

# Place Providers on Hold

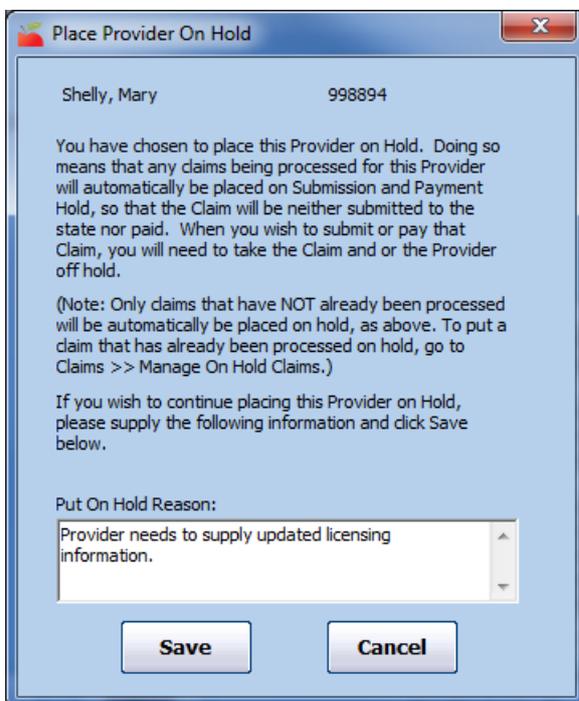
Last Modified on 06/09/2020 5:00 pm CDT

If you place a provider on hold, each claim received for that provider is automatically placed on hold when the claim is processed. Providers and claims can be placed on hold independently of each other. For more information about claim holds, see [Claim Holds](#).

**Note:** Only those claims that have not already been processed are automatically placed on hold.

## Placing Providers on Hold

1. Click the **Providers** menu and select **List Providers**. The List Providers window opens.
2. Set filters and click **Refresh List**. For more information, see [List Providers](#).
3. Click **Put On Hold** next to the provider to place on hold. The Place Provider On Hold dialog box opens.
4. Click the **Put On Hold Reason** box and enter the reason you are placing this provider on hold.



Place Provider On Hold

Shelly, Mary                      998894

You have chosen to place this Provider on Hold. Doing so means that any claims being processed for this Provider will automatically be placed on Submission and Payment Hold, so that the Claim will be neither submitted to the state nor paid. When you wish to submit or pay that Claim, you will need to take the Claim and or the Provider off hold.

(Note: Only claims that have NOT already been processed will be automatically be placed on hold, as above. To put a claim that has already been processed on hold, go to Claims >> Manage On Hold Claims.)

If you wish to continue placing this Provider on Hold, please supply the following information and click Save below.

Put On Hold Reason:

Provider needs to supply updated licensing information.

Save                      Cancel

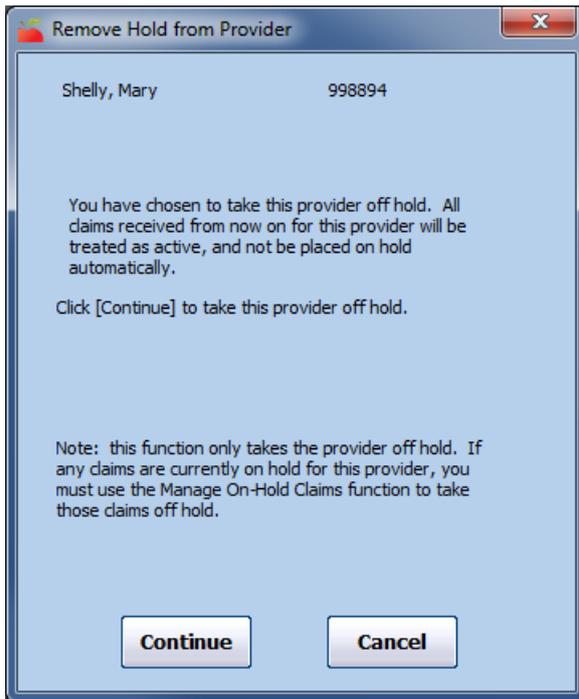
5. Click **Save**.

**Note:** You can also place providers on hold in the Provider Information window. To do so, click **View** next to the provider in the List Providers window. The Provider Information window opens. Click **Put On Hold**.

## Removing Providers From Hold

1. Click the **Providers** menu and select **List Providers**. The List Providers window opens.
2. Click the **Filter Providers By** drop-down menu and select **Hold**.
3. Click **Refresh List**. The providers you have placed on hold display.
4. Click **Take Off Hold** next to the provider to remove from hold. The Remove Hold From Provider dialog box

opens.



5. Click **Continue**. The hold is removed.

**Note:** You can also remove providers from hold in the Provider Information window. To do so, click **View** next to the provider in the List Providers window. The Provider Information window opens. Click **Take Off Hold**.