

# ProviderInfoSource®



## Provider User Guide

### My Network Specialist

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#### Chapter 14

HealthLink®



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

<http://providerinfosource.healthlink.com>

## 14.0 MY NETWORK SPECIALIST

### 14.1 Overview

Your Network Specialist is here to assist you. This feature enables instant access to Network Specialist contact information and a link to send secured messages and inquiries.

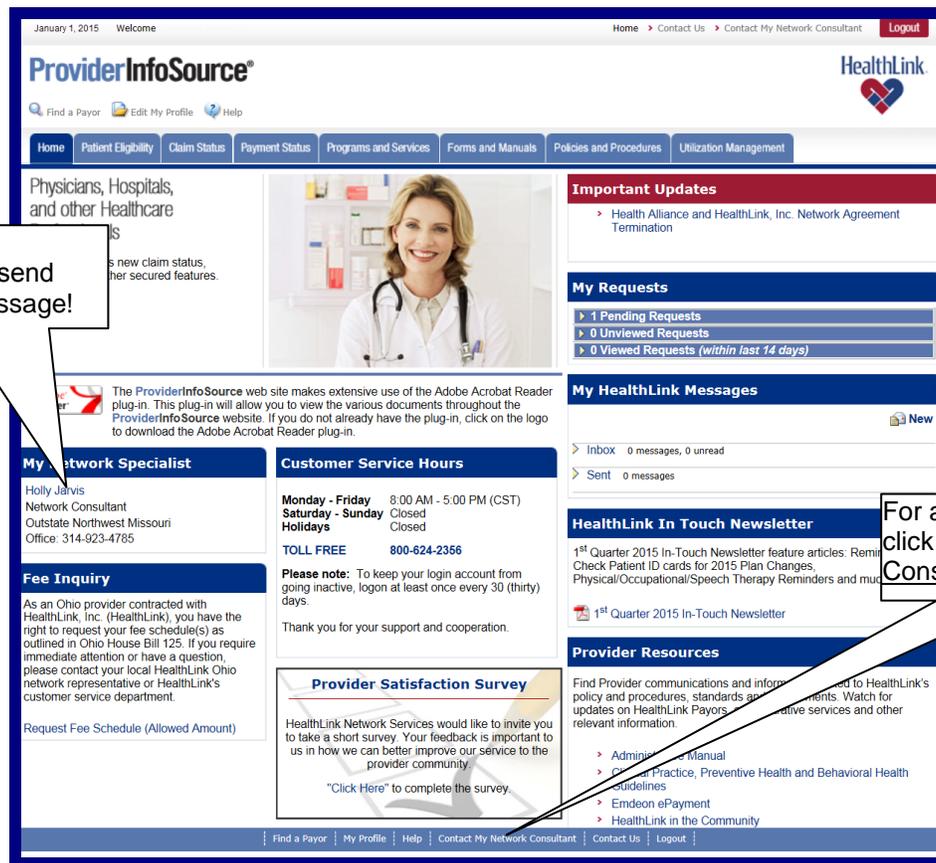
Located on the Secured Home Page of the *ProviderInfoSource* is your personal Network Specialist. The Network Specialist's name is pre-populated based upon the Zip Code you provided in your profile. Following is an example of the Network Specialist window on the Public Home Page.

**Note:** If you log in and do not see the name of your Network Specialist, please click [Contact My Network Specialist](#). A window will open with a list of territories, click your territory to find your Network Specialist.  
Or, call *ProviderInfoSource* Customer Service toll free at 800-624-2356.

### 14.2 How to Contact Your Network Specialist

- Click the Network Specialist's name located in the My Network Specialist window on the Secured Home Page (Figure 1).

Click your Network Specialist's name to send him/her a secure message!



For a full list of specialists, click [Contact My Network Consultant](#).

Figure 1. My Network Specialist–Home Page Link.

- b. When *ProviderInfoSource* opens a new message window with the subject auto-populated (Figure 2), type your message and click **Send**. A new message will be sent to your Network Specialist via secured messaging.

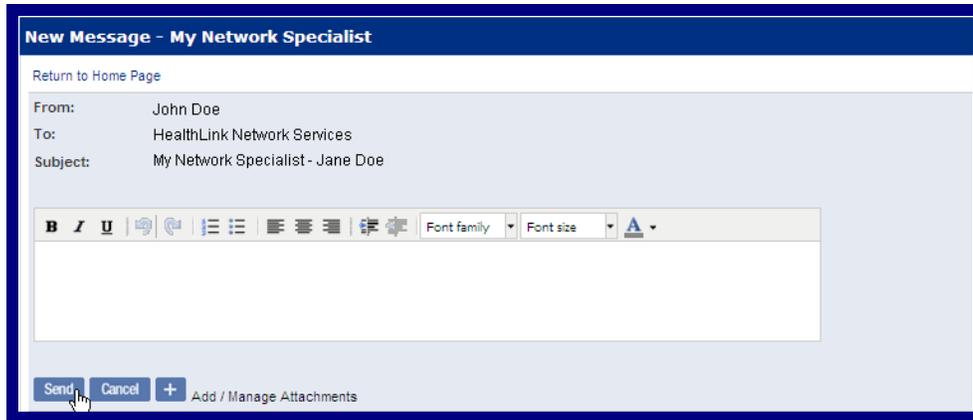


Figure 2. My Network Specialist–New Message.

### 14.3 Field Descriptions

Following are descriptions of the fields that are displayed in the My Network Specialist windows:

- a. **Fields – Network Specialist Name** (Figure 3)



Figure 3. My Network Specialist–Network Specialist Name Fields.

Table 1. My Network Specialist –Network Specialist Name Fields.

Field	Descriptions
<b>Network Specialist Name and Contact Information</b>	The Network Specialist’s name and contact information for your Zip Code will appear in the <b>My Network Specialist</b> window. The Network Specialist’s name is pre-populated based upon the Zip Code you provided in your profile.
<b>Network Specialist’s Name</b>	Clicking on this link allows <b>ProviderInfoSource</b> to open a new Secure Message auto-populated to your <b>Network Specialist</b> .
<b>Network Specialist’s Title</b>	The Network Specialist’s Title.
<b>Network Specialist’s Territory Assignment Listing</b>	The Network Specialist’s Territory Assignment.
<b>Network Specialist’s Work Phone Number</b>	The Network Specialist’s Office Phone Number.

**b. Fields – New Message (Figure 4)**



Figure 4. My Network Specialist–New Message Fields.

Table 2. My Network Specialist–New Message Fields.

Field	Descriptions
<b>From:</b>	Auto-populated with your information (Ex. “John Doe”).
<b>To:</b>	Where the new secured message will be sent.
<b>Subject:</b>	An explanation of the secured message.
<b>Cancel Button</b>	Allows you to cancel an unwanted message.
<b>Send Button</b>	Allows you to send a secure message.

**14.4 Frequently Asked Questions (FAQ)**

If you were not able to complete a My Network Specialist task, this section describes possible scenarios in which you may not be able to complete a task, along with the solutions to those scenarios.

**Question:**

What if My Network Specialist cannot be determined? I have tried to load the My Network Specialist window, but the following window displays:

Message Text:

“We could not determine your Network Specialist. Please call Network Services at 800-624-2356” (**Error! Reference source not found.**)

**Answer:**

*ProviderInfoSource* is not able to determine the Network Specialist based upon the Zip Code you provided in your profile. Click on the **Edit My Profile** link in the upper left portion of the Secured Home Page to review and modify your Zip Code, if necessary. If the Zip Code you entered in your profile is correct, you may contact Network Services toll-free at 800-624-2356.

**Question:**

How does *ProviderInfoSource* identify my Network Specialist?

**Answer:**

*ProviderInfoSource* uses your Zip Code to identify your Network Specialist. The Network Specialist’s territories are assigned by Zip Code in the Metro St. Louis area and by county name in outstate Missouri, Illinois, Indiana and Arkansas.