

Removing your name from the list of providers accepting new patients

The agency offers clients a way to see if Apple Health (Medicaid) providers in their area are accepting new patients. All Medicaid providers active in ProviderOne will appear on this list unless a provider wishes to be removed. This must be requested through the Provider File Maintenance process in ProviderOne, which this document demonstrates.

Process

Log into ProviderOne using the **EXT Provider File Maintenance** or the **EXT Provider Super User** profile. In the provider portal, choose the **Manage Provider Information** option under the Provider section located on the left side of the screen. This will open the Business Process Wizard (BPW):

Provider

[Provider Inquiry](#)
[Manage Provider Information](#)

Click on **Step 2: Locations:**

☐ Step 1: Provider
 ☒ **Step 2: Locations**

On the Provider Locations list, click on location code **00**. This is the base location for the NPI which contains addresses where correspondence and payments will be sent.

☐	Location Code ▲▼	Location Name ▲▼
☐	01	Test FAOI SS Location
☐	00	Test FAOI

Once location 00 is selected, the Location Details screen is displayed.

To indicate that you are no longer accepting new patients, uncheck the box titled **Accept New Client** and click the **Save** button on the left side of the screen. Once saved, click the **Close** button to return to the Provider Locations page:

Close Save

Location Details

Location Business Name: Test FAOI *

Location Code: 00

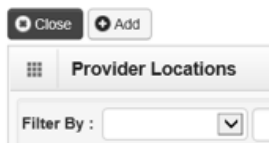
Location Type: NPI Base Location

Contact First Name: First *

Contact Last Name: Name *

Accept New Client: ☒

Select the **Close** button once more to return to the BPW page:

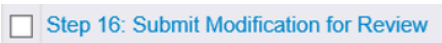


The screenshot shows a web interface with a 'Close' button and an 'Add' button. Below them is a section titled 'Provider Locations' with a 'Filter By' dropdown menu.

Step 2: Locations shows the date you modified information and that the modification status is now updated:

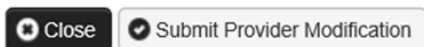
☐	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status
☐	Step 1: Basic Information	Required	12/23/2016	12/17/2009	Complete	Updated
☐	Step 2: Locations	Required	11/02/2017	12/17/2009	Complete	Updated

The final part of this process is to click on **Step 16: Submit Modification for Review**:



The screenshot shows a button labeled 'Step 16: Submit Modification for Review' with a checkbox icon.

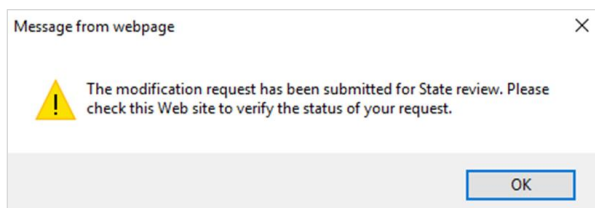
On the Final Submission screen, click the **Submit Provider Modification** button:



The screenshot shows a web interface with a 'Close' button and a 'Submit Provider Modification' button.

Once this button is clicked, a dialogue box will appear telling you that your modification has been submitted for review. This update you completed will be reviewed by agency staff and once approved, you will be removed from the provider list. Removal of this information could take one to two weeks.

Click **Ok** to exit this screen:



The screenshot shows a message box titled 'Message from webpage' with a yellow warning icon. The text inside says: 'The modification request has been submitted for State review. Please check this Web site to verify the status of your request.' There is an 'OK' button at the bottom right.