ProviderOne Provider System User Manual

Managing Individual Billing Provider Information

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Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between DSHS and Medical Assistance providers. The Core Provider Agreement's terms and conditions incorporate federal laws, rules and regulations, state law, DSHS rules and regulations, and DSHS program policies, numbered memoranda, and billing instructions, including this Guide.

Providers must submit a claim in accordance with the DSHS rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls."

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Table of Contents

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Managing Individual Billing Provider Information

The following ProviderOne topics and tasks are covered in this section:

- Accessing the Provider Business Process Wizard
- Modifying Provider Information
- Submitting the Modification Application to DSHS

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Accessing the File Maintenance Business Process Wizard

From the Provider Portal, select the Manage Provider Information link.

Provider
- Provider Inquiry
- Manage Provider Information
- Initiate New Enrollment

ProviderOne displays the View/Update Business Process Wizard.

View/Update Provider Data - Individual:

Business Process Wizard - Provider Data Modification (Individual). In order to finalize submissic

☐	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
☐	Step 1: Basic Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 2: Locations	Required	07/02/2008	07/02/2008	Complete		
☐	Step 3: Specializations	Required	07/02/2008	07/02/2008	Complete		
☐	Step 4: Ownership Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 5: Licenses and Certifications	Required	07/02/2008	07/02/2008	Complete		
☐	Step 6: Training and Education	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 7: Identifiers	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 8: Contract Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 9: Federal Tax Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 10: Invoice Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 11: EDI Submission Method	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 12: EDI Billing Software Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 13: EDI Submitter Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 14: EDI Contact Information	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 15: Billing Provider Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 16: Payment Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 17: View Union Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 18: Submit Modification for Review	Required	07/02/2008	07/02/2008	Complete		

Figure 1 - View/Update Business Process Wizard

Click the Step hyperlink to access the Provider Information

ProviderOne displays the appropriate information pages.

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View/Update Basic Information

Accessing the Provider Details Page

From the Business Process Wizard, click the Basic Information link.

Step # : Basic Information

ProviderOne displays the Provider Details page.

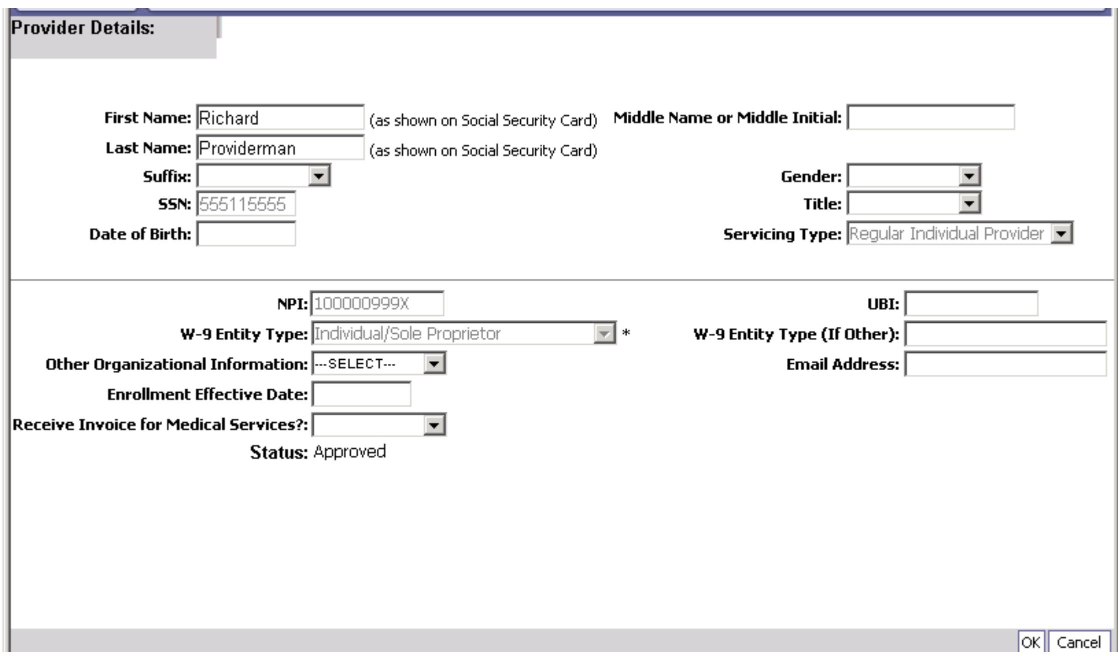

Figure 2 - Provider Details

After completing your modifications, click the OK button to save.

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View/Update Locations

Accessing the Locations List

From the Business Process Wizard, click the Locations link.

Step # : Locations

ProviderOne displays the Locations List.

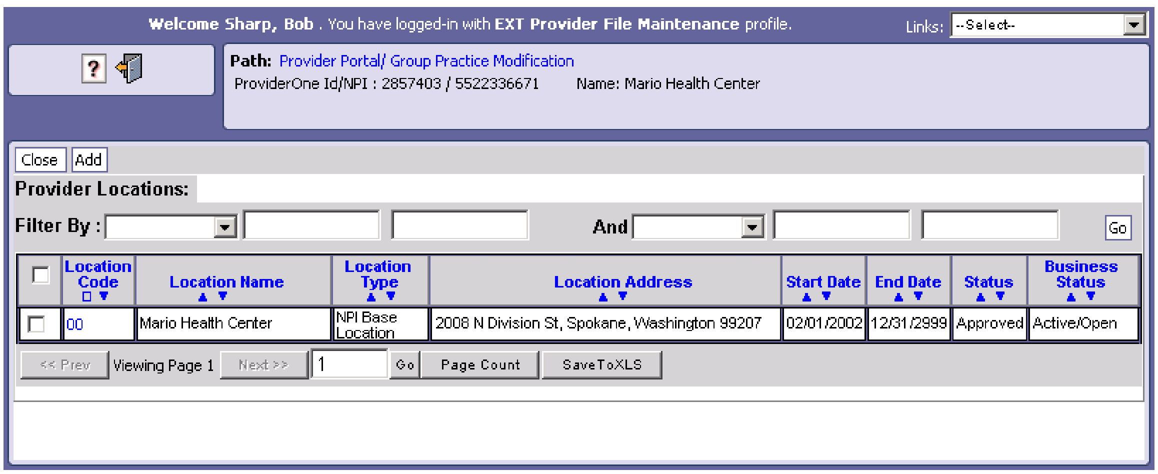

Figure 3 - Provider Locations

About the Locations List

- The Locations List displays all locations associated with the Provider.

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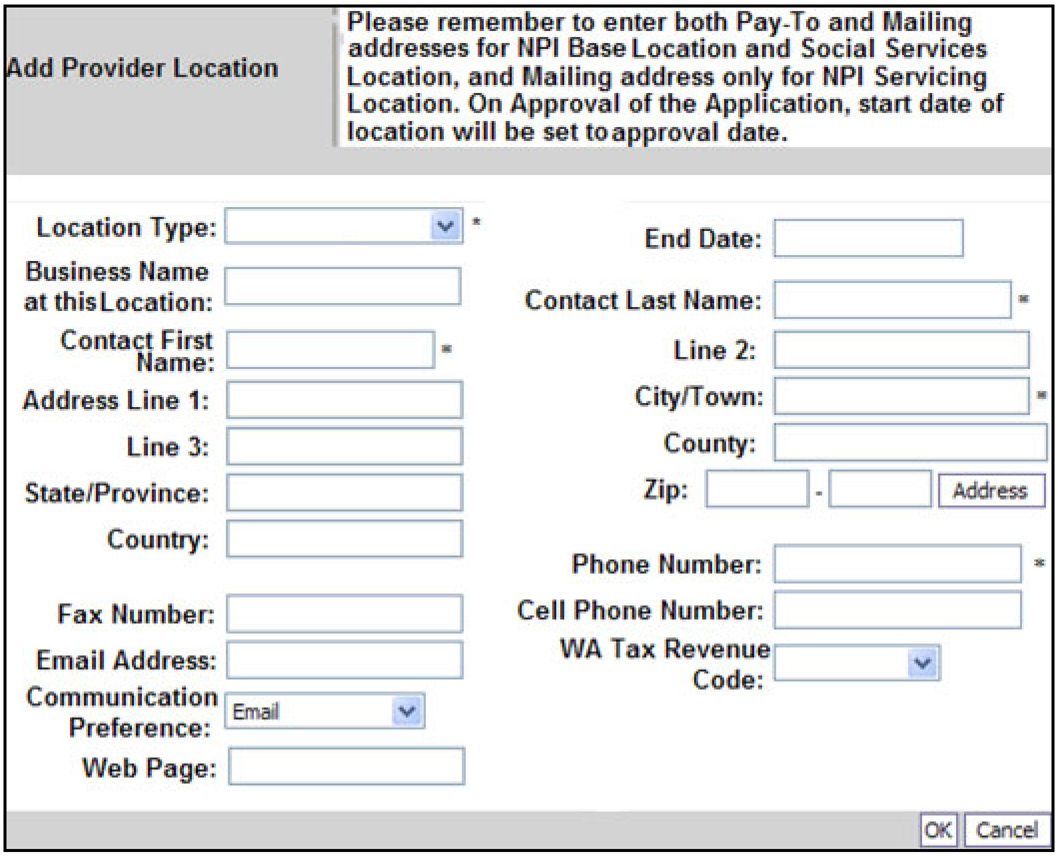
Adding a Location

To add a new record, click the Add button.

ProviderOne displays the Add Provider Location form.



Add Provider Location

Please remember to enter both Pay-To and Mailing addresses for NPI Base Location and Social Services Location, and Mailing address only for NPI Servicing Location. On Approval of the Application, start date of location will be set to approval date.

Location Type: *
Business Name at this Location:
Contact First Name: *
Address Line 1:
Line 3:
State/Province:
Country:
Fax Number:
Email Address:
Communication Preference: Email
Web Page:
End Date:
Contact Last Name: *
Line 2:
City/Town: *
County:
Zip: - Address
Phone Number: *
Cell Phone Number:
WA Tax Revenue Code:
OK Cancel

Figure 4 - Add Provider Location

About the Add Provider Location Form

- Every Provider enrolling with an NPI must have an NPI Base Location. The NPI Base Location is used to anchor all of the Provider's NPI-related specializations and related details.
- For NPI Base Location, Managed Care Location, and for Social Services Locations, three addresses are required:
  - A "Location" address
  - A "Pay-To" address
  - A "Mailing" address
- For an NPI Servicing Location, two addresses are required:

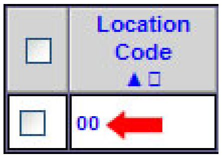
- A "Location" address
- A "Mailing" address

- Mailing and pay-to addresses are subordinate to the location address.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a Location Record

From the Locations List, click the link in the Location Code column.



ProviderOne displays the Location Details screen.

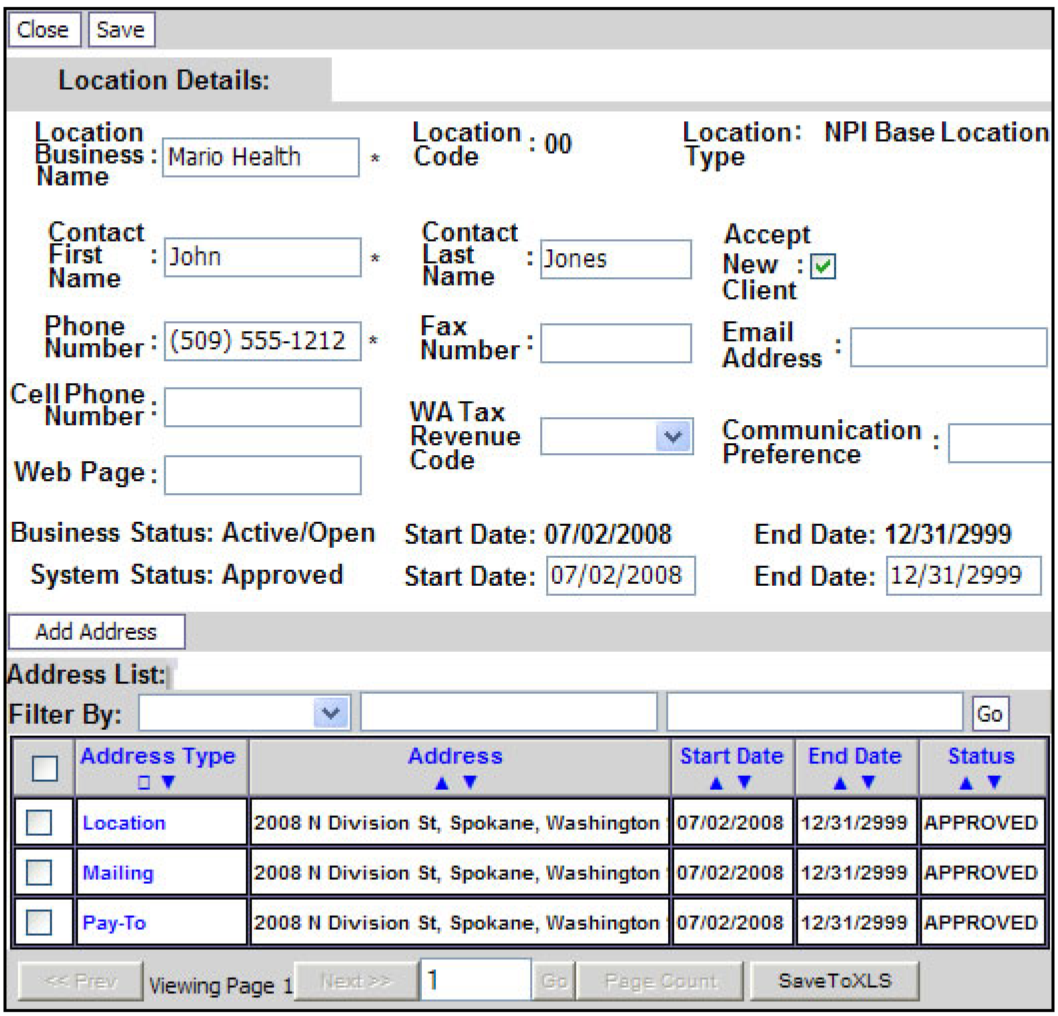


Figure 5 - Location Details

About the Location Details Screen

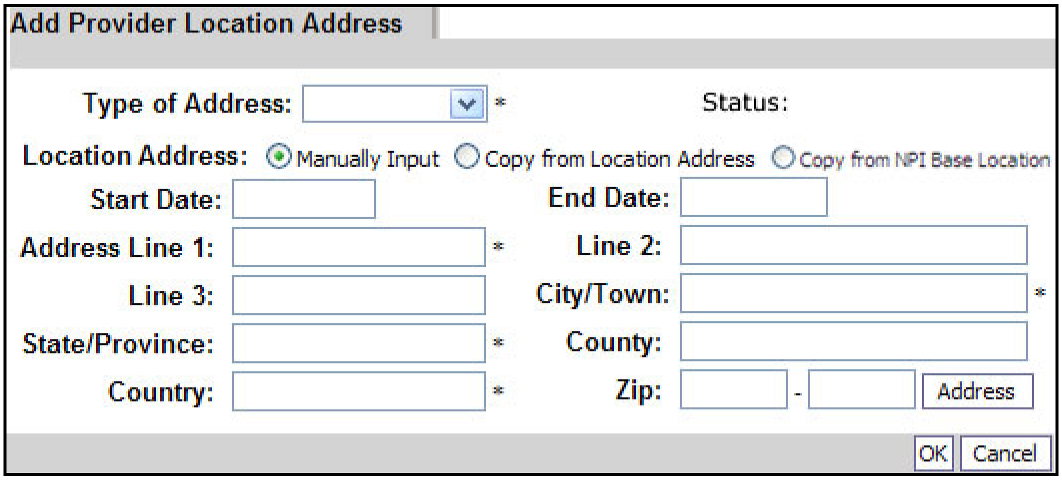
- Use the Address List to add and edit location addresses.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

Add an Address to a Location

From the Location Details screen, click the Add Address button.

ProviderOne displays the Add Provider Location Address form.


Add Provider Location Address

Type of Address: * Status:

Location Address: Manually Input Copy from Location Address Copy from NPI Base Location

Start Date: End Date:

Address Line 1: * Line 2:

Line 3: City/Town: *

State/Province: * County:

Country: * Zip: - Address

OK Cancel

Figure 6 – Add Provider Location Address

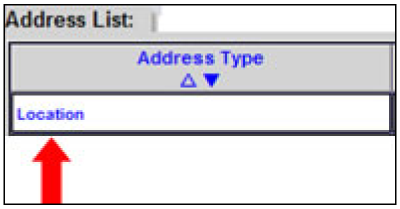
About the Add Provider Location Address Form

- Selecting Same As Location Address or Same As NPI Base Location, copies the details of those locations to this form.

After completing the form, click the OK button to Save and return to the Location Details Screen or Click the Cancel button to close without saving.

Edit a Location Address

From the Location Details screen, click the link in the Address Type column.



ProviderOne displays the Manage Provider Location Address form.

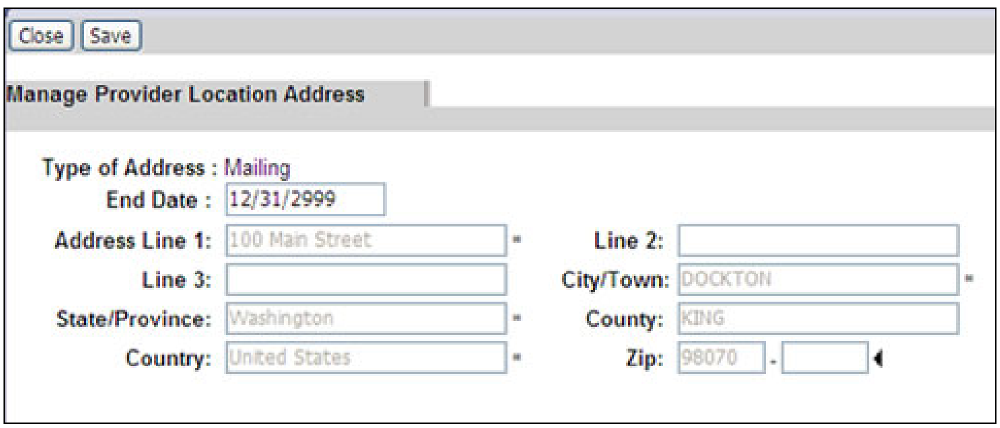


Figure 7 - Manage Provider Location Address

After completing the form, click the Save button to save and return to the Location Details screen or click the Close button to close without saving.

View/Add Specializations

Accessing the Specialty/Subspecialty List

From the Business Process Wizard, click the Specializations link.

ProviderOne displays the Specialty/Subspecialty List.

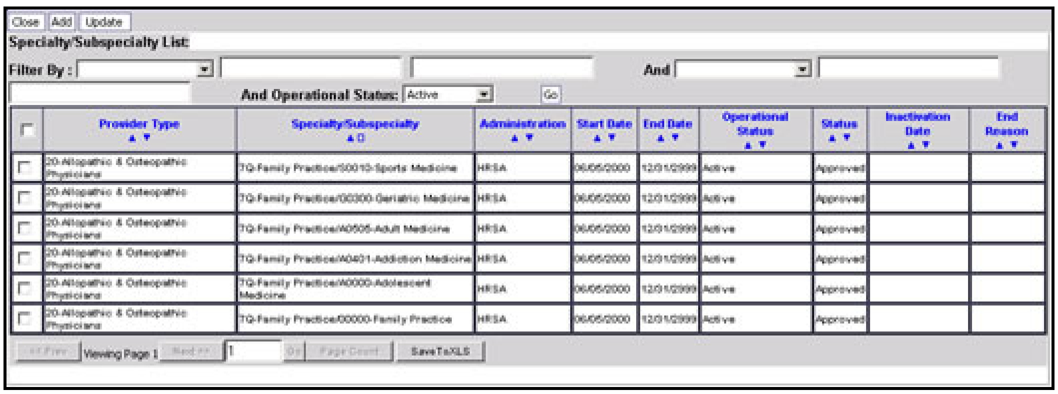


Figure 8 - Specialty/Subspecialty List

About the Specialty/Subspecialty List for Enrollment

- This list displays all specializations by location.

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Adding a Specialization

To add a new record, click the Add button.

ProviderOne displays the Add Specialty/Subspecialty form.

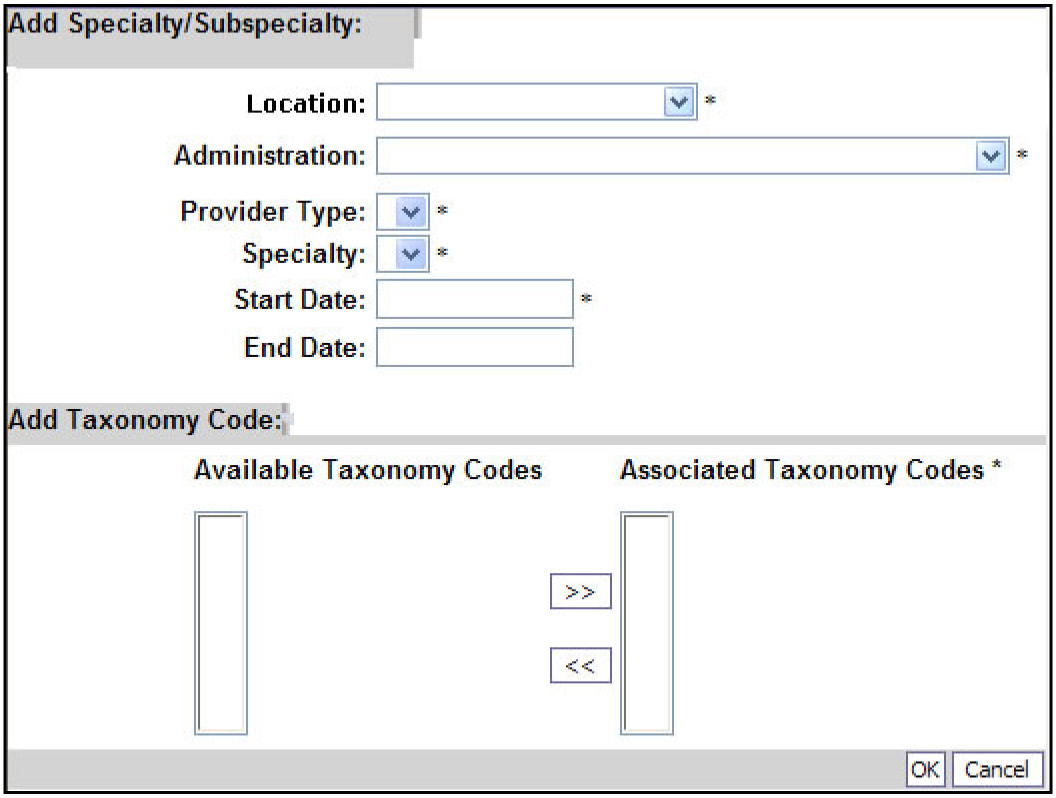


Figure 9 - Add Specialty/Subspecialty

About the Add Specialty/Subspecialty Form

- To add a Specialty to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne displays the Specialty/Subspecialty List.

Modifying a Specialty/Subspecialty Record

From the Specialty/Subspecialty List, check the box next to the Specialty you wish to modify and click the Update button.

ProviderOne displays the Manage Specialty/Subspecialty list.

Figure 10 - Manage Specialty/Subspecialty

About the Manage Specialty/Subspecialty List

- The Start Date, End Date, and End Reason fields can be edited.

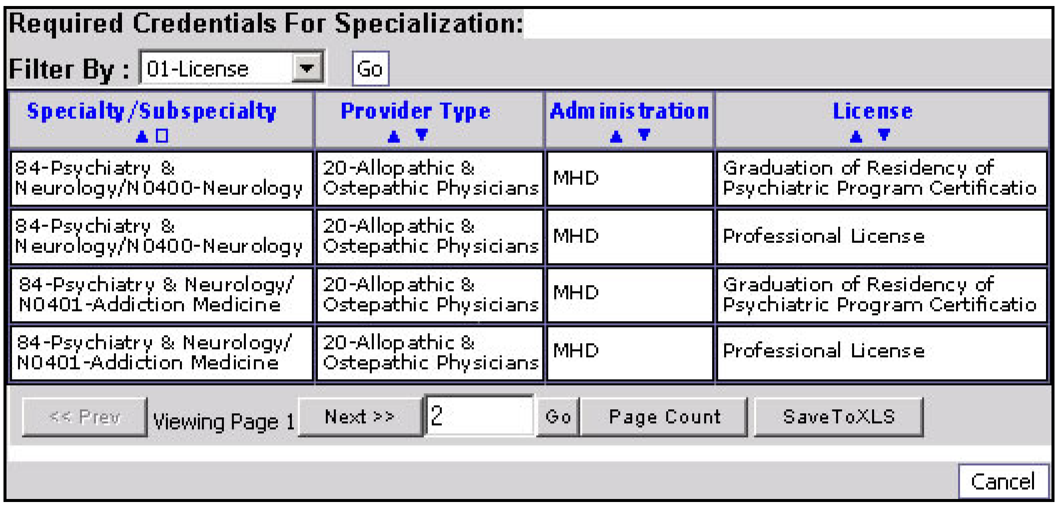
After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View Required Credentials for Specializations

Accessing the Required Credentials For Specialization List

From the Business Process Wizard, click the Required Credentials button.

ProviderOne displays the Required Credentials For Specializations list.



Required Credentials For Specialization:

Filter By : 01-License Go

Specialty/Subspecialty	Provider Type	Administration	License
84-Psychiatry & Neurology/N0400-Neurology	20-Allopathic & Ostepathic Physicians	MHD	Graduation of Residency of Psychiatric Program Certificatio
84-Psychiatry & Neurology/N0400-Neurology	20-Allopathic & Ostepathic Physicians	MHD	Professional License
84-Psychiatry & Neurology/ N0401-Addiction Medicine	20-Allopathic & Ostepathic Physicians	MHD	Graduation of Residency of Psychiatric Program Certificatio
84-Psychiatry & Neurology/ N0401-Addiction Medicine	20-Allopathic & Ostepathic Physicians	MHD	Professional License

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Cancel

Figure 11 - Required Credentials For Specialization

To view License, Identifier and Training requirements, use the Filter By drop-down.

When finished, click the Cancel button to close the window.

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View/Update Ownership Details

Accessing the Owners List

From the Business Process Wizard, click the Ownership Details link.

ProviderOne displays the Owners list.

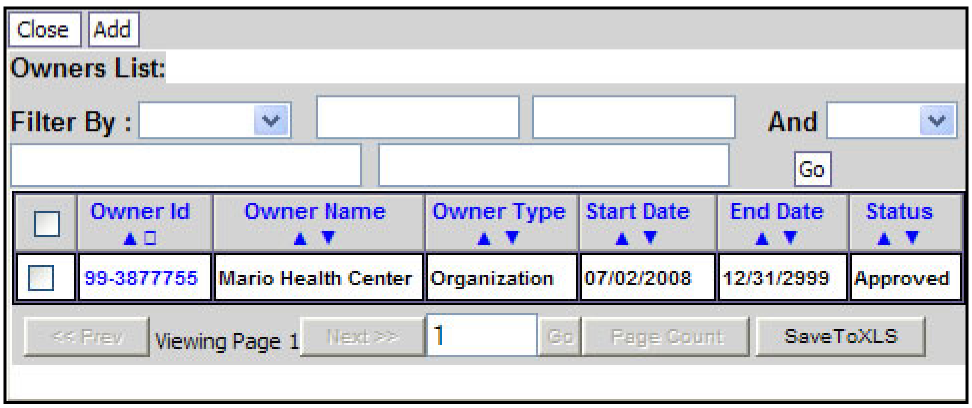

Figure 12 - Owners List

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Adding an Owner

To add a new record, click the Add button.

ProviderOne displays the Add Provider Owner form.

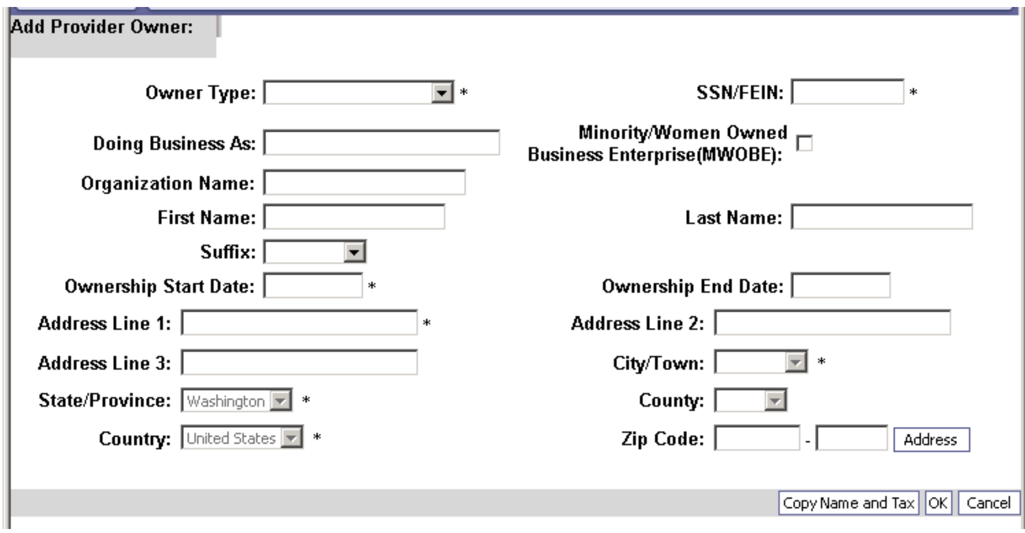


Figure 13 - Add Provider Owner

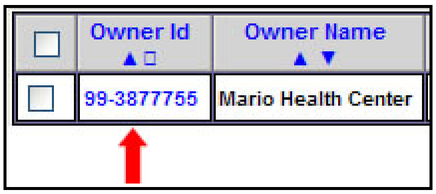
About the Add Provider Owner Form

- If Owner Type is Organization, use FEIN.
- If Owner Type is Individual, use SSN (do not use dashes).
- The Start Date is the first day of ownership.
- To copy the First Name, Last Name, and SSN/FEIN fields from the Provider Details page to this page, click the Copy Name and Tax button.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying an Owner Record

From the ProviderOne Owners list, click the link in the Owner Id column.



ProviderOne displays the Provider Owner Details form.

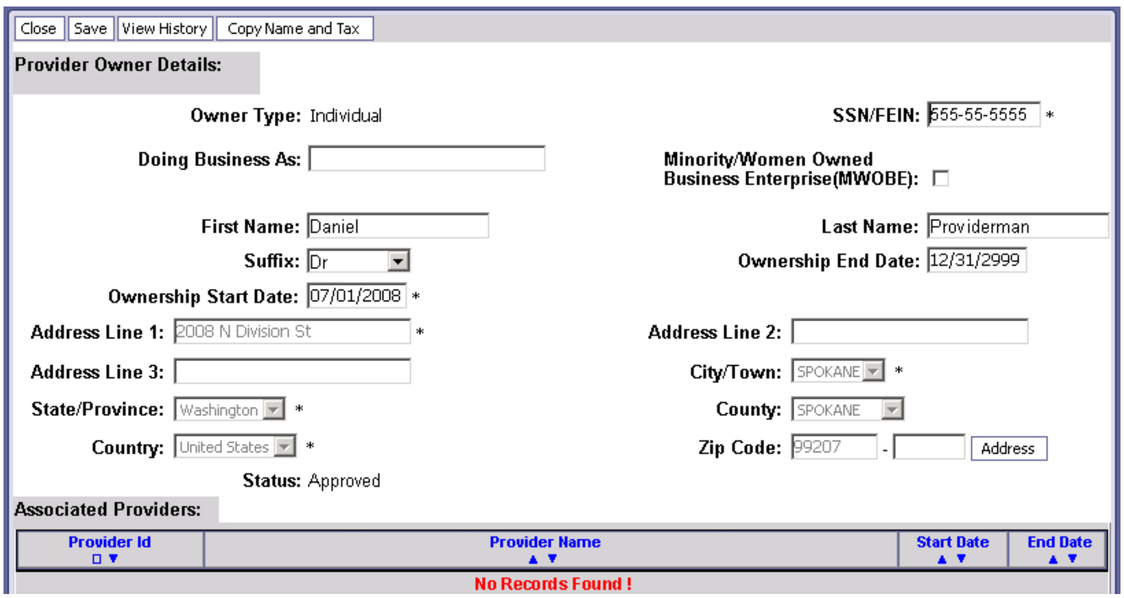


Figure 14 - Provider Owner Details

About the Provider Owner Details Form

- To change the address, click the Address button.
- To copy the First Name, Last Name, and SSN/FEIN fields from the Provider Details page to this page, click the Copy Name and Tax button.

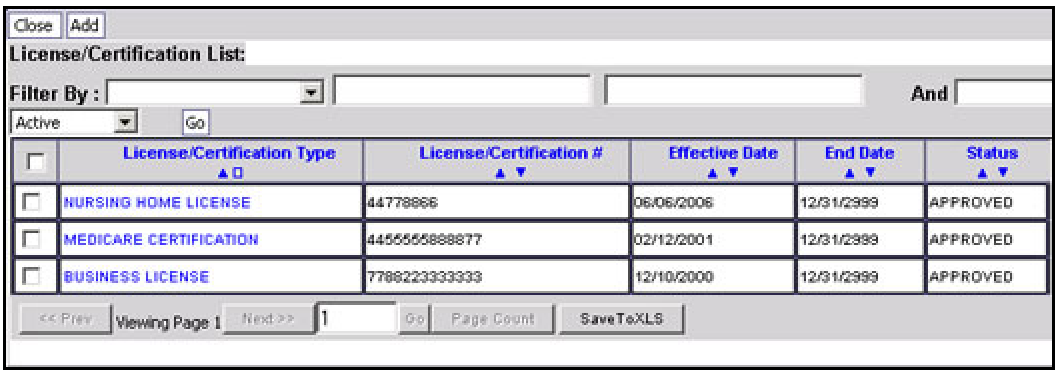
After making your changes, click the Save button to save, or the Close button to close the window without saving.

View/Update Licenses and Certifications

Accessing the License/Certification List

From the Business Process Wizard, click the Licenses and Certifications link.

ProviderOne displays the License/Certification List.


Close Add

License/Certification List:

Filter By : And

Active Go

	License/Certification Type	License/Certification #	Effective Date	End Date	Status
	NURSING HOME LICENSE	44778866	06/06/2006	12/31/2999	APPROVED
	MEDICARE CERTIFICATION	4455555888877	02/12/2001	12/31/2999	APPROVED
	BUSINESS LICENSE	7788223333333	12/10/2000	12/31/2999	APPROVED

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Figure 15 - License/Certification List

About the License/Certification List for Enrollment

- This list displays all Licenses/Certifications by location.

This page is intentionally blank.

Adding a License/Certification

To add a new record, click the Add button.

ProviderOne displays the Add License/Certification form.

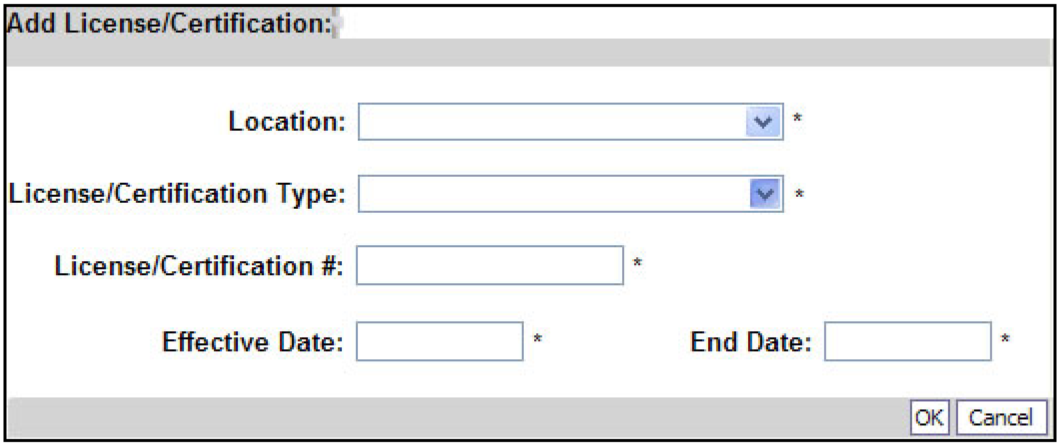

Figure 16 - Add License/Certification

About the Add License/Certification Form

- To add a License/Certification to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a License/Certification Record

From the License/Certification List, click the hyperlink in the License/Certification# column.

ProviderOne displays the Manage License/Certification form.

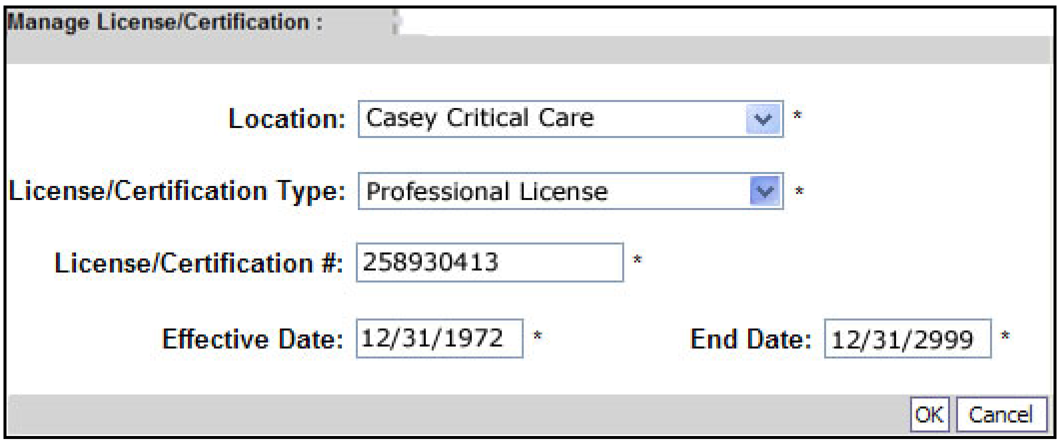

Figure 17 - Manage License/Certification

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update Training and Education

Accessing the Training/Education List

From the Business Process Wizard, click the Training and Education link.

ProviderOne displays the Training/Education List.

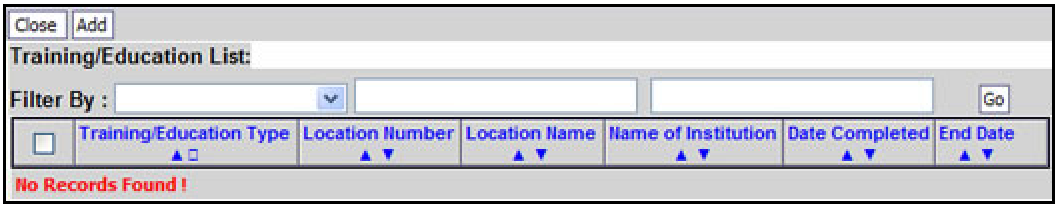

Figure 18 - Training/Education List

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Adding a Training/Education Record

To add a new record, click the Add button.

ProviderOne displays the Add Training/Education form.

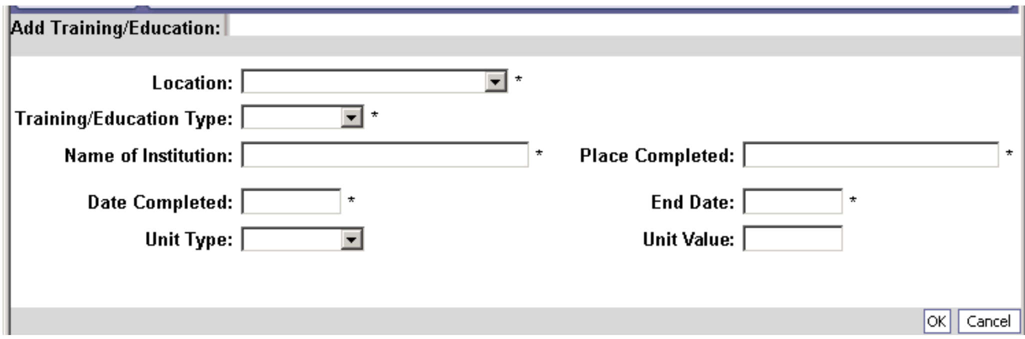

Figure 19 - Add Training/Education

About the Add Training/Education Form

- To add a Training/Education to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a Training/Education Record

From the Training/Education List, click the hyperlink in the Training/Education Type column.

	Training/Education Type	Location Number
☐	SSPS Training	00001

ProviderOne displays the Manage Training/Education form.

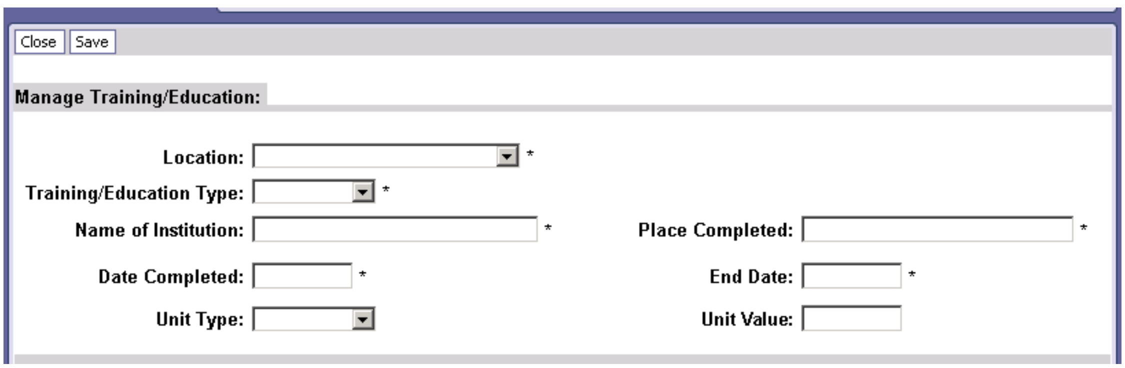

Figure 20 - Manage Training/Education

After making your changes, click the Save button to save, or the Close button to close the window without saving.

View/Update Provider Identifiers

Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

ProviderOne displays the Provider Identifiers List.

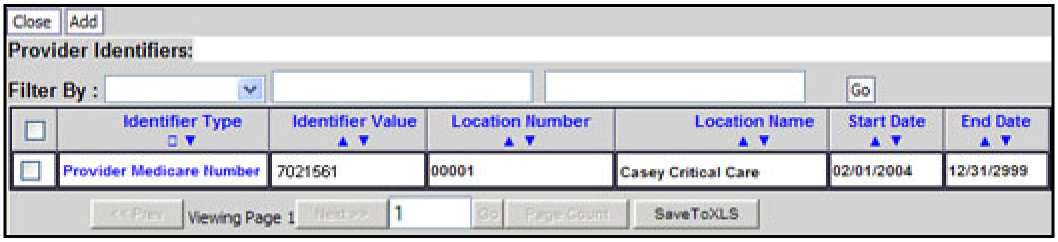

Figure 21 - Provider Identifiers List

About the Provider Identifiers List

- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.

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Adding an Identifier

To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.

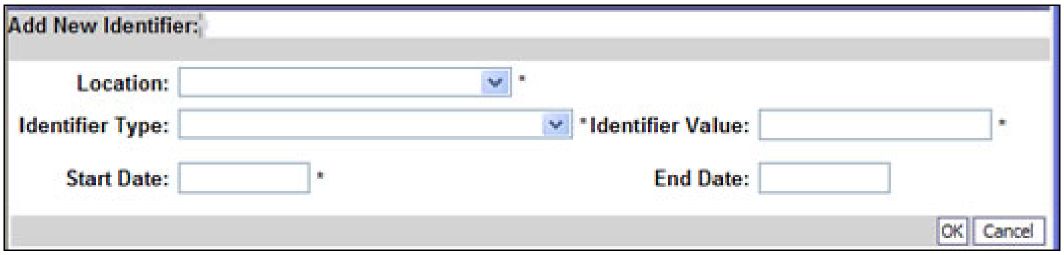


Figure 22 - Add New Identifier

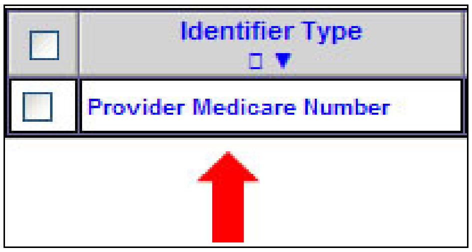
About the Add New Identifier Form

- The Location drop-down will display all current Provider locations.
- To apply the Identifier to All locations, click the All option from the Location drop-down list.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a Provider Identifier Record

From the ProviderOne Provider Identifiers list, click the link in the Identifier Type column.



ProviderOne displays the Manage Identifier page.

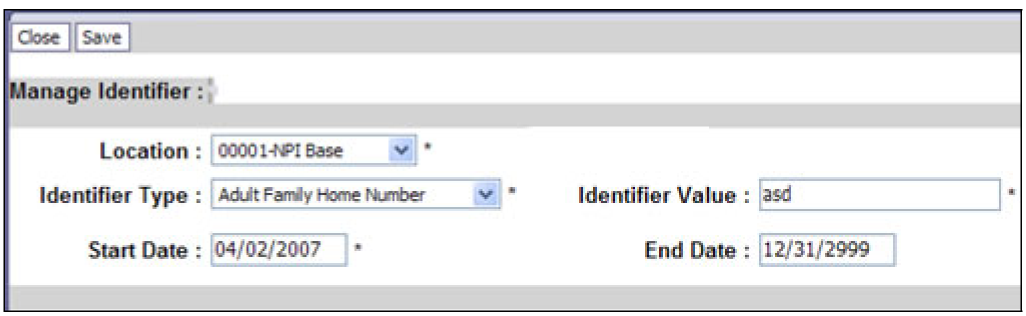


Figure 23 - Manage Identifier

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update Contract Details

Accessing the Contracts List

From the Business Process Wizard, click the Contract Details link.

Step # : Contract Details

ProviderOne displays the Contracts List.

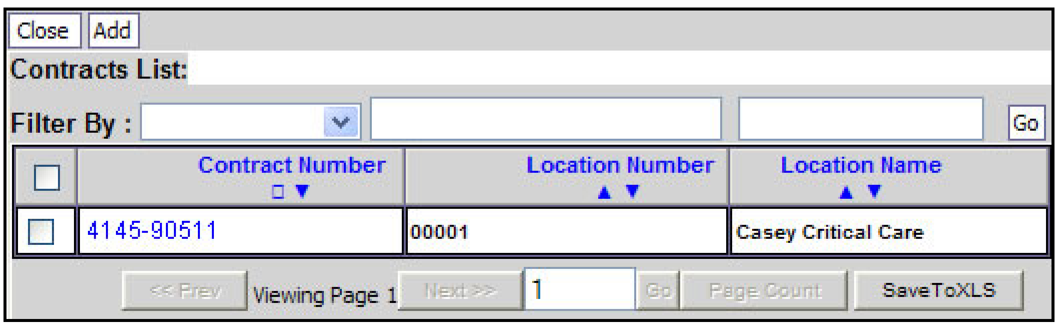


Figure 24 - Contracts List

About the Contracts List

- Provider Contracts are listed by location.

This page is intentionally blank.

Adding a Contract

To add a new record, click the Add button.

ProviderOne displays the Add Contract form.

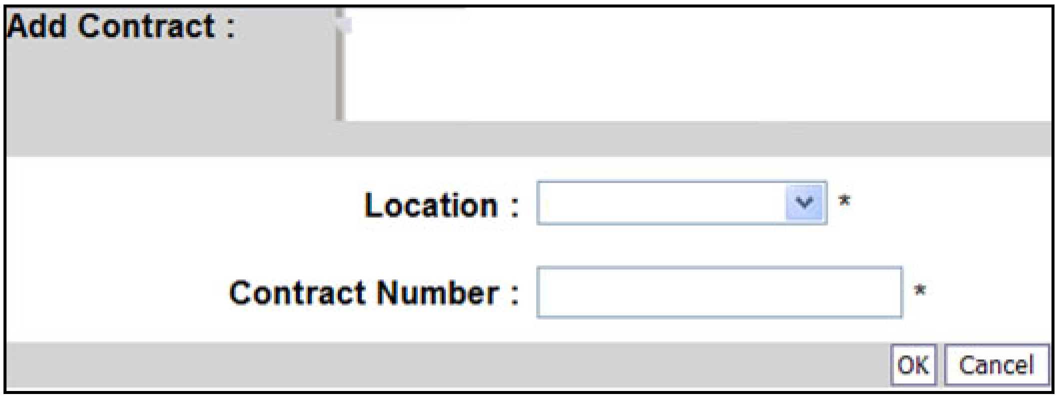


Figure 25 - Add Contract

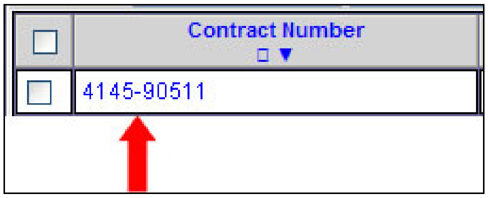
About the Add Contract Form

- Duplicate numbers are not allowed within a location.
- To apply the contract to all locations, click the All option from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a Contract Record

From the Contracts List, click the link in the Contract Number column.



ProviderOne displays the Manage Contract form.

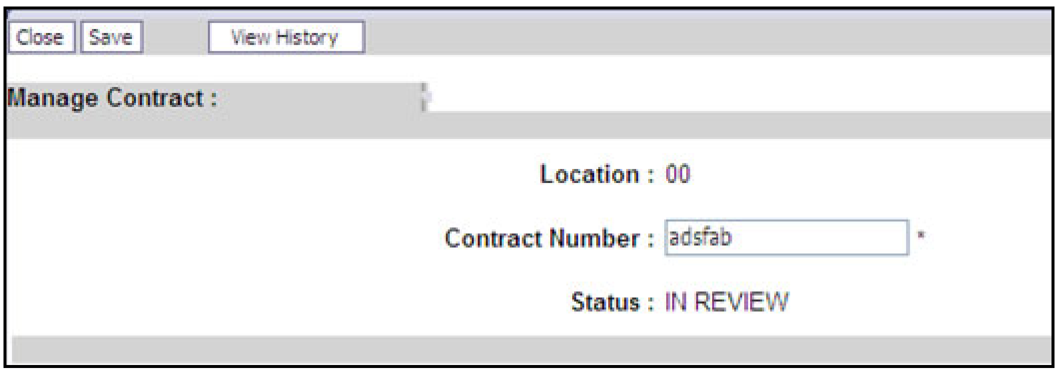


Figure 26 - Manage Contract

About the Manage Contract Form

- Duplicate contract numbers are not allowed within a location.

After making your changes, click the Save button to save, or the Close button to close the window without saving.

View/Update Federal Tax Details

W-9 information is required and is collected for all Providers.

W-4 information is collected for Providers who have the appropriate Specializations.

W-5 information is optionally collected for Providers who complete a W-4 form.

Accessing the Federal Tax Details Page

From the Business Process Wizard, click the Federal Tax Details link.

Step # : Federal Tax Details

ProviderOne displays the Federal Tax Details page.

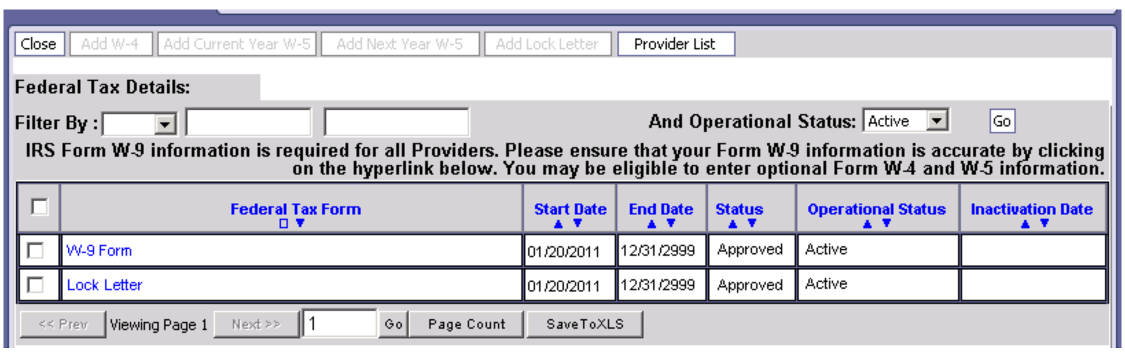


Figure 27 - Federal Tax Details Page

About the Federal Tax Details Page

- The W-9 Form is required for all Providers.
- If you are eligible for W-4 or W-5, the buttons will be active.
  If you are not eligible for W-4 or W-5, the buttons will be inactive.

This page is intentionally blank.

Adding Form W-9 Information

To access the W-9 Form, click the W-9 hyperlink.

ProviderOne displays the Form W-9 page.

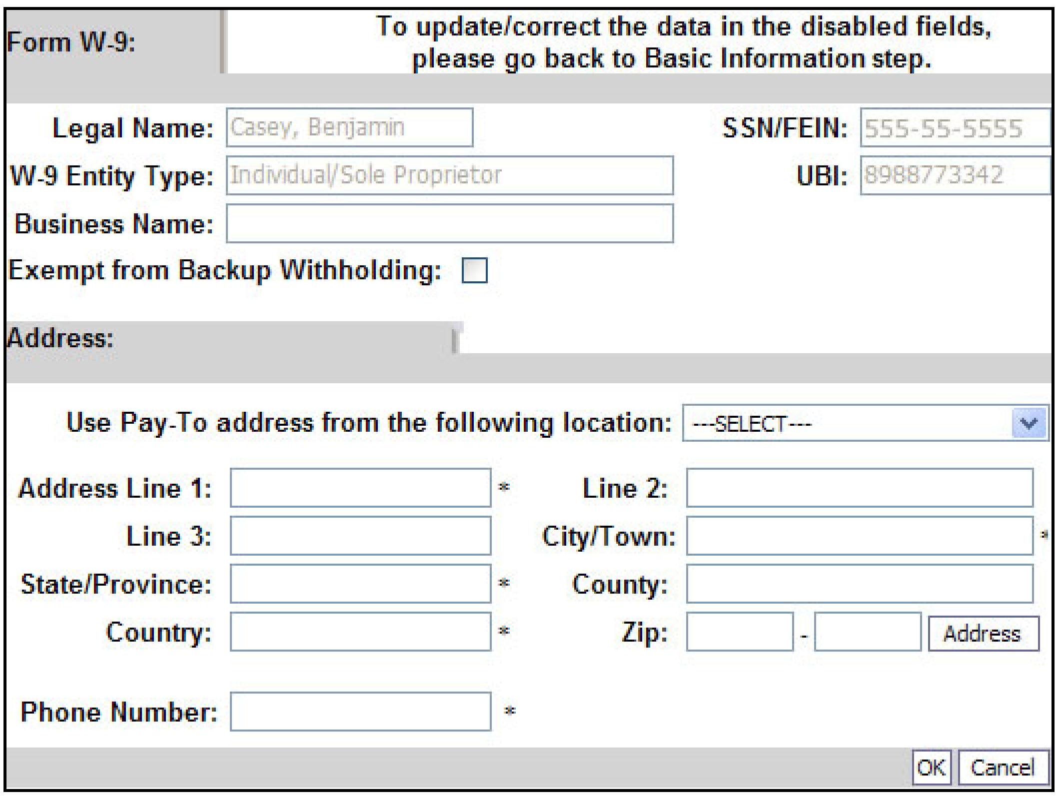


Figure 28 - Form W-9

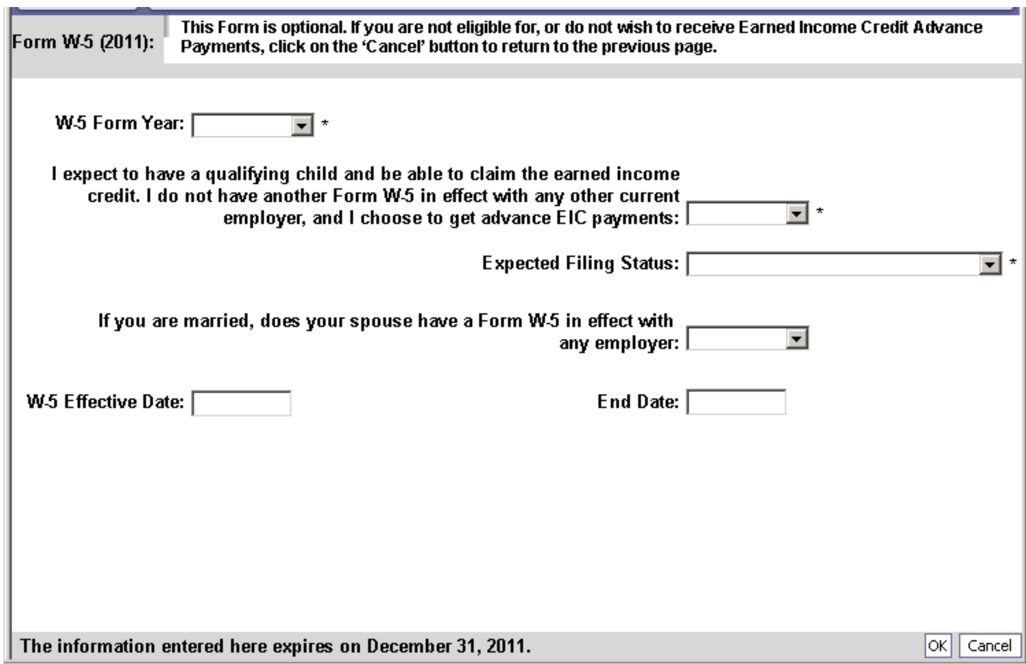
Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page.

Adding Form W-5 Information (if eligible)

Click the Add Current Year W-5 or Add Next Year W-5 button.

ProviderOne displays the Form W-5 page.



Form W-5 (2011): This Form is optional. If you are not eligible for, or do not wish to receive Earned Income Credit Advance Payments, click on the 'Cancel' button to return to the previous page.

W-5 Form Year: *

I expect to have a qualifying child and be able to claim the earned income credit. I do not have another Form W-5 in effect with any other current employer, and I choose to get advance EIC payments: *

Expected Filing Status: *

If you are married, does your spouse have a Form W-5 in effect with any employer:

W-5 Effective Date:

End Date:

The information entered here expires on December 31, 2011.

OK Cancel

Figure 29 - Form W-5

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W5 Form record is added.

Adding Form W-4 Information (if eligible)

Click the Add W-4 button.

ProviderOne displays the Form W-4 page.

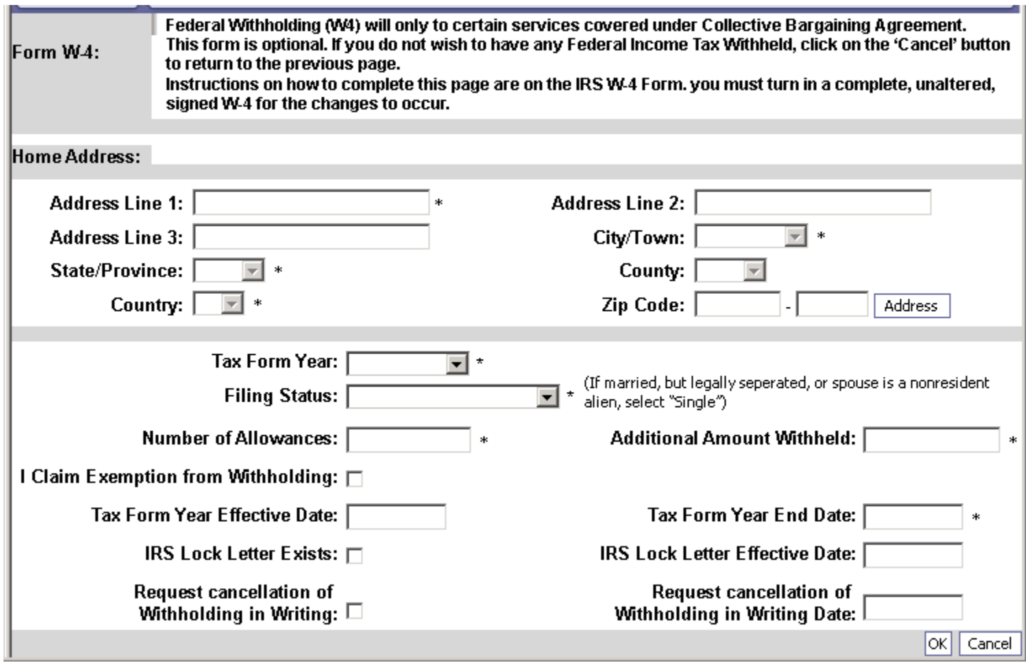


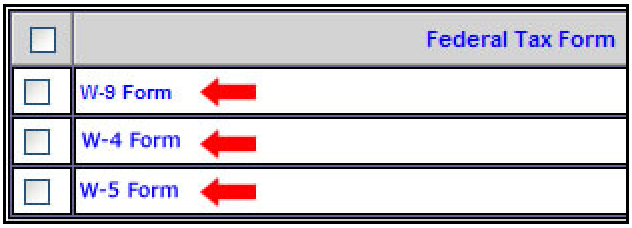
Figure 30 - Form W-4

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W4 Form record is added.

Modifying a Tax Form Record

From the Federal Tax Details list, click the link in the hyperlink of the form you wish to modify.



	Federal Tax Form
	W-9 Form
	W-4 Form
	W-5 Form

ProviderOne displays the appropriate Tax Form page.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update Invoice Details

Accessing the Invoice Preferences List

From the Business Process Wizard, click the Invoice Details link.

ProviderOne displays the Invoices Preferences list.

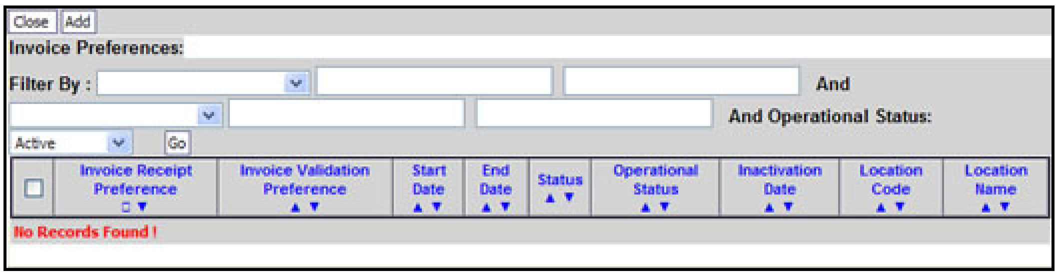


Figure 31 - Invoice Preferences List

About the Invoice Preference List

- Invoice preferences apply to Provider locations.
- Each row of the Invoice Preferences list refers to a single Provider location.
- Each Provider location can have one, and only one, Invoice Preference record.

This page is intentionally blank.

Adding an Invoice Preference

To add a new record, click the Add button.

ProviderOne displays the Invoice Preferences Enrollment form.

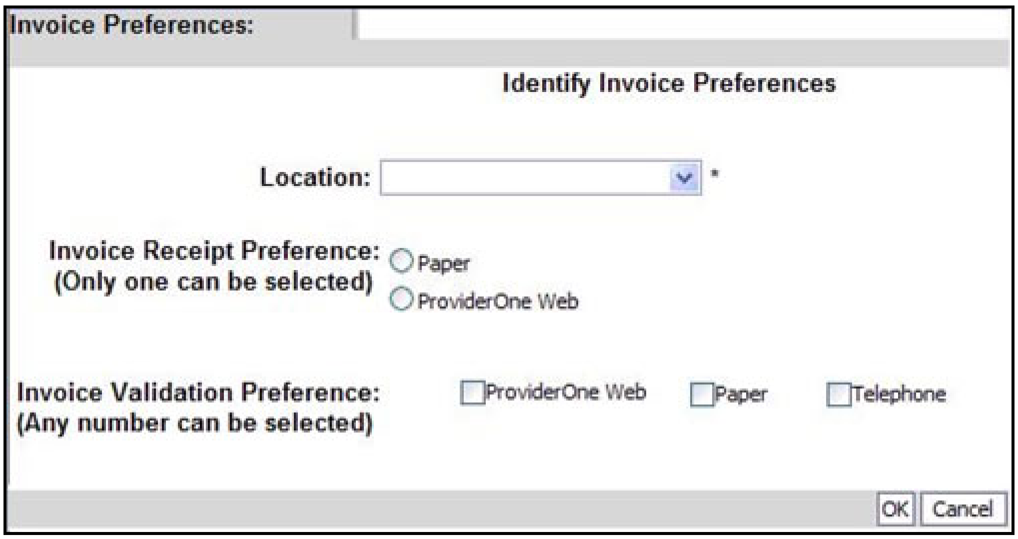


Figure 32 - Add Invoice Preferences

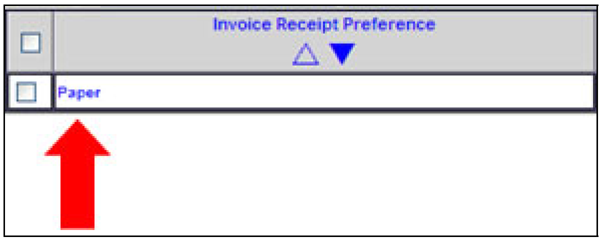
About the Add Invoice Preference Form

- To apply the invoice preferences to all locations, select All from the Location drop-down. ProviderOne will automatically create a separate record for each location.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying an Invoice Preference Record

From the ProviderOne Invoice Preferences list, click the link in the Invoice Receipt Preference column.



ProviderOne displays the Update Invoice Preferences form.

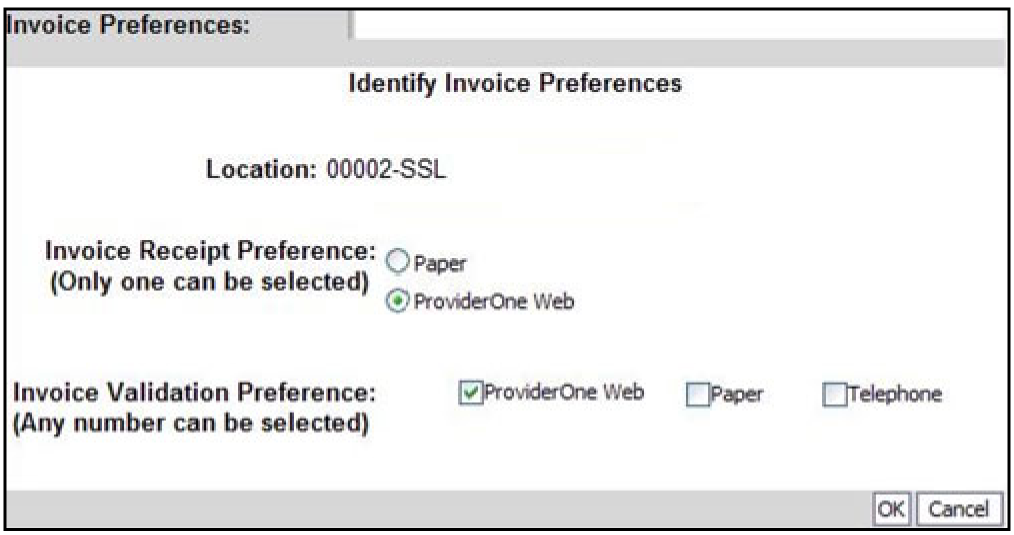


Figure 33 - Update Invoice Preferences

About the Update Invoice Preference Form

- Once a record is created, the location value cannot be changed.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update EDI Submission Method

Accessing the EDI Submission Details Page

From the Business Process Wizard, click the EDI Submission Method link.

ProviderOne displays the EDI Submission Method list.

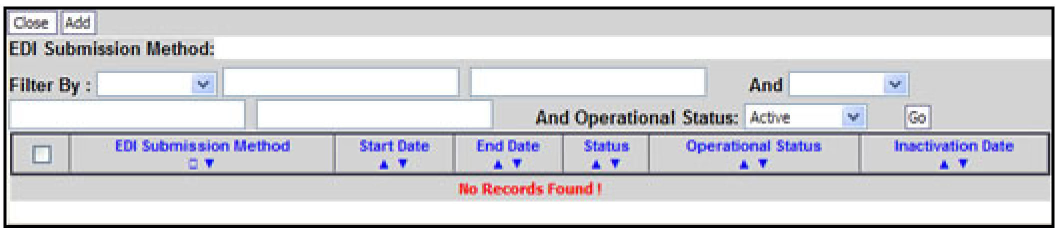


Figure 34 - EDI Submission Method

Adding a Submission Method

From the EDI Submission Method list, click the Add button.

ProviderOne displays the EDI Submission Details page.

Figure 35 - EDI Submission Details

Place a check in the box next to the EDI Submission Method(s) you will use and click the OK button.

Modifying an EDI Submission Method

From the EDI Submission Method list, click the hyperlink in the EDI Submission Method column.

ProviderOne displays the EDI Submission Details page.

EDI Submission Details:

You may check multiple Modes of Submission. NPI is required for all selections.

If Web Batch and/or FTP Secured Batch are selected, you must complete and mail a new ProviderOne Trading Partner Agreement.

Mode of Submission: ☐ Web Batch ☐ Billing Agent/Clearinghouse ☐ FTP Secured Batch ☐ Web Interactive

Status: In Review

Method	When to Use
Web Batch	For upload/download of files in ProviderOne
Billing Agent/Clearninghouse	For providers who use a 3rd party to bill
FTP Batch	For submitting files via an SFTP site
Web Interactive	For entering (keying) claims directly into ProviderOne

- Your EDI submission method is "Web Batch" if you currently upload and download batch files using WaMedWeb. This method is often used by providers who submit their own HIPAA batch transactions. It allows a maximum file size of 50MB.
- Your EDI submission method is "FTP Secured Batch" if you submit and retrieve batches at a secure web folder assigned to you by DSHS. This method was designed with clearinghouses and billing agents in mind. It allows a maximum file size of 100 MB.

OK Cancel

Figure 36 - EDI Submission Details

After completing your modifications, click the OK button to save the changes and close the window.

This page is intentionally blank.

View/Update EDI Billing Software Details

Accessing the EDI Billing Software Information List

From the Business Process Wizard, click the EDI Billing Software Details link.

ProviderOne displays the EDI Billing Software Information list.

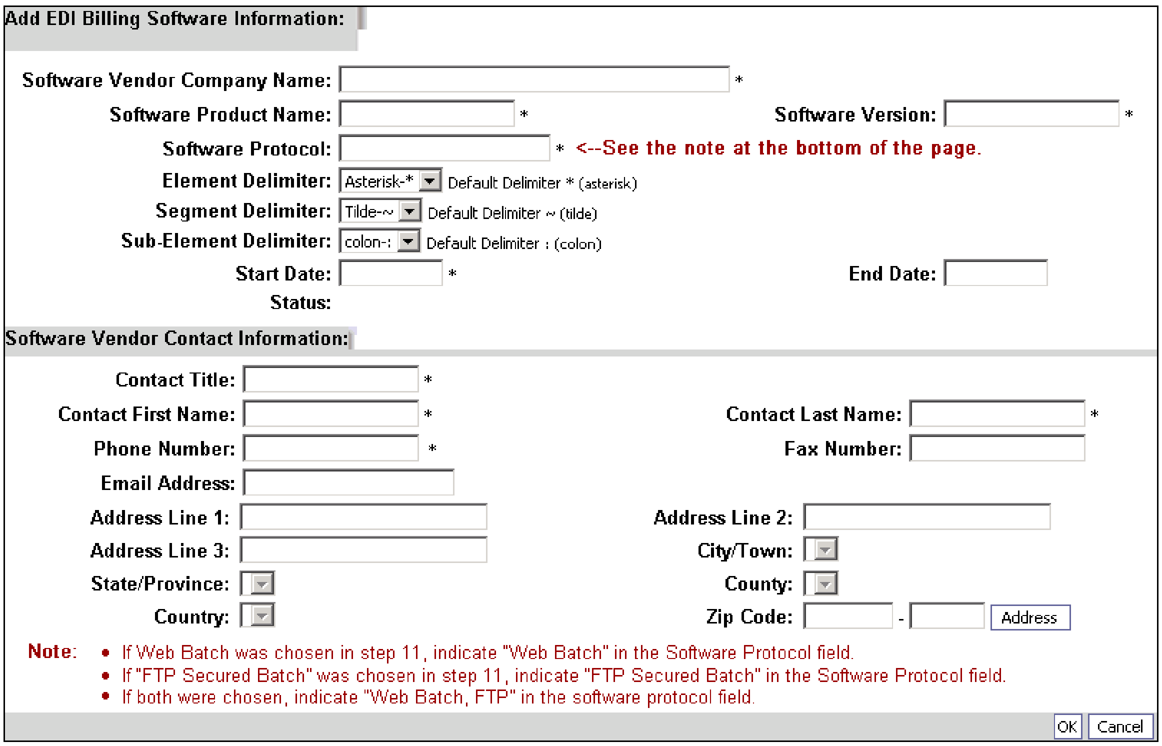
Figure 37 - EDI Billing Software Information

This page is intentionally blank.

Adding an EDI Billing Software Record

To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.


Add EDI Billing Software Information:

Software Vendor Company Name: *

Software Product Name: * Software Version: *

Software Protocol: * <--See the note at the bottom of the page.

Element Delimiter: Asterisk-* Default Delimiter * (asterisk)

Segment Delimiter: Tilde-~ Default Delimiter ~ (tilde)

Sub-Element Delimiter: colon-: Default Delimiter : (colon)

Start Date: * End Date:

Status:

Software Vendor Contact Information:

Contact Title: *

Contact First Name: * Contact Last Name: *

Phone Number: * Fax Number:

Email Address:

Address Line 1: Address Line 2:

Address Line 3: City/Town:

State/Province: County:

Country: Zip Code: - Address

Note:
- If Web Batch was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

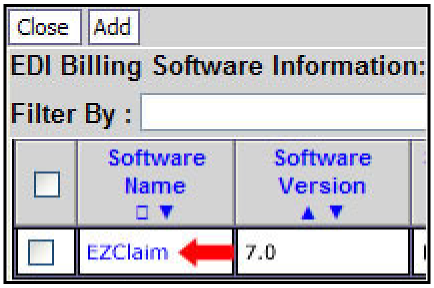
OK Cancel

Figure 38 - Add EDI Billing Software Information

After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying an EDI Billing Software Record

From the EDI Billing Software Information List, click the hyperlink in the Software Name column.

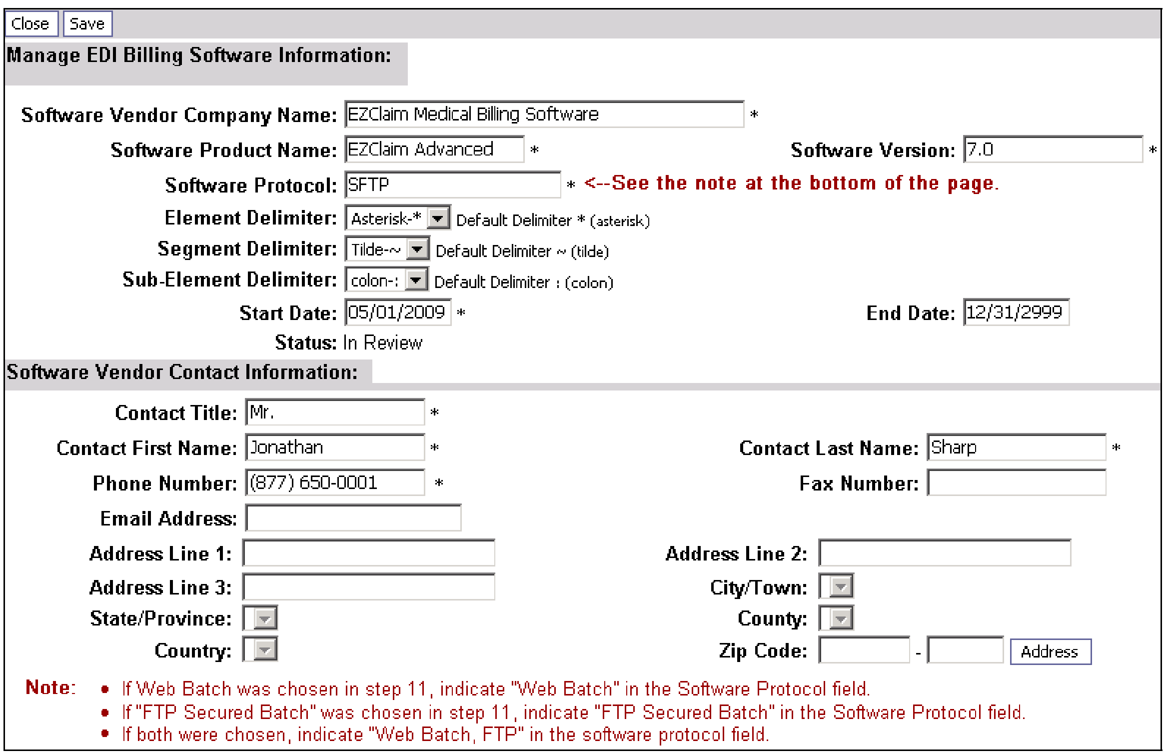

Close | Add

EDI Billing Software Information:

Filter By :

	Software Name	Software Version
☐	EZClaim	7.0

ProviderOne displays the Manage EDI Billing Software Information page.


Close | Save

Manage EDI Billing Software Information:

Software Vendor Company Name: EZClaim Medical Billing Software *

Software Product Name: EZClaim Advanced *

Software Version: 7.0 *

Software Protocol: SFTP * <--See the note at the bottom of the page.

Element Delimiter: Asterisk-* Default Delimiter * (asterisk)

Segment Delimiter: Tilde-~ Default Delimiter ~ (tilde)

Sub-Element Delimiter: colon-: Default Delimiter : (colon)

Start Date: 05/01/2009 *

End Date: 12/31/2999

Status: In Review

Software Vendor Contact Information:

Contact Title: Mr. *

Contact First Name: Jonathan *

Contact Last Name: Sharp *

Phone Number: (877) 650-0001 *

Fax Number:

Email Address:

Address Line 1:

Address Line 2:

Address Line 3:

City/Town:

State/Province:

County:

Country:

Zip Code: - Address

Note:
- If Web Batch was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

Figure 39 - Manage EDI Billing Software Information

After making your changes, click the Save button to save and the Close button to exit the screen.

View/Update EDI Submitter Details

Accessing the Billing Agent/Clearinghouse/Submitter List

From the Business Process Wizard, click the EDI Submitter Details link.

ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.

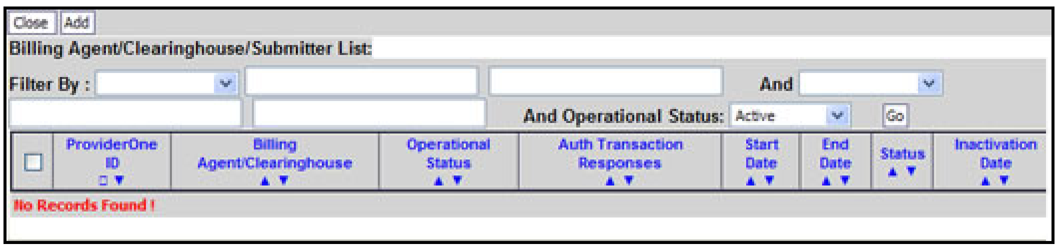


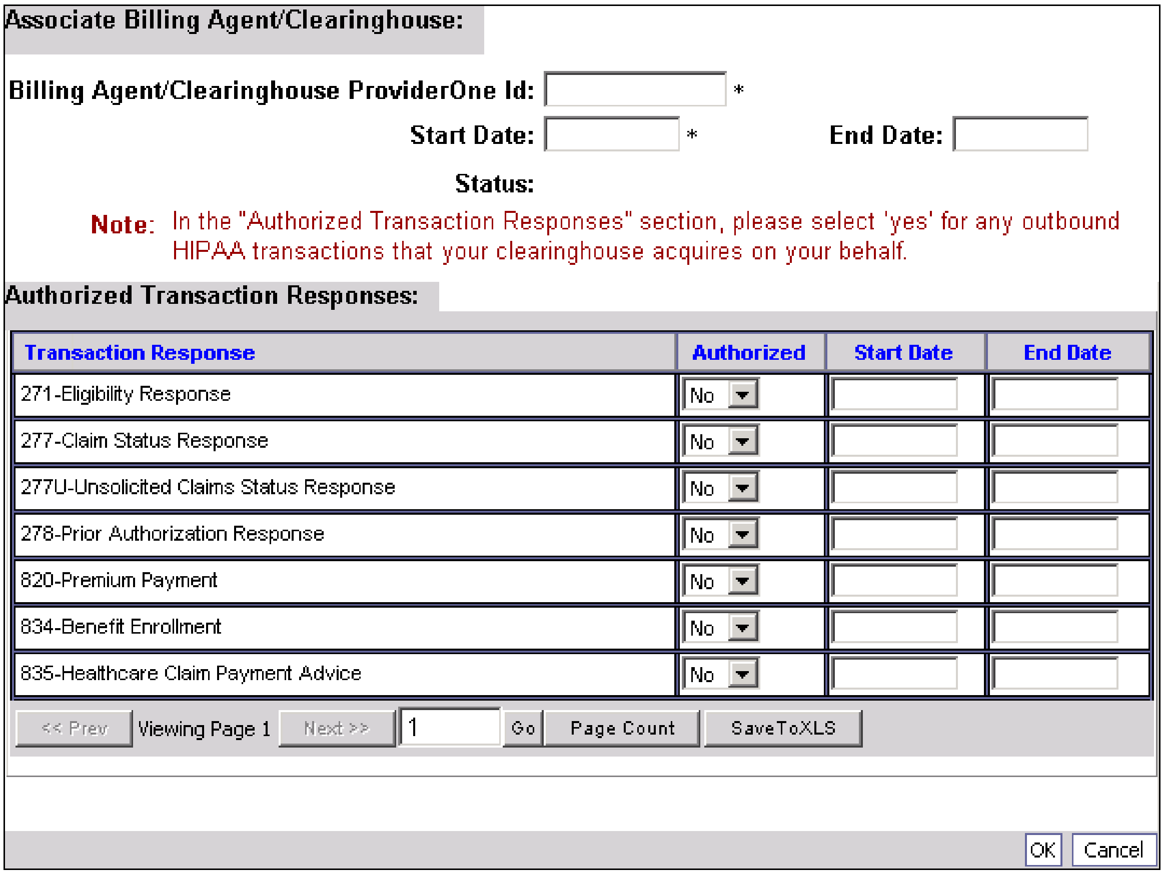
Figure 40 - Billing Agent/Clearinghouse/Submitter List

This page is intentionally blank.

Associate a Billing Agent/Clearinghouse

To add a new record, click the Add button.

ProviderOne displays the Associate Billing Agent/Clearinghouse page.



Associate Billing Agent/Clearinghouse:

Billing Agent/Clearinghouse ProviderOne Id: *

Start Date: * **End Date:**

Status:

Note: In the "Authorized Transaction Responses" section, please select 'yes' for any outbound HIPAA transactions that your clearinghouse acquires on your behalf.

Authorized Transaction Responses:

Transaction Response	Authorized	Start Date	End Date
271-Eligibility Response	No		
277-Claim Status Response	No		
277U-Unsolicited Claims Status Response	No		
278-Prior Authorization Response	No		
820-Premium Payment	No		
834-Benefit Enrollment	No		
835-Healthcare Claim Payment Advice	No		

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OK Cancel

Figure 41 - Associate Billing Agent/Clearinghouse

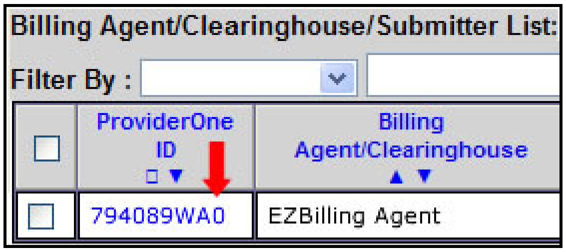
About the Associate Billing Agent/Clearinghouse Page

- A Transaction Response type can be assigned to only one Submitter.

After entering a Billing Agent/Clearinghouse ProviderOne Id, change the Authorized column to Yes for each transaction you wish to assign to the Submitter. Enter a Start Date and an End Date. When you are finished, click the OK button to save.

Modifying an EDI Billing Agent/Clearinghouse Submitter Record

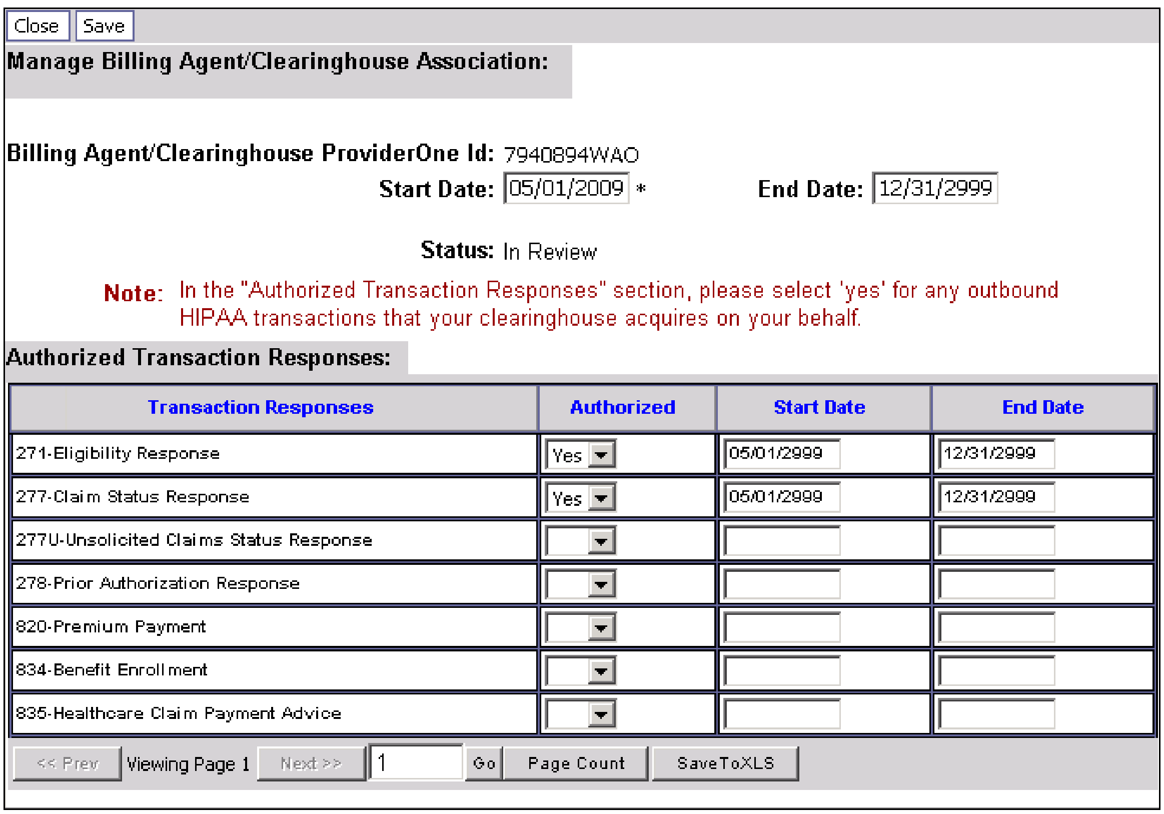
From the EDI Billing Agent/Clearinghouse/Submitter List, click the hyperlink in the ProviderOne ID column.


Billing Agent/Clearinghouse/Submitter List:

Filter By :

	ProviderOne ID	Billing Agent/Clearinghouse
☐	794089WA0	EZBilling Agent

ProviderOne displays the Manage Billing Agent/Clearinghouse page.


Close Save

Manage Billing Agent/Clearinghouse Association:

Billing Agent/Clearinghouse ProviderOne Id: 7940894WAO

Start Date: 05/01/2009 * End Date: 12/31/2999

Status: In Review

Note: In the "Authorized Transaction Responses" section, please select 'yes' for any outbound HIPAA transactions that your clearinghouse acquires on your behalf.

Authorized Transaction Responses:

Transaction Responses	Authorized	Start Date	End Date
271-Eligibility Response	Yes	05/01/2999	12/31/2999
277-Claim Status Response	Yes	05/01/2999	12/31/2999
277U-Unsolicited Claims Status Response			
278-Prior Authorization Response			
820-Premium Payment			
834-Benefit Enrollment			
835-Healthcare Claim Payment Advice			

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Figure 42 - Manage Billing Agent/Clearinghouse Association

After making your changes, click the Save button to save and the Close button to exit the screen.

View/Update EDI Contact Information

Accessing the EDI Contact List

From the Business Process Wizard, click the EDI Contact Information link.

ProviderOne displays the EDI Contact Information List.

Figure 43 - EDI Contact Information List

This page is intentionally blank.

Add an EDI Contact

To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.

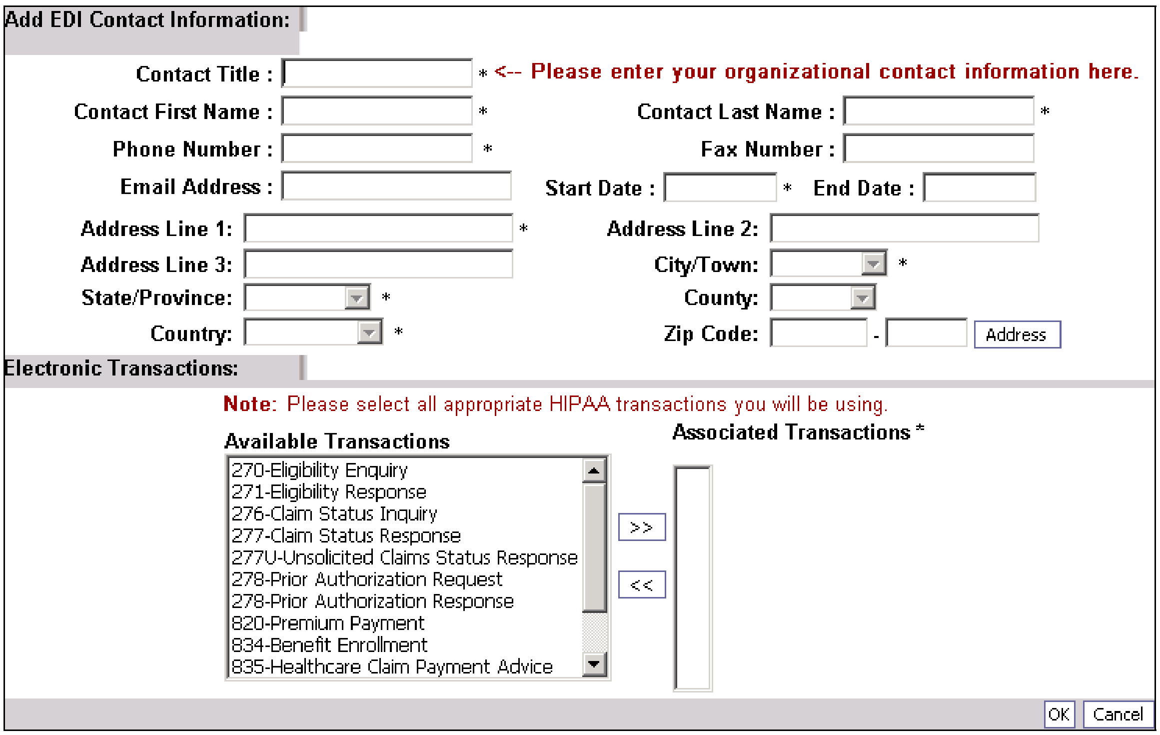


Figure 44 - Add EDI Contact Information

After creating the Contact and assigning transactions, click the OK button to save.

This page is intentionally blank.

Modifying an EDI Contact

From the EDI Contact Information List, click the hyperlink in the Contact Name column.

ProviderOne displays the Manage EDI Contact Information page.

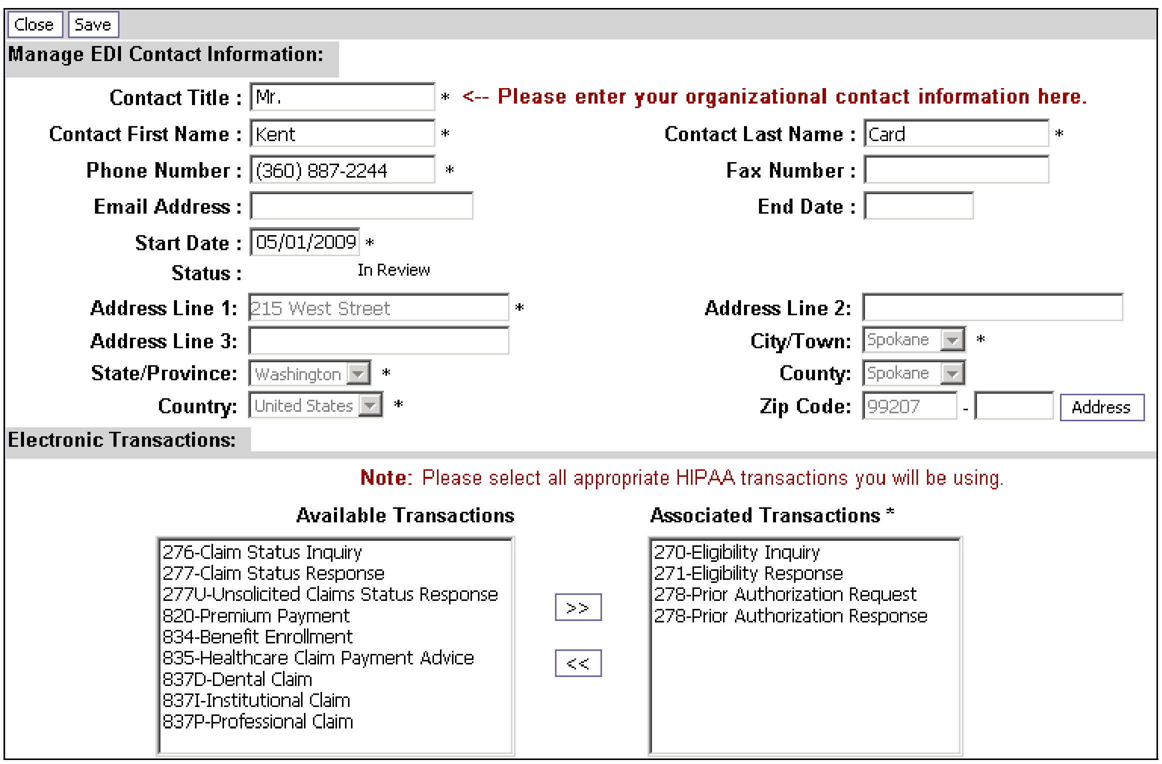


Figure 45 - Manage EDI Contact Information

After making your changes, click the Save button to save and the Close button to exit the screen.

View/Update Billing Provider Details

Accessing the Billing Provider List

From the Business Process Wizard, click the Billing Provider Details link.

Step # : Billing Provider Details

ProviderOne displays Billing Provider List.

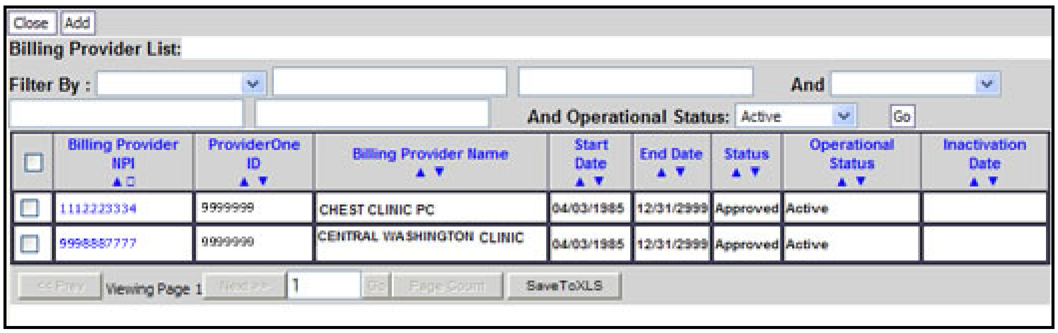


Figure 46 - Billing Provider List

This page is intentionally blank.

Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

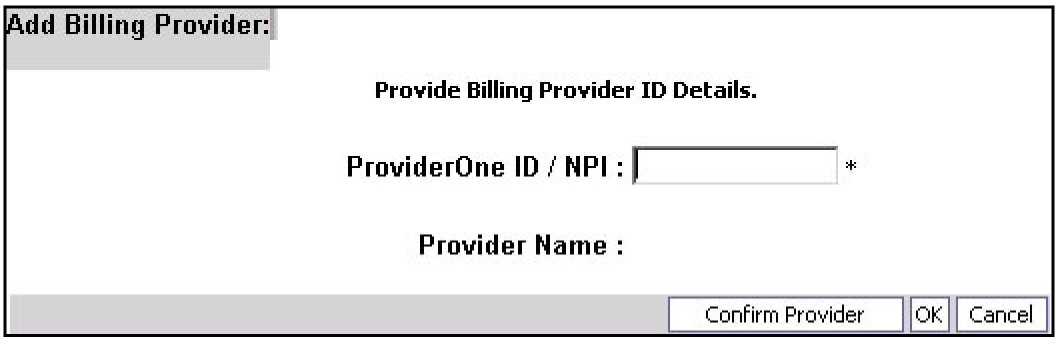


Figure 47 - Add Billing Provider

About the Payment Details Form

- You must know the ProviderOne Id, or NPI of the Billing Provider.

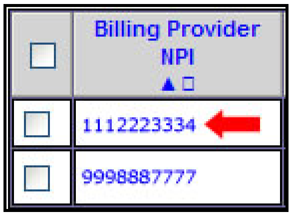
Enter the ProviderOne Id, or NPI number of the Billing Provider and click the Confirm Provider button.

If ProviderOne confirms the Billing Provider and displays the Provider Name. If a valid Provider is not found, ProviderOne displays an error message.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying a Billing Provider Record

From the Billing Provider List, click the link in the Billing Provider NPI column.



ProviderOne displays the Manage Billing Provider form.

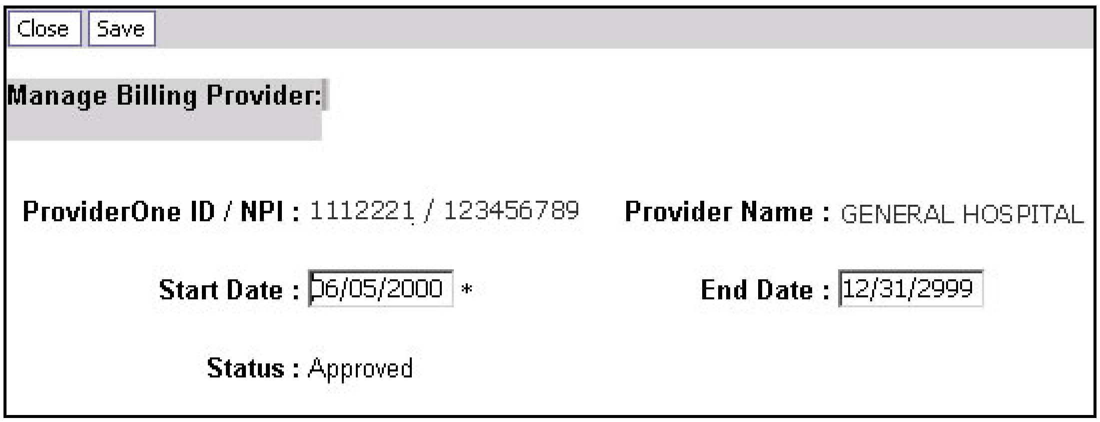


Figure 48 - Manage Billing Provider

After making your changes, click the Save button to save, or the Close button to close the window without saving.

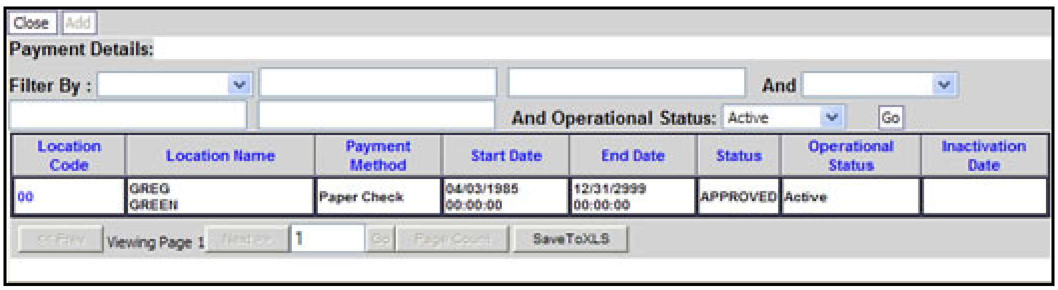
View/Update Payment Details

Accessing the Payment Details List

From the Business Process Wizard, click the Payment Details link.

Step # : Payment Details

ProviderOne displays the Payment Details list.


Close Add

Payment Details:

Filter By : And

And Operational Status: Active Go

Location Code	Location Name	Payment Method	Start Date	End Date	Status	Operational Status	Inactivation Date
00	GREG GREEN	Paper Check	04/03/1985 00:00:00	12/31/2999 00:00:00	APPROVED	Active	

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Figure 49 - Payment Details

About the Payment Details List

- Only one payment method is allowed per location.

This page is intentionally blank.

Viewing and Editing a Payment Method

To view and/or edit a Payment Method, click the hyperlink in the Location Code column.

ProviderOne displays the Payment Details form.

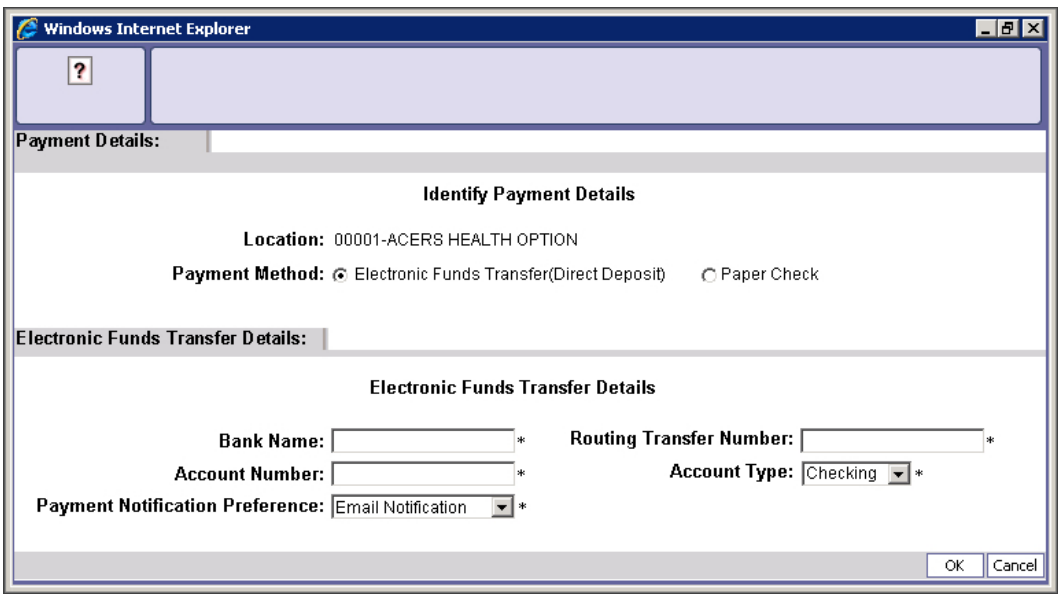


Figure 50 - Payment Details

About the Payment Details Form

- This page allows the payment method to be edited for the location listed.
- The Electronic Funds Transfer Details section will only be viewable if the Payment Method is set to Electronic Funds Transfer.
- When changing from EFT to Paper all information pertaining to the EFT for this location will be lost.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

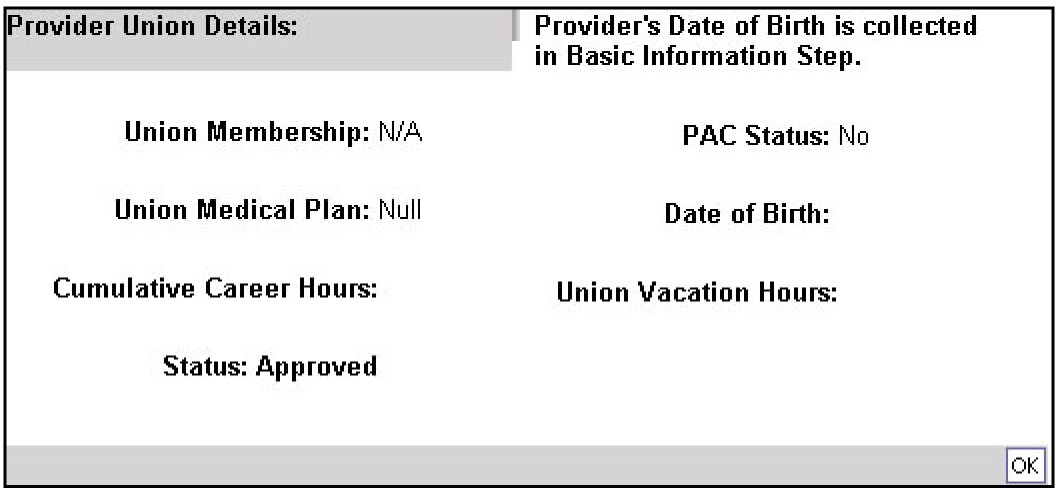
This page is intentionally blank.

View Union Information

Accessing the Provider Union Details Page

From the Business Process Wizard, click the View Union Information link.

ProviderOne displays the Provider Union Details page.


Provider Union Details:
Provider's Date of Birth is collected in Basic Information Step.

Union Membership: N/A
PAC Status: No
Union Medical Plan: Null
Date of Birth:
Cumulative Career Hours:
Union Vacation Hours:
Status: Approved
OK

Figure 51 - Provider Union Details

When finished viewing, click the OK button to close the window.

This page is intentionally blank.

Submit Modification for Review

Accessing the Final Submission Page

From the Business Process Wizard, click the Submit Modification for Review link.

Step # : Submit Modification for Review

ProviderOne displays the Final Submission page.

Close | Submit Provider Modification

Final Submission

ProviderOne ID: 2857403 **Enrollment Type:** Group Practice

The requested modifications submitted shall be verified and reviewed by the DSHS.
During this time, you may not make additional changes.
During this time, any changes to the information shall not be accepted.

I agree that the information submitted as a part of the application is correct (Privacy and Confidentiality).

Please use the Application # in all the documentation sent to the DSHS.

Instructions for submitting documentation:
1. **Please click on this link to display the documentation cover sheet.**
2. **Print the cover sheet.**
3. **Write the Application number in the 'Application #' field of the cover sheet.**
4. **Include the cover sheet, with the Application number, when mailing or faxing documentation to the DSHS.**

Application Document Checklist:

Forms/Documents	Special Instructions	Source	Required
Training and Education	Please provide a copy of all required Training and Documentation.		NO
Tax Documents	Please provide a copy of all required Tax Documents.	http://www.irs.gov	YES
Licenses and Certifications	Please provide a copy of all required Licenses and Certifications.	https://fortress.wa.gov/	NO
EDI Required Documentations	Please provide a copy of all require Trading Partner documents.		NO
Contracts and Agreements	Please provide a copy of Contracts, Agreements and current Core Provider.		YES
Business License	Please provide a copy of business license.	http://dor.wa.gov/content /home/brd/default.aspx	NO

Figure 52 - Final Submission

This page is intentionally blank.

Obtaining Documentation Source Documents

To download source documents, click the hyperlink in the Source column.

Tax Documents	Please provide a copy of all required Tax Documents.	http://www.irs.gov	YES

Printing the Documentation Cover Sheet

Click the this link hyperlink to display the documentation cover sheet.

Instructions for submitting documentation:
1. Please click on this link to display the documentation cover sheet.

ProviderOne displays a PDF version of the cover sheet.

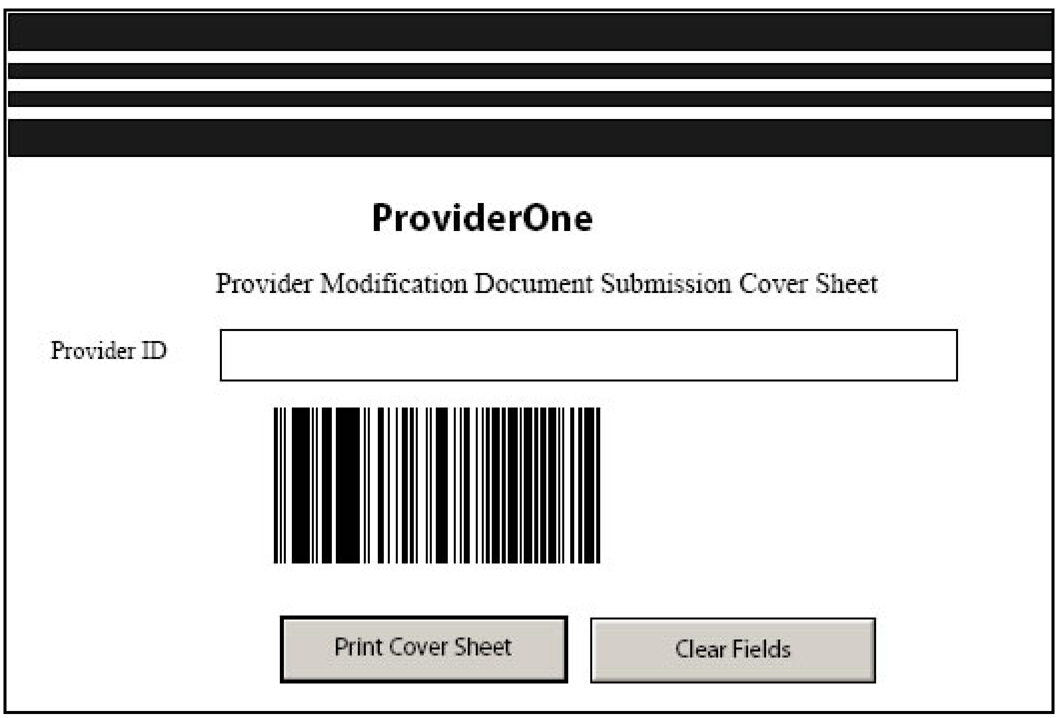


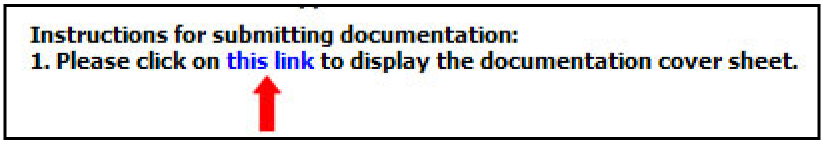
Figure 53 - Provider Modification Cover Sheet

Enter the Provider ID and print the cover sheet. Include this cover sheet with the documentation listed in the Application Document Checklist.

Re-printing the Documentation Cover Sheet

From the Business Process Wizard, click the Submit Modification for Review link.

Click the this link hyperlink to display the documentation cover sheet. Follow the steps on the previous page.



Submitting the Provider Modifications to DSHS

From the Final Submission page, click the Submit Provider Modification button.

ProviderOne displays the following Internet Explorer message.

Click OK to close the message and then click the Close button.

Undoing Provider Information Updates

The Undo Update option is only available prior to clicking the Submit Modification button.

To Undo a modification, check the Step and click the Undo Update button.

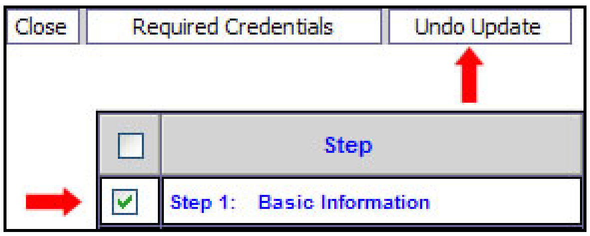


Table of Figures