

PROVIDER NAME CHANGE PROCESS

Employed Providers	
Provider gets married, divorced or went to court and requested a legal name change.	Please note that if any benefits changes need to be made, documentation needs to be provided to HR within 30 days of the event.
Provider completes an SS-5 Form to change their name with Social Security.	<p>This form can be obtained online or at the local Social Security Office, located at 172 Amherst Street, Suite 2, Nashua, NH. Phone number is 877-444-0134.</p> <p>Once you complete the form, you will need to bring it, along with the documents listed below, to the Social Security Office:</p> <ul style="list-style-type: none"> • Legal proof of your name change • Two forms of identification. You can use your legal document as one piece of identifying information. Other forms of ID include a valid U.S. driver’s license, a state-issued ID, or a U.S. passport. • Proof that you are a legal U.S. citizen. You can use a U.S. passport or an original or certified copy of your U.S. birth certificate.
Medical License, DEA and Boards	Please contact the issuing agencies to update your name on your Medical License, DEA and Board Certificate.
Providers	Once you have your new Social Security Card, and confirmation your Medical License and DEA are updated, please contact HR and MSO on the same day.
Human Resources	<p>Please bring your new social security card and reason for the change (marriage license, divorce decree, etc..) to HR. A copy of your new card and reason for name change will be taken for HR and for Provider Enrollment. If Benefits changes are needed, a copy of the marriage certificate, divorce decree, etc.. will also be sent to benefits.</p> <ul style="list-style-type: none"> - HRP will be updated by HR. - A copy of the new social security card will be sent to provider enrollment along with a copy of the reason for the name change. - Benefits will be contacted if needed.
Medical Staff Office (MSO)	<p>Please call MSO and advise that Medical License, DEA, and Boards (this can be pending) have been updated. The MSO will primary source verify this information.</p> <ul style="list-style-type: none"> - An Issue track ticket will be entered with Infosecurity to update name and obtain new AD login information. This will include updating all systems with the name change, including email if applicable. - Symplr will be updated with the new name and AD account information. - A sharepoint form will be sent to GHC to notify them of the change for Carelink/Epic update. - An email will go out to the board action list indicating name change.

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<p>Provider obtains a new Employee ID badge from Security.</p>	
<p>Provider Enrollment</p>	<p>Provider Enrollment will be notified of name change when Board Action Email list is notified. Provider Enrollment can access primary source Medical License, DEA, and Boards via Symplr. HR will send a copy of employed provider updated Social Security Card and reason for the name change.</p> <ul style="list-style-type: none"> - Provider Enrollment updates provider’s new name in the National Plan and Provider Enumeration System (NPPES). If the provider has not yet approved surrogacy through the Identify and Access Management System, Provider Enrollment will request this electronically.
<p>Non-Employed Providers</p>	<p>Please notify the MSO when you have confirmation that your Medical License and DEA have been changed and your Boards are in process.</p> <p>Once notification is received, the MSO will:</p> <ul style="list-style-type: none"> - An Issue track ticket will be entered with Infosecurity to update name and obtain new AD login information. This will include updating all systems with the name change, including email if applicable. - Symplr will be updated with the new name and AD account information. - A sharepoint form will be sent to GHC to notify them of the change for Carelink/Epic update. - An email will go out to the board action list indicating name change.
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