

## **The Short-Cut Guide to ProviderOne**

Welcome to ProviderOne and thank you for becoming a provider for Apple Health, Washington State's largest medical assistance program. This is a quick breakdown of useful information to get you started in ProviderOne.

### **Step 1**

Before you can log into ProviderOne you must complete the ***Provider Supplemental Information Request form (this will be mailed to you)*** and return it to ProviderOne Security using the fax number on the form. This form is used to give ProviderOne Security contact information for the person that you designate to be your System Administrator.

Once this form is received and processed, ProviderOne Security will issue a temporary login and password to your System Administrator. This will allow them to log into ProviderOne at **www.waproviderone.org** and begin setting up additional user accounts and adding user profiles.

We suggest you also choose another staff person as a backup Security Administrator. Go to the following web address to get more information on how to add and maintain system users.

[http://www.hca.wa.gov/medicaid/providerone/pages/phase1/e\\_security.aspx](http://www.hca.wa.gov/medicaid/providerone/pages/phase1/e_security.aspx)

You may also email ProviderOne security at [provideronesecurity@hca.wa.gov](mailto:provideronesecurity@hca.wa.gov).

### **Step 2**

Accepting Apple Health (Medicaid) patients: Now that you have received your welcome letter and been issued a ProviderOne domain number your office or business may see Apple Health (Medicaid) patients/clients. Please verify patient/client eligibility by logging into your ProviderOne portal using the EXT Provider Eligibility Checker or EXT Provider Super User profile.

### **Step 3**

Billing and claims submission: The ProviderOne Billing and Resource Guide is a great resource to help providers understand client eligibility and requirements for filing claims in the ProviderOne claims processing system. The guide is to be used in addition to the specific Medicaid Provider Guide for the healthcare services you provide. The ProviderOne billing and Resource Guide is available at:

[http://www.hca.wa.gov/medicaid/provider/documents/provideroneguide/providerone\\_billing\\_and\\_resource\\_guide.pdf](http://www.hca.wa.gov/medicaid/provider/documents/provideroneguide/providerone_billing_and_resource_guide.pdf)

For additional tutorials, designed to show you how to navigate and function in your new ProviderOne portal, go to the heading "system training" here:

[http://www.hca.wa.gov/medicaid/providerone/pages/phase1/e\\_learning.aspx](http://www.hca.wa.gov/medicaid/providerone/pages/phase1/e_learning.aspx)

If you need further assistance you may contact the Health Care Authority using our online request form. Your request will be routed to the department that can best help you.

[https://fortress.wa.gov/hca/p1contactus/Provider\\_WebForm.aspx](https://fortress.wa.gov/hca/p1contactus/Provider_WebForm.aspx)

Or you may call the Health Care Authority at 1-800-562-3022 and follow the prompts for your specific needs.

**We look forward to working with you!**