

Problem	Answer
<p><i>When working with online forms, you may run into technical issues that are not specifically related to this Provider Maintenance Form. These quick tips will help you navigate online from functionality by addressing some of the commonly asked questions.</i></p>	
<p>A blank page appears where the change tile selection page should appear</p>	<ul style="list-style-type: none"> • Try using the Google Chrome Browser—Anthem’s preferred browser for all of the web site material • Try accessing and completing the form from a different server or smart phone • Ensure your settings do not restrict pop ups or downloads from this site.
<p>Cannot get to the next page, the ‘Next’ button is grayed out</p>	<ul style="list-style-type: none"> • Be sure that the orange colored required fields are populated. If these required fields are not populated, the form will not allow you to proceed to the next page. • The field name is inside of the field. Once an entry is typed in the field name disappears. Carefully review the form to ensure each required field is populated. • Watch for red messages that will pop up near the field that needs attention. Though not always easy to detect, if a space is entered at the beginning of an entry, the entry will be invalid. • When using “copy/paste” to populate fields, ensure the entry didn’t create a space. Try typing the entry rather than using the copy/paste function.
<p>A red message appears stating “You have requested to update a record that requires supporting documentation. Please upload documents using the Attachments section above.”</p>	<ul style="list-style-type: none"> • There are 3 change submission types that require supporting documentation. When requesting to change or update to the below items you will need to include a W-9 to substantiate the change: <ul style="list-style-type: none"> • Organization Name • Organization Address—Add Location (specifically when changing the remittance address) • Individual/Organizational Tax-ID Changes
<p>A red message appears stating “System unavailable, please try again later” after selecting the Submit button</p>	<ul style="list-style-type: none"> • Do not let the form “idle” for long periods of time. Prepare to complete the form through submission after initiation. • Ensure the attachment or combined attachments are less than 10MB. You can zip the file(s) you would like to attach in order to decrease its overall size. The file type must also be one of these acceptable file types: <ul style="list-style-type: none"> • MS Word, MS Excel, ‘jpg’, ‘pdf’, ‘gif’, ‘txt’ or ‘csv’ • Ensure you have entered appropriate information in the appropriate fields. For example, the email address will hold up to 70 characters. • Do not try to type various messages into the form fields • Never use the back button on your web browser, but instead use the back button located at the bottom of the Provider Maintenance Form.