Account Details: Manage Your User Profile and Account Details

Any updates that you make to your available account details will display on the screen. Use the Update Account and Change Password features to make any changes.
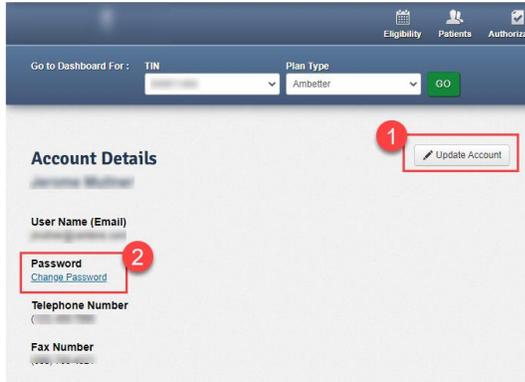
❶ To Update Account Information

1. Click the **Update Account** button. The Update Your Information screen appears.
2. Make any needed updates to your account Information.

❷ To Change Your Password

1. Click the **Change Password** link under Account Details.
2. Follow the instructions on the EntryKeyID Change Password screen.

Account Details: Manage Your TINs

TINs added to your account display in a list under the **Your TINs** section. You can mark one primary TIN to appear by default when you access the dashboard. You can also remove TINs from your account.
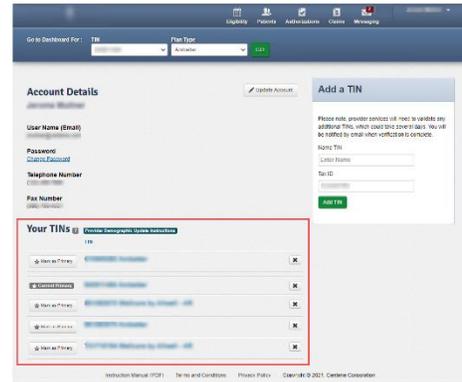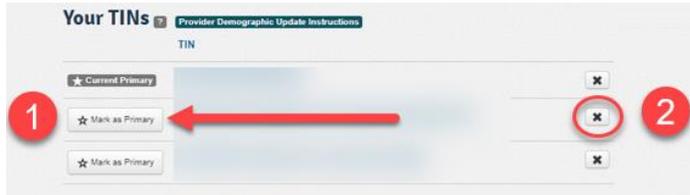
1. To change your default TIN, select **Mark as Primary** next to a different TIN.
2. To remove a TIN from the account, select the **x** next to one you no longer want.

Additional Instructions:

The primary TIN on the account appears by default in the TIN drop-down list at the top of the dashboard. The associated plan also displays. You can select any TIN that you have added to your account.

Account Details: Modify Demographic Information about a Specific TIN

1. Click on the individual TIN.
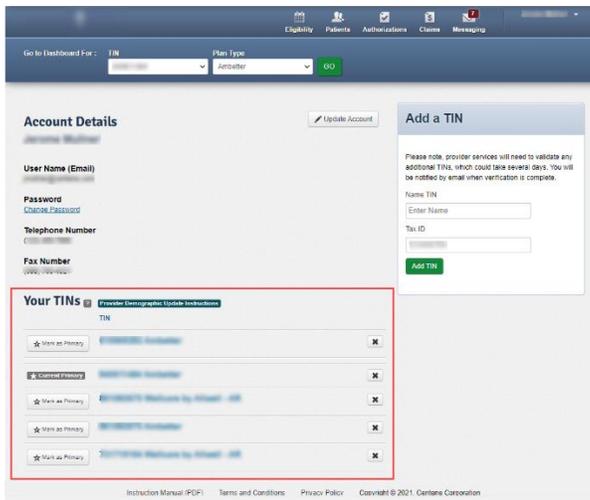
2. Click on the Name to update information about one of the Associated Providers.

3. A list of possible Service Locations appears. Click on the name associated with the address.

4. Make updates on the screen that appears.
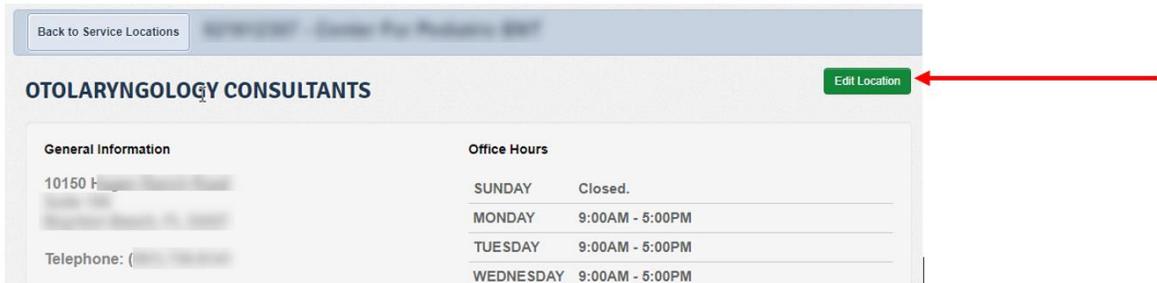
5. Click **Edit Location** to update the provider information
   Note: This information will update the Find A Provider website.

   The following Transaction attributes will be available for edits.
   Note: Only one update within a transaction set is allowed per day.

Transaction Set #1 - Provider Location Address	**Transaction Set #2 - Provider Location Phone**
• Address1	• Phone
• Address2	• Fax
• City	
Transaction Set #3 - Provider Location Accessibility	**Transaction Set #4 - Provider Office Hours**
• Accessibility (Yes or No)	• Monday- Sunday (7 Data Attributes for each day)
Transaction Set #5 - Practitioner Gender	**Transaction Set #6 - Practitioner Office Hours**
• Gender	• Monday- Sunday (7 Data Attributes for each day).

6. Save changes by clicking on the **Save Location** button at the bottom of the screen.

⚠ **Note:** If any additional updates are necessary, please contact your Provider Relations Representative.

Account Details: Add a TIN to an Account

1. Enter the name for the TIN and the Tax ID number.
2. Click **Add TIN**.

⚠️ **Note:** If the TIN entered is not found the above message appears. Each new TIN added will require verification from the health plan and can take up to 48 hours to complete.