

## Provider Status Tool

Provider Status is a self-service tool developed to help clients research a provider’s participation in MultiPlan’s networks. It includes provider demographic information for practitioners, groups, and acute care and ancillary facilities. While the tool is designed to resemble the online Provider Search, it should not be used to steer participants to providers. Instead, it is a good resource when trying to understand why a claim may have priced as out of network.

### Information Available

The provider status tool includes various information about a provider’s participation in the PHCS, PHCS Out of Area, MultiPlan, MultiPlan Auto Medical, and MultiPlan Workers’ Compensation networks. While the specific details presented vary by provider type, information is presented in three tabs:

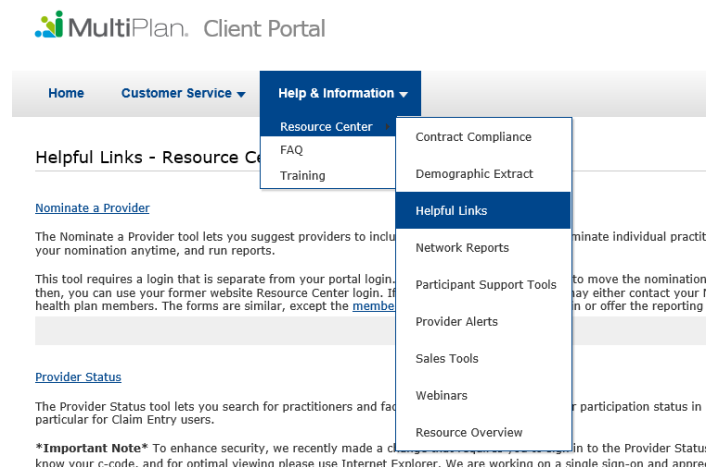
- Info
- Contracts
- Addresses

The following is some of the information you can research in the Provider Status tool:

- The active and terminated networks the provider participated in, with the effective and termination dates for each
- The provider’s TIN and NPI
- The contracts the provider and the provider’s TINs are tied to
- The provider’s addresses and the addresses that are tied to each contract and TIN
- A practitioner’s hospital affiliations
- Group rosters
- The group a provider participates in

### Accessing the Provider Status Tool

The Provider Status tool is accessed via a link in the Client Portal. Select Help & Information from the Portal’s main menu, expand the Resource Center submenu and choose Helpful Links. There, you’ll find a Provider Status link that leads directly to the tool’s search criteria input screen. →



### Searching for Providers to Research

You can search for a practitioner, facility (ancillaries and acute care) or group. There are three different ways to conduct the search:

- Location (service, not billing)
  - City or county, plus state
  - Zip code (exact or within a radius up to 100 miles)
- Provider Tax ID (TIN)
- National Provider Identifier (NPI)

Criteria needed to complete the search changes based on the type of search selected. Regardless of the search type, you always have the option to enter your CCode as part of the criteria. Including it helps to ensure the search results are targeted to your organization, and take into consideration geography restrictions as well as exclusions and network requirements (e.g., ID card logo, benefit differential) that some providers may mandate.

### Questions

Please contact your Account Manager with any questions.