Frequently Asked Questions

GENERAL FAQs

I’ve been in the little blue book before, why am I being asked to register for the website to access my data?

As part of our commitment to keeping your professional data private and secure, we’re requiring all users to create a registration account, with a unique user name and password. This way we can record who is making changes to the information in our database. This allows us to keep a history of all the changes you make going forward and be able to reach out to the individual that made changes in case of errors or omissions. Furthermore, we want to make sure that only the person whose data it is (or an authorized representative) can make changes to their data. This step ensures your data’s security and accuracy.

I lost, or can’t remember my password. How can I access my account?

For your own security, we do not store passwords for customer retrieval, ensuring that no one but you ever has access to the password on your account.
Click here to input the email address on your account. If the email address matches the one on file, an email will be sent to you with a temporary password. Use that temporary password to login and you will be asked to change your password immediately. We don’t recommend re-using the password you have lost or forgotten or reusing the temporary password.

What is the difference between a provider, a practice manager and a provider-administrator?

A provider is an individual. A practice manager is the person who handles all of the administrative duties of a practice. A provider-administrator is an individual who handles all of the administrative duties for their own practice and is also a provider.

I can’t seem to locate my data, but I know I’ve been listed in the little blue book before. What should I do?

If you or your office received an update fax from us, please use the unique PIN for your location or name to find your data. If you didn’t receive a fax, please contact customer service at 800-440-0063. The call is free, and our customer service team will help you find your data and prevent it from being duplicated.

I have no changes to my data, what should I do?

Keeping your data accurate and up-to-date is our primary goal, so every year we ask you to review your data to make sure there are no changes. With our new website, all you have to do is register, review your data and in the final step click the “Confirmed No Changes” button to submit that you have reviewed it. This provides you a record of when the last time the data was confirmed, via your fax or email confirmation and takes you off future update communications for the year.

I recently updated my data, do I need to update it again?

If you or your office received an update fax from us, please use the unique PIN for your location or name to register for the site and take a quick look to confirm there are no new changes to your record. Once you submit your record, you will receive a fax or email confirmation of your data to keep for your records and you will be taken off the list for subsequent update communications.

When is the deadline to update my information so it can be included in the 2012-2013 little blue book directories?

We take updates all year long for your convenience and for use in our digital applications. To be included in this year's printed directories, you must update your data by May 11, 2012.

FAQs for Practice Managers

Why can't I just add my new practice?

In order to ensure that the information in our books and mobile applications are 100% accurate, we ask that first-time Practice Managers or Provider-Administrators contact customer service at 800-440-0063 to create a free listing. This helps us prevent duplicate or conflicting data from being entered in our database. Duplications can cause erroneous or confusing listings in our directories, which in turn costs you referrals.

My practice has changed locations. How do I change my practice location's address?

The first step is to create a new location by going to "Step 2: Locations" in your Practice Record. Click the "Add Location" button and a new blank form will appear for you to fill in. If this new location is going to be your primary location, be sure to choose the "Primary Location" button on the address bar. The next step is to make sure all your provider's are assigned to their correct location.

If you are closing the original location, then click the "remove location" box in the detail view of that location. The record will turn red to indicate that the location will be removed once the record is verified. If there are any providers still associated to that location a message will appear asking you to assign them to new locations.

How do I remove a location or add a new location?

To add a new location go to "Step 2: Locations" in your Practice Record. Click the "Add Location" button and a new blank form will appear for you to fill in. If this new location is going to be your primary location, be sure to choose the "Primary Location" button.

To remove a location, make sure it is not indicated as the Primary Location and that there are no providers assigned to that location. Then click the "remove location" box in the detail view of that location. The record will turn red to indicate that the location will be removed once the record is verified. If there are any providers still associated to that location a message will appear asking you to assign them to new locations.

How do I close a practice?

In order to close a practice and disassociate all of the providers within it, please contact customer service at 800-440-0063. You will be required to verify that you have the authority to make this change and follow up verification will be required before de-activating any data.

How do I remove a provider who has retired or deceased from my practice listing?

Go to "Step 3: Providers" in your Practice Record and click on the provider's name or the "Expand" link to open their detailed profile. In the field called "Status" (after UPIN but before Degree) click on the drop-down menu and choose the appropriate status: retired or deceased.

How do I remove a provider who has moved to another practice from my practice?

Go to "Step 3: Providers" in your Practice Record and click on the provider's name or the "Expand" link to open their detailed profile. In the upper right corner of the detail view, click the box next to "Remove Provider".

FAQs for Providers:

Other providers in my practice are listed in the little blue book, but I am not? How do I get myself listed?

Go to www.tlbbupdate.com and create your own user account, fill out your profile information (remember to fill in the required fields) and then associate yourself to one or more medical practices. If you cannot find or verify your listing, we ask that first-time providers contact customer service at 800-440-0063 to create your free listing.

No providers in my practice are listed in the little blue book, how can we be added?

Before any individuals can be added to the directories, a practice must be created for them to be associated with. Check with your Practice Manager to have the Practice Record created first by calling customer service at 800-440-0063.

Why can't I just create a new record for myself?

In order to ensure that your listing in our books and mobile applications are 100% accurate, we ask that first-time providers contact customer service at 800-440-0063 to create your free listing. This helps us prevent duplicate or conflicting data from being entered in our database. Duplications can cause erroneous or confusing listings in our directories, which in turn costs you referrals.

I am a provider but I manage my own practice. How do I gain access to both the Practice and Provider sections of my data?

You are in a special category called "Provider-Administrator" which requires that you register first as a practice manager and then as a provider to have access to all your data. This means you will have two user accounts with us for the time being. We are currently developing an upgrade to the site that will allow you to have one account with access to both the practice and the provider profile.

How do I remove permission for my practice manager to edit my data?

Open your Provider Record and go to "Step 2: Practices". Expand the detail view of the practice that you want to change. At the bottom of location information, uncheck the box that says "I allow the contact person named at my selected location to modify my individual account information." This will prevent anyone but you from being able to make changes to your provider record at this location. If you are listed in more than one practice, you must uncheck this box within each practice location.

I see patients in two different locations in the same medical practice. Why can't I choose more than one location as my primary?

We only list one address per provider in our print directories and digital applications at no charge. We ask you to indicate your primary to give you the choice of which location you would like listed. If you would like more than one location listed, you can purchase an enhanced listing and add more addresses, custom text and add your listing to other adjacent area directories. Go to enhanced listing to create your enhanced listing.

I see patients at two different practices, but I'm being asked to designate one as primary. Why?

We only list one address per provider in our print directories and digital applications. We ask you to indicate your primary to give you the choice of which practice location you would like listed for free. For reasons of clarity, we do not allow providers to list locations from different practices within their provider listing.

If you would like to have your other practice listed, you can purchase a “Group Listing” which includes all the providers in that practice and one address listed under the Practice Name in the Physicians A to Z section. Go to enhanced listing to create your group listing.

How do I indicate that I have retired (either temporarily or permanently)?

Go to “Step 1: Provider Information” in your Provider Record. In the field called “Status” (after UPIN but before Degree) click on the drop-down menu and choose the appropriate status: retired. If this is a temporary retirement, you can log back in at any time and change your status back to “Active”. Indicating your status is retired will take you out of any practices you are associated with, so be sure to give us at least one means of contact (phone, fax or email) that is not connected to any practice.