

# 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.*

State of Washington



**ProviderOne User Access Request**

**IMMEDIATE ACTION REQUIRED**

ProviderOne Id:

*In order to gain access to ProviderOne, you must complete and return this form. This form will be used to establish the System Administrator for your assigned Domain (ProviderOne ID) in the ProviderOne system.*

*The System Administrator is responsible for maintaining access to ProviderOne for your staff; which includes setting up accounts for additional users, assigning profiles to user accounts, and resetting user passwords.*

*Once you have completed and returned this form, we will send a username and a temporary password in two separate emails to the email address you provide.*

ProviderOne System Administrator Information	
Name of System Administrator (First, Middle Initial, Last) <input type="text"/>	Physical Address Street: <input type="text"/> City: <input type="text"/> , State: <input type="text"/> Zip: <input type="text"/>
System Administrator's Date of Birth mm/dd/yyyy <input type="text"/>	Business Name <input type="text"/>
System Administrator's Individual Email Address (generic email addresses will not be accepted) <input type="text"/>	National Provider Identifier (NPI if applicable) <input type="text"/>
System Administrator's Phone Number <input type="text"/>	Federal Tax ID (FEIN/SSN) <input type="text"/>

**Each domain user must have his/her own account:**

With the system administrator login information, we will send instructions on how to create additional user accounts for your Domain and how to add profiles to the accounts.

*To better understand the different types of user profiles, look for the **Provider Information** link on our site: <http://www.hca.wa.gov/Medicaid/provider/Pages/index.aspx>*

**To review or update provider information:**

You may edit information in your provider file at any time by using the EXT Provider Maintenance or EXT Super User profile. Once you receive your login information, please verify the accuracy of all the data in your provider file.

- Address Information
- Payment Detail; and
- Electronic Data Interchange Information if you plan on submitting HIPAA batch files

If updates are made in the Provider File Business Process Wizard, please make sure you go to the last step and *submit* your modification request for review and approval. Include a copy of the bar code coversheet on any documentation you send. [http://hrsa.dshs.wa.gov/download/document\\_submission\\_cover\\_sheets.html](http://hrsa.dshs.wa.gov/download/document_submission_cover_sheets.html)

**Return this completed form by email: [provideronsecurity@hca.wa.gov](mailto:provideronsecurity@hca.wa.gov), or  
Fax to: (360) 507-9019 or  
Mail to: HCA IT Security, PO Box 45512, Olympia, WA 98504-5512**

# 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.

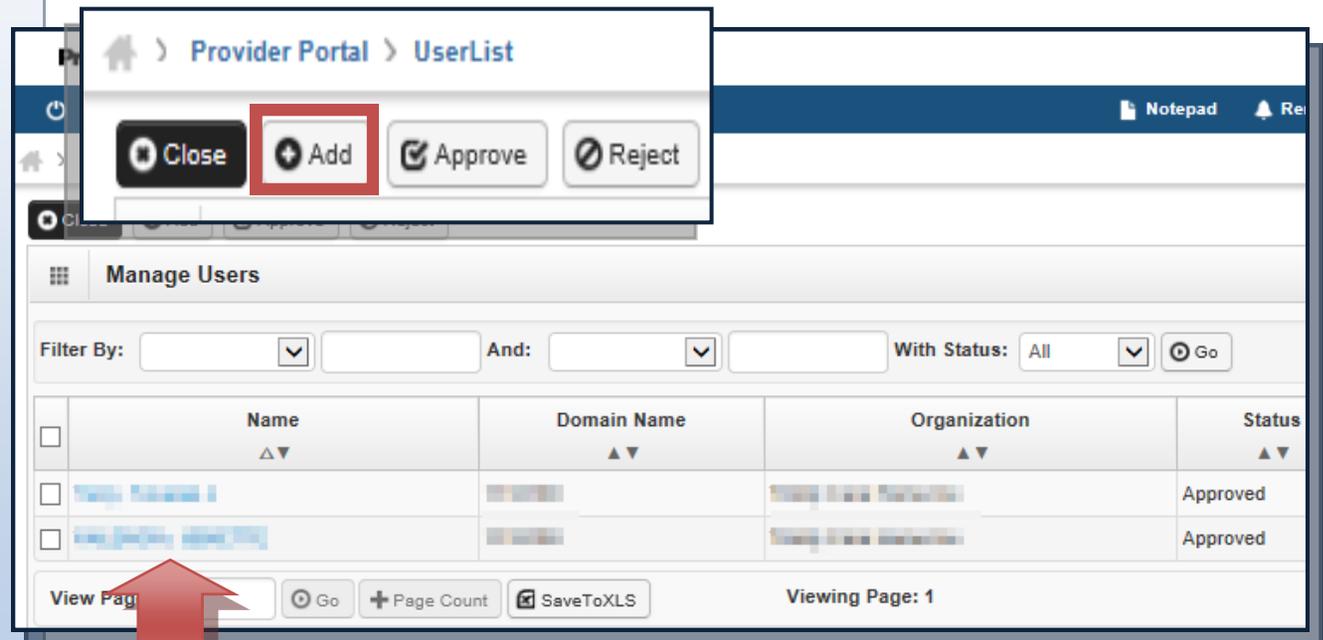
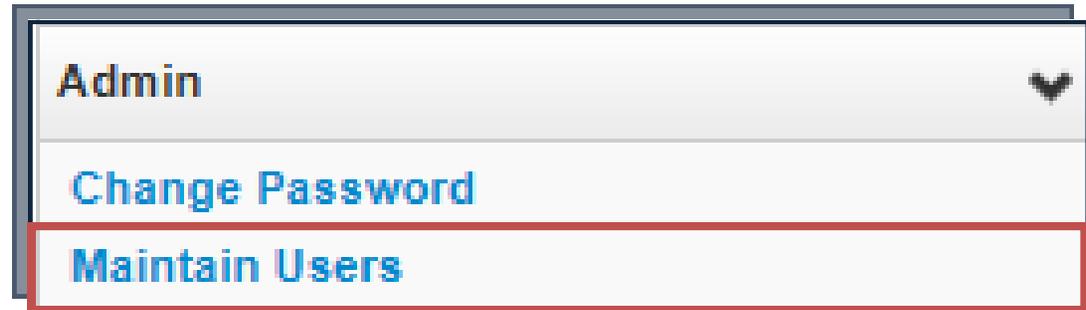
## **Note:**

*Other profiles may be available in ProviderOne. Check with your administrator to see if these profiles will be applicable to your duties.*

# Setting Up a User

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 Users

## Adding a User:

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

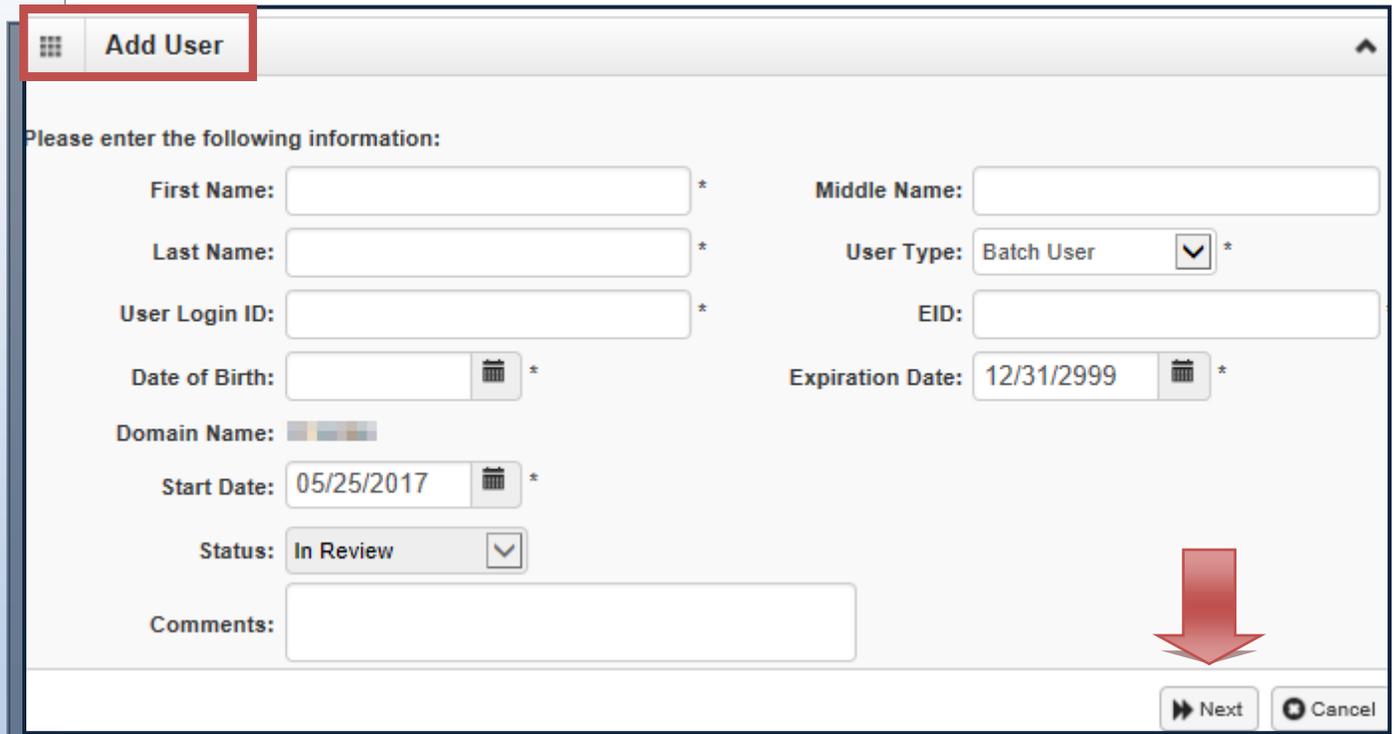
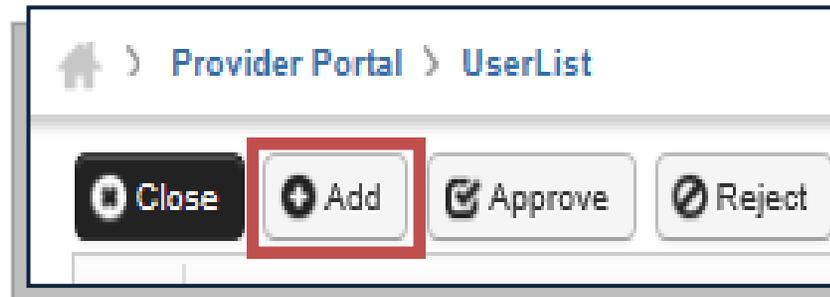
- ◆ Fill in all required boxes that have an asterisk\*.
  - ⇒ User Login ID will be established based on first/last name entered.
- ◆ Click the **Next** button.

### 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.



The screenshot shows the 'Add User' form. The title 'Add User' is highlighted with a red box. The form contains the following fields:

- First Name:  \*
- Middle Name:
- Last Name:  \*
- User Type: Batch User  \*
- User Login ID:  \*
- EID:
- Date of Birth:   \*
- Expiration Date: 12/31/2999  \*
- Domain Name:
- Start Date: 05/25/2017  \*
- Status: In Review
- Comments:

A red arrow points down to the 'Next' button at the bottom right of the form.

# 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.**

☰ **Add User:** ▲

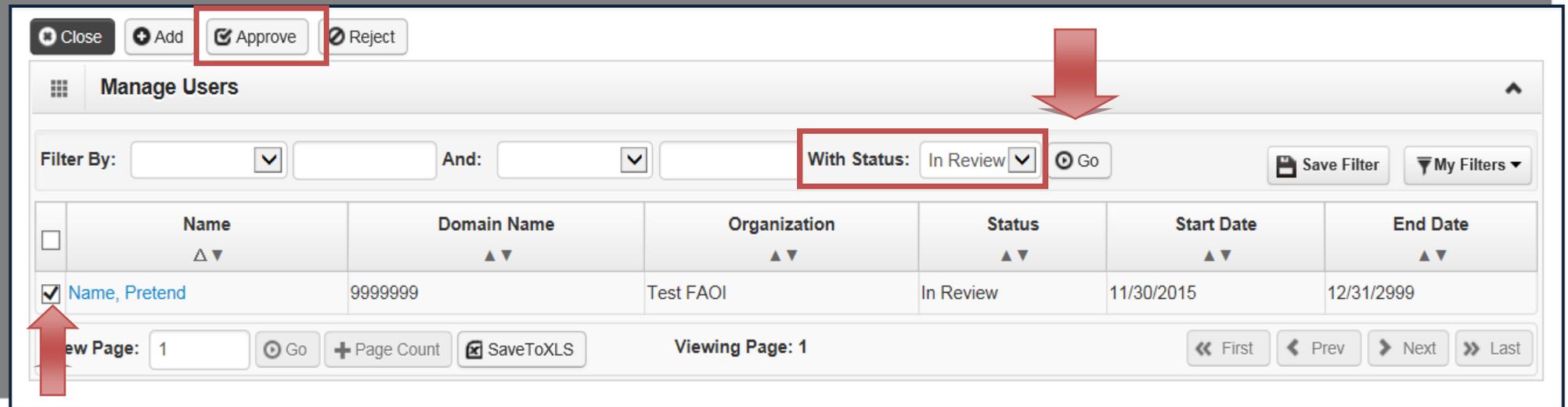
Please enter the following information:

User Login ID: <input type="text"/>	Domain: <input type="text"/>
Password: <input type="password"/> *	Confirm Password: <input type="password"/> *
Email: <input type="text"/> *	
Phone Number: <input type="text"/> *	Pager Number: <input type="text"/>
Mobile Number: <input type="text"/>	
Address Line 1: <input type="text"/>	Address Line 2: <input type="text"/>
(Enter Street Address or PO Box Only)	
Address Line 3: <input type="text"/>	City/Town: <input type="text"/>
State/Province: <input type="text"/>	County: <input type="text"/>
Country: <input type="text"/>	Zip Code: <input type="text"/> - <input type="text"/> <input type="button" value="➕ Address"/>

# Adding Users Cont.'

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.



The screenshot shows the 'Manage Users' interface. At the top, there are buttons for 'Close', 'Add', 'Approve', and 'Reject'. The 'Approve' button is highlighted with a red box. Below this is a filter section with 'Filter By:' and 'And:' dropdowns. The 'With Status:' dropdown is set to 'In Review' and is also highlighted with a red box. A red arrow points down to the 'Go' button next to it. Below the filter section is a table with columns: Name, Domain Name, Organization, Status, Start Date, and End Date. The first row in the table has a checked checkbox, the name 'Name, Pretend', domain '9999999', organization 'Test FAOI', status 'In Review', start date '11/30/2015', and end date '12/31/2999'. A red arrow points up to the checked checkbox. At the bottom, there are buttons for 'New Page: 1', 'Go', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1'. Navigation buttons for 'First', 'Prev', 'Next', and 'Last' are also present.

	Name	Domain Name	Organization	Status	Start Date	End Date
<input checked="" type="checkbox"/>	Name, Pretend	9999999	Test FAOI	In Review	11/30/2015	12/31/2999

# Adding Users Cont.'

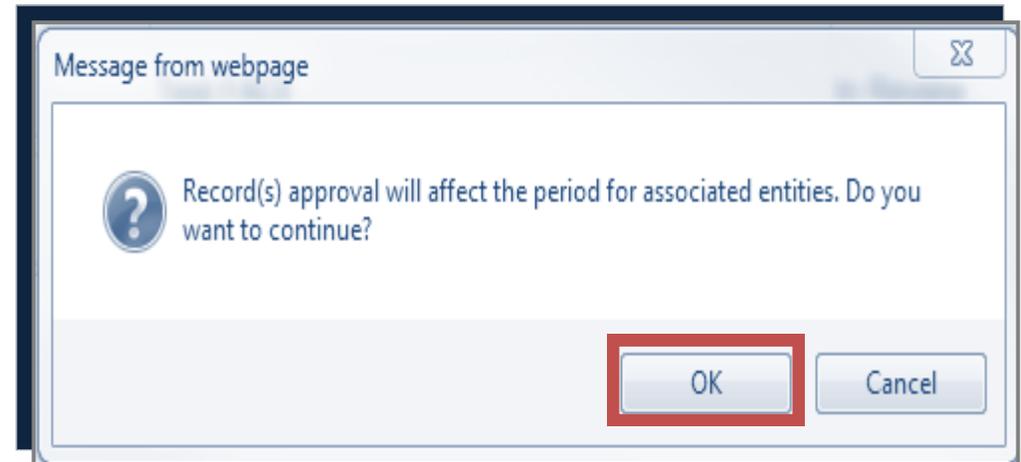
Once the new user has been approved, a dialogue box will appear. Read the message and click 'OK'.

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 re-turn to previous screen.



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

**Update Status**

Status Type:  \*

Reason Code:

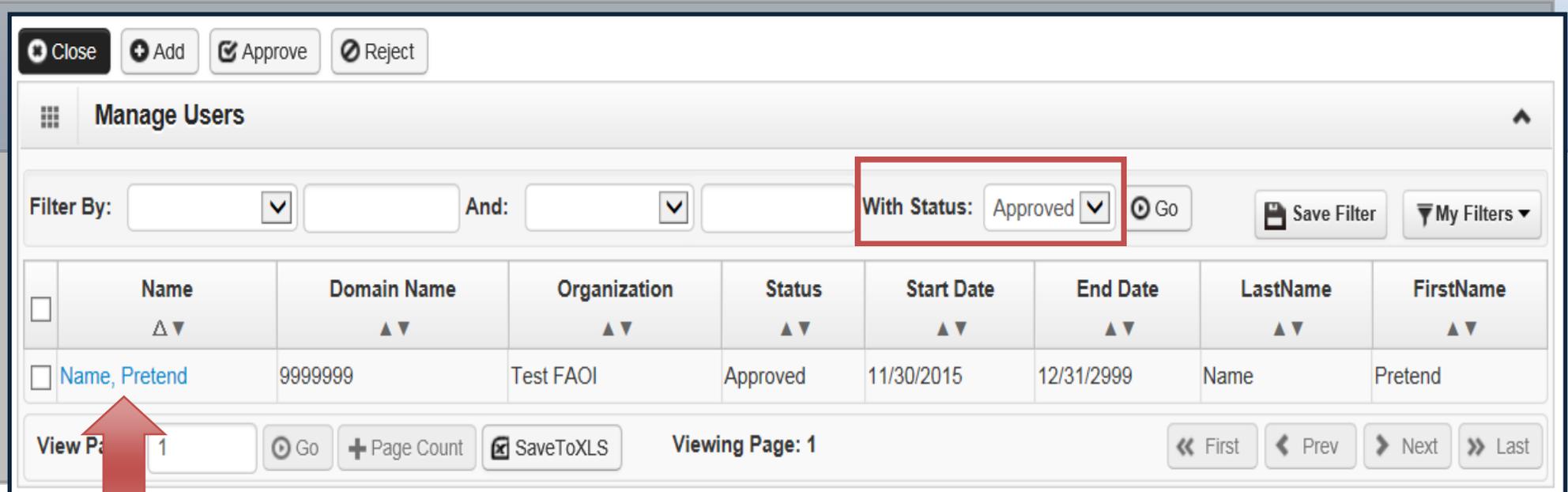
Remarks:



# Assigning Profiles

## 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.



Close Add Approve Reject

### Manage Users

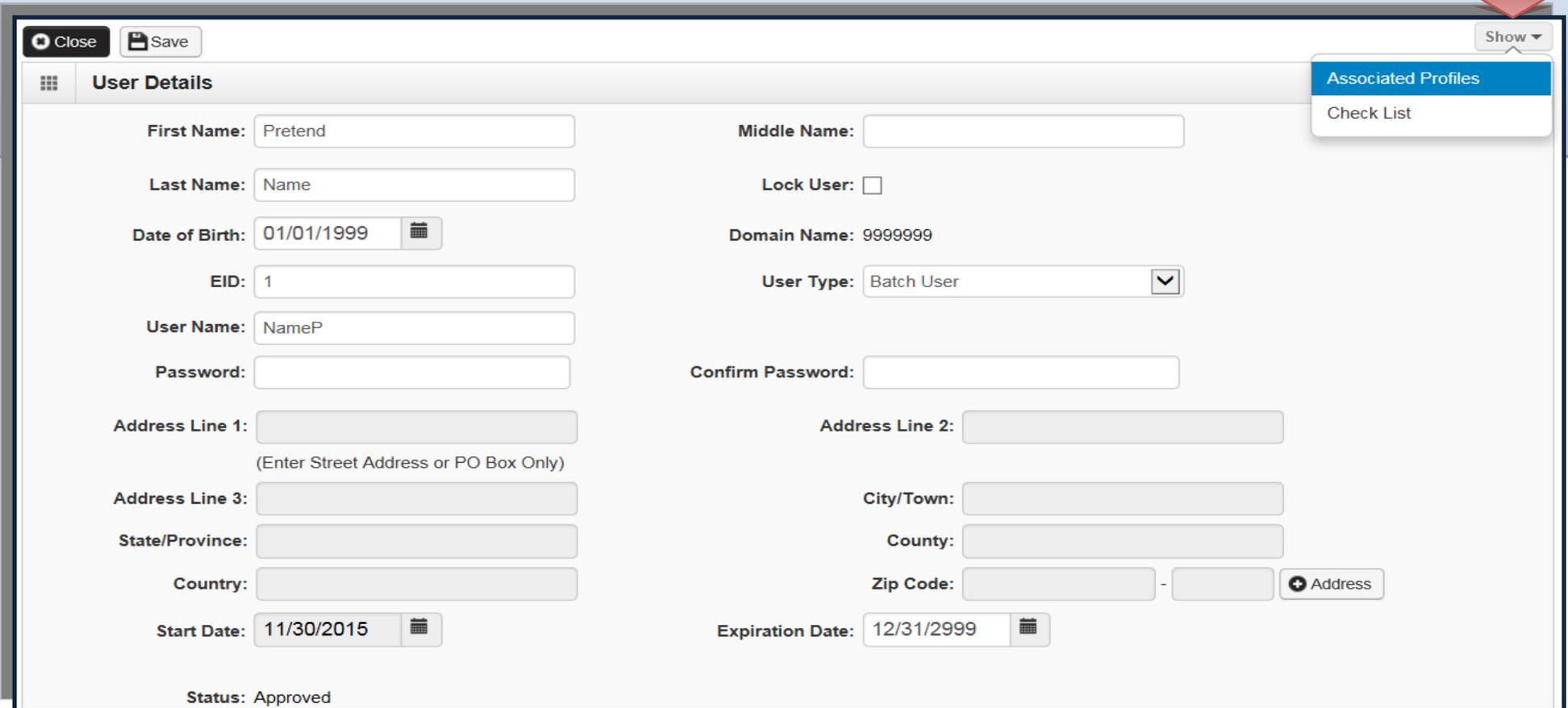
Filter By: [ ] And: [ ] With Status: Approved [Go] Save Filter My Filters

	Name	Domain Name	Organization	Status	Start Date	End Date	LastName	FirstName
<input type="checkbox"/>	<a href="#">Name, Pretend</a>	9999999	Test FAOI	Approved	11/30/2015	12/31/2999	Name	Pretend

View Page 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

# 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**'.



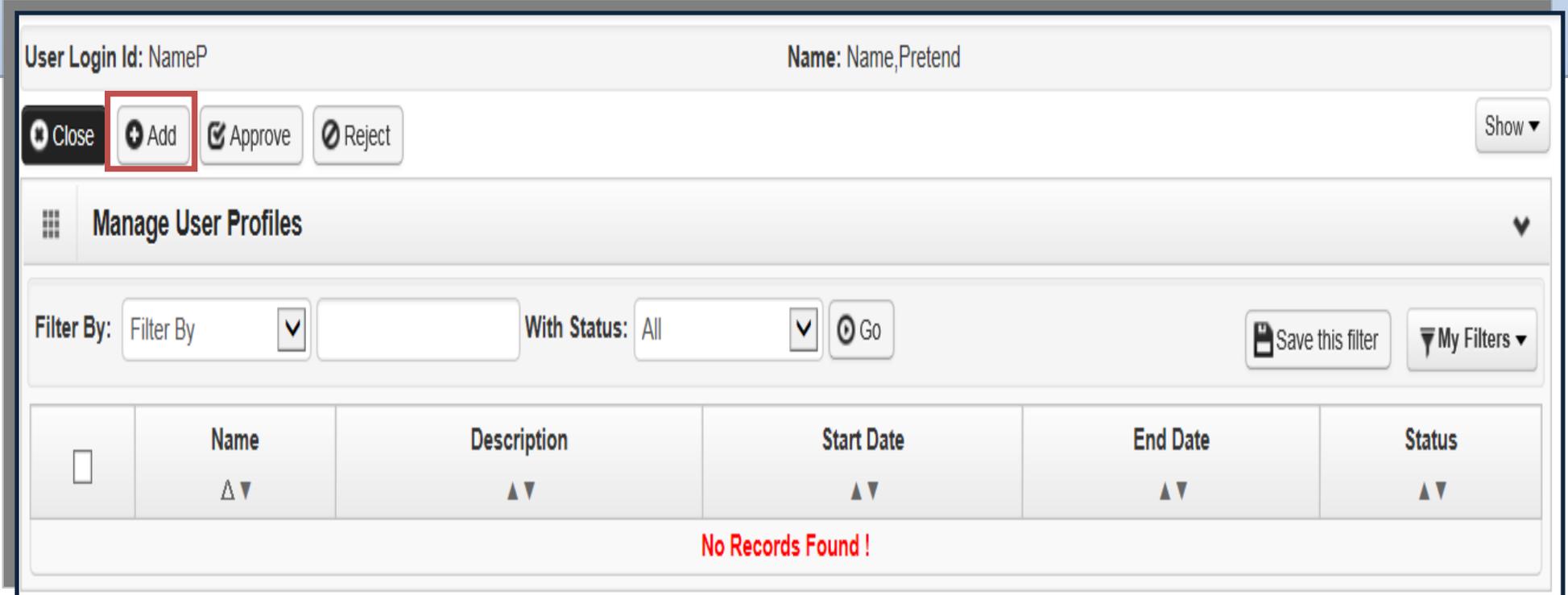
The screenshot shows the 'User Details' page with the following fields and values:

- Close** and **Save** buttons at the top left.
- Show** dropdown menu at the top right, with a red arrow pointing to it. The menu is open, showing **Associated Profiles** (highlighted) and **Check List**.
- First Name:** Pretend
- Last Name:** Name
- Date of Birth:** 01/01/1999
- EID:** 1
- User Name:** NameP
- Password:** (empty)
- Address Line 1:** (empty)
- Address Line 3:** (empty)
- State/Province:** (empty)
- Country:** (empty)
- Start Date:** 11/30/2015
- Status:** Approved
- Middle Name:** (empty)
- Lock User:**
- Domain Name:** 9999999
- User Type:** Batch User
- Confirm Password:** (empty)
- Address Line 2:** (empty)
- City/Town:** (empty)
- County:** (empty)
- Zip Code:** (empty) - (empty) **Address** button
- Expiration Date:** 12/31/2999

# Assigning Profiles

On the 'Mange User Profiles' page, select 'Add'.

**Note:**  
"No Records Found" denotes that no profiles have been selected for the chosen user.

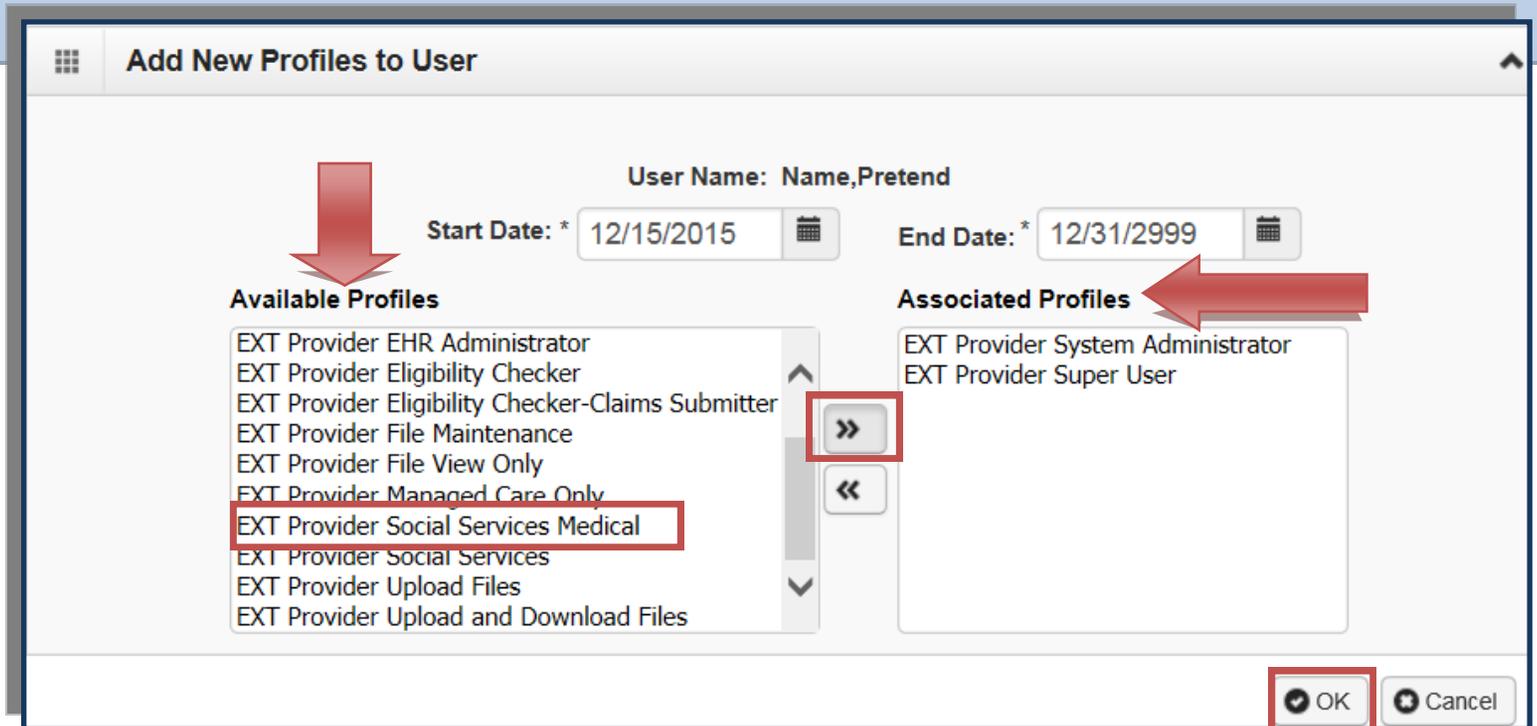


The screenshot displays the 'Manage User Profiles' interface. At the top, it shows 'User Login Id: NameP' and 'Name: Name,Pretend'. Below this, there are four buttons: 'Close', 'Add', 'Approve', and 'Reject'. The 'Add' button is highlighted with a red box. To the right of these buttons is a 'Show' dropdown menu. Below the buttons is a section titled 'Manage User Profiles' with a dropdown arrow. Underneath, there are filter controls: 'Filter By' with a dropdown menu, a text input field, 'With Status: All' with a dropdown menu, and a 'Go' button. To the right of these are 'Save this filter' and 'My Filters' buttons. Below the filter controls is a table with columns: Name, Description, Start Date, End Date, and Status. Each column has a sort icon (up and down triangles). The table is currently empty, and a red message 'No Records Found!' is displayed at the bottom of the table area.

# 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'**.



**Add New Profiles to User**

User Name: Name,Pretend

Start Date: \* 12/15/2015

End Date: \* 12/31/2999

**Available Profiles**

- EXT Provider EHR Administrator
- EXT Provider Eligibility Checker
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider File Maintenance
- EXT Provider File View Only
- EXT Provider Managed Care Only
- EXT Provider Social Services Medical
- EXT Provider Social Services
- EXT Provider Upload Files
- EXT Provider Upload and Download Files

**Associated Profiles**

- EXT Provider System Administrator
- EXT Provider Super User

OK Cancel

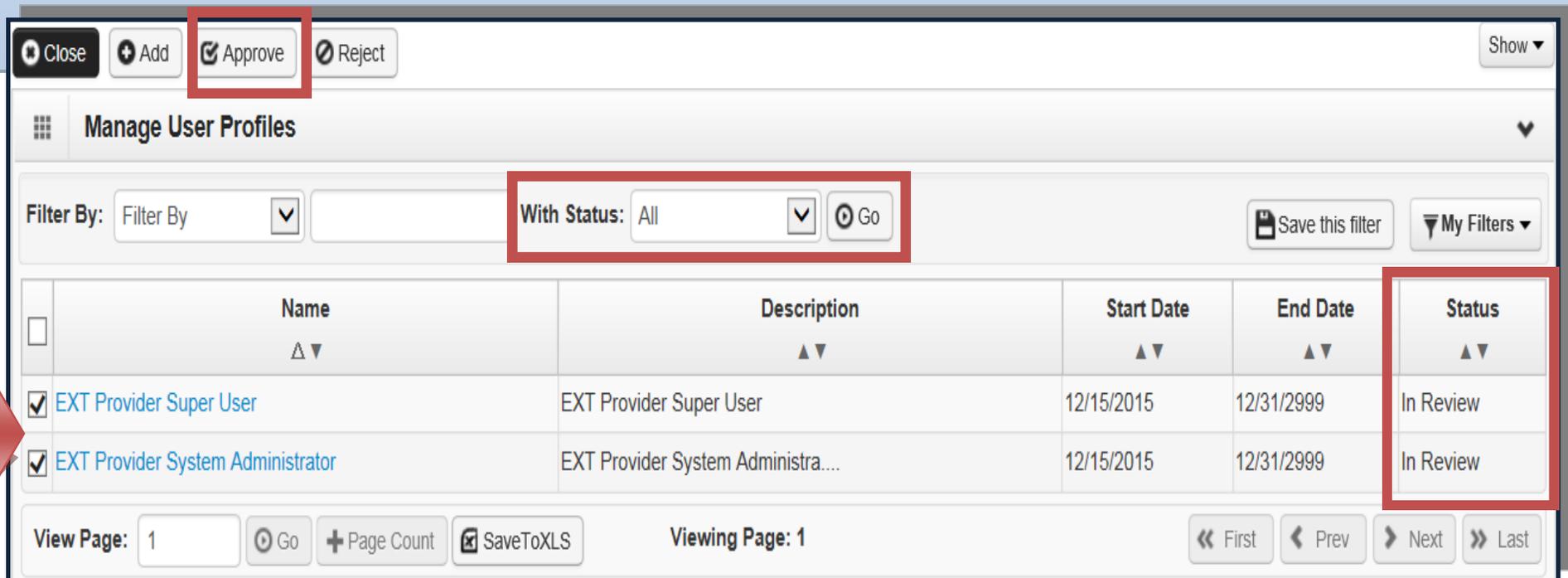
Users will have a default end date of **12/31/2999**.

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.

# Assigning Profiles

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.



Close Add **Approve** Reject Show

Manage User Profiles

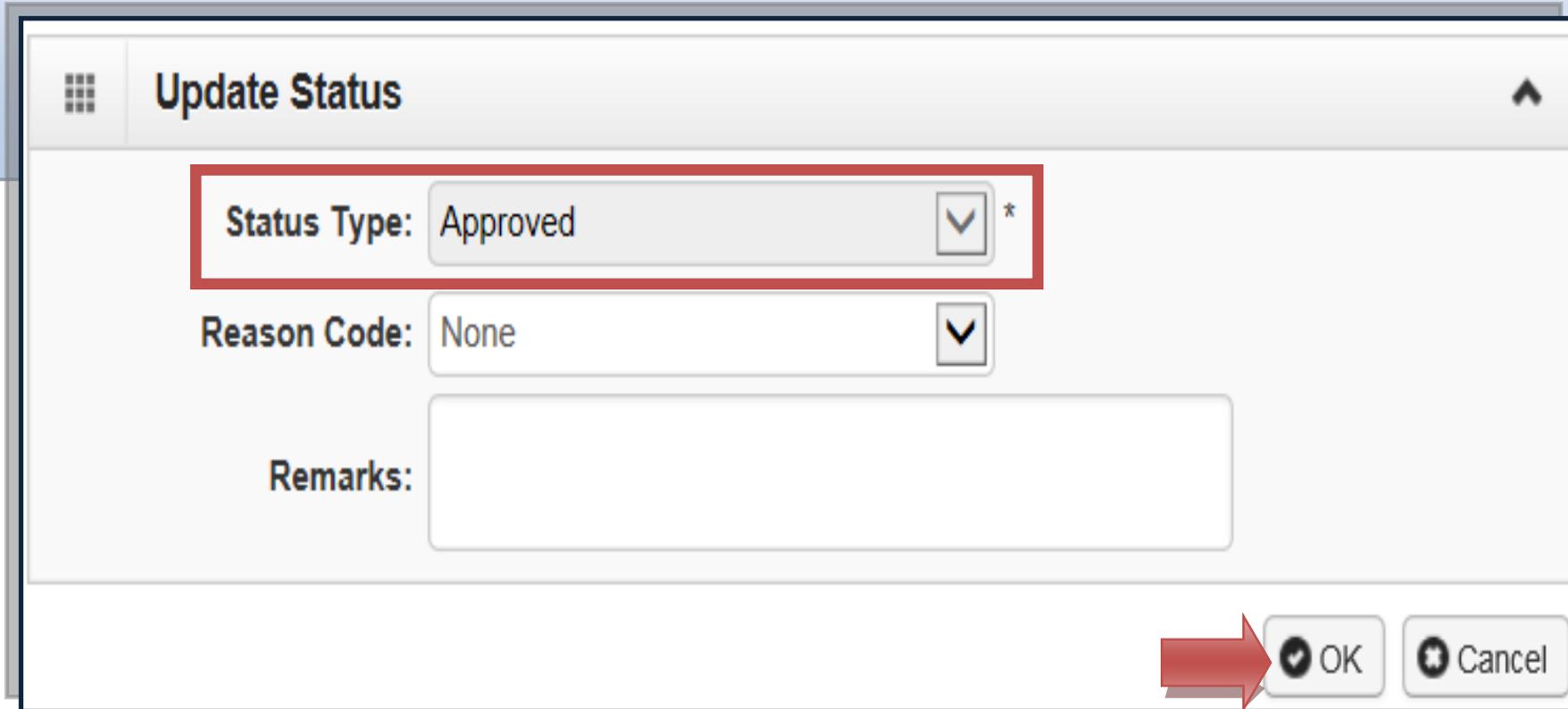
Filter By: Filter By With Status: All Go Save this filter My Filters

	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>					
<input checked="" type="checkbox"/>	EXT Provider Super User	EXT Provider Super User	12/15/2015	12/31/2999	In Review
<input checked="" type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra....	12/15/2015	12/31/2999	In Review

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

# Assigning Profiles

A pop-up showing the **'Status Type'** of **'Approved'** will appear once you have chosen **'Approve'** on the previous screen. Click **'OK'**.



**Update Status**

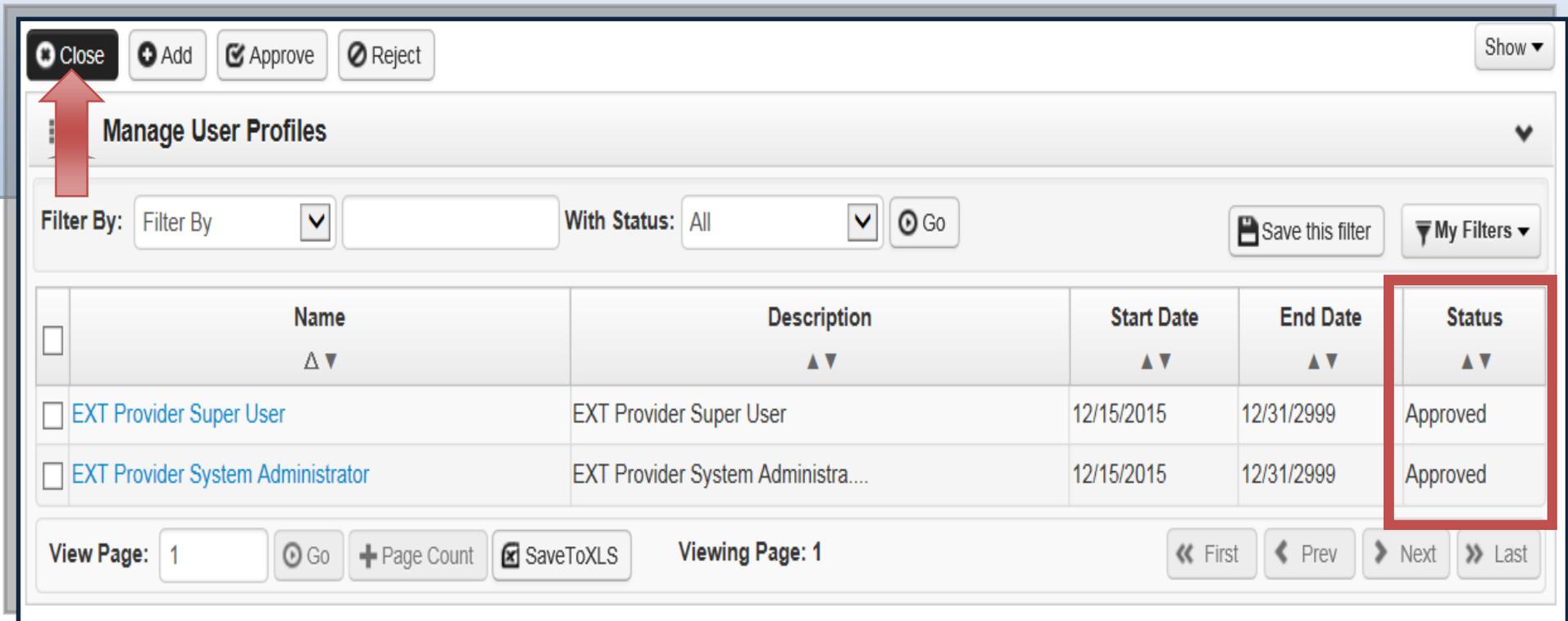
**Status Type:** Approved  \*

**Reason Code:** None

**Remarks:**

# 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.



The screenshot displays the 'Manage User Profiles' interface. At the top, there are buttons for 'Close', 'Add', 'Approve', and 'Reject'. Below these is a search and filter section with 'Filter By' and 'With Status' dropdowns, and buttons for 'Go', 'Save this filter', and 'My Filters'. The main area contains a table with the following data:

	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	EXT Provider Super User	EXT Provider Super User	12/15/2015	12/31/2999	Approved
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra...	12/15/2015	12/31/2999	Approved

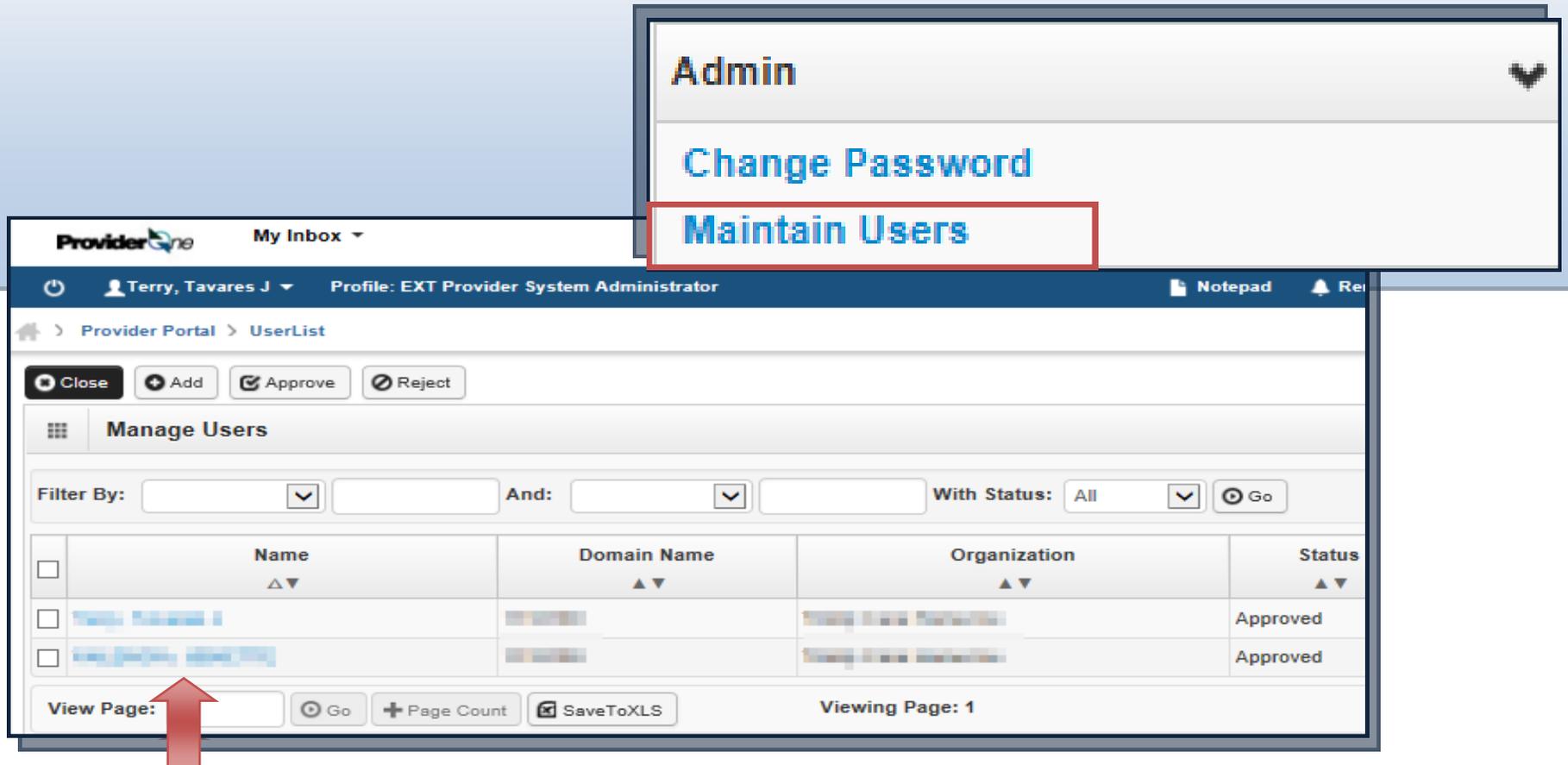
At the bottom, there is a pagination section with 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', 'Viewing Page: 1', and navigation buttons for 'First', 'Prev', 'Next', and 'Last'.

# Managing User Profiles

## 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 screenshot shows the ProviderOne interface. At the top, there's a navigation bar with 'My Inbox' and a user profile 'Terry, Tavares J'. Below that, the breadcrumb trail is 'Provider Portal > UserList'. The main area is titled 'Manage Users' and contains a table of users. The table has columns for Name, Domain Name, Organization, and Status. Two users are listed, both with a status of 'Approved'. A red arrow points to the 'View Page:' field at the bottom left. A red box highlights the 'Maintain Users' link in the top right corner of the interface.

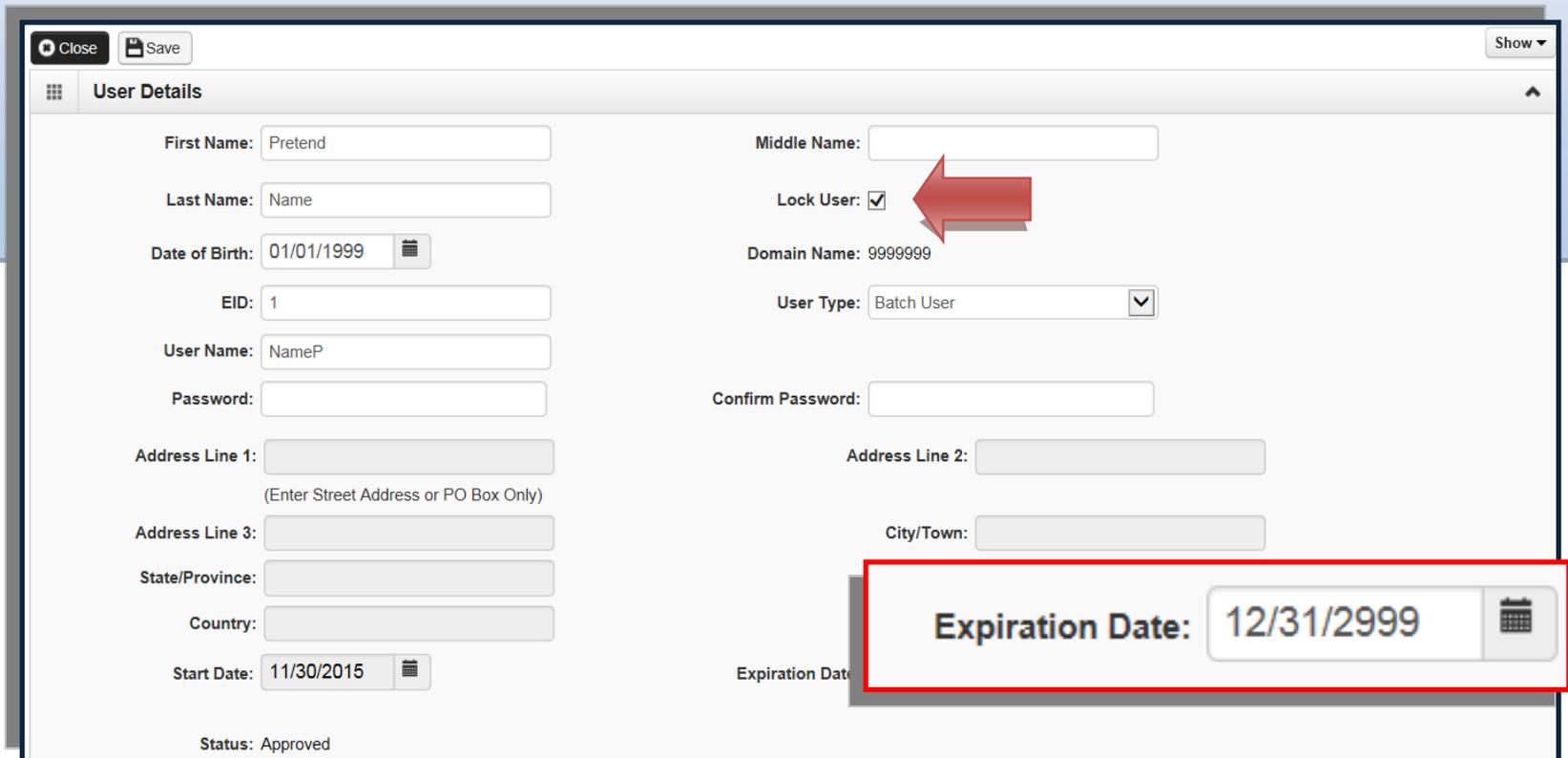
	Name	Domain Name	Organization	Status
<input type="checkbox"/>	<a href="#">Terry, Tavares J</a>			Approved
<input type="checkbox"/>	<a href="#">Terry, Tavares J</a>			Approved

# Managing User Profiles

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.



The screenshot shows the 'User Details' form with the following fields and values:

- Close (button), Save (button), Show (dropdown)
- First Name: Pretend
- Middle Name: (empty)
- Last Name: Name
- Lock User:  (indicated by a red arrow)
- Date of Birth: 01/01/1999 (calendar icon)
- Domain Name: 9999999
- EID: 1
- User Type: Batch User (dropdown)
- User Name: NameP
- Password: (empty)
- Confirm Password: (empty)
- Address Line 1: (empty)
- Address Line 2: (empty)
- (Enter Street Address or PO Box Only)
- Address Line 3: (empty)
- City/Town: (empty)
- State/Province: (empty)
- Country: (empty)
- Start Date: 11/30/2015 (calendar icon)
- Expiration Date: 12/31/2999 (calendar icon, highlighted with a red box)
- Status: Approved