How to Change Enrollment in a Apple Health Plan
Using the ProviderOne Client Web Portal

1. Go to https://www.waproviderone.org/client
   Note: You cannot access this website from a DSHS or HCA networked computer.
   Note: You need to have IE 9 or higher for the portal to work.

2. Enter the client’s ProviderOne ID Number (123456789WA) or Social Security number, Date of Birth, and Zip Code and click Submit.

3. Click Enrollment.

4. Click View or Change Enrollment. Do not try to disenroll using this tool.
5. Client information and current plan are displayed. Click *Change Enrollment*.

NOTE: If there is more than one person in the household, the pop up box below will appear. Click *OK*. Everyone in the household must have the same plan. There are some exceptions. Please call Medicaid customer service at 1-800-562-3022 for help.
6. Choose the plan your client is requesting and click *Ok*.

7. Click *Accept Enrollment*, then click *OK* in the pop up box to make this change effective.
8. To enter the patient’s primary care provider, or pregnancy or surgical information, click *Click Here* in the *Sign-up Form Details* column. If you choose not to enter that information click *Ok* to complete the plan change.

![Enrollment Confirmation](image)

9. If you choose to enter additional information for each household member, we send the information to the health plan to help with PCP assignment and care coordination. Enter the applicable information and click *Ok*. Do this for each household member.

![Additional Information](image)

10. When finished entering details click *Ok*.

11. Click *Logout* on the Enrollment Confirmation screen to end the session.