claims Status Inquiry Adjustments	Disable User Delete

Modify Provider Access

For certain provider applications, such as Claims Status inquiry, the level of provider information each user can access can be adjusted by the following options.

User has access to:

All information for providers under tax ID: ■■■■■4764

Information for the following specific providers (list displayed upon selection):

Submit Cancel

Provider Maintenance Guide – Update Profile / Add User



▪ We've made this next section easy for you. The dialog box on the following page looks the same whether you are:

– Updating your own profile,

– Adding a user, or

– Updating a user's profile

Provider User Maintenance - Manage Users

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[Manage Users](#) [Update My Profile](#) [Add a user](#) [Maintenance Guide](#)

Manage Users

Showing 10 items per page

Name	User ID	Provider Access	
last, first	ICETEST0927	Modify	name@provi
last, first	mary00	Modify	name@provi
user, test	nonpar11prep	Modify	name@provi
last, first	prodtest1	Modify	name@provi
last, sdsfirst	alter1	Modify	name@provi
Last, First	robm1234	Modify	name@provi
last, first	provttestpreprod	Modify	name@provi
test, test	testtesttest	Modify	name@provi
last, first88	johnnysmi	Modify	user@work.c

Provider Maintenance Guide – Update Profile / Add User



- Depending on your task, the first field will include your ID, display another user's ID, or appear blank. When adding a new user, enter all information marked by a red asterisk (*). To set the user's roles, simply use the Add and Remove buttons to move roles between the Available and Assigned boxes.

Add/Modify a Provider user.

User ID: DSCConnectionUser

First Name: Demo *

Last Name: User *

Phone: 515 - 555 - 5555 * -

Email: noreply@wellmark.com *

Access Status: Active

Roles

Available Roles	Assigned Roles *
Create & Submit Claims User Designated Security Coordinator - Provider Main Designated Security Coordinator Outpatient Diagnostic Imaging - Provider Physical Medicine Pilot on Quality - Provider Provider Fee Schedule - Provider Provider PQM Tool - Provider Users Secure Email - Provider Utilization Management - Inpatient Notification Utilization Management - Procedures and DME Web Based Inquiry - Provider	Claims Status Inquiry User Eligibility Verification and Benefits Inquiry User Provider Toolkit

Buttons: Add ->, <- Remove

Buttons: Submit, Cancel, Reset Lockout, Reset Password



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