ProviderOne Security Profiles and Descriptions/OneHealthPort Roles

Staff can be assigned one or more security profiles to meet their job duties and provide them the level of access necessary in ProviderOne. Also listed are OneHealthPort roles mapped to ProviderOne profiles.

Security Profile/OHP Role	Allows the User to Perform the following functions:
EXT Provider System Administrator[1] **OneHealthPort Role:** **Office Manager**	Maintain ProviderOne users for their ProviderOne domain • Create user • Expire user • Profile(s) associated to user • Reactivate user • Unlock user • Change user password
EXT Provider Claims Submitter[2] **OneHealthPort Role:** **none associated**	• Prior authorization inquiry • On-line Prior authorization submission • On-line claims entry • On-line batch claims submission (837) • Claim adjustment/Void • Resubmit denied/voided claims • Client Limit Inquiry Note: Additional functions for Provider whose ProviderOne domain is both Medical and Social Services: • Social Services claim submission, view claim and adjust claim • Social Services prior authorization inquiry • View and download remittance advice (view payment) • View Encounter Transmission Results Report (ETRR) • Provider Inquiry (view provider information) • Submit HIPAA batch transactions (837) • Retrieve HIPAA batch responses (835)
EXT Provider Claims/Payment Status Checker[2] **OneHealthPort Role:** **none associated**	• Claims inquiry • View and download remittance advice (view payment) • View capitation payments (820) • View Encounter Transmission Results Report (ETRR)
EXT Provider Download Files[2] **OneHealthPort Role:** **none associated**	• Retrieve HIPAA batch responses (835) • Retrieve Managed Care enrollment roster (834) • Retrieve Managed Care capitation payment (820) • Retrieve HIPAA batch benefit (eligibility) inquiry result (271) file

Security Profile/OHP Role	Allows the User to Perform the following functions:	
EXT Provider Eligibility Checker[2] **OneHealthPort Role:** **Referral Coordinator**	• Claims inquiry • Client benefit (eligibility) inquiry (270) • Client Limit Inquiry Note: Additional functions for Provider whose ProviderOne domain is both Medical and Social Services: • Social Services prior authorization inquiry	• Prior authorization inquiry • On-line Prior authorization submission • View Managed Care enrollment roster (834)

EXT Provider Eligibility Checker-Claims Submitter[2]
 	
OneHealthPort Role:
Licensed Practitioner
Licensed Nurse
Medical Assistant
Other Service Provider
Billing Specialist
Office Worker
QA Report Manager
Medical Director
Quality reports and Data Entry
EFT Administrator
	• Claim inquiry
	• Client benefit (eligibility) inquiry (270)
	• Prior authorization inquiry
	• On-line Prior authorization submission
	• View Managed Care enrollment roster (834)
	• On-line claims entry
	• On-line batch claims submission (837)
	• Client Limit Inquiry
	
	Note: Additional functions for Provider whose ProviderOne domain is both Medical and Social Services:
	   • Social Services claim submission, view claim and adjust claim
	   • Social Services prior authorization inquiry
		• Claim adjustments/voids
		• Resubmit denied/voided claims
		• View and download remittance advice (view payment)
		• View Encounter Transmission Results Report (ETRR)
		• Provider Inquiry
		• Submit HIPAA batch transactions (837)
		• Retrieve HIPAA batch responses (835)

EXT Provider Eligibility Verification[2] **OneHealthPort Role:** **Eligibility Verification**	• Client benefit (eligibility) inquiry (270)	
EXT Provider File Maintenance[1] **OneHealthPort Role:** **Office Manager** **Licensed Practitioner** **Medical Director** **Credentialing Manager** **EFT Administrator**	Initiate new provider enrollment and manage provider information.	

Security Profile/OHP Role	Allows the User to Perform the following functions:
EXT Provider File View Only[1] **OneHealthPort Role:** **none associated**	Provider inquiry.
EXT Provider Helpdesk Staff[2] **OneHealthPort Role:** **none associated**	Change passwords and unlock users on their ProviderOne domain
EXT Provider Managed Care Only[2] **OneHealthPort Role:** **Billing Specialist** **Referral Coordinator** **Office Worker**	- On-line batch claims submission (837) - Client benefit (eligibility) inquiry (270) - View and download remittance advice (view payment) - View Managed Care enrollment roster (834) - View capitation payment (820) - View Encounter Transmission Results Report (ETRR) - Provider inquiry - Submit HIPAA batch transactions (837) - Retrieve HIPAA batch responses (835) - Prior authorization inquiry - On-line Prior authorization submission
EXT Provider Social Services[3] **OneHealthPort Role:** **Billing Specialist** **Office Manager** **Office Worker** **Medical Director** **Credentialing Manager** **EFT Administrator**	- Social Services claim submission, view claim and adjust claim - Modify Provider Information - View and download remittance advice (view payment) - Social Services prior authorization inquiry
EXT Provider Social Services Medical[4] **OneHealthPort Role:** **Office Manager**	- Social Services claim submission, view claim and adjust claim - Initiate new provider enrollment and manage provider information. - View and download remittance advice (view payment) - Social Services prior authorization inquiry - Submit HIPAA batch transactions - Retrieve HIPAA batch responses - Medical claim inquiry - Medical prior authorization inquiry - Medical client limit inquiry - Medical client benefit (eligibility) inquiry - Medical claim adjustments/voids - Medical resubmit denied/voided claims - Medical on-line claims entry - Medical on-line batch claims submission (837)

Security Profile/OHP Role	Allows the User to Perform the following functions:
EXT Provider Super User[2] **OneHealthPort Role:** **Office Manager**	Allows the user full access to ProviderOne functions with exception of maintaining ProviderOne users.
EXT Provider Upload and Download Files[2] **OneHealthPort Role:** **none associated**	• Submit HIPAA batch transactions (837) • Submit the Managed Care FQHC/RHC roster • Retrieve HIPAA batch responses (835) • Retrieve Managed Care enrollment roster (834) • Retrieve Managed Care capitation payment (820) • Submit HIPAA batch benefit (eligibility) inquiry (270) • Retrieve HIPAA eligibility response batch file (271)
EXT Provider Upload Files[2] **OneHealthPort Role:** **none associated**	• Submit HIPAA batch transactions (837) • Submit the Managed Care (MC) Federally Qualified Health Center (FQHC)/Rural Health Center (RHC) roster • Submit a HIPAA batch benefit (eligibility) inquiry (270) batch file

OneHealthPort Role mapping/matrix to ProviderOne profile

OneHealthPort Role	EXT Provider System Administrator[1]	EXT Provider Eligibility Checker[2]	EXT Provider Eligibility Checker-Claims Submitter[2]	EXT Provider Eligibility Verification[2]	EXT Provider File Maintenance[1]	EXT Provider Managed Care Only[2]	EXT Provider Social Services[3]	EXT Provider Social Services Medical[4]	EXT Provider Super User[2]
Billing Specialist			X			X	X		
Credentialing Manager					X		X		
EFT Administrator			X		X		X		
Eligibility Verification				X					
Licensed Nurse			X						
Licensed Practitioner			X		X				
Medical Assistant			X						
Medical Director			X		X		X		
Office Manager	X				X		X	X	X
Office Worker			X			X	X		
Other Service Provider			X						
QA Report Manager			X						
Quality reports and Data Entry			X						
Referral Coordinator		X				X			

Footnote:
1 Provider domain is associated to agency - HCA, DSHS, DOC, or L&I
2 Provider domain is associated to agency - HCA, DSHS and HCA, or DOC
3 Provider domain is associated to agency - DSHS
4 Provider domain is associated to agency - DSHS and HCA

820, 834, 835, 837, 270, and 271 refer to specific HIPAA file transactions