

# Provider Maintenance Tool Quick Reference Guide

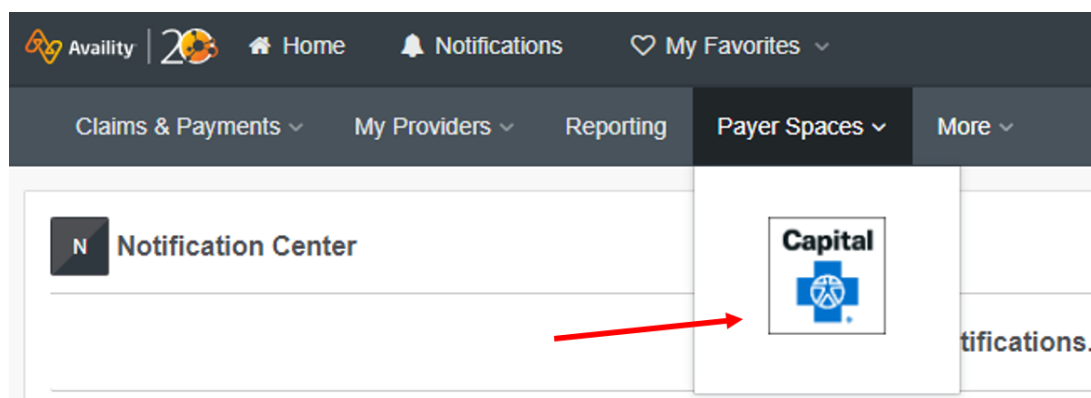


## Submitting Provider Demographic Updates to Capital Blue Cross

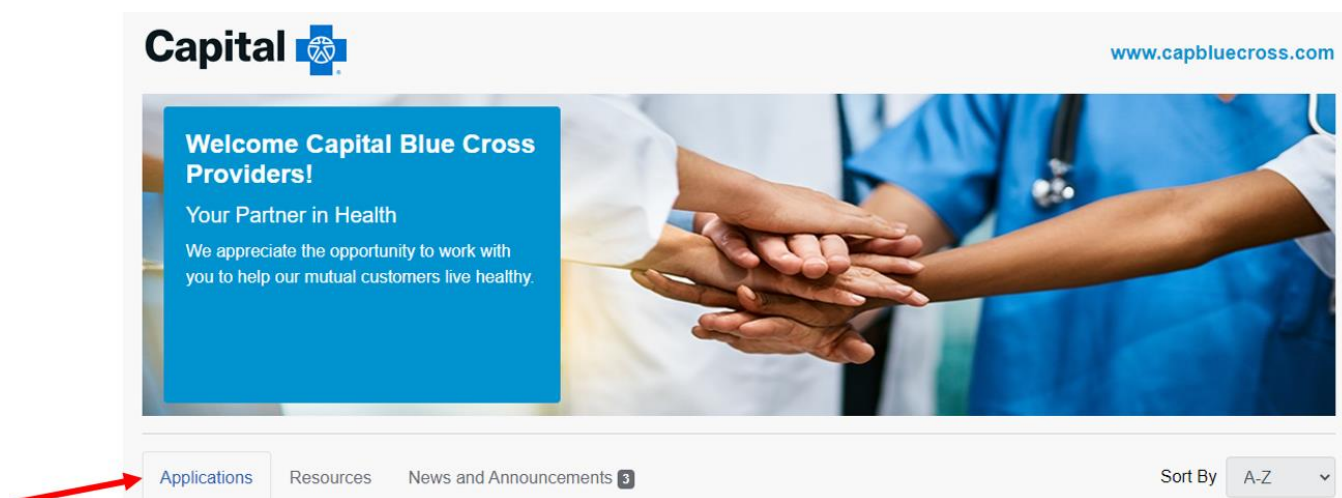
The purpose of this Quick Reference Guide is to demonstrate how to correctly submit provider demographic updates electronically to Capital Blue Cross.

**Step #1:** Submit demographic changes via Availity, Professional and Facility Maintenance tools, located in the Capital Blue Cross Payer Space. If you are a Credentialing Delegate, updates are maintained through the DCV file.

**Please note:** Availity has a Provider Data Management tool, which appears on the Availity home page. Changes entered here **ARE NOT** submitted to Capital Blue Cross. Instead, go to the Capital Blue Cross Payer Spaces page:



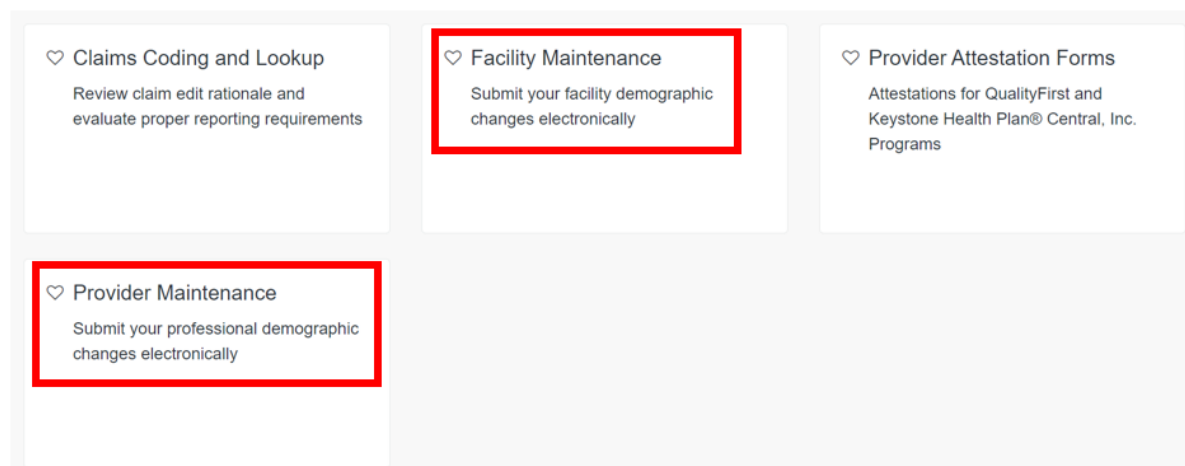
**Step #2:** From the Capital Blue Cross Payer Space page, click on the Applications tab:



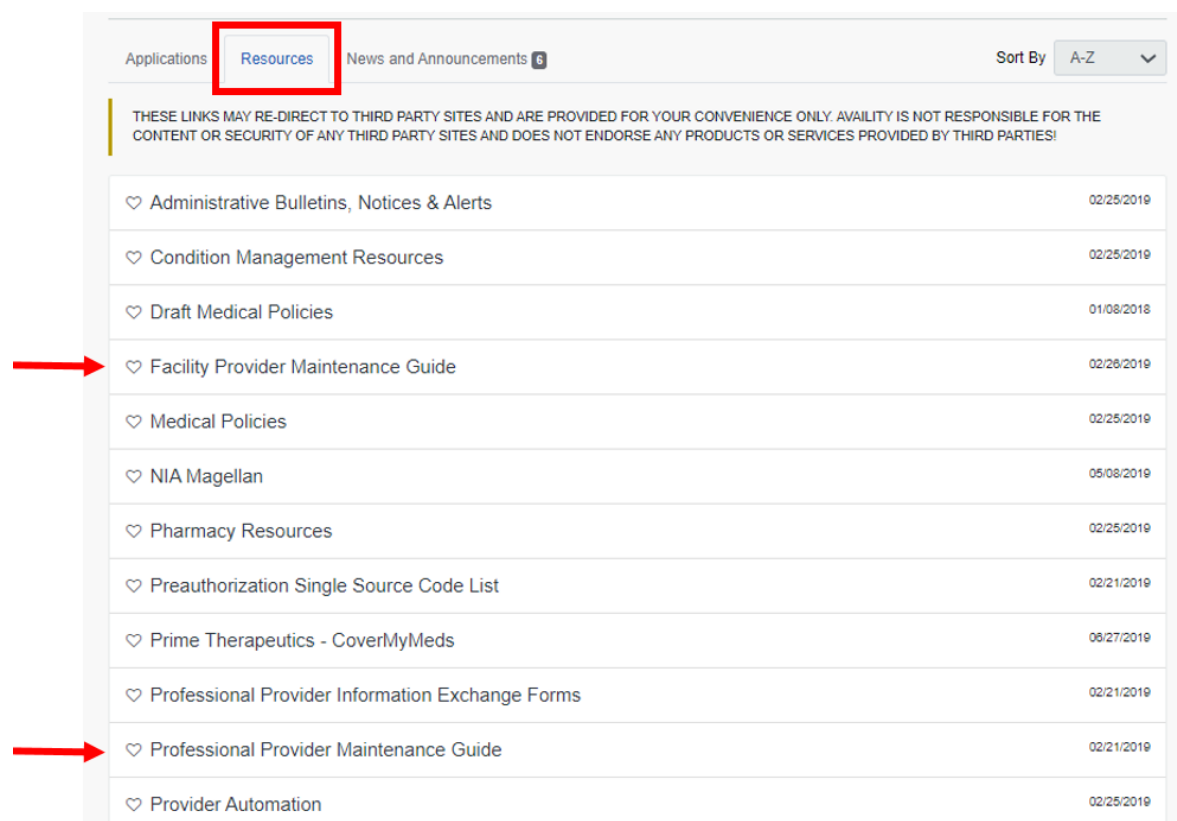
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**Step #3:** Choose Provider Maintenance to submit demographic changes electronically for professional providers, or choose Facility Maintenance to submit changes for facilities and ancillary providers.



**Step #4:** For helpful guides to using these applications, please see the Professional Provider Maintenance Guide and the Facility Provider Maintenance Guide located on the Resources tab.



**For Assistance:** Contact your Provider Engagement Consultant or Provider Services at **866.688.2242**.