# Removing your name from the list of providers accepting new patients

The agency offers clients a way to see if Apple Health (Medicaid) providers in their area are accepting new patients. All Medicaid providers active in ProviderOne will appear on this list unless a provider wishes to be removed. This must be requested through the Provider File Maintenance process in ProviderOne, which this document demonstrates.

## Process

Log into ProviderOne using the **EXT Provider File Maintenance** or the **EXT Provider Super User** profile. In the provider portal, choose the **Manage Provider Information** option under the Provider section located on the left side of the screen. This will open the Business Process Wizard (BPW):



Click on **Step 2: Locations**:



On the Provider Locations list, click on location code **00**. This is the base location for the NPI which contains addresses where correspondence and payments will be sent.



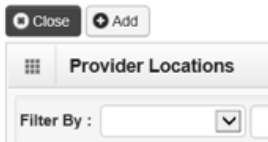Once location 00 is selected, the Location Details screen is displayed.

To indicate that you are no longer accepting new patients, uncheck the box titled **Accept New Client** and click the **Save** button on the left side of the screen. Once saved, click the **Close** button to return to the Provider Locations page:

Select the **Close** button once more to return to the BPW page:



Step 2: Locations shows the date you modified information and that the modification status is now updated:

| | Step | Required | Last Modification Date | Last Review Date | Status | Modification Status |
|---|---|---|---|---|---|---|
| ☐ | Step 1: Basic Information | Required | 12/23/2016 | 12/17/2009 | Complete | Updated |
| ☐ | Step 2: Locations | Required | 11/02/2017 | 12/17/2009 | Complete | Updated |

The final part of this process is to click on **Step 16: Submit Modification for Review**:

☐ Step 16: Submit Modification for Review
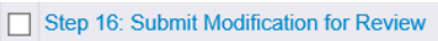
On the Final Submission screen, click the **Submit Provider Modification** button:
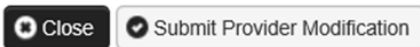


Once this button is clicked, a dialogue box will appear telling you that your modification has been submitted for review. This update you completed will be reviewed by agency staff and once approved, you will be removed from the provider list. Removal of this information could take one to two weeks.

Click **Ok** to exit this screen:

Message from webpage ✕

⚠ The modification request has been submitted for State review. Please check this Web site to verify the status of your request.

OK