

To update PHI on the Excellus website-

First go to [www.excellusbcbs.com](http://www.excellusbcbs.com) and click register at the top.

Once you're registered and logged in, go to "My Account" at the top scroll down and choose "manage my privacy".

Click the on the blue box "Enter or Update Authorizations".

Click on "add a person"

Step 1: We don't need access to psychotherapy notes , so click "no"

Step 2: Check first option for us to have permission until you retract or policy ends. , or if you'd just like us to check on only one date or claim issue enter the specific information.

Step 3: Check off boxes for claim information, membership information, and benefit information. We don't need records info.

Step 4: Enter **ENV Insurance Agency, LLC** as the organization name.

Step 5: It would probably be best to make "Until I cancel this permission", but choose whatever you're most comfortable with.

Check agree and Save Changes.

Please send us an email to let us know it has been done and if there is an expiration of the authorization or not. Email [callcenter@insurewithenv.com](mailto:callcenter@insurewithenv.com)

Then it will be instantly updated and we can speak to Excellus on your behalf!

There is a paper version we can email to you and then fax into Excellus. It takes a couple of days to get sent in and updated, but will accomplish the same thing.. just call us and we can forward the paper version to you.