

## Adding or Updating Address Information

Adding or updating Address Information occurs on the 1.7 Address Information screen. Use these steps to make sure addresses are entered correctly.

### What Address Types appear in Partner Portal?

- Primary Physical: Main practice location.
  - Only one address can be entered for the primary physical address.
  - A post office box address is not permitted.
- Other Physical: Satellite locations for the business - optional.
  - Available for certain Provider Types.
  - A post office box address is not permitted.
  - Other Physical addresses should not be listed as a duplicate of the Primary Physical address.
- Pay To/1099: Address where payments, tax, and other financial documents should be sent (only one address can be entered as a Pay To/1099 address).
- Mailing: General address for other correspondence (only one address can be entered as a mailing address).

### Adding Address Information

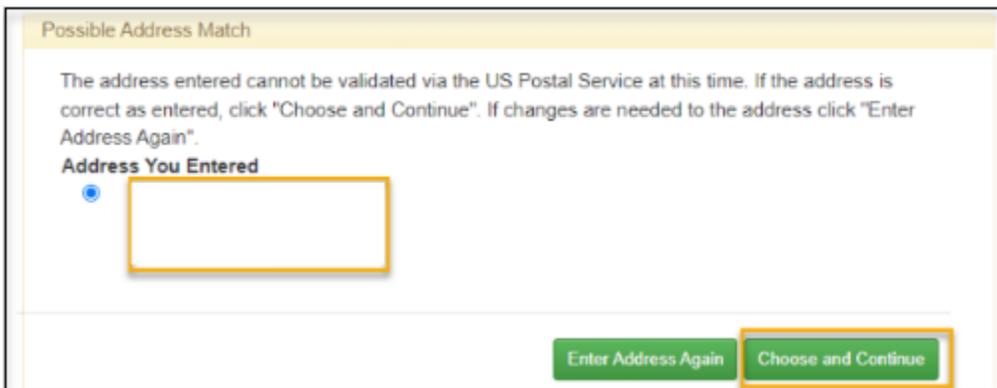
1. Click “Add” to open the fields to enter address information.

Address Type	Contact Name	Address	Phone Number	Fax Number	Total Hours Per Week	Action
No record found						

Buttons: Exit, Back, Save & Next

2. Under Address type, select all that apply:
  - Addresses may be added one at a time.
  - One entry for each address type is required.

- Users can select any combination of the following three address types (Primary Physical, Pay to/1099, and/or Mailing) simultaneously to populate all selected address types with the same address.
3. Enter the contact and location name to whom the mail should be addressed. Next, enter the business hours for each day of operation.
  4. Enter address line 1, address line 2 (if applicable), city, state, zip code, and county.
  5. Enter preferred contact phone number.
  6. Click "Validate Address" once all fields are populated.
  7. The address entered will be validated with the United States Postal Service (USPS) and a possible address match suggested by USPS will appear on the screen along with the address that was originally entered.



8. Select either the suggested post office address or the address entered and click "Choose and Continue".
9. Confirm all information is correct and click "Save & Next" to proceed to the next screen. If information is incorrect, users can Delete or Edit an existing record and re-enter the correct information. Once the item is submitted, addresses cannot be deleted.

## Updating Address Information

To update address information once a Medicaid ID has been granted, users will need to perform Maintenance to end date the current record and add a new record. When changing address information, the current record must be end dated with today's date. The new record will have an effective start date of tomorrow's date.

For further assistance with navigation, invitations, or account creation please contact the Partner Portal Technical Support Center at 877-838-5085. Select option 1 and option 1, again, to speak with a customer service representative.