

ProviderInfoSourcesm

Effective **December 5, 2011** *ProviderInfoSource* will be enhanced to provide additional security, access to payor pricing sheets and improved user experience.

REMINDERS

1. The following *ProviderInfoSource* features will be interrupted to allow this upgrade.
 - ✓ **My HealthLink Messages, Claim Status and Eligibility Transactions will not be available from November 28, 2011 – December 2, 2011.**
 - ✓ *ProviderInfoSource* will shut down and remain unavailable from **5:00 p.m., December 2, 2011 to 8:00 a.m., December 5, 2011.**
2. Prior to **December 5, 2011** this upgrade requires the following steps be taken by you and your organization.
 - ✓ **All users** – review any outstanding requests (Claim Status, Eligibility, and My HealthLink Messages). Contact your Network Consultant if you are unable to resolve any open requests on *ProviderInfoSource*.
 - ✓ **Administrative users** – review the list of users for your organization. Have there been changes within your organization that require access to be added or removed? Please remember, it is your responsibility to maintain the users set up within your organization.
3. Due to the upgrade each organization will be required to re-register. Please refer to the *ProviderInfoSource Registration Quick Reference Guide* on getting your organization re-registered on *ProviderInfoSource*.

NOTICE REGARDING ADMINISTRATIVE USERS

Once you have completed registration, you can begin setting-up the other users within your organization. As an Administrative User it is your responsibility to ensure that each user who is granted access to *ProviderInfoSource* has their individual User ID and Password.

Please **do not** allow users within your organization to share User IDs and Passwords, this is to ensure “protected health information” is not accessed upon a user’s terminated employment with a practice or institution. HealthLink will not be held responsible for users who are granted access through your organization.

We apologize for any inconvenience this may cause you or your office and value your service and support.

If you are not currently registered with *ProviderInfoSource*, it is easy to sign up. If you have questions regarding the upgrade, please contact your Network Consultant or HealthLink Customer Service at 800-624-2356.

Thank you for your continued support and participation!