Online Provider Validation FAQs

PRIME-Hub

REGISTRATION & LOGIN

I am a first-time user. How do I register for the new self-service validation?

• To get started, go to https://hub.primeatlas.com. If you are first time user on our site, you will get the opportunity to register by creating a new user & password for yourself. You can register by providing your name, email id, appointment phone number (or) tax id number (TIN) on file.

My office has multiple providers; can I register all of them at once?

• If all providers have the same Appointment Phone Number or TIN, you will be able to view "ALL" providers associated with that number or TIN. Additionally, you can use the same user ID to add more phone numbers/TIN to view and validate associated providers in your office.

The phone number I used to register is not the same as that filed with the health plan. How can I edit the phone number?

• If you wish to change the provided Appointment Phone Number or TIN, you can use the "Edit Profile" option. You will also be able to add multiple Phone Numbers or TINs to view all providers with single registration.

Why don't I see any providers after login?

• If you do not see any providers listed after the login, it is probably because you may have used a different Appointment Phone Number or TIN for registering with the Health plan. Please update the Phone Number or TIN associated with the Health plan to view the listed providers.

Should I use TIN or Appointment Phone Number during registration?

• You can use either. But, It is convenient and more effective to use TIN instead of Appointment Phone Number for registration. TIN should be a valid 9 digit number without any special characters or white spaces. Appointment Phone Number should be a valid 10 digit number without any special characters or white spaces.

PROVIDER VALIDATION

How do I proceed to validate provider record?

• Once you log in, it takes only four steps to update each provider record specific to that location. You need to verify or update your information and hit the confirm button. All fields marked with asterisk (∗) are mandatory and necessary to complete the validation process.

• If you observe no action happening on the screen even after clicking a button, please check for any mandatory fields (highlighted in red) which needs to be filled-in.

Can I add a new provider?

• New providers cannot be added through this site. This portal allows you to validate existing provider information listed with the health plan. To enroll new providers, you will need to contact your health plan. Once enrolled, you will be able to validate new providers in the next cycle.

For further assistance, please write to info.primehealth@atlassystems.com or use the Chat feature or call 1.844.334.9694.

The provider's degree/specialty is not listed in the given options. What should I do?

- Options for Specialties and Degrees have been added on the site to reflect the most recent records provided by the Health plan. Please note that 'Degree' field refers to a formal education degree such as MA, BA or PHD and 'Specialty' refers to specialization or certification like Physical Assistant, Nurse Practitioner etc. You can take help of Live Chat on our site to get suggestions on nearest match. If your specialty or degree is not listed, please select the nearest match during validation. Post validation, you can email your suggestion on degree/specialty at info.primehealth@atlassystems.com. We will forward the request to the health plan.

Why is all my provider's validations still pending? It's been a couple of months since I already did this.

- As per requirements from some of the Health plans, provider validation is a quarterly exercise. If you have done it earlier and again see the providers pending for validation, it must be for next quarterly cycle.

I am already validating my information via CAQH. Do I still need to validate through PRIME-Hub?

- Yes, your health plan requires you to validate in CAQH as well as in PRIME-Hub. CAQH does not replace the PRIME-Hub attestation.

LOCATIONS

What if one provider is associated with two different locations?

- For providers who are associated with more than one location, these will be available as two separate provider records, and will need to validated separately.

Can I add additional location(s) for an existing provider?

- Additional location(s) cannot be added through the site. This portal allows you to validate existing provider locations listed with the health plan. To add new locations, you will need to contact your health plan. Thereafter, you will be able to validate new locations in the next cycle.

If a provider has moved to a new location, can I update this information?

- Though you cannot update the provider location directly from the site, there is a provision to indicate that the provider no longer practices at the current location and enter the details for new address. The new address will be sent to the health plan for review.
- Please note that this change will NOT be reflected on the site. If the record is approved by the health plan, it will be updated in the next validation cycle.
- To do this, follow the below steps:
  - Select 'No' for the question, 'Does the provider currently practice at the address listed above?'
  - Select first option, 'Provider has moved and is still with the practice' to indicate the reason for incorrect answer
  - Enter new address of the provider.

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TECHNICAL ISSUES

I see a blank screen with nothing being visible.
- Maximize the browser on full screen to view the page layout & missing content.

Why am I not receiving my confirmation emails?
- Please check your spam/junk folder to make sure that the email didn't get in that list. If you find it in the spam folder, then mark it as "not spam".
- We'll send you confirmation within the next 24 hours that we have received this provider's updated information. Thank You!

I am facing issues accessing the site or some buttons/links are not responding to clicks. Is there a specific browser that I need to use?
- Best efforts have been made to ensure that the site works on all possible browsers. If you are Still facing issues related to page/button un-responsiveness, please update your browser to the latest versions. Tentative recommendations are provided below.

Browser	Version Recommended	Download Link
	54.x or above	https://www.google.com/chrome/browser/desktop/
	11.x or above	https://www.microsoft.com/en-in/download/Internet-Explorer-11-for-Windows-7-details.aspx
	47.x or above	https://www.mozilla.org/en-US/firefox/new/
	9.1.3 or above	https://support.apple.com/en_IN/downloads/safari

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