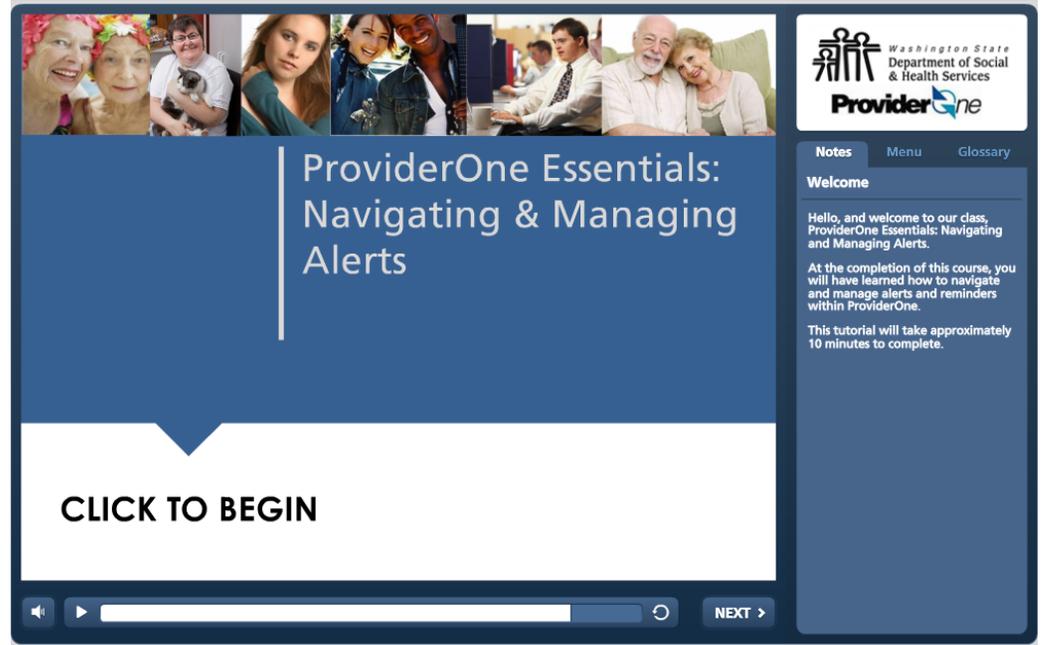# Navigating & Managing Alerts

The "Navigating & Managing Alerts" How To provides instructions on:

- Navigating
  - ◊ Portal Page
  - ◊ Hyperlinks
  - ◊ Pathway
  - ◊ Hide/Max
  - ◊ Close ProviderOne
  - ◊ Inactivity
- Alerts & Reminders
  - ◊ View Alerts
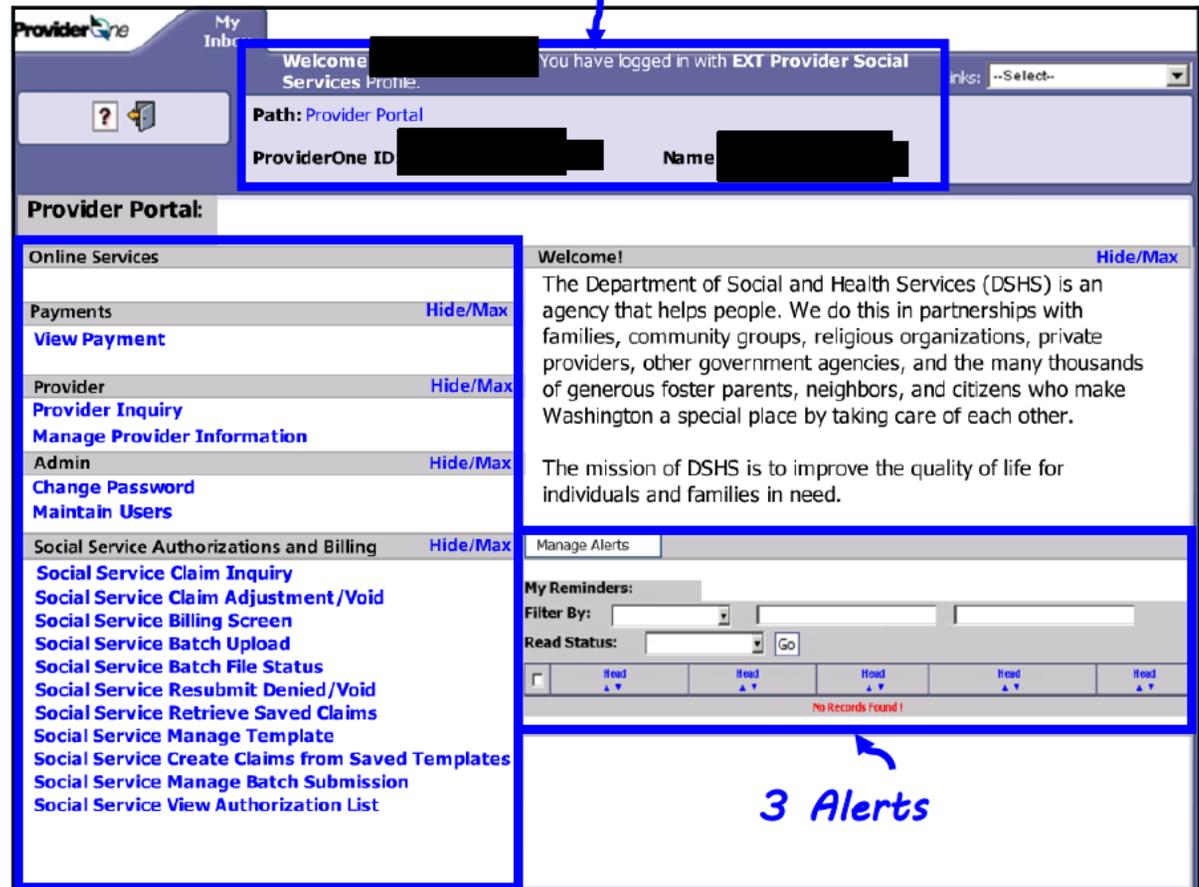 - ◊ Subscribe to Alerts
  - ◊ Delete Alerts
  - ◊ Forward Alerts

Portal Page

ProviderOne

1. The top part of the Portal Page shows the User Information who is logged in, your profile, Provider Identification number, and path.

2. On-Line Services are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate "How To"

3. Manage Alerts is located along the lower right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.

Portal Page

1 User Info

Welcome ███████ You have logged in with **EXT Provider Social Services** Profile.

Path: Provider Portal

ProviderOne ID ███████   **Name** ███████

Provider Portal:

Online Services

Payments	Hide/Max
View Payment	

Provider	Hide/Max
Provider Inquiry	
Manage Provider Information	

Admin	Hide/Max
Change Password	
Maintain Users	

Social Service Authorizations and Billing	Hide/Max
Social Service Claim Inquiry	
Social Service Claim Adjustment/Void	
Social Service Billing Screen	
Social Service Batch Upload	
Social Service Batch File Status	
Social Service Resubmit Denied/Void	
Social Service Retrieve Saved Claims	
Social Service Manage Template	
Social Service Create Claims from Saved Templates	
Social Service Manage Batch Submission	
Social Service View Authorization List	

Welcome!   Hide/Max

The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

Manage Alerts

My Reminders:

Filter By: [   ] [   ] [   ]

Read Status: [   ] Go

	Head ▲▼	Head ▲▼	Head ▲▼	Head ▲▼	Head ▲▼
			No Records Found!		

3 Alerts

2 On-Line Services

ProviderOne

Social Service Medical Provider portal:

A. The top part of the page shows the User Information who is logged in, your profile, Provider Identification number, and path.

B. Manage Alerts is located along the right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.

C. Medical & Admin On-Line Services are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate "How To" instructions.

D. Social Services On-Line Services located along the lower right side of the page.

ProviderOne / My Inbox

Welcome ███████ you have logged in with **EXT**
Provider Social Services Profile.
Path: Provider Portal

ProviderOne ID/ NPI: ██████████   **Name:** ██████

A User Info

Provider Portal

Online Services

Welcome!   Hide/M

Claims   Hide/Max
Claims Inquiry
Claim Adjustment/Void
On-line Claims Entry
On-line Batch Claims Submission (837)
Resubmit Denied/Void Claim
Retrieve Saved Claims
Manage Templates
Create Claims from Saved Templates
Manage Batch Claim Submission

Client
Client Limit Inquiry
Benefit Inquiry

Payments
View Payment
View Capitation Payment

Managed Care
View Enrollment Roster
View ETRR

Prior Authorization
On-line Prior Authorization Submission
Prior Authorization Inquiry

Provider
Provider Inquiry
Manage Provider Information
Initiate New Enrollment
Track Application

HIPAA
Submit HIPPA Batch Transaction
Retrieve HIPPA Batch Responses

Admin
Change Password
Maintain Users

The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

Manage Alerts

My Reminders
Filter By: [   ] [   ] [   ]
Read Status: [   ] Go

Alert Type	Alert Message	Alert Date	Due Date	Rea
No Records Found!				

B Alerts

← *C Medical & Admin*

Social Service Authorizations and Billing   Hide/Max
Social Service Claim Inquiry
Social Service Claim Adjustment/Void
Social Service Billing Screen
Social Service Batch Upload
Social Service Batch File Status
Social Service Resubmit Denied/Void
Social Service Retrieve Saved Claims
Social Service Manage Template
Social Service Create Claims from Saved Templates
Social Service Manage Batch Submission
Social Service View Authorization List

← *D Social Service*

Hyperlinks

1. The blue text on a page is a hyperlink that, when clicked, will open a new page within ProviderOne.

2. Click on the Social Service View Authorization List hyperlink

3. The Authorization List page appears
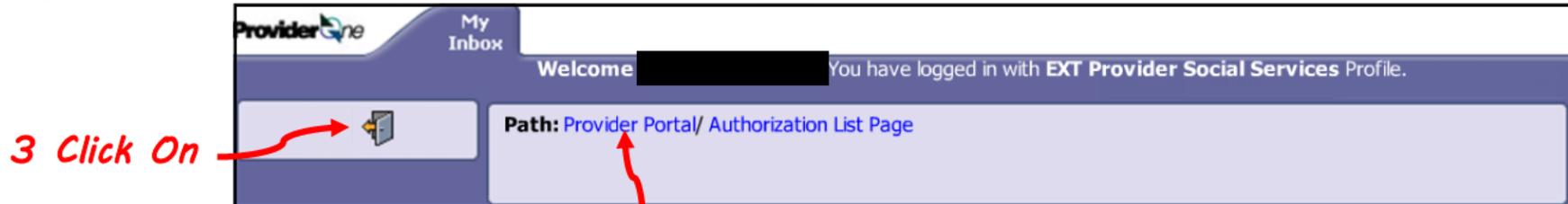
4. To close the page click on Close

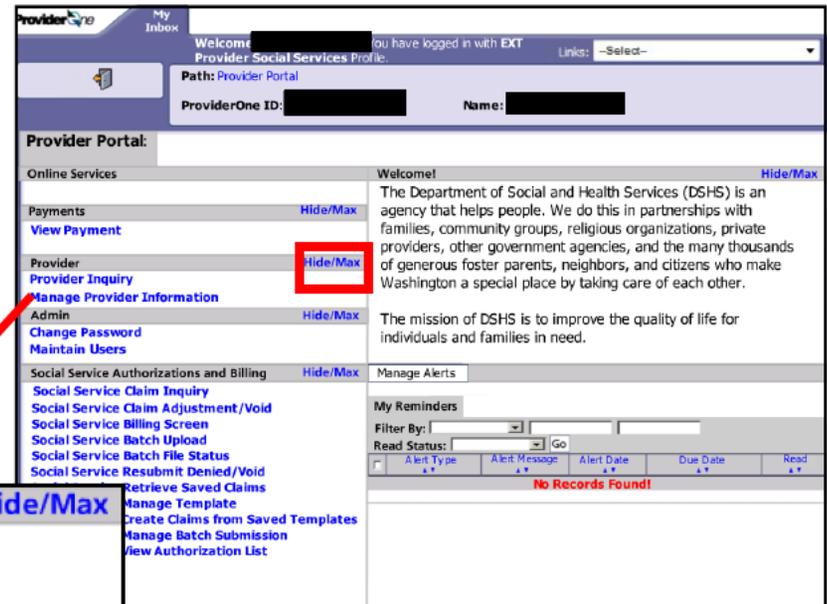## Portal Page

1 →

2 Click On

Authorization List Page

← 4 Click On

The path at the top part of the page, shows a history of the pages you have visited. By clicking on the name of a page, you return to that page.

3 Click On →

Path: Provider Portal/ Authorization List Page

1 Click On

2 Provider Portal Page

1. **Click on** Provider Portal

2. Provider Portal Page appears

3. When you want to close ProviderOne

   click on

4. The Hide/Max will hide or reveal the section

   a. Max

   b. Hide

4a Max →

Provider	Hide/Max
Provider Inquiry	
Manage Provider Information	
Admin	Hide/Max
Change Password	
Maintain Users	

4b Hide →

Provider	Hide/Max
Admin	Hide/Max
Change Password	
Maintain Users	
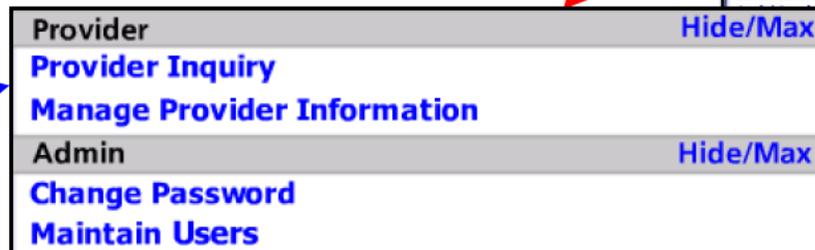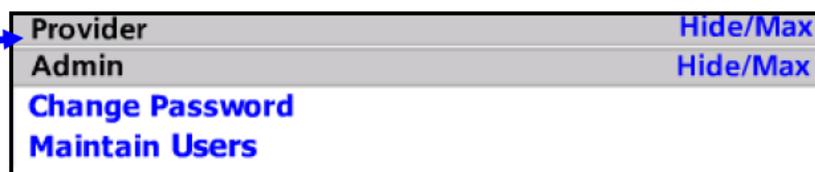
Note: You should <u>only</u> use the Path and ProviderOne control buttons to navigate. Using Internet Explorer Controls can cause errors later in your session

Inactivity

You will be logged out of ProviderOne after an extended periods of inactivity.

1. The logged out screen appears

2. Timed Out message appears

3. Click on Home to log back in to ProviderOne

1 Log Out Page

2

Warning : The Session has timed out as it was idle for more than 20 minutes. Please click on the Home link to log back into the System.

Thank you for using ProviderOne.
Click **Home** to go to the Login Page

3 Click on

Viewing Alerts
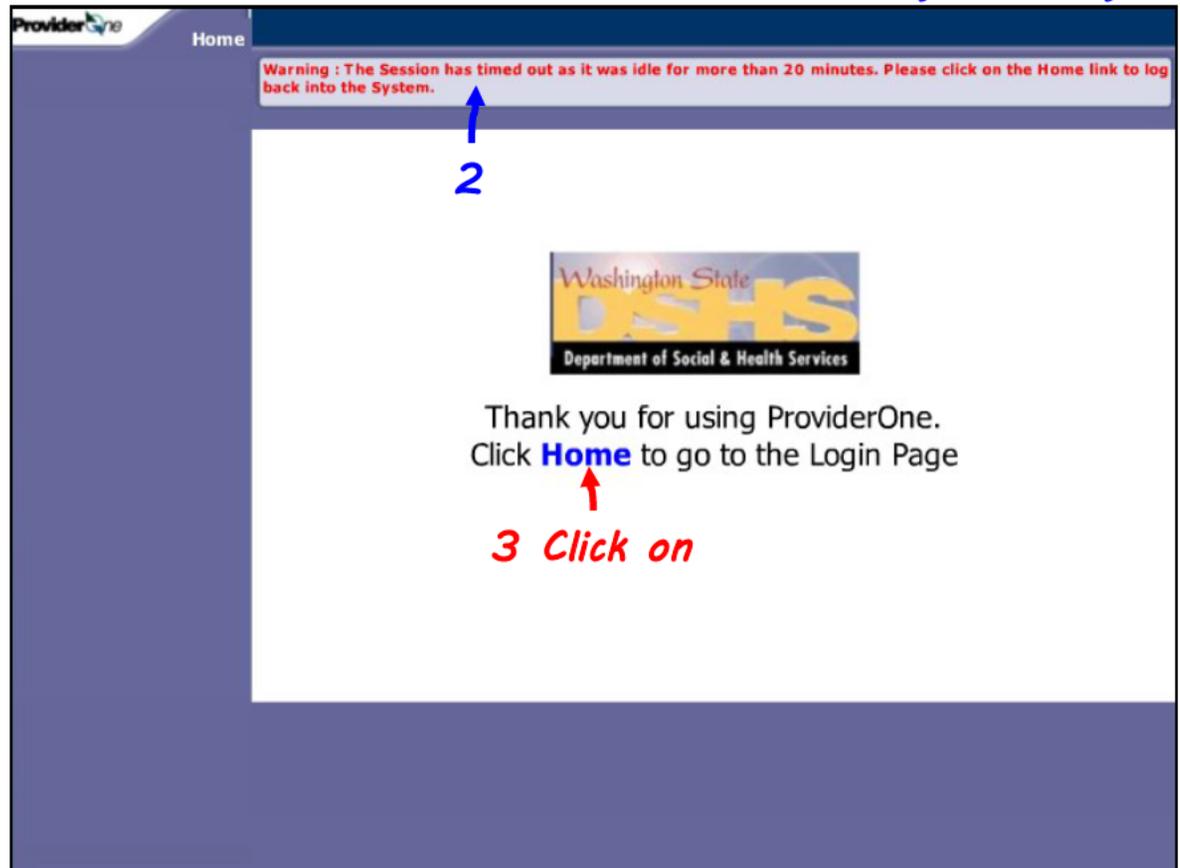
ProviderOne will post alerts and reminders to providers on the Portal Page. There are two ways to view alerts.

1. On the Portal Page

2. In the lower right corner is the Manage Alerts section

   or

3. Click on My Inbox

3 Click on

1 Portal Page

Manage Alerts

My Reminders

Filter By: [   ] [   ] [   ]
Read Status: [   ] [Go]

2 →

☐	Alert Type	Alert Message	Alert Date	Due Date	Read
☐	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
☐	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

<< Prev | Viewing Page 1 | Next >> | 2 | Go | Page Count | SaveToXLS

4. Click on My Inbox

4 Click on → My Inbox

Choose an Option:	
My Inbox	**List of Tickler Events.**
Change Pwd	**Option to Change the pwd**
Change Profile	**To Select a Profile**

5. My Reminders appears

6. Alert type

7. Alert message

8. Alert date

9. Due date

10. Read

5 My Reminders Page

	Alert Type	Alert Message	Alert Date	Due Date	Read
☐	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
☐	Provider Modification is Approved	Provider Modification (Request Number: 235) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

Alerts & notifications are not email and can only be used within your domain in ProviderOne. You can read, respond, forward, or delete messages. Once you have deleted a message, it cannot be retrieved.

You can subscribe to alerts.

1. From My Reminders page

2. Click on Manage Alters

1 My Reminders Page

2 Click on

3. Subscribe Alerts pop-up appears

4. Select desired alert message

5. Click on [>>]

6. Click on ok

5 Click on

4 Select → Trainee Authorization Request

6 Click on

The list of alerts may differ from what is shown here.
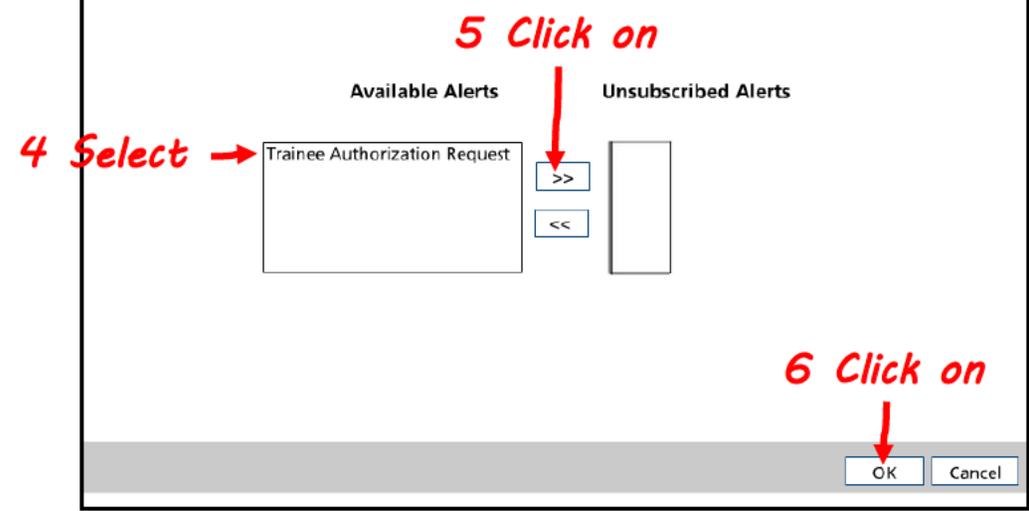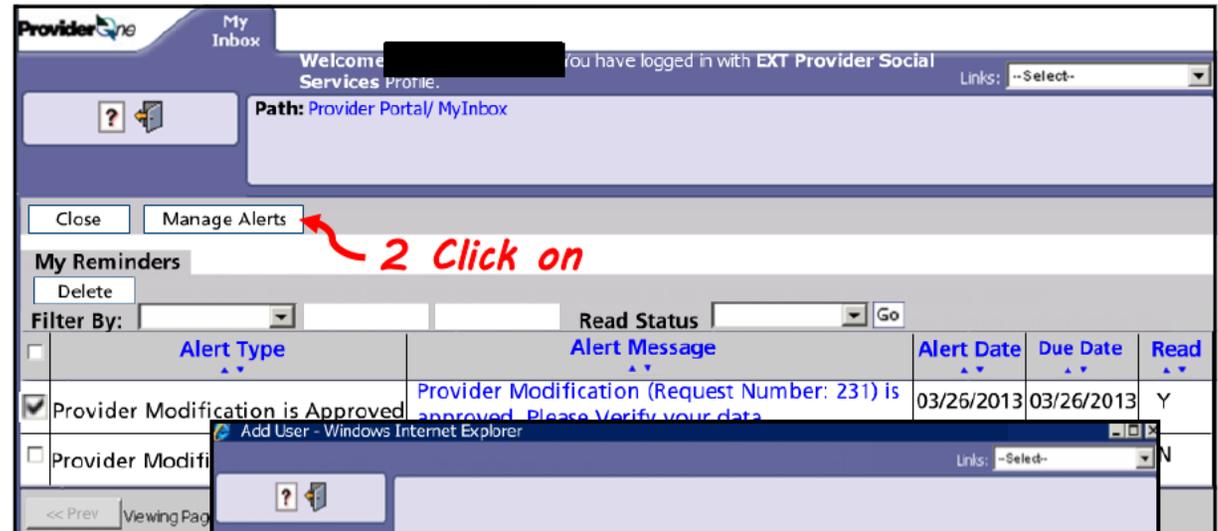
3 Subscribe Alerts Pop-Up

You can delete alerts.

1. From My Reminders Page

2. Click on ☑ next to message to be deleted

3. Click on delete

1 My Reminders Page

3 Click on →

2 Click on →

4. Message is deleted

Once an alert is deleted, it cannot be retrieved.

4 →

You can forward alerts to staff within your organization/business.

1. From My Reminders Page

2. **Click on** Alert Message

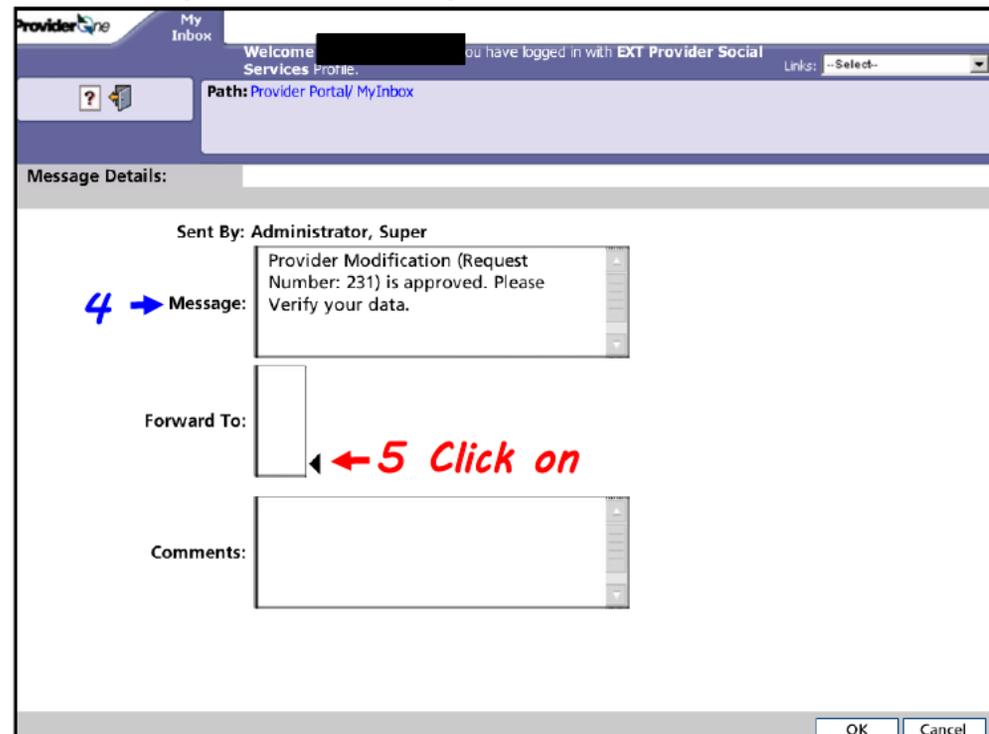3. Message Details Page appears

4. Message

5. **Click on** ◀

1 My Reminders Page

2 Click on ──▶ Provider Modification (Request Number: 231) is approved. Please Verify your data.

3 Message Details Page

Sent By: Administrator, Super

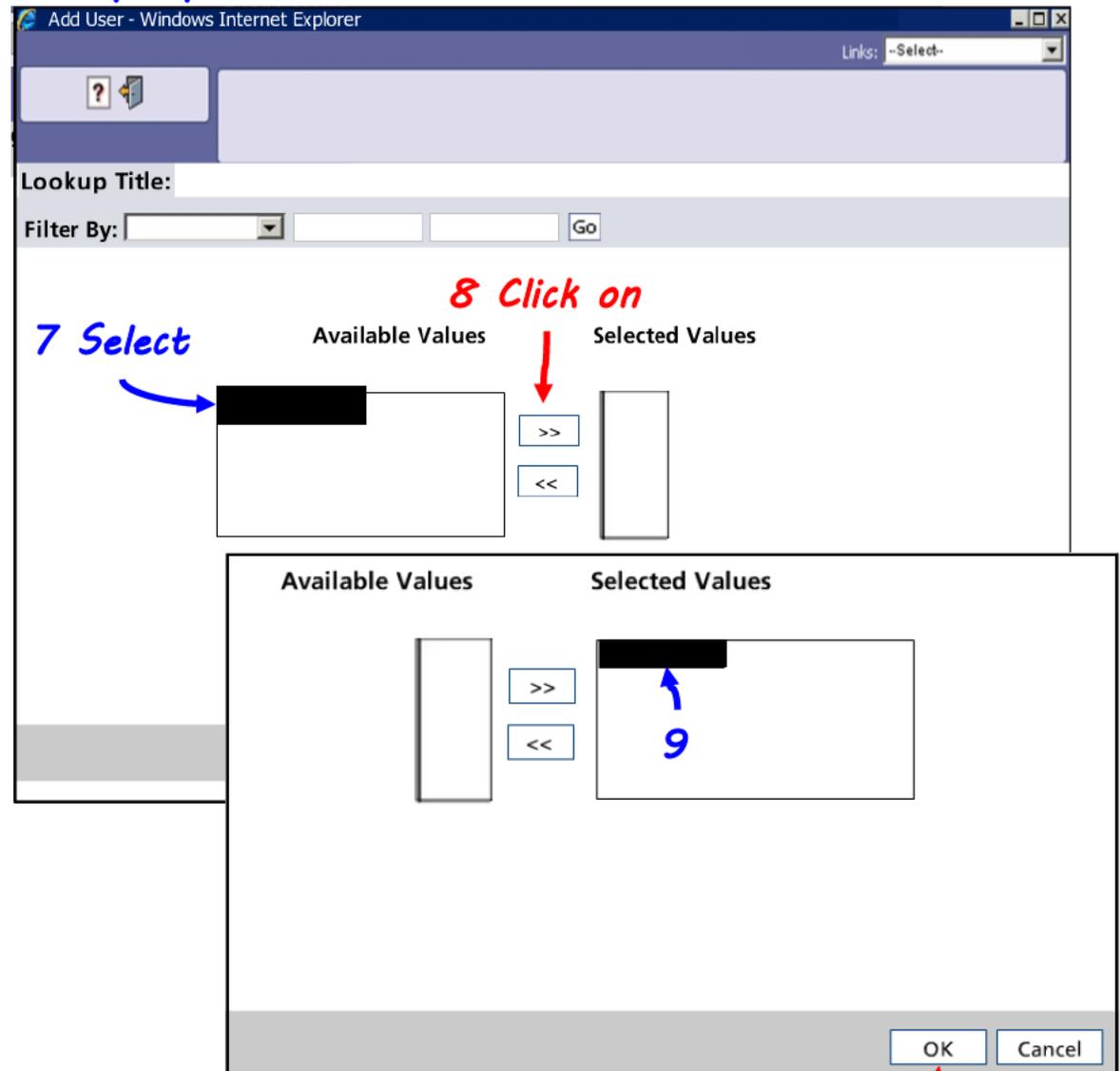4 ➡ **Message:** Provider Modification (Request Number: 231) is approved. Please Verify your data.

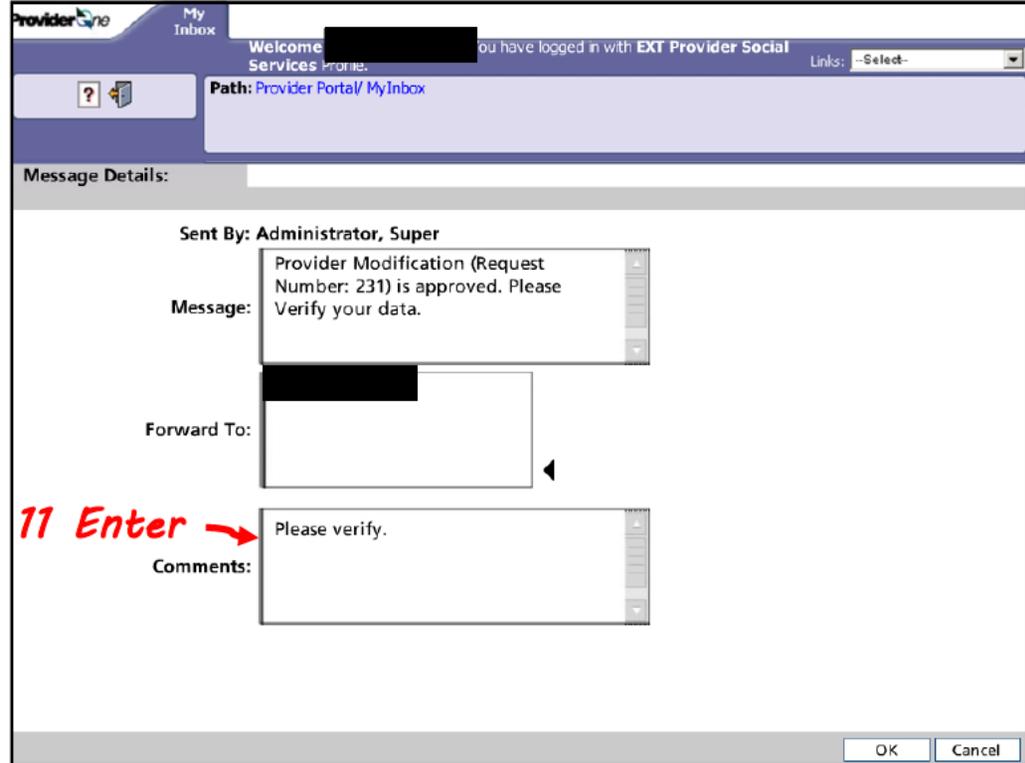**Forward To:**

◀ ← *5 Click on*

Comments:

6. Pop up window appears

7. Select the user within your organization/business to receive the message.

8. Click on >>

9. Selected name appears

10. Click on OK

6 Pop Up Window

Add User - Windows Internet Explorer

Links: --Select--

Lookup Title:

Filter By: [ ] [ ] [ ] Go

8 Click on

7 Select Available Values   Selected Values

>>

<<

Available Values   Selected Values

>>

<<

9

OK   Cancel

10 Click on

11. Enter comments or directions about the message

12. Click on OK