



# How to Enroll Servicing Providers in ProviderOne

School-Based Health Care Services Program  
September 2020

**NOTE:** This training is intended for school districts participating in the School-Based Health Care Services (SBHS) program. The SBHS provides reimbursement for health care related services included in a student's individualized education program (IEP) or individualized family service plan (IFSP).

More information about the SBHS program can be found on the SBHS webpage at <https://www.hca.wa.gov/sbhs>.

# Enrolling Providers in ProviderOne

In order for your school district to receive Medicaid reimbursement through the School-Based Health Care Services (SBHS) program, each licensed provider, licensed assistant, compact holder, and interim permit holder who participates in the program must be enrolled as a servicing provider under the school district's ProviderOne account.

- A servicing provider who practices at multiple districts must be enrolled under each district's ProviderOne account. The SBHS coordinator at each district must enroll the provider under their district's account.
- Nonlicensed school staff providing services under the supervision of a licensed provider do not need to be enrolled in ProviderOne.

# Enrolling Servicing Providers

**Before enrolling a provider in ProviderOne, you will need to collect the following information:**

- Provider's full name
- DOB
- Social Security #
- Provider's start date with the district or ESD
- SBHS approved taxonomy code (see **Slide #5** for a list of SBHS approved taxonomy codes)
- Provider's [NPI number](#)
  - Providers can apply for an NPI through the [NPPES website](#)
- Department of Health (DOH) license number, license last issue date, and expiration date
  - Look up a provider's license number on the [DOH website](#)

# SBHS Approved Taxonomy Codes

Service provider types	Service provider taxonomy codes
Advanced registered nurse practitioner	363LS0200X
Audiologist (including audiology interim permit holder)	231H00000X
Licensed practical nurse	164W00000X
Licensed mental health counselor	101YS0200X
Licensed mental health counselor associate	101YS0200X
Occupational therapist	225X00000X
Occupational therapist assistant	224Z00000X
Physical therapist (including PT compact holder)	225100000X
Physical therapist assistant (including PTA compact holder)	225200000X
Psychologist	103TS0200X
Registered nurse	163WS0200X
Social worker	1041S0200X
Speech language pathologist (including SLP interim permit holder)	235Z00000X
Speech language pathologist assistant	2355S0801X

# Enrolling Servicing Providers

- School districts must keep track of all licensed providers, licensed assistants, and interim permit holders who participate in the SBHS program on the [Provider and Contact Update Form](#).
- Nonlicensed school staff do not need to be listed on the form.
- Once all information for each provider is collected and entered on the form, the district is ready to enroll the provider(s) in ProviderOne.

**Note:** Do not include social security numbers (SSN) on the Provider and Contact Update form. Keep providers' SSNs in a secure location while enrolling providers in ProviderOne.

# Log in to ProviderOne

- Log into [ProviderOne](#) using your assigned domain, username, and password.
- Click the “Login” button.
- Choose the **EXT Provider Super User** profile.
- Contact your district’s ProviderOne System Administrator or the [SBHS program manager](#) if you do not have the Super User profile.

# Enrolling Providers in ProviderOne

**There are three options for school districts enrolling providers in ProviderOne:**

- **Option 1: Enrolling an Existing Servicing Provider.** Adding a provider who is already in ProviderOne to your district's ProviderOne account (i.e. someone who has billed Medicaid before either under another school district or through a clinic and is already in ProviderOne). Follow directions on slides 9-14.
- **Option 2: Enrolling a New Servicing Provider.** Enrolling a provider who has never billed Medicaid before and is not already in ProviderOne. Follow directions on slides 15-21.
- **Option 3: Enrolling a Bulk Amount of Providers.** Enrolling a large amount of providers at one time (more than two providers). Follow directions on slide 22.



# Option 1: Enrolling an Existing Servicing Provider\*

\*A provider that is already in ProviderOne but needs to be added to your district's ProviderOne account (i.e. someone changing school districts, someone who works at multiple districts, or a provider who has billed Medicaid before). If you are unsure if the provider is already in ProviderOne, follow directions for "Enrolling an Existing Servicing Provider." If you receive an error message, then proceed to "Option 2: Enrolling a New Servicing Provider."

# Enrolling an Existing Servicing Provider

- After you have logged in to ProviderOne, under **Provider** click on **Manage Provider Information**.



- At the Business Process Wizard click on **Step 14: Servicing Provider Information**.

<input type="checkbox"/>	Step 13: EDI Contact Information	Optional	07/01/2008
<input type="checkbox"/>	Step 14: Servicing Provider Information	Required	09/14/2009
<input type="checkbox"/>	Step 15: Payment and Remittance Details	Required	07/01/2008

# Enrolling an Existing Servicing Provider

- When the Servicing Provider List opens, click the **Add** button.

Close Add

Servicing Provider List

Filter By : [ ] And [ ] And Operational Status: Active [Go] [Save Filter] [My Filters]

ProviderOne ID	Servicing Provider Name	Servicing Provider NPI	Start Date	End Date	Status	Operational Status	Inactivation Date
<input type="checkbox"/> 0000001	DOE, JOHN		01/01/2008	12/31/2999	Approved	Active	
<input type="checkbox"/> 0000002	DOE, JANE		01/01/1998	12/31/2999	Approved	Active	

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

# Enrolling an Existing Servicing Provider

## ➤ At the Add screen:

- Enter the provider's NPI
- Enter the provider's start date with your district or ESD
- Click on the **Confirm Provider** button

**Add Servicing Provider**

Provide Servicing Provider ID Details.

ProviderOne ID / NPI:  \*

Provider Name:

Start Date:  \*

End Date:

# Enrolling an Existing Servicing Provider

- If the provider is already in ProviderOne, the name will be confirmed.

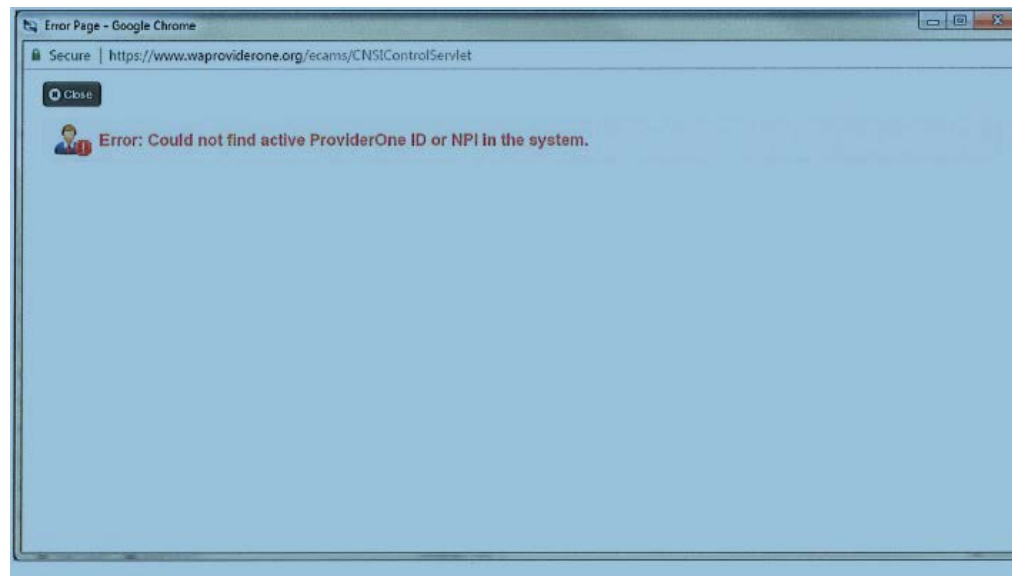
The screenshot shows a web form titled "Add Servicing Provider". The main heading is "Provide Servicing Provider ID Details." The form contains the following fields:

- ProviderOne ID / NPI: 0000000001 \*
- Provider Name: BETTY DOE (highlighted with an orange box)
- Start Date: 05/16/2013 \*
- End Date: [empty]

At the bottom right, there are three buttons: "Confirm Provider", "OK", and "Cancel". An orange arrow points down to the "OK" button.

- **Click the OK button** to add the provider to your list.
- If you have additional providers to add, add them now.
- If you have no additional providers to add, click on **Step 16: Submit Modification for Review**.
- Your modification request will be reviewed and worked within 30 days.

- If you receive the following error, the provider is not an existing provider and is not currently enrolled in ProviderOne:



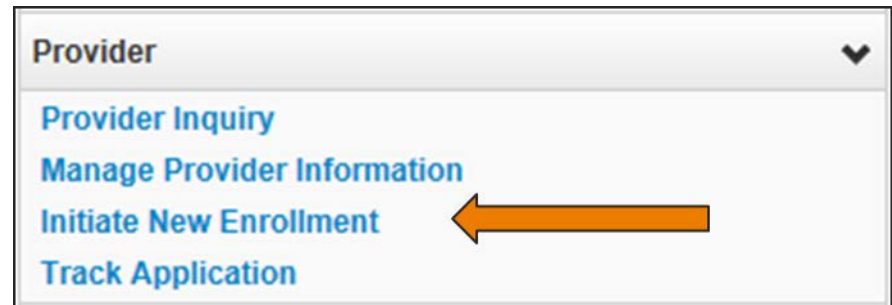
- If you receive this error, follow instructions on slides 15-21:  
**“Enrolling a New Servicing Provider”**

# Enrolling a New Servicing Provider\*

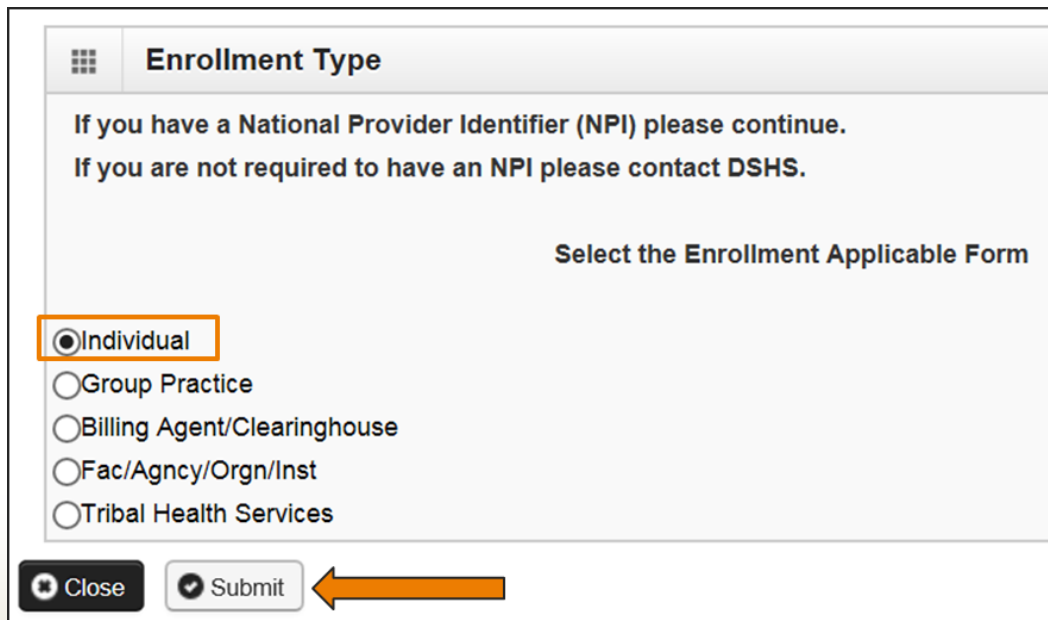
\*A new provider who is not currently enrolled in ProviderOne (i.e. a newly licensed provider who has never billed Medicaid).

# Enrolling a New Servicing Provider

- After you log into ProviderOne, select the **Initiate New Enrollment** hyperlink.



A screenshot of a dropdown menu titled "Provider" with a downward arrow. The menu contains four blue hyperlinks: "Provider Inquiry", "Manage Provider Information", "Initiate New Enrollment", and "Track Application". An orange arrow points to the "Initiate New Enrollment" link.



A screenshot of the "Enrollment Type" selection screen. The title is "Enrollment Type" with a grid icon. Below the title, there is instructional text: "If you have a National Provider Identifier (NPI) please continue. If you are not required to have an NPI please contact DSHS." Below this is the instruction "Select the Enrollment Applicable Form". There are five radio button options: "Individual", "Group Practice", "Billing Agent/Clearinghouse", "Fac/Agency/Orgn/Inst", and "Tribal Health Services". The "Individual" option is selected and highlighted with an orange box. At the bottom, there are two buttons: "Close" and "Submit". An orange arrow points to the "Submit" button.

- Click on **Individual** to start a new enrollment for the rendering/servicing provider and click **Submit**.



# Enrolling a New Servicing Provider

➤ At the Basic Information page for the servicing provider enrollment:

- Click the **SSN** radio button
- Complete the rest of the data fields
- Select **Servicing Only** as the Servicing Type
- For the **W-9 Entity Type**, choose **Other**
- In the **W-9 Entity Type (If Other)** box enter **Servicing Only**
- Once complete, click **Finish**

☰ **Basic Information**

If you don't have NPI and \*

Tax Identifier Type:  FEIN  **SSN**

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Provider Name(Organization Name):  (as shown on Income Tax Return)

Organization Business Name:  Federal Employer Identification Number(FEIN):

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Provider Name: (First Name)  (Middle Name)  (Last Name)

Suffix:   Gender:

SSN:  Title:

Date of Birth:   Servicing Type:

---

National Provider Identifier(NPI):  UBI:

W-9 Entity Type:   \* ↔ W-9 Entity Type (If Other):

Other Organizational Information:   ←

Enrollment Effective Date:

Receive Invoice for Medical Services?:   \*

- Choose "Government" for "Other Organizational Information".

# Enrolling a New Servicing Provider

- On the basic information page you must also choose the **“Billing Type”** and the **“Available Agency”** for the provider.
  - For **“Billing Type”** you will choose: NB-Non-billing
  - For **“Available Agency”** you will choose: HCA

The image shows two screenshots of a web form titled "Basic Information". The left screenshot shows the "Available Agencies" list with "HCA" selected. The right screenshot shows the "Selected Agencies" list with "HCA" selected and circled in red, and the "Billing Type" dropdown menu with "NB" selected and boxed in red. A blue arrow points from the left screenshot to the right screenshot.

Available Agencies	Selected Agencies
DOC	
DSHS	
HCA	HCA

Agency: [ ]

Billing Type: [ NB ]

# Enrolling a New Servicing Provider

- Once the fields are completed on the Basic Information screen, the enrollment application is submitted into ProviderOne which generates an application number.

Print Help

Application Id: 1111111112222      Name: DOE, LINDA      Enrollment Type: Individual

You have successfully completed the basic information on the Enrollment Application This is your Application #: 1111111112222

Please make note of this application number. This is the number you will be required to use to track the status of your enrollment application. Do not lose this number once you log off.

Ok

- Be sure to record this application number for use in tracking the status of the enrollment application.
- Click **OK** and continue to add additional information for the provider (see next slide).

# Enrolling a New Servicing Provider

- **Complete additional “required” steps.** See following slides for more information on how to complete each step.

Close Required Credentials Purge

Enroll Provider -Individual

Business Process Wizard-Provider Enrollment (Individual). Click on the Step # under the Step Column

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	01/06/2016	01/06/2016	Complete	
Step 2: Add Locations	Not Required			Incomplete	
Step 3: Add Specializations	Required			Incomplete	
Step 4: Ownership & Managing/Controlling Interest details	Not Required			Incomplete	
Step 5: Add Licenses and Certifications	Optional			Incomplete	
Step 6: Add Training and Education	Optional			Incomplete	
Step 7: Add Identifiers	Optional			Incomplete	
Step 8: Add Contract Details	Not Required			Incomplete	
Step 9: Add Federal Tax Details	Optional			Incomplete	
Step 10: Add EDI Submission Method	Not Required			Incomplete	
Step 11: Add EDI Billing Software Details	Not Required			Incomplete	
Step 12: Add EDI Submitter Details	Not Required			Incomplete	
Step 13: Add EDI Contact Information	Not Required			Incomplete	
Step 14: Add Billing Provider Details	Optional			Incomplete	
Step 15: Add Payment and Remittance Details	Not Required			Incomplete	
Step 16: Complete Enrollment Checklist	Required			Incomplete	
Step 17: Submit Enrollment Application for Review	Required			Incomplete	

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1

First Prev Next Last

# Enrolling a New Servicing Provider

## ➤ Step 3: Specializations

- Add the provider's taxonomy here
- You must enter an SBHS approved taxonomy code listed on **Slide #6** of this training

## ➤ Step 5: Licenses and Certifications

- Enter the provider's license/certification information issued by the Department of Health

## ➤ Step 14: Billing Provider Details

- Add the NPI and the name of the school district or ESD that will bill for this servicing provider's services

## ➤ Step 17: Complete Enrollment Checklist

- Answer the questions displayed
- Click **Save** and then **Close**

# Enrolling a New Servicing Provider

## ➤ Step 18: Submit Modification for Review

- Click this step to initiate sending the enrollment.
- Click the **Submit Enrollment** button.

**Final Submission**

Application #: 1111111112222 Enrollment Type: Individual

The information submitted for enrollment shall be verified and reviewed by the DSHS.  
During this time, any changes to the information shall not be accepted.

I agree that the information submitted as a part of the application is correct (Privacy and Confidentiality).

Please use the Application # in all the documentation sent to the DSHS.

Instructions for submitting documentation:

1. Please click on [this link](#) to display the documentation cover sheet.
2. Print the cover sheet.
3. Write the Application number in the 'Application #' field of the cover sheet.
4. Include the cover sheet, with the Application number, when mailing or faxing documentation to the DSHS.

**Application Document Checklist**

Forms/Documents	Special Instructions	Source	Required
Training and Education	Please provide a copy of all required Training and Documentation.		NO
Tax Documents	Please provide a copy of all required Tax Documents.	<a href="http://www.irs.gov/">http://www.irs.gov/</a>	YES
Licenses and Certifications	Please provide a copy of all required Licenses and Certifications.	<a href="http://www.doh.wa.gov">http://www.doh.wa.gov</a>	YES
EDI Required Documentations	Please provide a copy of all required Trading Partner documents.		NO
Contracts and Agreements	Please provide a copy of all required Contracts and Agreements. Include a copy of the current Core Provider Agreement.		YES
Business License	Please provide a copy of business license.	<a href="http://www.dor.wa.gov">http://www.dor.wa.gov</a>	YES

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

- Attach all required supporting documentation (certifications, licensure information, etc.) if prompted to do so. 22

## Option 3: Enrolling a Bulk Amount of Providers

- If you need to enroll many servicing providers at one time, you may use the [roster spreadsheet](#) to upload bulk enrollment applications to ProviderOne.
- [Follow the instructions](#) to complete the roster spreadsheet.
- Once the roster spreadsheet has been filled out, follow the [instructions for roster file upload and reviewing roster errors](#) to upload the roster and resolve errors. (Find help for [troubleshooting roster error messages](#).)

# Questions?

## Provider Enrollment

1-800-562-3022 ext 16137

[providerenrollment@hca.wa.gov](mailto:providerenrollment@hca.wa.gov)

## Provider Enrollment Hours:

- Mon, Tues, Thurs, Fri 7:30-12:00/1:00-4:20
- Closed Wednesday

**-OR-**

Provider Relations at [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)