



Availity® Provider Data Management (PDM) quick reference guide



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

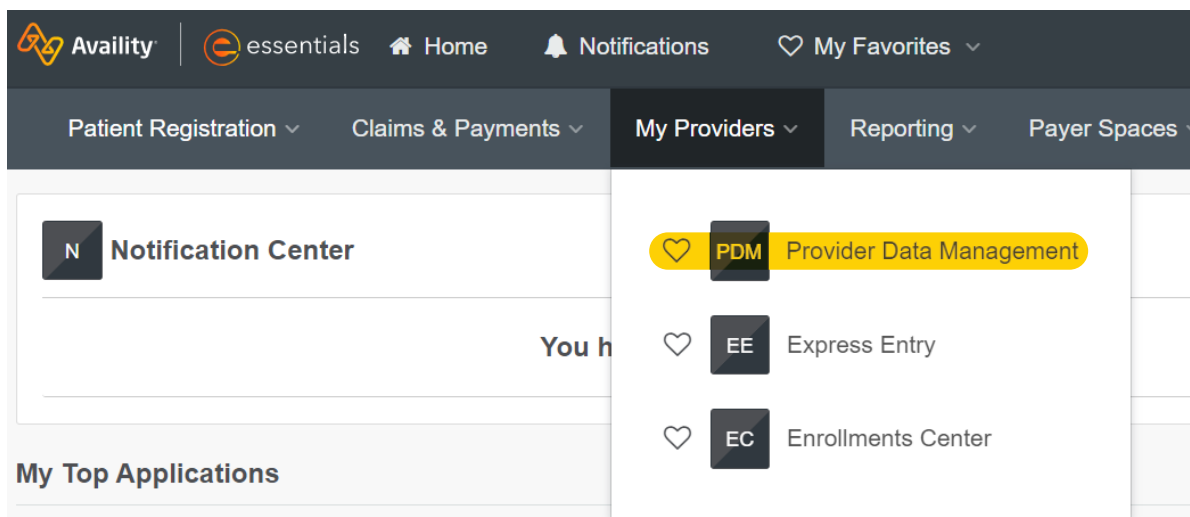
- ✓ Email addresses – Key staff and office contacts
- ✓ Service location addresses
- ✓ Appointment phone numbers
- ✓ Telehealth status
- ✓ NPI number
- ✓ Race and ethnicity

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.

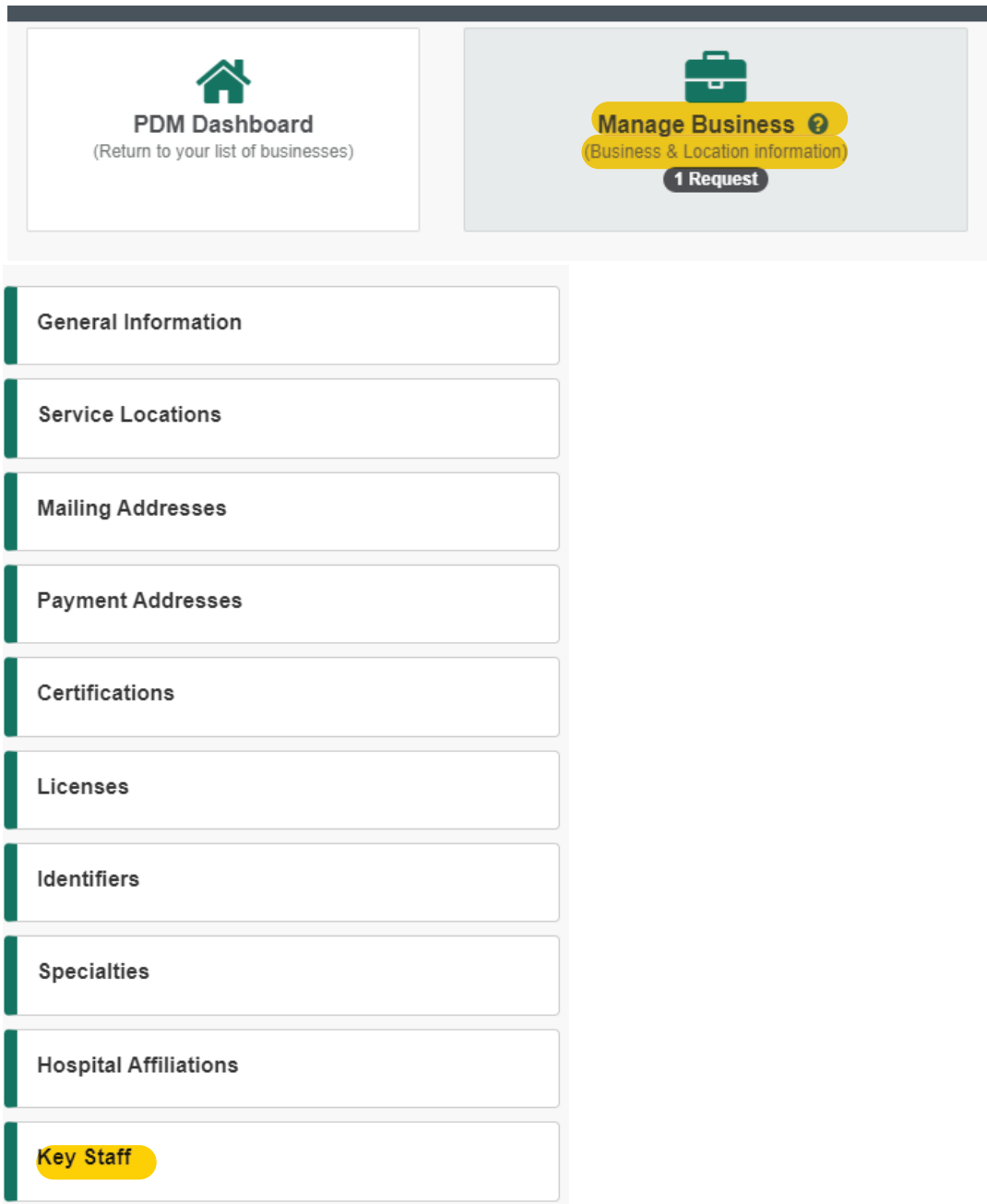


Availity® is a registered trademark of Availity, LLC.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

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.



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

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

Key Staff New staff member

First Name Last Name

Position in this Business

SSN (optional)

Phone Number

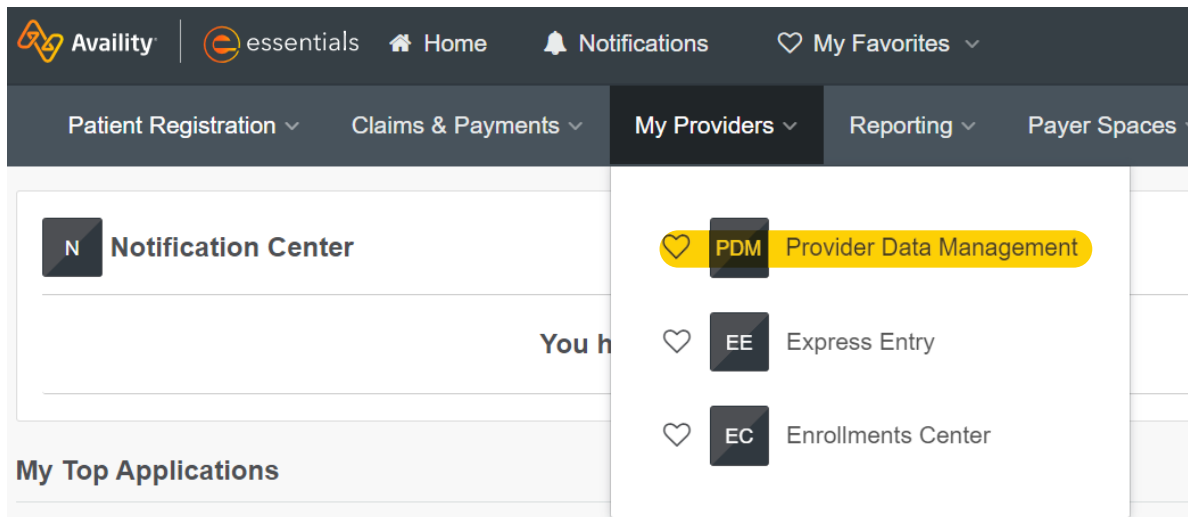
Email Address

Government Issued ID (optional)

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

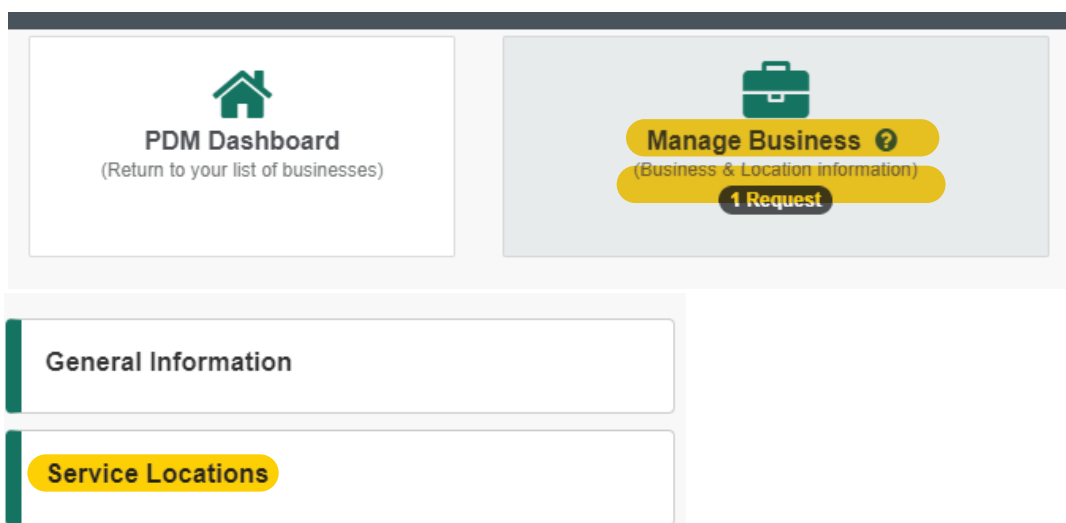
How to add email address and appointment phone number by service locations

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



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.



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**
- Mailing Addresses
- Payment Addresses
- Certifications
- Licenses
- Identifiers
- Specialties
- Hospital Affiliations
- Key Staff

Service Location Information

Modify Service Location Address

Service Location is a Mobile Location

Service Location Name (optional)
NEWTON WELLESLEY HOSPITAL

Street Address 1
2014 Washington St

Street Address 2 (optional)

City: Newton State: Massachusetts ZIP Code: 02462

Appointment Phone After Hours Phone (optional)

(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.

Office Contact

First Name (optional) Last Name (optional)

Phone (optional) Fax (optional)

222-222-1111 222-111-3333

Email (optional) Consent to Publish Email in Directory

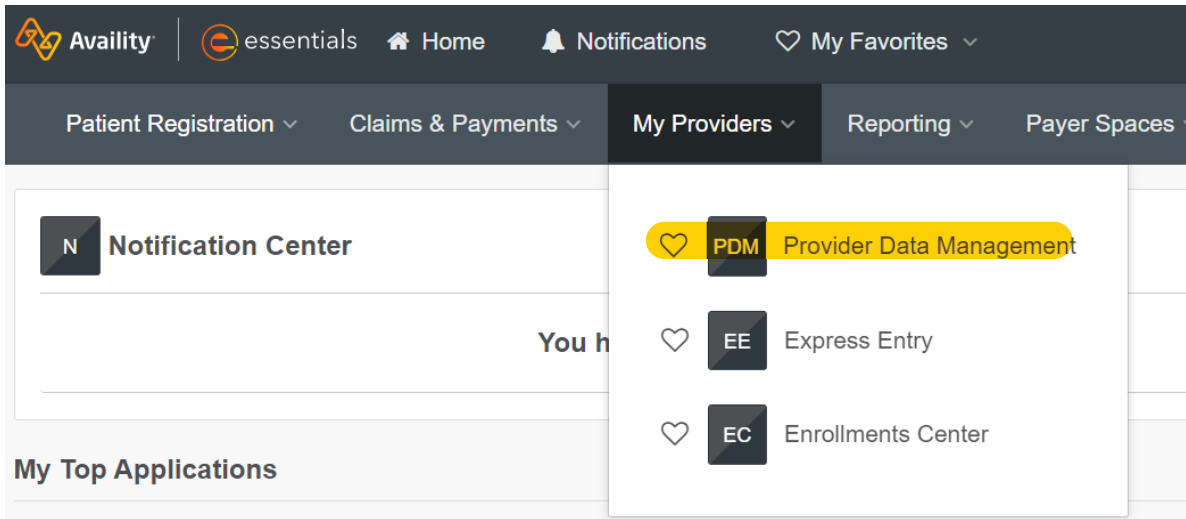
jsmith@hospital.org Yes No

[+ Add Email](#)

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.

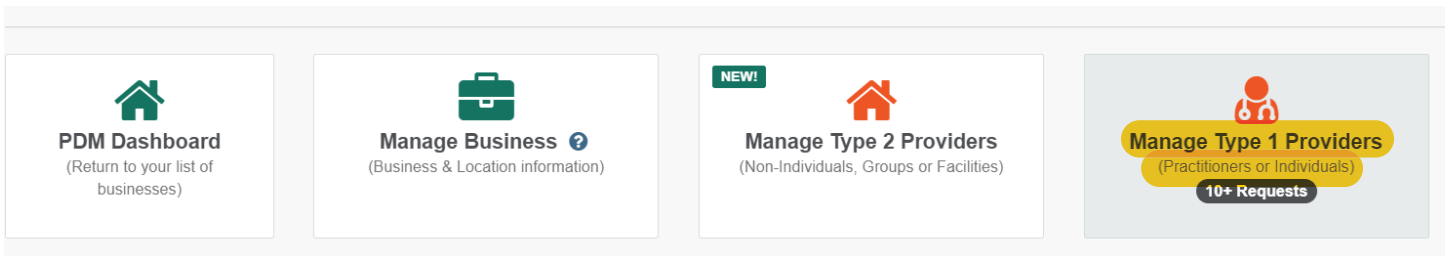
How to update telehealth services

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



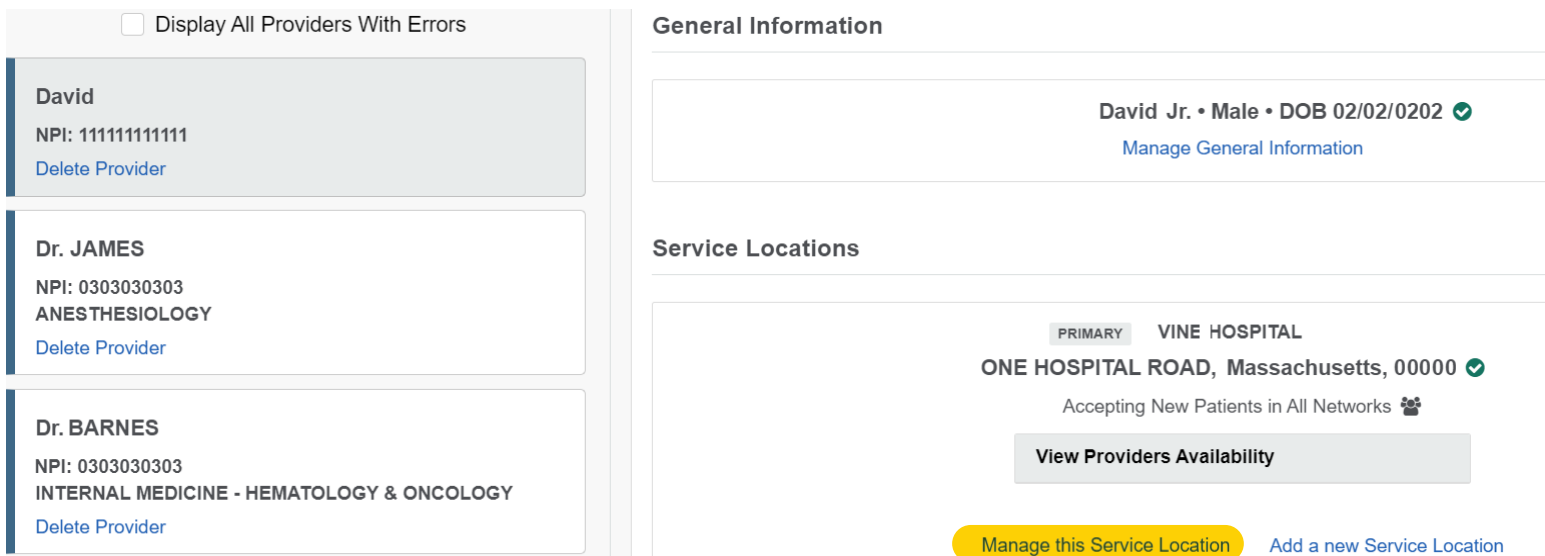
2. From the PDM home page, scroll down and select the business from the list of business profiles

3. Next, select "Manage Type 1 Providers."



4. Select the provider that you would like to update telehealth status for.

5. Once you choose the provider, select "Manage this 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 

This provider performs only virtual care (no in-person care)

Telehealth Methods

Remote Patient Monitoring Video Conference

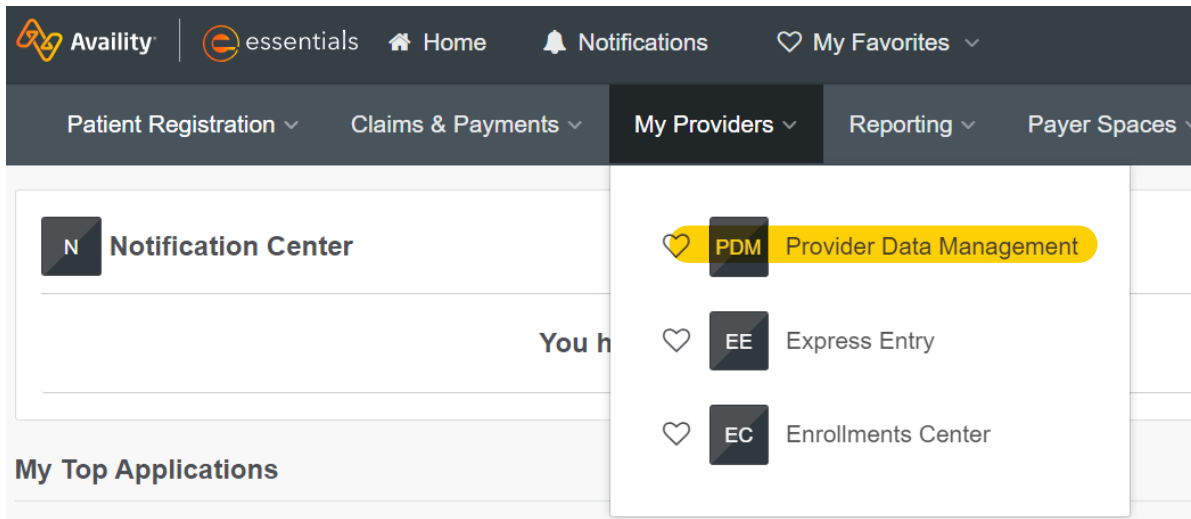
Telehealth Services

Nutrition and Well-being Counseling |

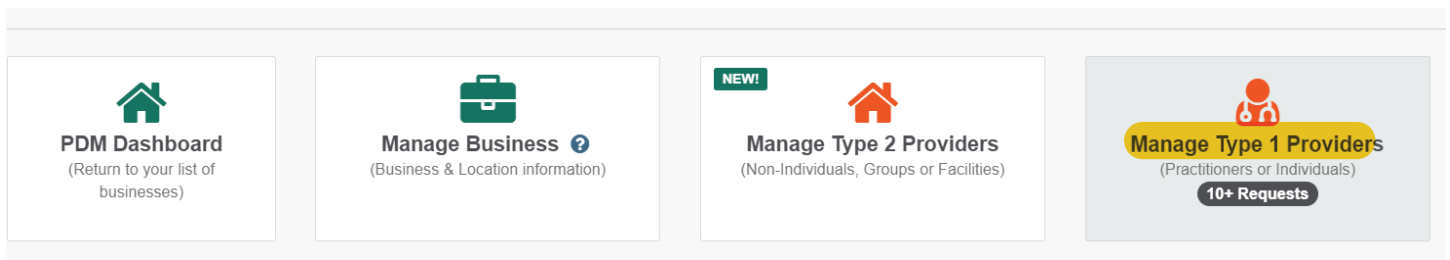
7. Once complete, select save. Repeat these steps for other providers to update their telehealth statuses.

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.

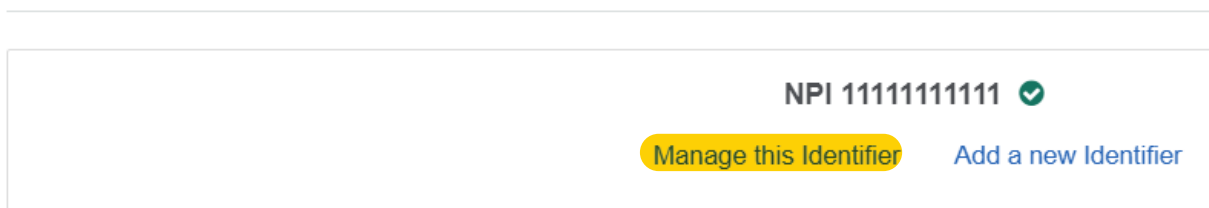


2. From the PDM home page, scroll down and select the business from the list of business profiles.
3. Next, select "Manage Type 1 Providers."



4. Select the provider that you would like to update the NPI for.
5. Next, scroll down 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 ⓘ

1212121212

Effective Date (optional)

02/10/2023

Expiration Date (optional)

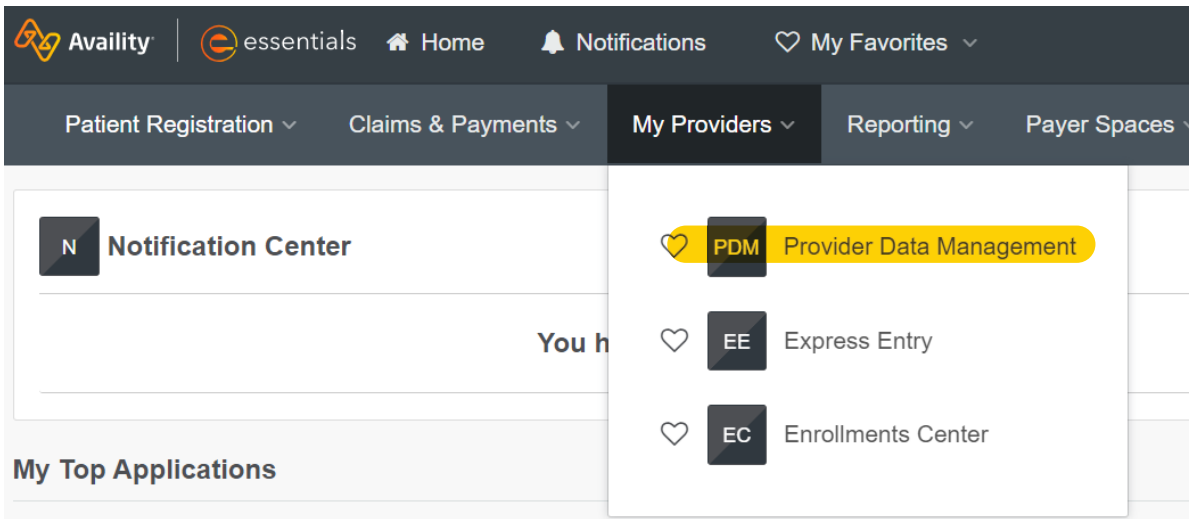
mm/dd/yyyy

Cancel

Save

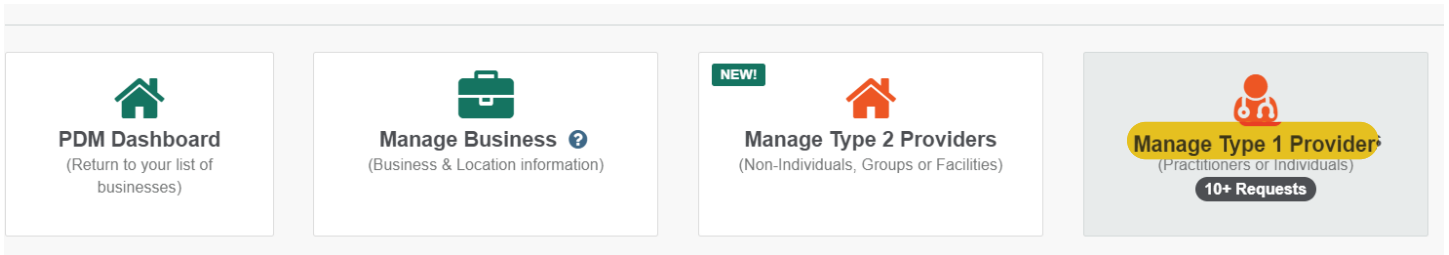
How to update race and ethnicity

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



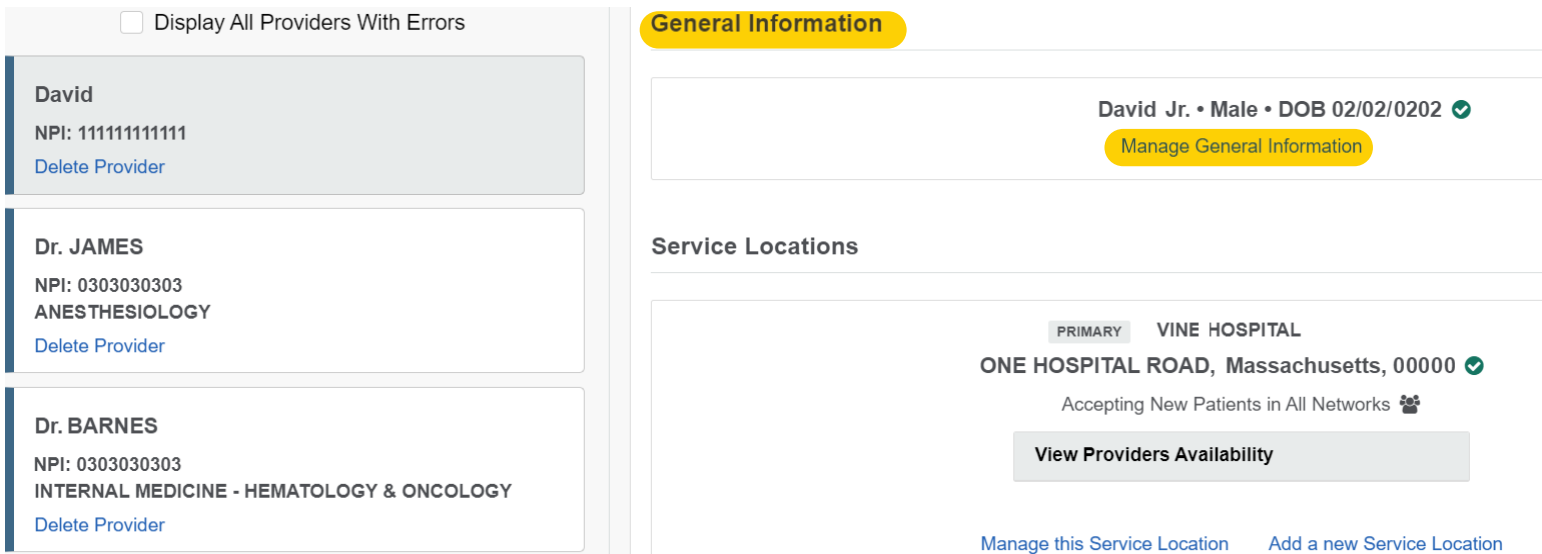
2. From the PDM home page, scroll down and select the business from the list of business profiles.

3. Next, select "Manage Type 1 Providers."



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."



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

Ethnicity (optional)

NOT HISPANIC OR LATINO ▲

HISPANIC OR LATINO

NOT HISPANIC OR LATINO

PREFER NOT TO ANSWER

Race (optional)

✕ ASIAN ✕ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

ARAB, MIDDLE EASTERN OR NORTH AFRICAN

BLACK OR AFRICAN AMERICAN

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.