



The West Virginia Practitioner Service Directory

How to Update Your Profile

1. Go to the *Practitioner Service Directory* and log in with the User Name and Password provided by Covansys. If you are employed through an agency and do not have a User Name or Password, your agency will update your information for you.
2. Go to “Update Matrix Section”
3. In the middle of the page, look for “Add/Update/Delete”
4. Information in “BLUE” can be updated. Experience, comments, counties served and openings.
5. Information in “GRAY or RED” must be updated by CSC/Covansys. Name, phone number, Email, degrees, services, etc.
6. To edit information in gray/red, you must Email *Provider Enrollment*. A link to this Email is located at the top of the screen. A pop-up window will appear when clicked. [NOTE: *Disable the pop-up blocker on your internet tool bar in order for the window to come up.*] Enter information that you wish to have changed and send the Email to CSC/Covansys.
7. If you need additional assistance with the *Practitioner Service Directory*, please contact the Covansys Help Desk at **1-866-639-2916, ext. 3**