

Provider Demographic Change Request Transaction Frequently Asked Questions (FAQ)

1. **What is the “View Practitioners” link for?** The “View Practitioners” link displays a list of practitioners currently associated with the site within the Medica claims system. From the practitioner list for a site, you can add new practitioners and terminate existing practitioner from the site. The practitioner being added must be credentialed with Medica. If the practitioner is *not* credentialed, you will need to submit the Minnesota Uniform Credentialing Application for the practitioner. [See more on this form at medica.com.](#)
2. **What is the “View Address” link for?** The “View Address” link for a selected site displays the Care Delivery Site (physical location) or Check/Billing and Directory Addresses (this address can include a Building Name for easier identification by patients). From this page, you can update any of these addresses and update the office hours that display in directories and [online at medica.com in the Find A Doctor search tool.](#)
3. **Who should I contact if I have questions about what I see on the Provider Demographic Online Tool?** Please contact the Medica Provider Service Center at 1-800-458-5512, or send an e-mail to datavalidation@medica.com.
4. **What is the Termination Date for on the Practitioner Add page?** The termination date for a practitioner addition would be populated in the case of a Locum Tenens practitioner or temporary practitioner working at your site that will be there for a set length of time. The termination date should be populated with the last date the practitioner will be working at the site.
5. **I added a practitioner to a site, and when I view the site again, the practitioner isn’t listed.** The practitioner add process can take up to 30 calendar days, the practitioner will display at the site after the load process is completed. If the practitioner is still not displaying after the 30 calendar days, please call the Medica Provider Service Center. Please do not submit claims until you receive notification via US Post from Medica’s Provider Networks Operations Department with individual provider numbers specific to the names that have been added.

Check or Billing Name changes
Site Adds or Site Closing

It doesn’t look like I can update what I want to change here. Please contact your Medica contract manager to submit the proper paperwork to ensure claims payment accuracy for the following changes: Tax Identification Number (TIN) changes
Site Name changes

E-mail portalregistration@medica.com to add or update these in the provider portal registration, too.

6. **How do I know if a practitioner is credentialed by Medica?** Practitioners displayed in the demographic change request transaction on medica.com are all currently credentialed and active in the Medica provider network, but not all practitioners are listed at all sites due to special agreements with individual providers.
7. **My practitioner is changing sites. What do I need to do?** Please complete a termination request for the practitioner for the site he is leaving and a add request for the new site he will be joining.
8. **Can I change a practitioner’s specialty?** Please complete a Minnesota Uniform Practitioner Change Form. [See more on this form at medica.com.](#)

9. **I termed the practitioner in error. Can I re-add the practitioner? Does the practitioner need to be recredentialled?** Yes, you can re-add the practitioner. The Medica Credentialing department will determine if recredentialing is required.
10. **I used the wrong term/effective date. Can I change the date I submitted?** Please contact your Medica contract manager to submit the proper paperwork.
11. **If I term a site, do I still have to term all the practitioners associated with that site?** Medica will terminate all the practitioners associated with a site closing.
12. **I can not see my practitioner at every site they work at. Why is this not displayed?** The Medica system allows for the loading of a practitioner at one site for one federal tax ID (TIN). It is not necessary for Medica to indicate them for each site in order for providers to be set up for proper claims payment. If you do not see your practitioner at every site and have a concern about this, please contact the Medica Provider Service Center.