

Instructions for Accessing Provider/Facility Network Status

For providers with multiple locations, CareAffiliate users need to select the location considered in-network to avoid a possible out-of-network denial. Now you can view the network status. This new functionality also helps identify incorrect information so that it can be solved earlier in the process. Follow these instructions for accessing this information:

1. Select the search option in the **Requesting Provider/Facility** field (if a clinician) or the **Facility** field (if a facility).

The screenshot shows the 'Requesting Provider/Facility' field with a search icon and a placeholder text 'Begin typing to search favorites'. A red arrow points to this field from the instruction above.

The screenshot shows the 'Facility' search field with a search icon and a placeholder text 'Begin typing to search favorites'. A red arrow points to this field from the instruction above.

2. Search provider/facility by NPI# (preferred) or name.
The network status will display to the right as shown here.

The screenshot shows the 'Provider Location Search' dialog box with search criteria: NPI (empty), Provider Type (None), and Name (Jones). The search results table is shown below:

Provider ID	Provider Name	Street Address	City	State	Postal Code	In Network
123456789	Jones, Henry	12345 Any Street	Castle Valley	UT	84321	Yes
987654321	Jones, Jane	9876 Any Street	Salt Lake City	UT	84123	Yes

A red arrow points from the instruction above to the 'In Network' column of the table.