

## Tips and Tricks: Address Validation within PRISM

**Purpose:** This document illustrates basic address functionality within PRISM while validating converted information. For more general training information about the validation process, visit the Provider Enrollment Training page and watch the “Validating Converted Medicaid Provider Information” web based training. That web page is: <https://medicaid.utah.gov/pe-training>.

**Note:** It is important to review the converted address details. If necessary, update the details in order for correspondence to reach the right person in the organization. The “Locations” step is where adding/updating an address in PRISM first occurs and is required.

Within the base location is a “Mailing” address.

Correspondence regarding re-credentialing, re-enrollment and validation activities will be sent to the “Mailing” address. Correspondence regarding billing information will be sent to the “Pay-To” address.

Regular Billing Providers will need to have a total of 5 address types associated with their base location. Those address types are: Mailing address, Pay-To address, Physical address, OIG address, and Financial address. The last three addresses in this list do not currently receive correspondence.

### I. Access the Business Process Wizard (Follow instructions in Validation Letter)

<input type="checkbox"/>	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
<input type="checkbox"/>	<a href="#">Step 1: Basic Information</a>	Required	03/02/2017	03/02/2017	Complete	Updated Pending Submission	
<input type="checkbox"/>	<a href="#">Step 2: Locations</a>	Required	03/03/2017		Incomplete		

Once Step 1: Basic Information is complete, click **Step 2: Locations** to add/update addresses associated to a location.

### II. Provider Locations list page

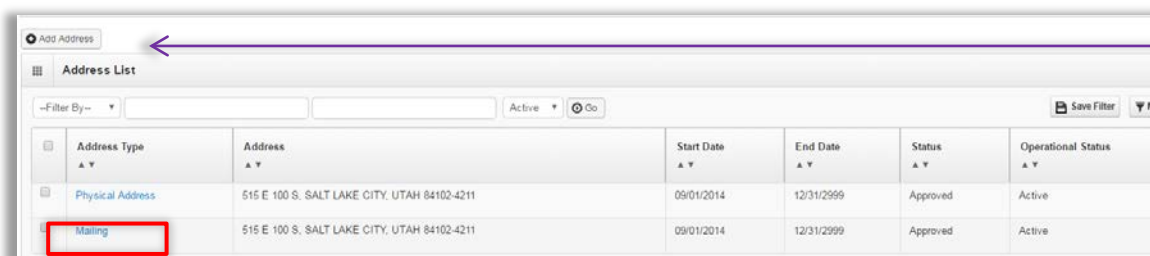
<input type="checkbox"/>	Location Code	Location Name	Location Type	Location Details	Start Date	End Date	Status	Business Status	Operational Status
<input type="checkbox"/>	<a href="#">00</a>	Address Test	Base Location	515 E 100 S, Salt Lake City, Utah 84102-1903	09/01/2014	12/31/2999	Approved	Active/Open	Active

The base location for the provider is displayed. Any additional locations displayed are servicing locations.

- Click the **Location Code** hyperlink (**Location Details** page displays);

### III. Location Details page (update existing converted addresses)

- Update the location details section and click Save (Don’t click **Close** yet);
- Scroll to the bottom of the Location Details page (look for the address list associated to the location).



<input type="checkbox"/>	Address Type	Address	Start Date	End Date	Status	Operational Status
<input type="checkbox"/>	<a href="#">Physical Address</a>	515 E 100 S, SALT LAKE CITY, UTAH 84102-4211	09/01/2014	12/31/2999	Approved	Active
<input type="checkbox"/>	<a href="#">Mailing</a>	515 E 100 S, SALT LAKE CITY, UTAH 84102-4211	09/01/2014	12/31/2999	Approved	Active

**Note:** The + **Add Address** button is enabled which indicates additional address types need to be added during the validation.

In the Address List, converted addresses are displayed. To update an existing address, click the **Address Type** hyperlink. In this example, the **Mailing** address is clicked.

#### IV. Location Address (Mailing address)

PRISM ID/NPI : 5445333 / 2225556660      Name: Test, Address      Enrollment Type: Individual

**Location Address**

Type of Address: Mailing      Status: Approved

Start Date: 09/01/2014      End Date: 12/31/2999

Address Line 1: 515 E 100 S      Address Line 2:

Address Line 3:       City/Town: SALT LAKE CITY

State/Province: UTAH      County: SALT LAKE

Country: UNITED STATES      Zip Code: 84102      4211

**+Address**

**Note:** Grayed out fields on the address page indicate that the fields are not editable and cannot accept address data. Click the **+Address** button to enter an updated address. This is basic address functionality in PRISM.

To update this existing “Mailing” address, click the **+Address** button

#### V. Address Details page (This is the page that can add/update address information)

**Address details**

Address Line 1: 46 E 300 S      Address Line 2:

(Enter Street Address or PO Box Only)

Address Line 3:       City/Town: SALT LAKE CITY

State/Province: UTAH      County: SALT LAKE

Country: UNITED STATES      Zip Code: 84062      4211

**Validate Address**

**Ok**      **Cancel**

- Enter the new address in Address Line 1 field
- Enter the new zip code in the Zip Code field
- Click Validate Address (Should receive an [Address validation successful](#) message with updated address fields)
- Click **Ok**

#### VI. Location Address page

PRISM ID/NPI : 5445333 / 2225556660      Name: Test, Address      Enrollment Type: Individual

**Location Address**

Type of Address: Mailing      Status: In Review

Start Date: 09/01/2014      End Date: 12/31/2999

Address Line 1: 46 E 300 S      Address Line 2:

Address Line 3:       City/Town: PLEASANT GROVE

State/Province: Utah      County: Utah

Country: United States      Zip Code: 84062      2628

**Save**      **Address**

- Enter a new start date in the **Start Date** field
- Click **Save** (If Save is not clicked, the address will revert to the previous saved address)
- Click **Close**

**VII. Location Details page (add required PRISM addresses)**

Address Type	Address	Start Date	End Date	Status	Operational Status
Physical Address	515 E 100 S, SALT LAKE CITY, UTAH 84102-4211	09/01/2014	12/31/2999	Approved	Active
Mailing	515 E 100 S, SALT LAKE CITY, UTAH 84102-4211	09/01/2014	12/31/2999	Approved	Active
Mailing	46 E 300 S, PLEASANT GROVE, UTAH 84062-2628	03/08/2017	12/31/2999	In Review	Active

Notice that the **+Add Address** button is enabled.

- Click **+Add Address**

**VIII. Location Address**

PRISM ID/NPI : 5445333 / 2225556660      Name: Test, Address      Enrollment Type: Individual

**Location Address**

Type of Address: Pay-To      Status:

Address Input Option:  Manually Input     Copy from Physical Address

Start Date:      End Date: 12/31/2999

Address Line 1:      Address Line 2:      City/Town:      State/Province:      County:      Country:      Zip Code:

**+Address**      **Next**      Cancel

The Type of Address displays. In this example, the type of address is “Pay-To”.

The address fields can be populated by using the “**Copy from...**” radio button functionality, or by clicking the **+Address** button in the bottom right hand corner and then entering the Address line(s) and zip code, validating the address and clicking Ok.

- Enter the **Start Date** for the address
- Once this address is entered, click **Next** (Complete this same process for all of the missing addresses). Once all of the addresses have been entered the system will navigate back to the **Location Details** page. Scroll to the bottom of the page.

**Location Details page**

Address Type	Address	Start Date	End Date	Status	Operational Status
Mailing	46 E 300 S, PLEASANT GROVE, UTAH 84062-2628	03/08/2017	12/31/2999	In Review	Active
Financial Correspondence	46 E 100 S, PLEASANT GROVE, UTAH 84062-2616	03/08/2017	12/31/2999	In Review	Active
OIG Correspondence	46 E 100 S, PLEASANT GROVE, UTAH 84062-2616	03/08/2017	12/31/2999	In Review	Active
Pay-To	46 E 100 S, PLEASANT GROVE, UTAH 84062-2616	03/08/2017	12/31/2999	In Review	Active
Mailing	515 E 100 S, SALT LAKE CITY, UTAH 84102-4211	09/01/2014	12/31/2999	Approved	Active

**Note:** Updated/New addresses have a status of “In Review”. The address list displays 5 addresses at a time. Click **Next** to display the next page of addresses. The **+Add Address** button should now be disabled (grayed out).

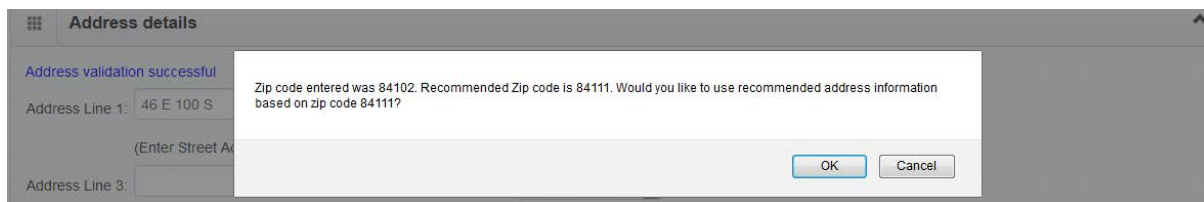
## Additional Tips and Tricks about Addresses

### Business Process Wizard

<input type="checkbox"/>	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
<input type="checkbox"/>	Step 1: Basic Information	Required	03/02/2017	03/02/2017	Complete	Updated Pending Submission	
<input type="checkbox"/>	Step 2: Locations	Required	03/03/2017		Incomplete		Please add applicable Addresses.

If the Step Remark “Please add applicable Addresses” appears on the Business Process Wizard, navigate back to the applicable Location Details page and scroll to the bottom of the page. If the **+Add Address** button is enabled, click that button to add missing addresses.

### Address Validation



Address details

Address validation successful

Address Line 1: 46 E 100 S

(Enter Street Address or PO Box Only)

Address Line 3:

State/Province: Utah

Country: United States

City/Town: PLEASANT GROVE

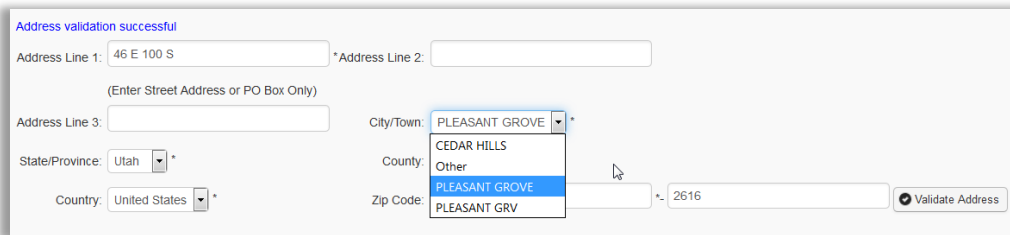
Country: Other

Zip Code: 2616

Zip code entered was 84102. Recommended Zip code is 84111. Would you like to use recommended address information based on zip code 84111?

OK Cancel

PRISM interfaces with the United State Postal Service for accurate zip code and address validation. If the validation returns a different zip code based on the address, clicking **OK** will change the zip code and most likely the city. Clicking **Cancel** will use the original zip code and the corresponding city.



Address validation successful

Address Line 1:  \*Address Line 2:

(Enter Street Address or PO Box Only)

Address Line 3:

State/Province: Utah

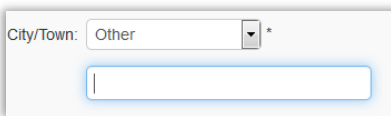
Country: United States

City/Town: PLEASANT GROVE

Country: Other

Zip Code:  \* Validate Address

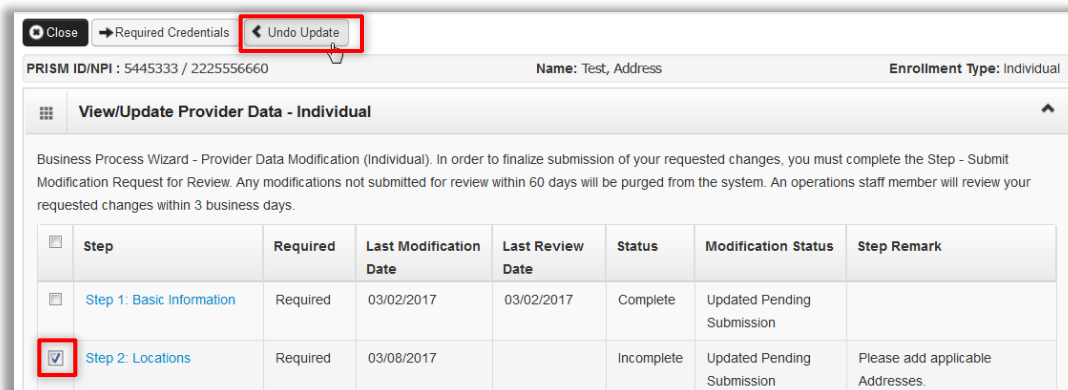
Multiple cities or towns may be associated with a zip code. Click the **City/Town** dropdown to select an alternate choice.



City/Town: Other

If “Other” is selected, a city or a town needs to be entered in the free format box directly below the dropdown.

### Undo Update functionality



Close Required Credentials **Undo Update**

PRISM ID/INPI : 5445333 / 222556660 Name: Test, Address Enrollment Type: Individual

View/Update Provider Data - Individual

Business Process Wizard - Provider Data Modification (Individual). In order to finalize submission of your requested changes, you must complete the Step - Submit Modification Request for Review. Any modifications not submitted for review within 60 days will be purged from the system. An operations staff member will review your requested changes within 3 business days.

<input type="checkbox"/>	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
<input type="checkbox"/>	Step 1: Basic Information	Required	03/02/2017	03/02/2017	Complete	Updated Pending Submission	
<input checked="" type="checkbox"/>	Step 2: Locations	Required	03/08/2017		Incomplete	Updated Pending Submission	Please add applicable Addresses.

**Note:** If you have made changes to steps that come after Step 2, and click Undo Update you will receive a warning message that says “If new location has been added, the update in all steps will be deleted”. Use the Undo Update functionality carefully and read the warning messages before making the update.

If during the validation, you have decided you need a fresh start on the locations step, you can select the **Step 2: Locations** step checkbox and click Undo Update. This will refresh this step back to the original converted information.