Security Frequently Asked Questions
And General Information

Here are several things to keep in mind, along with some frequently asked questions with their answers.

Terminology

- Domain = 7-digit security account number assigned to each organizational NPI
- Username = ProviderOne login ID assigned by the organization's security administrator
- Password = When each user logs in to each ProviderOne domain for the first time with their temporary password, they will be required by ProviderOne to create a new password. That password will expire, and must be changed every 120 days.

Logging Into ProviderOne – About the ProviderOne Home Page

- If you are logging into ProviderOne with a password created by ProviderOne or your system administrator, you will be required to create a new password.
- If you enter an invalid Domain Name or Username three times, ProviderOne will display the Logout page and you will have to start over.
- If you enter an invalid password three times, your user account will be locked.
  Your System Administrator must unlock your account before you can login.
- If your password has expired, ProviderOne will direct you to the Change Password page and you will have to create a new password.
- The ProviderOne Domain Name, Username, and Password are case sensitive

Resources

- Review the step by step instructions for creating, unlocking, updating, end dating user accounts in ProviderOne.
- Here is the list of the ProviderOne security profiles and descriptions.
- Fill out the Provider Supplemental Information Request form if you are the system administrator and have been locked out of access to ProviderOne and need a password reset.
- If you need to contact ProviderOne IT security email them at provideronesecurity@hca.wa.gov

System

- Everything in the system is case-sensitive.
- You will be logged off of ProviderOne after 20 minutes of inactivity.

Q: Will I lose information if the system times out?
A: No.

Q: Will the portal work with Firefox or Safari?
A: No. You need to use Internet Explorer.

Q: What software is available for electronic filing?
A: We do not endorse any software. There are specific criteria required. This information is in the Companion Guides at http://hrsa.dshs.wa.gov/dshshipaa/.

Q: Is there a message when ProviderOne times out so users will know it timed out?
A: Yes. The user will be notified and will have to log back in.

Q: Is the right-click mouse menu disabled in ProviderOne?
A: There are no options in ProviderOne that are accessible using the right-mouse button.
Q: Can you give me the fields for batch files and which programs can be used? We are considering switching from our current billing agent to doing our own billing.
A: You can access information at our HIPAA web page http://hrsa.dshs.wa.gov/dshshipaa/.

Q: When will we be able to use ProviderOne on a Mac? Our company only has Apple computers.
A: The ProviderOne system requirements specify a Windows Operating System. The Mac Internet Explorer version is not supported.

Q: My administrator account is locked. I am the only person in my company with access. How does my account get unlocked?
A: Contact our security unit at provideronesecurity@dshs.wa.gov, or download the Provider Supplemental Information Request form, fill it out and fax it in to ProviderOne IT Security.

Q: I just tried to login and received a server error, "There is no row…". What should I do?
A: Please contact our security unit at provideronesecurity@dshs.wa.gov.

Security Administrator

- The office security administrator creates users and manages user accounts
- The **EXT Provider System Administrator** profile only allows the administrator to create and manage user accounts. This profile does not have access to any other features of ProviderOne.

Q: Is there only one security administrator assigned for an organization that has multiple NPIs associated with it?
A: One security administrator can assign another individual the same profile.

Q: As the security administrator, I work from the corporate office and do not have an NPI number. Should I set myself up under one of my facility's NPIs?
A: That is a business decision. You would have to be set up under each NPI if you will be the security administrator for each facility. You can use the same user name and password for each NPI. (It is always a good idea to have a backup system administrator for each domain.)

Q: As the security administrator, should I change users' temporary passwords to the permanent passwords, or should the user do that?
A: The user should change their password, and they will need to update it every 120 days.

Q: What do we do if we don't know who our security administrator is?
A: Someone in your organization needs to complete the security activity and supply you with logon information to the system. Check with your supervisor.

IDs and Passwords

- Each user must have a unique ID and password.
- Your password will be issued once via e-mail to the address entered in the security account setup by your office security administrator.
- Your initial password is temporary; you should change it immediately.
- Your password is randomly generated and will be sent separately from your login.

Q: How often do we have to change our password?
A: Every 120 days.

Q: When an e-mail is sent regarding your new password, does it show the username or full name of the user that asked for their password to be reset?
A: It only includes the password. A second email is sent with the domain and username.

Q: How much time is there between requesting a password reset and receiving the e-mail notification?
A: If the user is resetting his or her own password, there will not be an e-mail notification. There will only be notification if the password is being reset by our security unit for your security administrator. That notification happens immediately.

Q: To check eligibility, claim status or pre-authorization, does each of our staff members need their own password, or can we just use one password for everybody in our facility?
A: Everybody who does any of these activities will need their own login and password.

Q: Can new passwords be one character different from the last one?
A: Yes.

Q: Since we have three facilities, do we need three separate user IDs and passwords for each facility?
A: It's your choice. You can set up a domain administrator at each facility or just have one who manages all three. The initial domain administrator can create other domain administrators

Q: When we reset passwords, do we always have to communicate them to the users? Is there no automatic notification?
A: In most cases the system sends two emails to the user, one with the temporary password and one with the domain and username.

Q: Do we have the option to not allow users to reset their own passwords?
A: No.

Q: If you are the only user and you lock yourself out because you can't remember your password, will there be a feature available that the system will automatically send you an e-mail giving you a temporary password to log back in?
A: No. You will either need to answer your secret question before you lock yourself out or, once you're locked out you will need to contact our security unit at provideronesecurity@dshs.wa.gov, or download the Provider Supplemental Information Request form and fill it out and fax it in to ProviderOne IT Security.

Q: Can a user use the same password for more than one profile?
A: Each user has one username, one password and one or more profiles. After entering their username and password during login, they will need to choose which profile they will use.

Q: How often can users use the same password as they used before?
A: The system will keep track of five previous passwords; they can repeat after that.

Q: So, only one person will be able to set up logins and passwords? What happens if that person is hit by a bus?
A: You can have more than one administrator for your domain. We recommend you establish a backup administrator.

Q: What are the password requirements?
A: Passwords must contain a minimum of eight characters, with at least one special character and one number.

Q: Do we create our own Employee ID Number? If so, are there any requirements as far as the number of characters?
A: Yes, you create your own EIDs. They can be alphanumeric and must not contain any special characters. They must have a minimum of one character, but not more than 20. (Please do not use social security numbers or any personal information.)

Q: Can users be associated with multiple domains using the same ID and password, or will they need separate accounts for each?
A: A user can use the same ID and password across domains. However, each user needs to be set up separately in each domain.
Q: We have a central billing office that bills for multiple clinics. Will they need separate login information for each domain that is set up?
A: We require a domain for each billing NPI. You can use the same user ID and password across domains as long as the user is set up in each domain.

Q: When a user has 3-4 tax ID numbers that they work for eligibility and claims, will they have 3-4 logins, or will they only have one login name?
A: Each tax ID could have multiple NPIs/domains and your users need to be set up in each domain. They can use the same username in each domain.

Logins

- Logins were not created for “servicing-only” (rendering) providers.

Q: Can more than one individual access ProviderOne at a time?
A: As long as they use their own login, yes.

Q: Do I need to go through the security process three times to obtain access for a group and two physicians?
A: You’ll get one set of credentials for your group. Then you’ll need to set up access for each user. There is nothing for you to do with the rendering physicians related to security.

Q: Will we be able to delete users?
A: You can disable the user by end-dating their record.

Domains/NPIs

Q: Is the domain any logical number or is it just made up randomly?
A: It is random.

Q: We have 10 physicians, each with their own NPI. I am the IT person for the practice so to make sure I understand… I have to create a security administrator to assign users to each NPI even though the same users will be for each NPI and the security administrator will be same for each NPI? I basically need to do it over and over again?
A: You do not complete security on servicing (rendering) providers or the physicians who work for the practice. You only complete security for the group practice and for those individuals who will be accessing ProviderOne.

Q: Where do I get the domain name, username and password?
A: Your organization's security administrator will give you the domain number and the system will email the username and password to the user as they are setup with an account to ProviderOne.

Q: What does NPI stand for?
A: National Provider Identifier. General information on the NPI and how to get one is available through the Centers for Medicaid and Medicare Services' (CMS) Web site: www.cms.hhs.gov.

Q: We only have one Medicaid number, but two doctors who operate under it. We do have three NPI numbers (two individual and one group). How will this work?
A: You will have one domain for the group NPI with the two doctors listed as servicing only or rendering providers on the provider file for the domain. You only need one system administrator (and maybe a backup administrator) for the domain.

Q: If we have five providers in our clinic, will we have five different domains?
A: Not necessarily. You would probably only have one domain for the clinic and the five providers set up as servicing only, rending providers for the clinic. You would only have five different domains if you are set up for each doctor/provider to be paid directly by Medicaid.

Q: Can the domain name be alpha only?
A: It can; however, the domain name is generated by ProviderOne. You do not choose your own.

Q: I am part of a large organization of skilled nursing facilities. We are all under the same tax ID number, but have separate NPI numbers. Does each facility set up an administrator for their own NPI number?
A: It is a business decision. You could use a corporate system administrator to set up users for each NPI/domain but our advice would be to have a backup administrator set up for each NPI/domain.

Security Profiles

- The system administrator assigns all the profiles for his or her organization.

Q: What is the difference between the system administrator and file maintenance profiles?
A: System administrator handles user security access to the system. File maintenance allows the user to initiate new provider enrollment and manage provider file information in the system.

Q: If a user selects the file maintenance profile, will the user also be able to check eligibility or will they need to go back and log in to change the profile to eligibility checker?
A: A user can be assigned multiple profiles. They can change profiles when logged in by:

- Clicking on the **My Inbox** tab at the top of the ProviderOne screen
- Then click on the option **Change Profile**
- The system takes the user to the profile page to pick the desired profile

Q: How many profiles can one staff member have?
A: There are 12 profiles to choose from, and one staff member can have as many of those as they need.
Q: Do we set up security for each provider, or only one for our company?
A: You only need to set up security for those company staff that will be using the system to complete tasks.

Q: I am having a problem changing my security level from only EXT Provider System Administrator to include EXT Provider Super User.
A: You only need the system administrator profile to set up security for your users. If you still need "super user," you should be able to go into your record, click on the profile you want, click on the right arrow, and then approve that addition. Review the step by step instructions for setting up users to help with the task.

Q: We are a dental office. How does the "non-physician" ("provider" v. "non-provider") issue affect us?
A: If you are setting up a dentist as a user, then you have a provider. If you are setting up a person who checks in patients or does the billing, then you have a non-provider. This information is for your internal purposes only.

Q: I will not only be in charge of setting up and changing users' passwords, but still also need access to the other levels of security, especially the levels for billing. Which profiles do I need?
A: In addition to security administrator, you will need the profile for claims submitter. You can have as many profiles as you need to complete your job functions.

Q: I am a single provider for occupational therapy services, so can I be both the security administrator and a provider?
A: Yes.

Q: What does EXT stand for?
A: The EXT is for "external" (not a state account). All provider profiles begin with EXT.

Q: Will a super user be able to do tasks within all of the profiles depending on the task?
A: No. A super user cannot set up security or change passwords for staff.

Q: Under "user type," are there options besides "physician" and "non-physician?" What if I am the owner and health care professional, but not a physician?
A: These are the only two user type options available. In your case, you would choose "non-physician

Q: When going through the security activity, do we just put the doctors on here, or employees, too?
A: You only need to add users who will actually access ProviderOne to perform activities. If a doctor at your organization will be involved in ProviderOne activities, he or she will need an account. However, doctors who will only be serving patients probably will not need an account.

Q: If the person we assigned as the initial login administrator leaves, do we deactivate the main administrator account and allow the backup administrator to set up users?
A: You end-date the user who has left, and your back-up administrator can carry on. It is a good idea to end date any staff that has left the practice.

Q: How can the security administrator change a user profile – for instance, if they decide they gave more access than desired and want to remove a user profile access already approved?
A: You can do that, please refer to the Security Administration Manual on page 21 for the steps.

If you are a billing agent or clearinghouse

- The security activity is the same for clearinghouses and billing agents as it is for providers. Remember, you only set up security for your business, not the providers you bill for.

Q: We are a clearinghouse and batch submitter. We do not have an NPI. How will this affect our using ProviderOne?
A: You do not need an NPI. As an atypical provider, the system will assign you a ProviderOne ID.

Q: We are a billing service for facilities. Will we set up security for all of our providers?
A: You only set up security for your business, not the providers you bill for.

Q: We currently submit claims electronically through a clearinghouse, which in turn forwards those claims on to ProviderOne. However, we would like to use ProviderOne to review claim status and download electronic remittance advices for those claims. Will that be possible, or are the only claims we can obtain status on those that were originally submitted directly through ProviderOne?
A: You can use all the claim features of ProviderOne regardless how the claim was submitted to the system.

Q: Is there a list of clearinghouses and their ProviderOne IDs available?
A: Yes. It's at our HIPAA web page at http://hrsa.dshs.wa.gov/hipaa/index.htm .