Availity® Provider Data Management (PDM) quick reference guide

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The Availity PDM quick reference guide will show you how to make updates for the following:

- (>) Email addresses Key staff and office contacts
- Service location addresses
- Appointment phone numbers
- Telehealth status
- NPI number
- Race and ethnicity

The updates you make in PDM are just for Aetna® directories and our communication purposes with you.

These updates do not update your drop-down fields within transaction functionality. You must update your organization information within Express Entry to update your drop-down fields. Learn more here.

How to add email addresses for key staff

1. From the Availity home screen, select "My Providers" from the top navigation and then select Provider Data Management from the drop down.

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Patient Registration < Claims & Payments <	My Providers ~ Reporting ~ Payer Space	s v
N Notification Center	PDM Provider Data Management	
You h	C EE Express Entry	
My Top Applications	C Enrollments Center	

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2. From the PDM home page, scroll down and select the business you want to update from the list of business profiles. (*Note: You may have to attest to profile data information before getting to this screen*).

3. Select "Manage Business" and then select "Key Staff" from the left menu.

PDM Dashboard (Return to your list of businesses)	Manage Business @ (Business & Location information) 1 Request
General Information	
Service Locations	
Mailing Addresses	
Payment Addresses	
Certifications	
Licenses	
Identifiers	
Specialties	
Hospital Affiliations	
Key Staff	

4. Under key staff Information, select "Add a new staff member."



5. Enter key staff email address and additional contact details, then select save.

First Name	Last Name
John	Roberts
Position in this Business	
Administrator	•
SSN (optional)	
### ## #####	
Phone Number	
• 843-111-2222	
Email Address	
jroberts@hospital.com	

6. You'll need to repeat these steps if you have multiple businesses listed under business profiles.



How to add email address and appointment phone number by service locations

1. From the Availity home screen, select "My Providers" from the top navigation and then select Provider Data Management from the drop down.

🗞 Availity 🛛 🧲 essentials 🏾 Home 🔹 Not	tifications 📿	2 My Favorites ∽	
Patient Registration < Claims & Payments <	My Providers ~	Reporting - Payer Sp	aces ~
N Notification Center	C PDM F	Provider Data Management	
You h	S EE E	Express Entry	
My Top Applications	C EC E	Enrollments Center	

2. From the PDM home page, scroll down and select the business you want to update from the list of business profiles. (*Note: You may have to attest to profile data information before getting to this screen*).

3. Select "Manage Business" and then select "Service Locations" from the left menu.

PDM Dashboard (Return to your list of businesses)	Manage Business @ (Business & Location information) 1 Request
General Information	
Service Locations	

4. Select "Manage Service Location" for the location you want to review and update.



5. Under the "Service Location Information" section, review and update the service location address and appointment phone number for the provider directories.

Service Locations	Service Location Informati	on	
Mailing Addresses	Modify Service Location Addr	ess	
Payment Addresses	Service Location Is a Mobile Service Location Name (optional)	Location	
Certifications	NEWTON WELLESLEY HOSPITA	L	
Licenses	Street Address 1 2014 Washington St		
Identifiers	Street Address 2 (optional)		
Specialties	City	State ZIP Code	
Hospital Affiliations	Newton	Massachusetts • 02462	
Key Staff	Appointment Phone (617) 243-6000	Example: 555-555-5555	

6. Next, scroll down the page to the "Office Contact" section and add an email address. You can add multiple email addresses, if needed.

First Name (optional)	Last Name (optional)
Phone (optional)	Fax (optional)
• 222-222-1111	▼ 222-111-3333
	Consent to Publish Email in Directory

7. Once you review and update the service location address, appointment phone number and office contract details, select save. You can repeat these steps if you manage multiple service locations.



How to update telehealth services

1. From the Availity home screen, select "My Providers" from the top navigation and then select Provider Data Management from the drop down.



- 2. From the PDM home page, scrolldown and select the business from the list of business profiles
- 3. Next, select "Manage Type 1 Providers."

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PDM Dashboard (Return to your list of businesses)	Manage Business (3) (Business & Location information)	Manage Type 2 Providers (Non-Individuals, Groups or Facilities)	Manage Type 1 Providers (Practitioners or Individuals) 10+ Requests

- 4. Select the provider that you would like to update telehealth status for.
- 5. Once you choose the provider, select "Manage this Service Location."

Display All Providers With Errors	General Information
David NPI: 11111111111 Delete Provider	David Jr. • Male • DOB 02/02/0202 Manage General Information
Dr. JAMES NPI: 0303030303	Service Locations
ANESTHESIOLOGY	PRIMARY VINE HOSPITAL
Delete Provider	ONE HOSPITAL ROAD, Massachusetts, 00000 🛇
Dr. BARNES	Accepting New Patients in All Networks 醬
NPI: 0303030303	View Providers Availability
INTERNAL MEDICINE - HEMATOLOGY & ONCOLOGY Delete Provider	Manage this Service Location Add a new Service Location



6. Scroll until you see "Telehealth Services at this Location." Select "Yes" if the provider offers telehealth services at this location and add telehealth details like virtual care only, telehealth methods and services.

Telehealth Services at this Location			
• Yes 🔿 No		This provider offers Telehealth services at this location.	
Effective Date 📀			
02/15/2023	Ê		
Telehealth Methods			
* Remote Patient Monitorin	y Video Co	onference	
Telehealth Services			

7. Once complete, select save. Repeat these steps for other providers to update their telehealth statuses.



How to update NPI

1. From the Availity home screen, select "My Providers" from the top navigation and then select "Provider Data Management" from the drop down.



- 2. From the PDM home page, scroll down and select the business from the list of business profiles.
- 3. Next, select "Manage Type 1 Providers."



- 4. Select the provider that you would like to update the NPI for.
- 5. Next, scrolldown until you see "Identifiers" and select "Manage this Identifier."

Identifiers





6. Enter the updated NPI for the provider and select save. Repeat these steps for additional providers.

David Jr. New Identifier

NPI

12121212

Effective Date (optional)

02/10/2023

Expiration Date (optional)

mm/dd/yyyy

Cancel



How to update race and ethnicity

1. From the Availity home screen, select "My Providers" from the top navigation and then select "Provider Data Management" from the drop down.



- 2. From the PDM home page, scroll down and select the business from the list of business profiles.
- 3. Next, select "Manage Type 1 Providers."

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PDM Dashboard (Return to your list of businesses)	Manage Business (3) (Business & Location information)	Manage Type 2 Providers (Non-Individuals, Groups or Facilities)	Manage Type 1 Provider (Practitioners or Individuals) 10+ Requests

- 4. Select the provider that you would like to update the race and ethnicity for.
- 5. Once you choose the provider, select "Manage General Information."

Display All Providers With Errors	General Information
David NPI: 11111111111 Delete Provider	David Jr. • Male • DOB 02/02/0202 📀 Manage General Information
Dr. JAMES NPI: 0303030303	Service Locations
ANESTHESIOLOGY Delete Provider	PRIMARY VINE HOSPITAL ONE HOSPITAL ROAD, Massachusetts, 00000 오
Dr. BARNES NPI: 0303030303	Accepting New Patients in All Networks 🔮 View Providers Availability
Delete Provider	Manage this Service Location Add a new Service Location

6. Under the "Manage General Information" section you will find the "Ethinicity" and "Race" fields with newly expanded options. You can also select multiple races.

Ethnicity (optional)	Race (optional)
NOT HISPANIC OR LATINO	× ASIAN × NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
HISPANIC OR LATINO	ARAB, MIDDLE EASTERN OR NORTH AFRICAN
NOT HISPANIC OR LATINO	BLACK OR AFRICAN AMERICAN
PREFER NOT TO ANSWER	NATIVE AMERICAN, ALASKAN NATIVE OR INDIGENOUS
	SOME OTHER RACE
	WHITE OR EUROPEAN AMERICAN

7. Once complete, select save. Repeat these steps for other providers to update their race and ethnicity.

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