

Instructions to Practitioners and Service Coordinators on How to Change your E-mail, Phone Number, Address on Service Directory

1. Go to Service Directory, and log in using the User Name and Password provided by Covansys. If you are the employee of an agency, and don't have the User Name and Password for your Service Directory page, then your Payee Agency will have to do this update for you.
2. Go to the "Update Matrix Section"
3. Then, in middle of page, there's a section "Add/Update/Delete...."
4. Some of the information you, the practitioner, can update yourself, i.e. experience, comments, counties served, openings. This will be in blue.
5. Some of the information (in gray or red) you cannot update yourself, i.e. name, phone number, e-mail, degrees, etc.
6. At the very top of the screen, it says "to edit information in gray, e-mail Provider Enrollment" and "Provider Enrollment" is actually a link which you should click on. When that's clicked, a Pop-up window comes up, where you can e-mail Covansys and let Covansys know what changes should be made - address, name, phone, e-mail, etc. If your computer has pop-ups blocked, then you need to disable the pop-up blocker in order to get this window to come up. This would be done on the Internet Explorer Toolbar.
7. For additional help, please contact Covansys Help Desk at 1-866-639-2916, option 3.