

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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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](#)



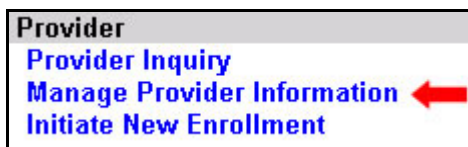
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Accessing the File Maintenance Business Process Wizard



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



ProviderOne displays the View/Update Business Process Wizard.

View/Update Provider Data - Individual:

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

☐	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

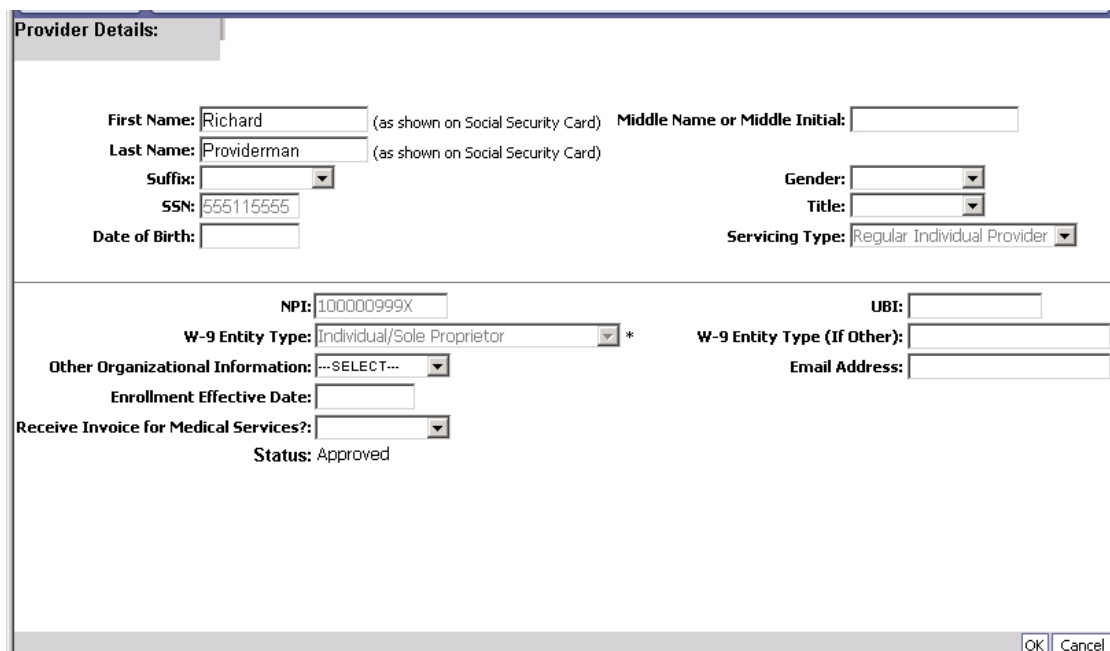


From the Business Process Wizard, click the Basic Information link.

Step # : Basic Information



ProviderOne displays the Provider Details page.



The screenshot shows the 'Provider Details' form in the ProviderOne system. The form is divided into two main sections. The top section contains fields for personal information: First Name (Richard), Last Name (Providerman), Middle Name or Middle Initial, Suffix, SSN (555115555), Date of Birth, Gender, Title, and Servicing Type (Regular Individual Provider). The bottom section contains fields for organizational and billing information: NPI (100000999X), UBI, W-9 Entity Type (Individual/Sole Proprietor), W-9 Entity Type (If Other), Other Organizational Information, Enrollment Effective Date, Receive Invoice for Medical Services?, and Status (Approved). The form has OK and Cancel buttons at the bottom right.

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.

Welcome Sharp, Bob . You have logged-in with EXT Provider File Maintenance profile. Links: --Select--

Path: Provider Portal/ Group Practice Modification
ProviderOne Id/NPI : 2857403 / 5522336671 Name: Mario Health Center

Close Add

Provider Locations:

Filter By : And Go

☐	Location Code ▲▼	Location Name ▲▼	Location Type ▲▼	Location Address ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼	Business Status ▲▼
☐	00	Mario Health Center	NPI Base Location	2008 N Division St, Spokane, Washington 99207	02/01/2002	12/31/2999	Approved	Active/Open

<< Prev Viewing Page 1 Next >> 1 Go Page Count Save To XLS

Figure 3 - Provider Locations

About the Locations List

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

This page is intentionally blank.

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: *

Web Page:

End Date:

Contact Last Name: *

Line 2:

City/Town: *

County:

Zip: -

Phone Number: *

Cell Phone Number:

WA Tax Revenue Code: *

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:

- o A “Location” address
- o 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.

☐	Location Code ▲ ▼
☐	00 



ProviderOne displays the Location Details screen.

Location Details:

Location Business Name: Mario Health	* Location Code: 00	Location: NPI Base Location Type
Contact First Name: John	* Contact Last Name: Jones	Accept New Client: ☒
Phone Number: (509) 555-1212	* Fax Number:	Email Address:
Cell Phone Number:	WA Tax Revenue Code:	Communication Preference:
Web Page:		
Business Status: Active/Open	Start Date: 07/02/2008	End Date: 12/31/2999
System Status: Approved	Start Date: 07/02/2008	End Date: 12/31/2999

Address List:

Filter By:

☐	Address Type ▲ ▼	Address ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼	Status ▲ ▼
☐	Location	2008 N Division St, Spokane, Washington	07/02/2008	12/31/2999	APPROVED
☐	Mailing	2008 N Division St, Spokane, Washington	07/02/2008	12/31/2999	APPROVED
☐	Pay-To	2008 N Division St, Spokane, Washington	07/02/2008	12/31/2999	APPROVED

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.

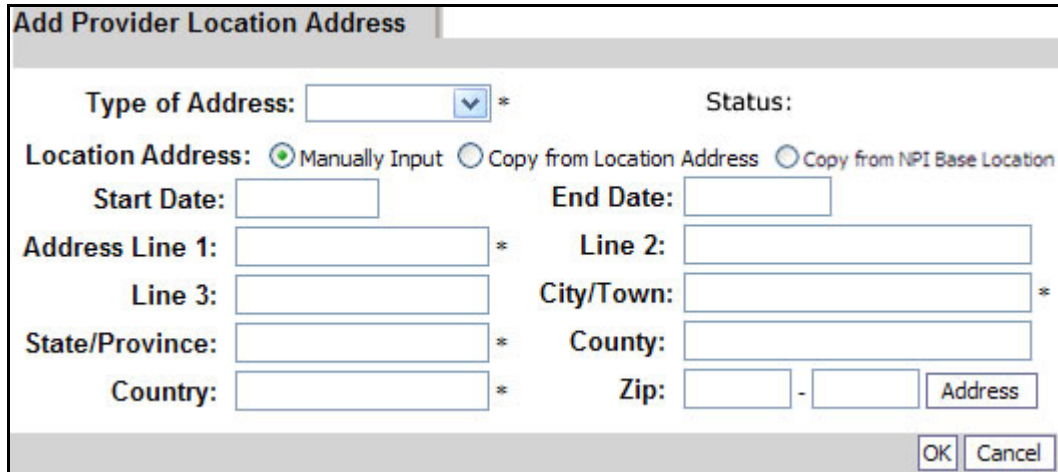


Figure 6 – Add Provider Location Address

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.

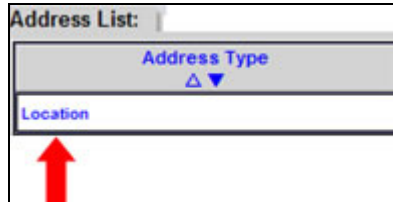


After completing the form, click the OK button to Save and return to the Location Details Screen or Click the Cancel button to close without saving.

Edit a Location Address



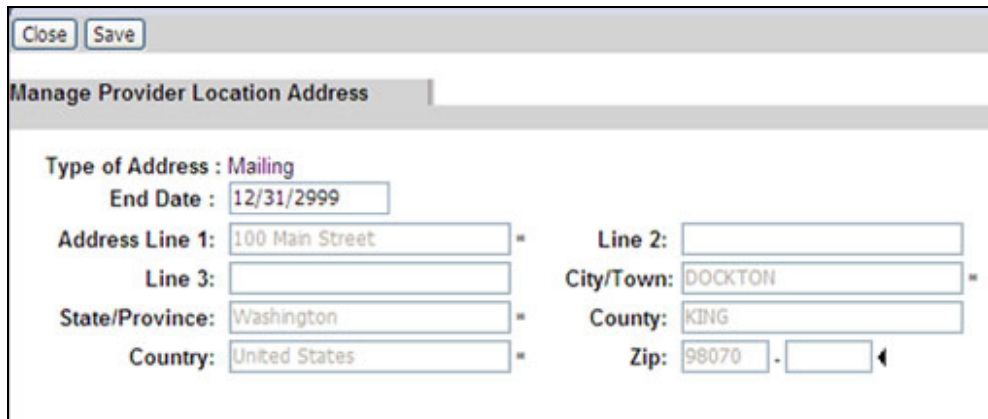
From the Location Details screen, click the link in the Address Type column.



Address Type
Location



ProviderOne displays the Manage Provider Location Address form.



Close Save

Manage Provider Location Address

Type of Address : Mailing

End Date : 12/31/2999

Address Line 1: 100 Main Street = Line 2:

Line 3: City/Town: DOCKTON =

State/Province: Washington = County: KING

Country: United States = Zip: 98070 -

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.

Step # : Specializations



ProviderOne displays the Specialty/Subspecialty List.

Close Add Update									
Specialty/Subspecialty List									
Filter By: [] And []									
And Operational Status: Active Go									
☐	Provider Type ▲ ▼	Specialty/Subspecialty ▲ ▼	Administrations ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼	Operational Status ▲ ▼	Status ▲ ▼	Inactivation Date ▲ ▼	End Reason ▲ ▼
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/50015-Sports Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/00300-Geriatric Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0505-Adult Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0401-Addiction Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0000-Adolescent Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
☐	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/00000-Family Practice	HRSA	06/05/2000	12/31/2999	Active	Approved		
Viewing Page 1 of 1 Page Count Save To XLS									

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.

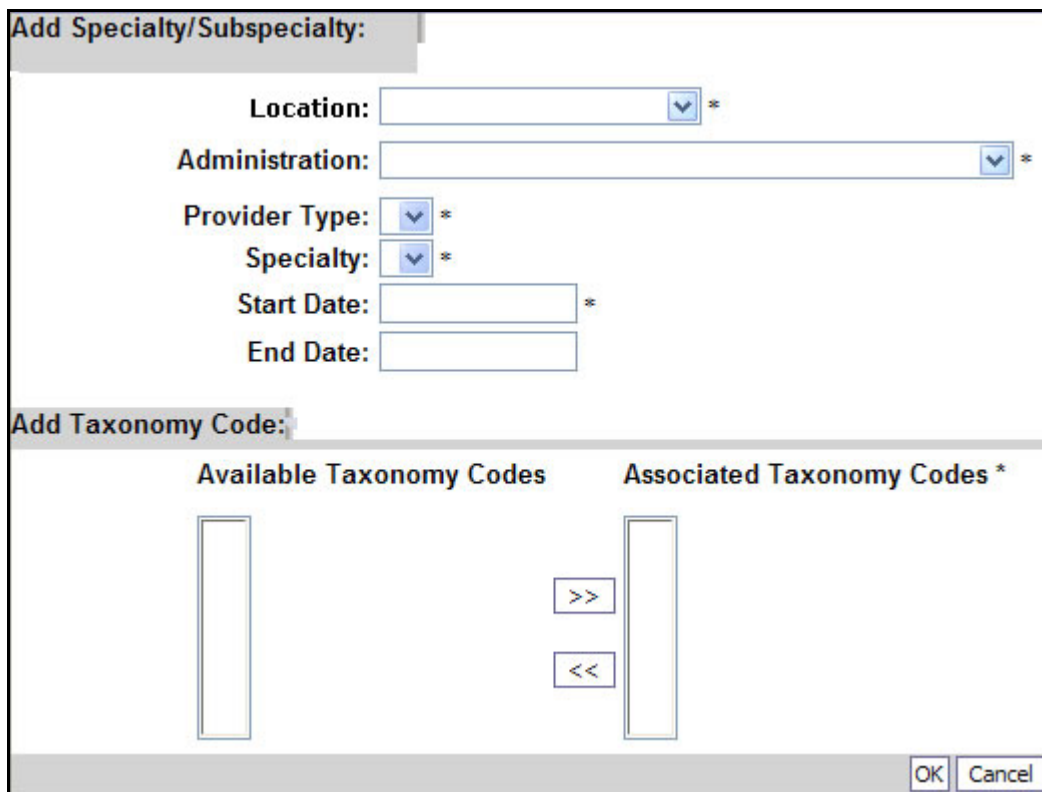


Figure 9 - Add Specialty/Subspecialty

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.



Close Add Update

Note: Provider Type and Specialty/Subspecialty are your Tax

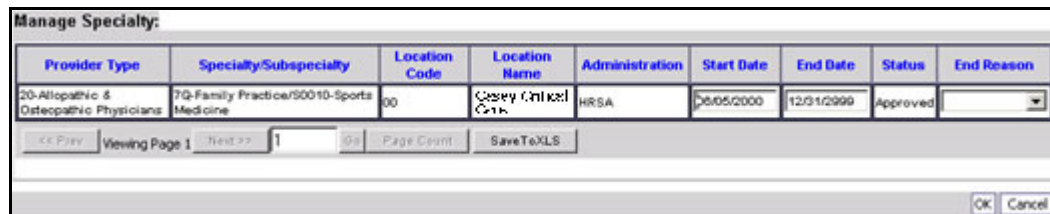
Specialty/Subspecialty List:

Filter By :

☐	Provider Type ▲ ▼	Specialty/Subspecialty □ ▼
☒	22-Respiratory, Developmental, Rehabilitative and	78-Respiratory Therapist- Certified/C020 Care



ProviderOne displays the Manage Specialty/Subspecialty list.



Manage Specialty:

Provider Type	Specialty/Subspecialty	Location Code	Location Name	Administration	Start Date	End Date	Status	End Reason
20-Allopathic & Osteopathic Physicians	70-Family Practice/50010-Sports Medicine	00	Carey Critical Care	HRSA	06/05/2000	12/31/2000	Approved	

<< Prev Viewing Page 1 Next >> Page Count Save To XLS

OK Cancel

Figure 10 - Manage Specialty/Subspecialty

About the Manage Specialty/Subspecialty List

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



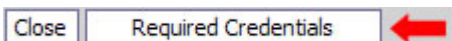
After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

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

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

<< Prev Viewing Page 1 Next >> 2 Page Count

Figure 11 - Required Credentials For Specialization



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

Required Credentials For Specialization:

Filter By : 01-License

- 01-License
- 02-Identifier
- 03-Training



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

This page is intentionally blank.

View/Update Ownership Details

Accessing the Owners List

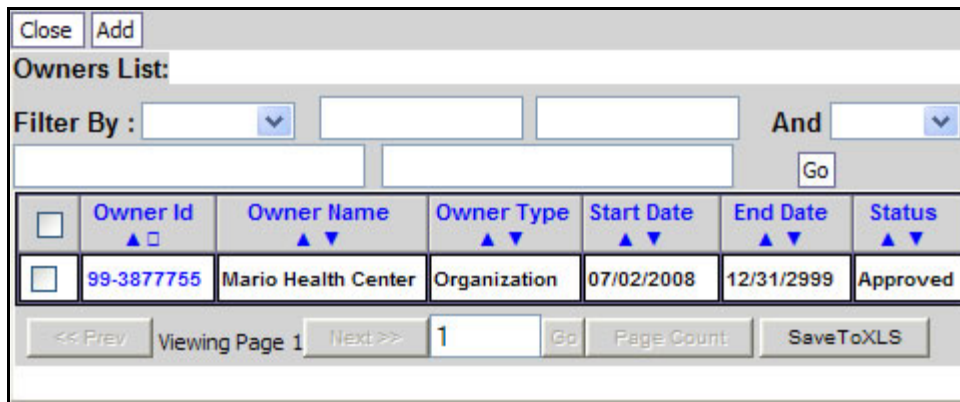


From the Business Process Wizard, click the Ownership Details link.

Step # : Ownership Details



ProviderOne displays the Owners list.



	Owner Id	Owner Name	Owner Type	Start Date	End Date	Status
☐	99-3877755	Mario Health Center	Organization	07/02/2008	12/31/2999	Approved

Figure 12 - Owners List

This page is intentionally blank.

Adding an Owner



To add a new record, click the Add button.

ProviderOne displays the Add Provider Owner form.

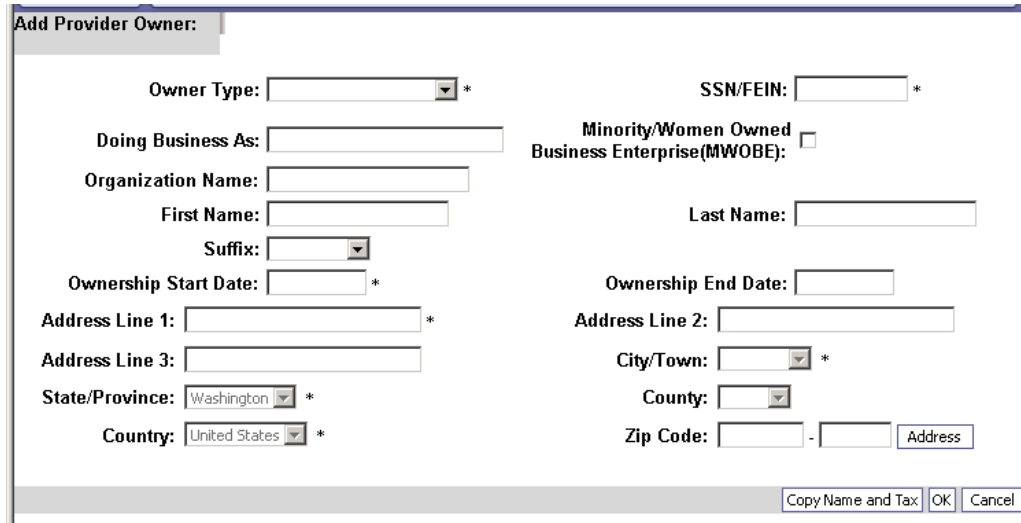


Figure 13 - Add Provider Owner

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.

	Owner Id	Owner Name
☐	99-3877755	Mario Health Center



ProviderOne displays the Provider Owner Details form.

Close Save View History Copy Name and Tax

Provider Owner Details:

Owner Type: Individual SSN/FEIN: 555-55-5555 *

Doing Business As: Minority/Women Owned Business Enterprise(MWOBE): ☐

First Name: Daniel Suffix: Dr Last Name: Providerman

Ownership Start Date: 07/01/2008 * Ownership End Date: 12/31/2999

Address Line 1: 2008 N Division St Address Line 2:

Address Line 3: City/Town: SPOKANE * County: SPOKANE

State/Province: Washington * Zip Code: 99207 - Address

Country: United States * Status: Approved

Associated Providers:

Provider Id	Provider Name	Start Date	End Date
No Records Found !			

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

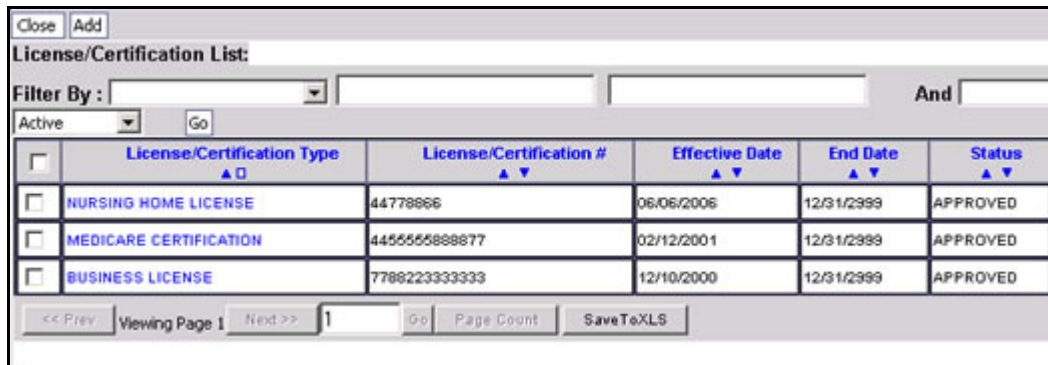


From the Business Process Wizard, click the Licenses and Certifications link.

Step # : Licenses and Certifications



ProviderOne displays the License/Certification List.



The screenshot shows a web application interface for viewing licenses and certifications. At the top, there are 'Close' and 'Add' buttons. Below them is the title 'License/Certification List:'. A 'Filter By:' section includes a dropdown menu, two text input fields, and an 'And' connector. Below the filter section is a table with columns: 'License/Certification Type', 'License/Certification #', 'Effective Date', 'End Date', and 'Status'. Each column has a small up/down arrow icon. The table contains three rows of data. At the bottom of the table, there are navigation buttons: '<< Prev', 'Viewing Page 1', 'Next >>', a text input field with '1', a 'Go' button, a 'Page Count' button, and a 'Save To XLS' button.

☐	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

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.

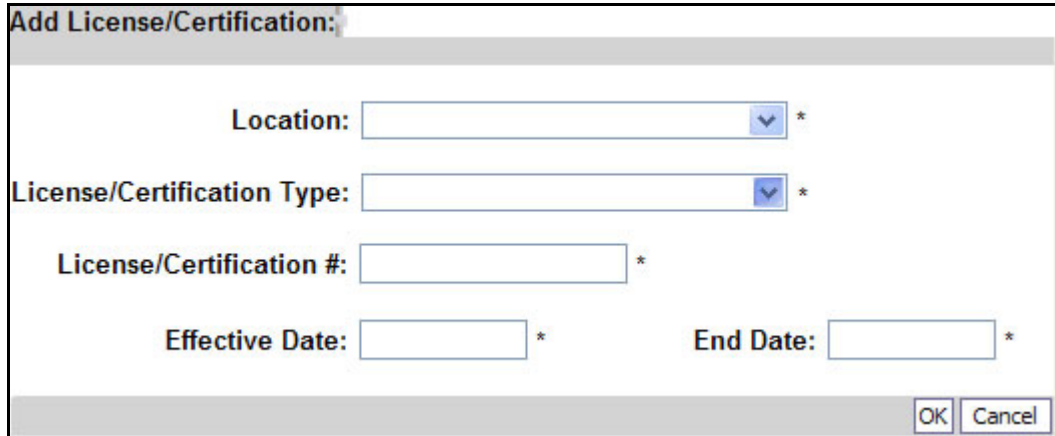


Figure 16 - Add License/Certification

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.

☐	License/Certification # ▲ ▼	License/Certification Type ▲ ▼
☐	258930413 	Professional License



ProviderOne displays the Manage License/Certification form.

Manage License/Certification :

Location: Casey Critical Care ▼ *

License/Certification Type: Professional License ▼ *

License/Certification #: 258930413 *

Effective Date: 12/31/1972 * End Date: 12/31/2999 *

OK Cancel

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

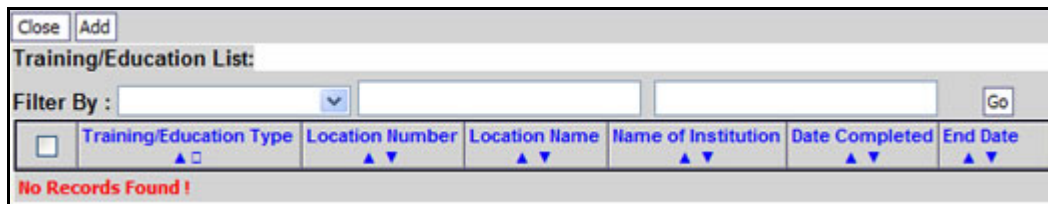


From the Business Process Wizard, click the Training and Education link.

Step # : Training and Education



ProviderOne displays the Training/Education List.



Training/Education Type	Location Number	Location Name	Name of Institution	Date Completed	End Date
No Records Found !					

Figure 18 - Training/Education List

This page is intentionally blank.

Adding a Training/Education Record



To add a new record, click the Add button.

ProviderOne displays the Add Training/Education form.

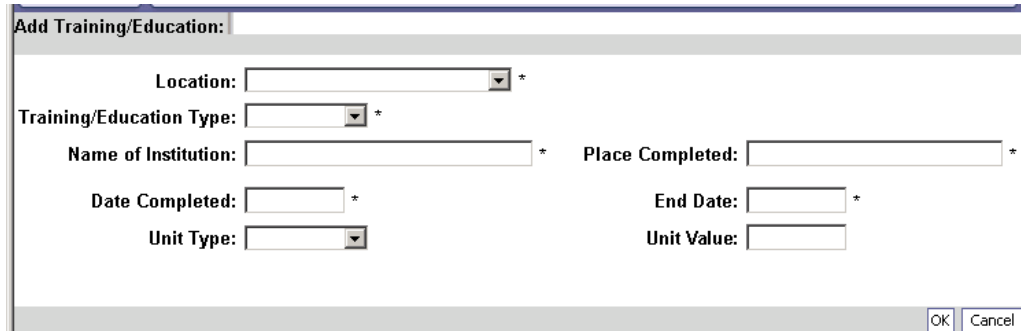


Figure 19 - Add Training/Education

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

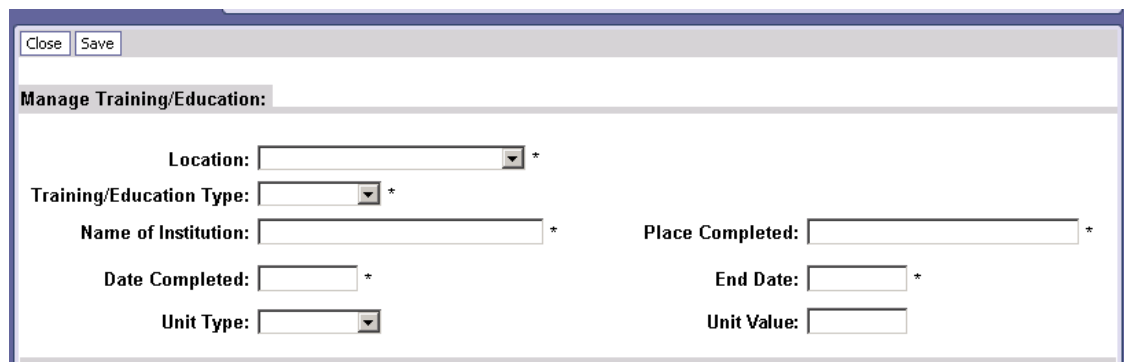


From the Training/Education List, click the hyperlink in the Training/Education Type column.

☐	Training/Education Type ▲ □	Location Number ▲ ▼
☐	SSPS Training 	00001



ProviderOne displays the Manage Training/Education form.



The screenshot shows a web form titled "Manage Training/Education:". At the top are "Close" and "Save" buttons. The form contains several fields with asterisks indicating required information:

- Location: [dropdown menu] *
- Training/Education Type: [dropdown menu] *
- Name of Institution: [text box] *
- Place Completed: [text box] *
- Date Completed: [text box] *
- End Date: [text box] *
- Unit Type: [dropdown menu]
- Unit Value: [text box]

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.

Step # : Identifiers



ProviderOne displays the Provider Identifiers List.

Close Add						
Provider Identifiers:						
Filter By : Go						
☐	Identifier Type ▼	Identifier Value ▲ ▼	Location Number ▲ ▼	Location Name ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼
☐	Provider Medicare Number	7021561	00001	Casey Critical Care	02/01/2004	12/31/2999
Previous Viewing Page 1 Next 1 Go Page Count SaveToXLS						

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.

This page is intentionally blank.

Adding an Identifier



To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.

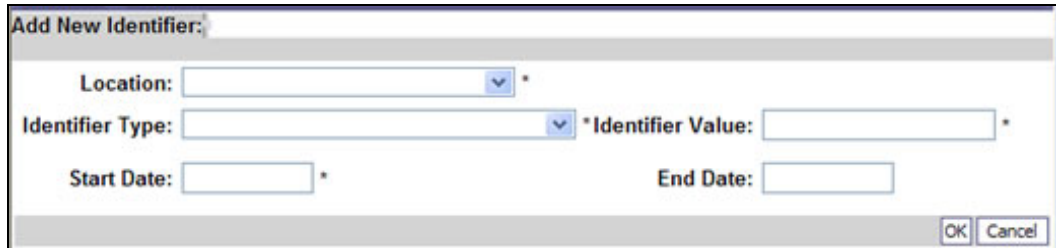


Figure 22 - Add New Identifier

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.

☐	Identifier Type ▼
☐	Provider Medicare Number



ProviderOne displays the Manage Identifier page.

Close Save

Manage Identifier :

Location : 00001-NPI Base *

Identifier Type : Adult Family Home Number *

Identifier Value : asd *

Start Date : 04/02/2007 *

End Date : 12/31/2999

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

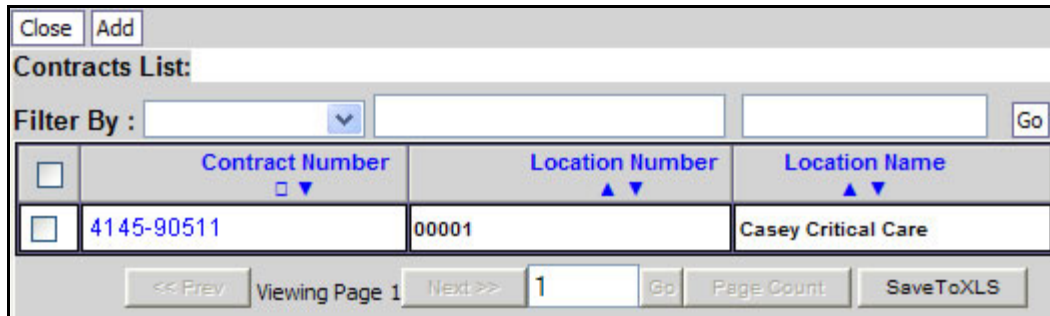


From the Business Process Wizard, click the Contract Details link.

Step # : Contract Details



ProviderOne displays the Contracts List.



☐	Contract Number □ ▼	Location Number ▲ ▼	Location Name ▲ ▼
☐	4145-90511	00001	Casey Critical Care

Close Add

Contracts List:

Filter By : [] [] [] Go

<< Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS

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.

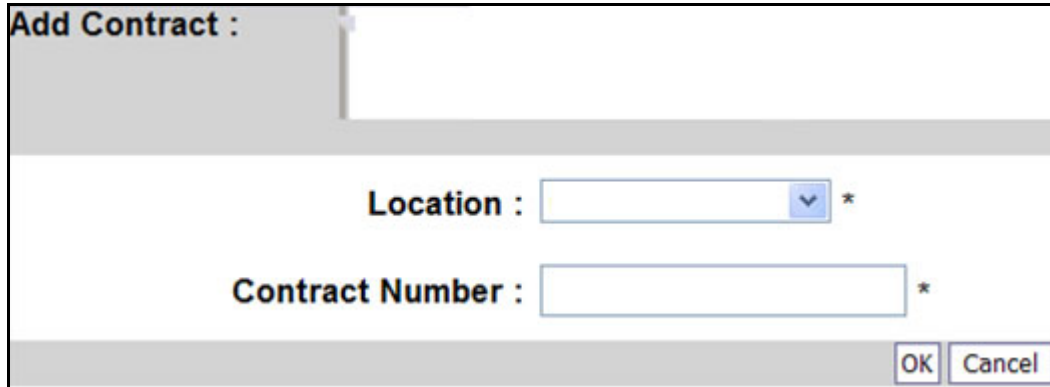


Figure 25 - Add Contract

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

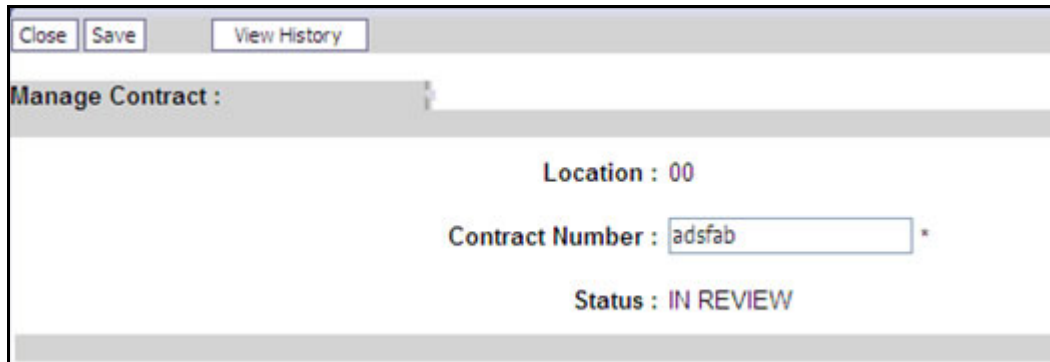


From the Contracts List, click the link in the Contract Number column.

☐	Contract Number ☐
☐	4145-90511



ProviderOne displays the Manage Contract form.



The screenshot shows a web form titled "Manage Contract :". At the top, there are three buttons: "Close", "Save", and "View History". Below the title bar, the form contains the following fields and labels:

- Location :** 00
- Contract Number :** adsfab *
- Status :** IN REVIEW

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

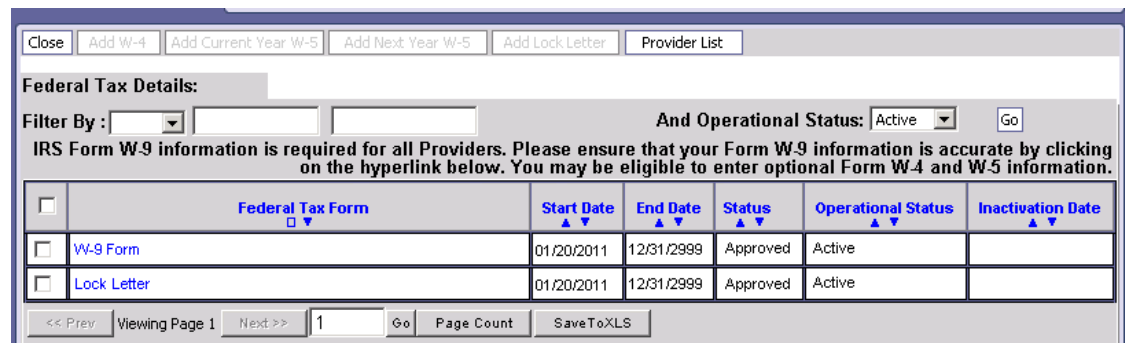


From the Business Process Wizard, click the Federal Tax Details link.

Step # : Federal Tax Details



ProviderOne displays the Federal Tax Details page.



	Federal Tax Form	Start Date	End Date	Status	Operational Status	Inactivation Date
☐	W-9 Form	01/20/2011	12/31/2999	Approved	Active	
☐	Lock Letter	01/20/2011	12/31/2999	Approved	Active	

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.

☐	Federal Tax Form
☐	W-9 Form 



ProviderOne displays the Form W-9 page.

Form W-9:

To update/correct the data in the disabled fields, please go back to Basic Information step.

Legal Name:

Casey, Benjamin

SSN/FEIN:

555-55-5555

W-9 Entity Type:

Individual/Sole Proprietor

UBI:

8988773342

Business Name:

Exempt from Backup Withholding:

☐

Address:

Use Pay-To address from the following location:

---SELECT---

Address Line 1:

*

Line 2:

Line 3:

City/Town:

*

State/Province:

*

County:

Country:

*

Zip:

-

Address

Phone Number:

*

OK

Cancel

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.

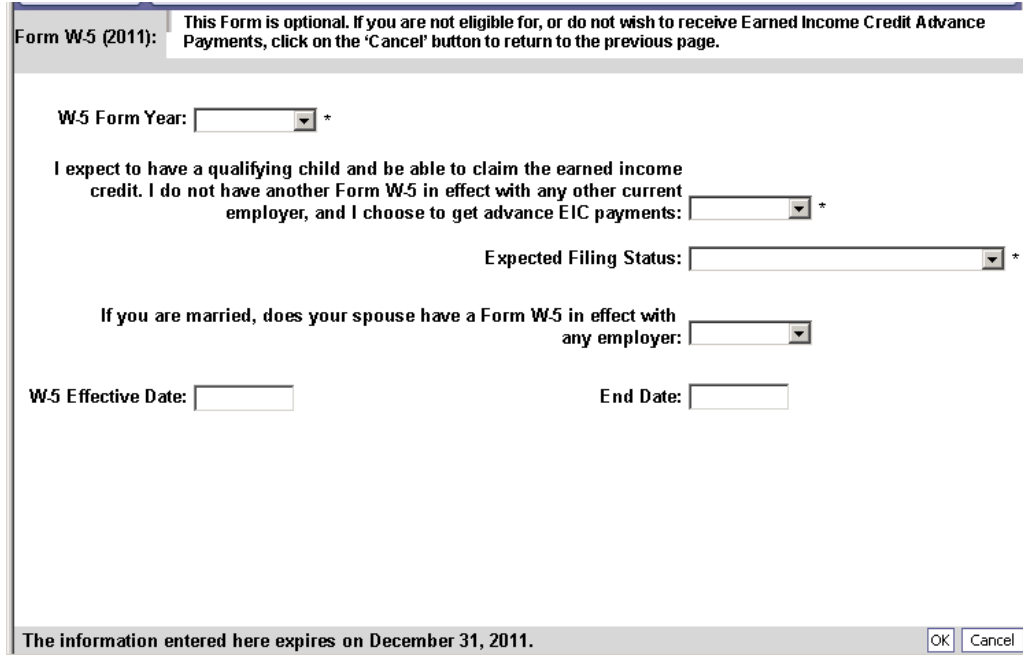


Figure 29 - Form W-5



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.

Form W-4: Federal Withholding (W4) will only to certain services covered under Collective Bargaining Agreement. This form is optional. If you do not wish to have any Federal Income Tax Withheld, click on the 'Cancel' button to return to the previous page. Instructions on how to complete this page are on the IRS W-4 Form. you must turn in a complete, unaltered, signed W-4 for the changes to occur.

Home Address:

Address Line 1: * Address Line 2:

Address Line 3: City/Town: *

State/Province: * County:

Country: * Zip Code: -

Tax Form Year: * (If married, but legally separated, or spouse is a nonresident alien, select "Single")

Filing Status: *

Number of Allowances: * Additional Amount Withheld: *

I Claim Exemption from Withholding: ☐

Tax Form Year Effective Date: Tax Form Year End Date: *

IRS Lock Letter Exists: ☐ IRS Lock Letter Effective Date:

Request cancellation of Withholding in Writing: ☐ Request cancellation of Withholding in Writing Date:

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

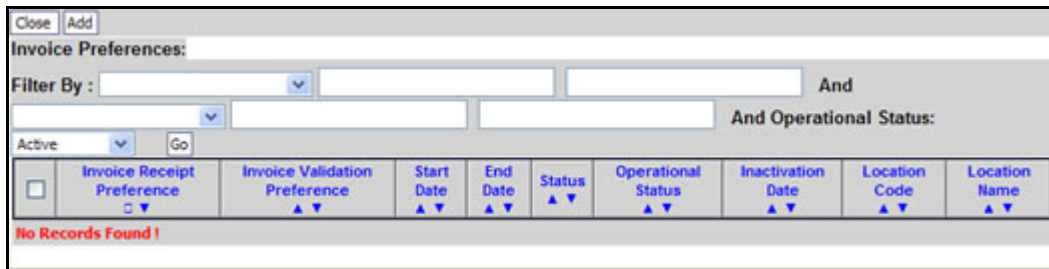


From the Business Process Wizard, click the Invoice Details link.

Step # : Invoice Details



ProviderOne displays the Invoices Preferences list.



Close Add

Invoice Preferences:

Filter By : [dropdown] [dropdown] And [dropdown] And Operational Status:

Active [dropdown] Go

	Invoice Receipt Preference	Invoice Validation Preference	Start Date	End Date	Status	Operational Status	Inactivation Date	Location Code	Location Name
☐									

No Records Found!

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.

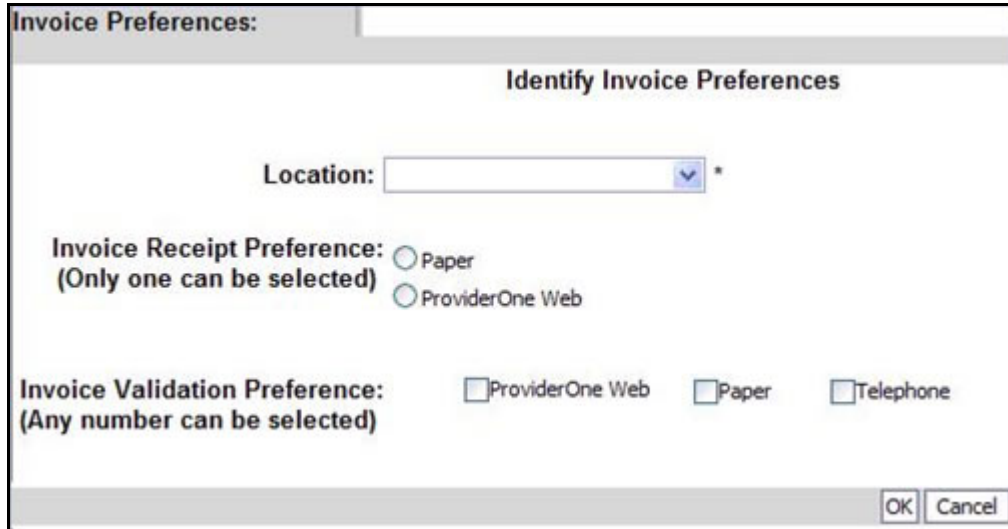


Figure 32 - Add Invoice Preferences

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.

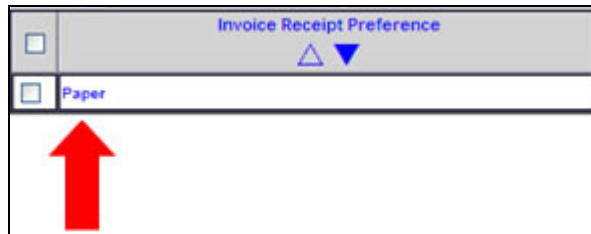


Click the OK button to save the information and close the window, or Cancel to close the window without saving.

Modifying an Invoice Preference Record



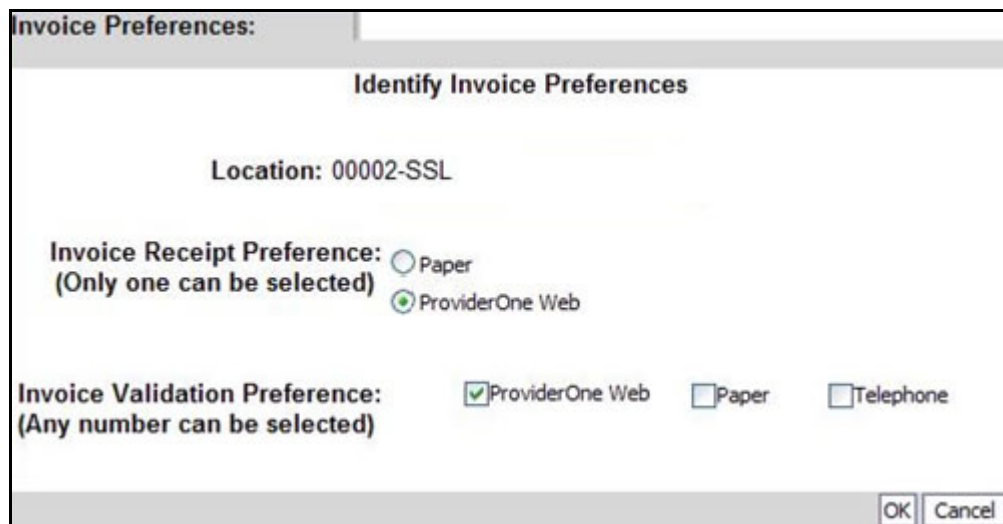
From the ProviderOne Invoice Preferences list, click the link in the Invoice Receipt Preference column.



☐	Invoice Receipt Preference
☐	Paper



ProviderOne displays the Update Invoice Preferences form.



Invoice Preferences:

Identify Invoice Preferences

Location: 00002-SSL

Invoice Receipt Preference: (Only one can be selected)

☐ Paper

☒ ProviderOne Web

Invoice Validation Preference: (Any number can be selected)

☒ ProviderOne Web ☐ Paper ☐ Telephone

OK Cancel

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.

Step # : EDI Submission Method



ProviderOne displays the EDI Submission Method list.



The screenshot shows a web application interface for managing EDI Submission Methods. At the top, there are 'Close' and 'Add' buttons. Below them is a search bar labeled 'EDI Submission Method:'. A 'Filter By' section contains two dropdown menus and an 'And' dropdown. Below this is a table with columns: 'EDI Submission Method', 'Start Date', 'End Date', 'Status', 'Operational Status', and 'Inactivation Date'. Each column has a small icon (a square with a downward arrow) next to it. To the right of the table is a 'Go' button. Below the table, the text 'No Records Found!' is displayed in red.

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.

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/Clearinghouse	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 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/Clearinghouse	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.

Step # : EDI Billing Software Details



ProviderOne displays the EDI Billing Software Information list.

Close Add							
EDI Billing Software Information:							
Filter By : Go							
☐	Software Name	Software Version	Software Vendor Name	Vendor Contact Title	Vendor Contact Name	Vendor Contact Phone Number	End Date
No Records Found !							

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: Default Delimiter * (asterisk)

Segment Delimiter: Default Delimiter ~ (tilde)

Sub-Element Delimiter: 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

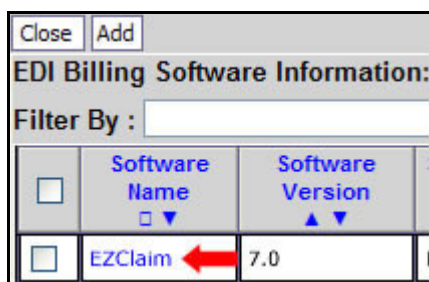


After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving.

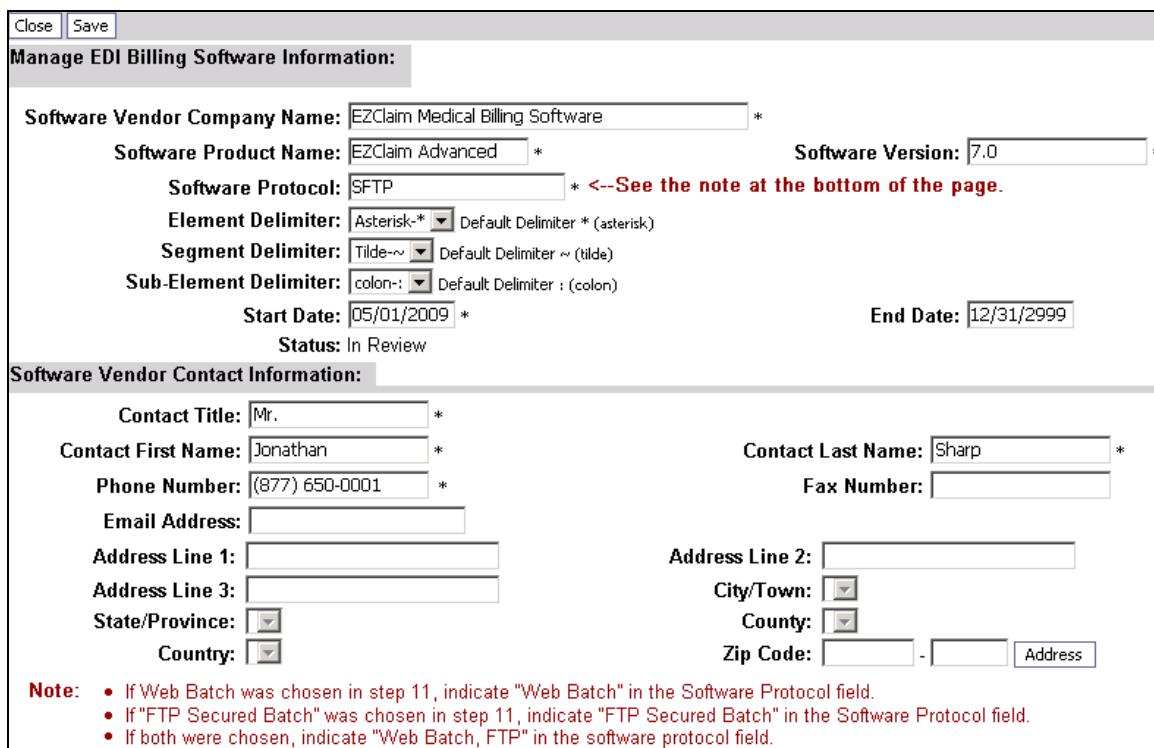
Modifying an EDI Billing Software Record



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




ProviderOne displays the Manage EDI Billing Software Information page.



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

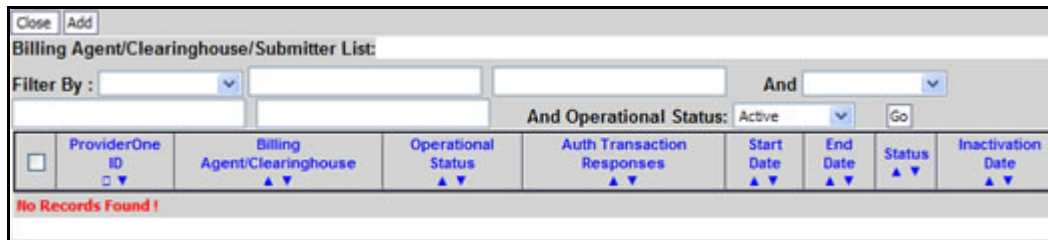


From the Business Process Wizard, click the EDI Submitter Details link.

Step # : EDI Submitter Details



ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.



ProviderOne ID	Billing Agent/Clearinghouse	Operational Status	Auth Transaction Responses	Start Date	End Date	Status	Inactivation Date
No Records Found !							

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 v		
277-Claim Status Response	No v		
277U-Unsolicited Claims Status Response	No v		
278-Prior Authorization Response	No v		
820-Premium Payment	No v		
834-Benefit Enrollment	No v		
835-Healthcare Claim Payment Advice	No v		

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 v	Billing Agent/Clearinghouse v
☐	794089WAO	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 v	05/01/2999	12/31/2999
277-Claim Status Response	Yes v	05/01/2999	12/31/2999
277U-Unsolicited Claims Status Response	v		
278-Prior Authorization Response	v		
820-Premium Payment	v		
834-Benefit Enrollment	v		
835-Healthcare Claim Payment Advice	v		

<< Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS

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

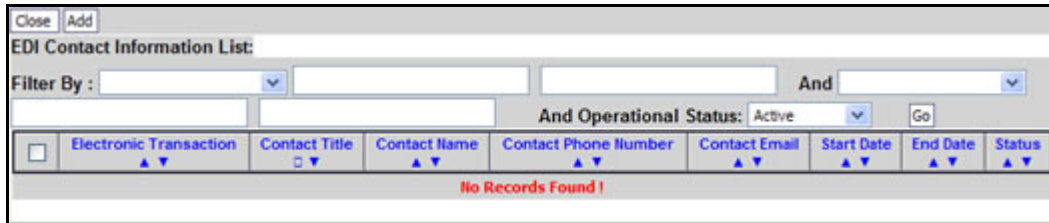


From the Business Process Wizard, click the EDI Contact Information link.

Step # : EDI Contact Information



ProviderOne displays the EDI Contact Information List.



The screenshot shows the 'EDI Contact Information List' window. At the top, there are 'Close' and 'Add' buttons. Below them is a search bar. The 'Filter By' section includes two dropdown menus, a text input field, and an 'And' dropdown menu. Below this is the 'And Operational Status' dropdown menu set to 'Active', followed by a 'Go' button. The main area is a table with the following columns: 'Electronic Transaction' (with a checkbox), 'Contact Title', 'Contact Name', 'Contact Phone Number', 'Contact Email', 'Start Date', 'End Date', and 'Status'. Each column has a small up/down arrow icon. At the bottom of the table, the text 'No Records Found!' is displayed in red.

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.

Add EDI Contact Information:

Contact Title : * **<-- Please enter your organizational contact information here.**

Contact First Name : * **Contact Last Name :** *

Phone Number : * **Fax Number :**

Email Address : **Start Date :** * **End Date :**

Address Line 1 : * **Address Line 2 :**

Address Line 3 : **City/Town :** *

State/Province : * **County :**

Country : * **Zip Code :** -

Electronic Transactions:

Note: Please select all appropriate HIPAA transactions you will be using.

Available Transactions	Associated Transactions *
270-Eligibility Enquiry	
271-Eligibility Response	
276-Claim Status Inquiry	
277-Claim Status Response	
277U-Unsolicited Claims Status Response	
278-Prior Authorization Request	
278-Prior Authorization Response	
820-Premium Payment	
834-Benefit Enrollment	
835-Healthcare Claim Payment Advice	

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.

EDI Contact Information List:			
Filter By : v			
☐	Electronic Transaction ▲ ▼	Contact Title □ ▼	Contact Name ▲ ▼
☐	270,271,278	Mr. 	Card, Kent



ProviderOne displays the Manage EDI Contact Information page.

Manage EDI Contact Information:

Contact Title : * <-- Please enter your organizational contact information here.

Contact First Name : *

Contact Last Name : *

Phone Number : *

Fax Number :

Email Address :

End Date :

Start Date : *

Status :

Address Line 1: *

Address Line 2:

Address Line 3:

City/Town: *

State/Province: *

County:

Country: *

Zip Code: -

Electronic Transactions:

Note: Please select all appropriate HIPAA transactions you will be using.

Available Transactions		Associated Transactions *
276-Claim Status Inquiry 277-Claim Status Response 277U-Unsolicited Claims Status Response 820-Premium Payment 834-Benefit Enrollment 835-Healthcare Claim Payment Advice 837D-Dental Claim 837I-Institutional Claim 837P-Professional Claim	>> <<	270-Eligibility Inquiry 271-Eligibility Response 278-Prior Authorization Request 278-Prior Authorization Response

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

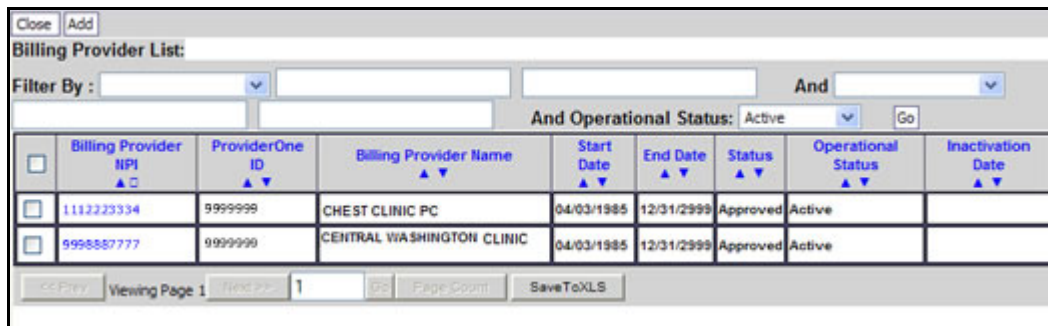


From the Business Process Wizard, click the Billing Provider Details link.

Step # : Billing Provider Details



ProviderOne displays Billing Provider List.



Close Add

Billing Provider List:

Filter By : [] And []

And Operational Status: Active [] Go

	Billing Provider NPI	ProviderOne ID	Billing Provider Name	Start Date	End Date	Status	Operational Status	Inactivation Date
☐	1112223334	9999999	CHEST CLINIC PC	04/03/1985	12/31/2999	Approved	Active	
☐	9998887777	9999999	CENTRAL WASHINGTON CLINIC	04/03/1985	12/31/2999	Approved	Active	

CC Prev Viewing Page 1 Next PP 1 PS Page Count Save To XLS

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.

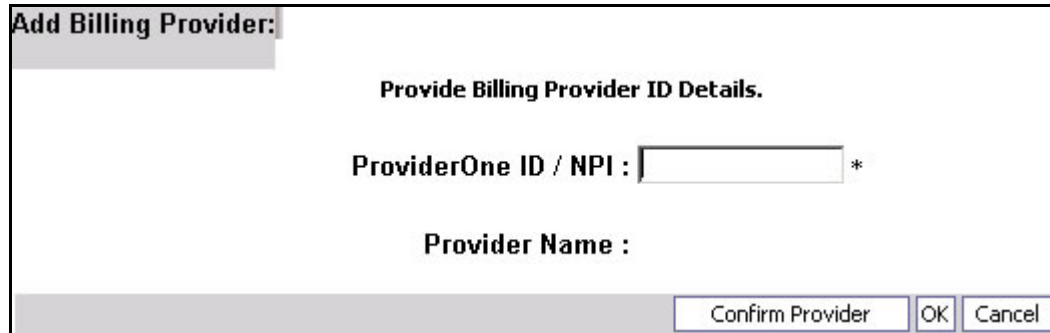


Figure 47 - Add Billing Provider

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.

☐	Billing Provider NPI ▲ □
☐	1112223334 
☐	9998887777



ProviderOne displays the Manage Billing Provider form.

Manage Billing Provider:

ProviderOne ID / NPI : 1112221 / 123456789 **Provider Name :** GENERAL HOSPITAL

Start Date : 06/05/2000 * **End Date :** 12/31/2999

Status : Approved

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

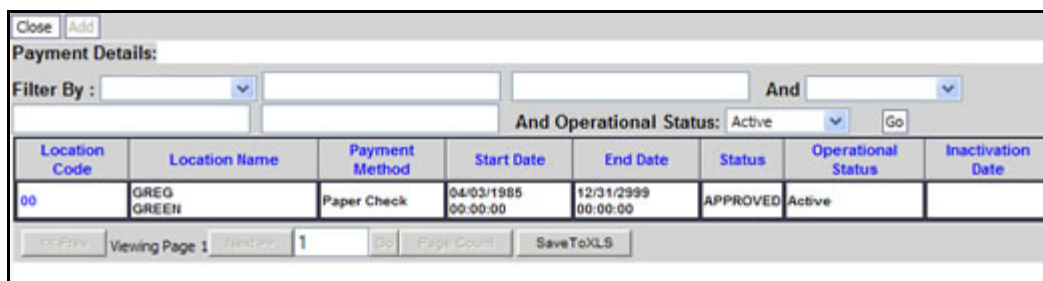


From the Business Process Wizard, click the Payment Details link.

Step # : Payment Details



ProviderOne displays the Payment Details list.



Close Add

Payment Details:

Filter By : [dropdown] [dropdown] And [dropdown]

And Operational Status: Active [dropdown] 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	

Viewing Page 1 of 1

SaveToXLS

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.

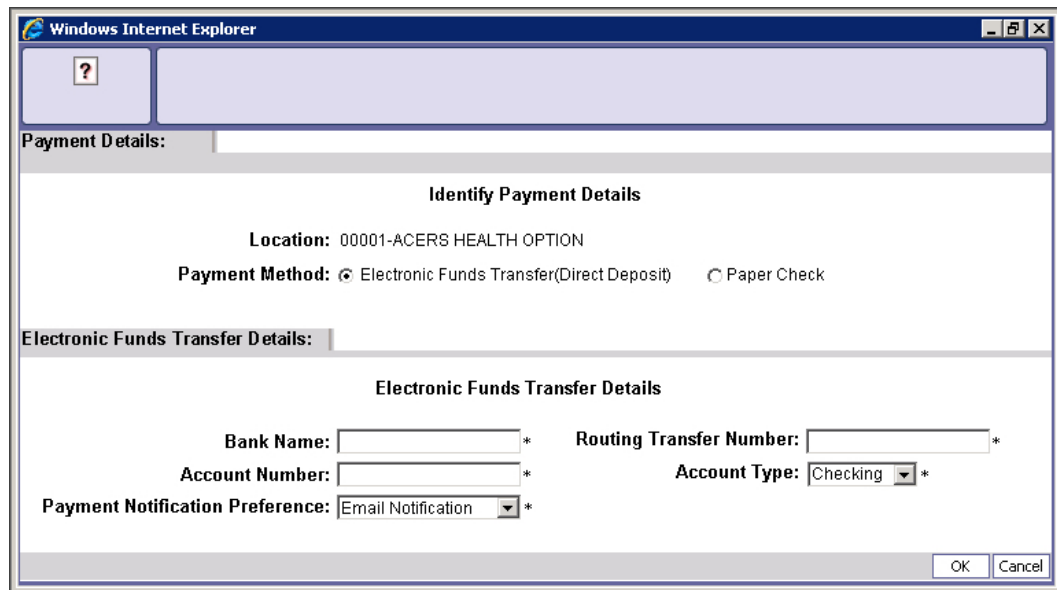


Figure 50 - Payment Details

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.

Step # : View Union Information



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.



The screenshot shows a web form titled "ProviderOne" with the subtitle "Provider Modification Document Submission Cover Sheet". It contains a text input field for "Provider ID", a barcode, and two buttons at the bottom: "Print Cover Sheet" and "Clear Fields".

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.

Step # : Submit Modification for Review



Click the [this link](#) hyperlink to display the documentation cover sheet. Follow the steps on the previous page.

Instructions for submitting documentation:
1. Please click on [this link](#) to display the documentation cover sheet.



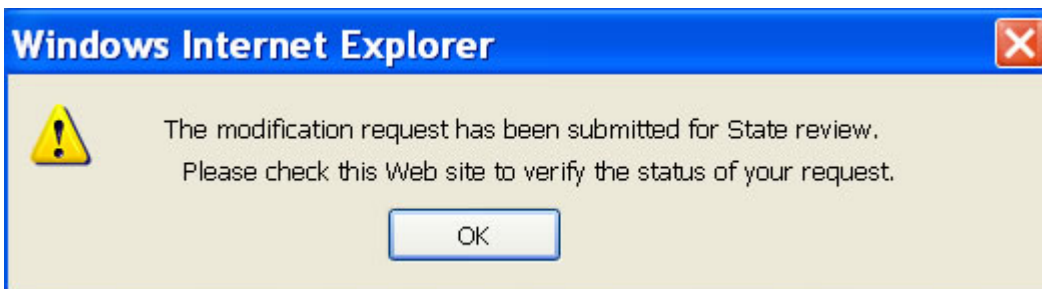
Submitting the Provider Modifications to DSHS



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.

Close	Required Credentials	Undo Update
☐ Step		
☒ Step 1: Basic Information		

Red arrows indicate: one pointing to the 'Undo Update' button and another pointing to the 'Step 1: Basic Information' checkbox.

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