Accessing ProviderOne

Once your contract is in signed status, information to create your business's provider domain is sent to the Washington State Health Care Authority (HCA).

A System Administrator will be established at this time. If a System Administrator has not been established, please use the following information:

- The ProviderOne User Access Request form is for a newly enrolled Facility, Clinic, Individual Provider, or a new Office Administrator.
- Complete the form and fax to: 360-507-9019.

**If changing System Administrators, a letter on office correspondence letter head must also be completed and faxed with the form.**

This How To Guide shows you the steps to add and approve profiles.

**Note:**
You must use the System Administrator profile to add or modify profiles.
Assigning Profiles

A ‘Profile’ allows a user to access specific parts of ProviderOne. Profiles are assigned by ProviderOne or your System Administrator.

Most social service providers will see two or three profiles:

**EXT Provider System Administrator**-
Used to manage access to ProviderOne within your business. This profile is not used for billing or authorization activities.

**EXT Provider Social Services**–
Used to view authorizations, create templates, submit claims, manage claims and manage provider information for your business.

**EXT Provider Social Service Medical**-
Used to bill and manage medical claims, view authorizations, create templates, submit claims and manage provider information for your business.

**Note:**
Other profiles may be available in ProviderOne. Check with your administrator to see if these profiles will be applicable to your duties.
To set up a user in ProviderOne, do the following:

- Log in with the System Administrator Profile.
- In the ‘Provider Portal’ Click on Maintain Users. (Located under the admin field.)
- The ‘Manage Users’ screen appears.
- If no users are currently visible, click on the ‘Add’ button.
- If adding a profile to an existing user, select the blue hyper-linked name of the user. (More on this later in the tutorial.)
Adding a User:

Once you have selected ‘Add’ from the ‘Maintain Users’ screen, the ‘Add User’ screen appears.

- Fill in all required boxes that have an asterisk*.
  - User Login ID will be established based on first/last name entered.

- Click the Next button.

Note:
The status for new users has a default of ‘In Review’.
Any added profiles will remain in this status until approved by the System Administrator.
The Employee Identification Number (EID) is an internal number decided by your organization.
Adding Users Cont.’

Complete the remaining required fields:

- **Password/Confirm Password.**
  
  → Password established will be temporary. The user will be prompted to change their password upon initial login.*

- **Email.**
  
  For security reasons, please use an unshared email address.

- **Phone number.**

- **Click ‘Finish’ when done.**

**Note:**

Address information is not a requirement.

*Passwords must be changed every 120 days.*
You will be returned to the ‘Manage User’ page. To display the new user:

- In the ‘With Status’ dropdown, select ‘In Review’ and click ‘Go’,
- The user’s name is displayed with an ‘In Review’ status, then
- Select the user you want to approve. Find or locate them on the list and check the box next to their name.
- Once checked, click the ‘Approve’ button.
Once the new user has been approved, a dialogue box will appear. Read the message and click ‘Ok’.

Next, another pop-up will appear with the following warning:

**WARNING:**
Associated profiles must be added and approved before the user is able to access ProviderOne.

Click ‘OK’ to continue or ‘Cancel’ to return to previous screen.
Assigning Profiles:

The user is now in ‘Approved’ status. Next, select the blue hyperlinked user name to access the user account and choose the functions (profiles) the user will have assigned to them in ProviderOne.
Assigning Profiles

Once you have selected the users name, you will be directed to the ‘User Details’ page. From the ‘Show’ menu (located top right corner of pg.) select ‘Associated Profiles’.
Assigning Profiles

On the ‘Manage User Profiles’ page, select ‘Add’.

Note: “No Records Found” denotes that no profiles have been selected for the chosen user.
Assigning Profiles

You are now directed to the ‘Add New Profiles to User’ page. Here you will select all the desired profiles for the chosen user. To assign profiles, do the following:

- Highlight desired ‘Available Profile’, then
- Click the to move the chosen profile to the ‘Associated Profiles’ box and then click ‘OK’.

Users will have a default end date of 12/31/2999.
To restrict a user, the System Administrator can remove profiles or select a different end date in the near future. Removal of profiles is the reverse of assignment.
Back on the ‘Manage User Profiles’ page, you will see the new profiles with an ‘In Review’ status. If you do not see the profiles you have just selected, change the ‘With Status’ dropdown to ‘All’ and select ‘Go’. Check the box next to the profile name and then click the ‘Approve’ button.
Assigning Profiles

A pop-up showing the ‘Status Type’ of ‘Approved’ will appear once you have chosen ‘Approve’ on the previous screen. Click ‘OK’.
Assigning Profiles

Returning to the ‘Manage User Profiles’ page, the status of the profile(s) is now ‘Approved’. Select ‘Close’ to return to the ‘User Details’ page.
Managing User Profiles:

Editing user information can be done by choosing the EXT Provider System Administrator profile and selecting ‘Maintain Users’ from the Provider Portal.

Select the blue hyperlinked user name. This takes you to the ‘User Details’ page.
The System Administrator has the ability to lock/unlock or end date user profiles. *If your account is locked, contact your System Administrator.*

To lock/unlock a user, click the box ‘Lock User’. Users can also be end dated (*ex. person no longer works for the organization*). To end date a user, change the ‘Expiration Date’ to a date in the near future.

When all changes are complete, select ‘Save’ to finalize the change.