



*An important
message from*
Provider Relations



Provider Demographic Updates

Home State Health Plan is pleased to introduce a new web-based tool. Providers can now make updates to their demographic information through our secure provider portal.

Updates that can be submitted via the secure portal include:

- Service address (excluding zip code)
- Phone and fax numbers
- Office hours
- Accessibility

Note: Changes in zip code, tax identification, or billing address must be submitted by contacting Home State's provider services department at 855-694-HOME (4663).

In an effort to provide accurate information to our members, your patients, Home State requests providers visit our online provider directory search at www.HomeStateHealth.com to confirm their demographics. If changes need to be made, simply follow the instructions below.

To Update Provider Information from the online provider directory:

1. Click the green button in the bottom right side of the screen. This will take you to the secure portal.
1. Log in to Secure Provider Web
2. Click the User Name Drop Down; select **Account Details**
3. Select **TIN**
4. Select **Associated Provider**
5. Select **Service Location**
6. Click **Edit Location**
7. Edit information in text field
8. Edit Hours of Availability by adjusting sliding scales on the day you would like to edit
9. Click **Save Location** to save changes (FAP Web will update within 24 hours)

To Update Practitioner Information:

1. Log in to Secure Provider Web

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions? Contact Provider Relations at 1-855-694-4663.



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2. Click the User Name Drop Down; select **Account Details**
3. Select **TIN**
4. Select **Associated Provider**
5. Select **Service Location**
6. Click Practitioner's name under **Associated Practitioners**
7. Edit Practitioner Gender through Drop Down or Practitioner Availability through **Office Hours Menu**
8. Click **Save**

Note: Changes to demographic information will update within 24 hours. Please do not submit changes more than once as this can cause the update to fail.

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