How to Enroll Servicing Providers in ProviderOne

School-Based Health Care Services
November 2018
Which Providers Need to be Enrolled in ProviderOne?

- All providers participating in SBHS must be enrolled as a servicing provider under the school district’s ProviderOne account*.
- ProviderOne is the state’s electronic Medicaid billing system for fee-for-service claims.
- A servicing provider may be enrolled under multiple ProviderOne accounts at one time.

*Non-licensed school staff providing nursing services as delegated by a licensed registered nurse do not need to be enrolled in ProviderOne.
Gather Provider Information

Before enrolling a provider in ProviderOne, you will need to gather the following information from each provider:

- Provider’s full name
- Date of birth (DOB)
- Social Security Number
- Provider’s start date with the district or ESD (if provider is a subcontractor, this would be the contract start date with the district)
- SBHS approved taxonomy code (this information can be found in the SBHS Billing Guide)
- Provider’s National Provider Identifier (NPI)
  - Use the NPPES NPI Registry to look up a provider’s NPI: https://npiregistry.cms.hhs.gov/
- Department of Health (DOH) license number, last issue date, and expiration date
  - Use DOH’s Provider Credential Search to look up a provider’s license information
Enter Provider Information into **Provider and Contact Update Form**

- After you’ve gathered the providers’ information, enter details on the **Provider and Contact Update Form** (HCA Form 12-325).
- Submit the updated form to the **SBHS program manager** via email.

<table>
<thead>
<tr>
<th>Servicing Provider Name</th>
<th>Provider Type</th>
<th>Provider Taxonomy</th>
<th>Provider NPI</th>
<th>DOH License Number</th>
<th>Last Issue Date</th>
<th>Expiration Date</th>
<th>Start Date with District</th>
<th>Resignation Date (if applicable)</th>
<th>Subcontractor (Y/N)</th>
<th>Supervisor’s Name and Title</th>
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<tbody>
<tr>
<td>Example: John Smith</td>
<td>SLP</td>
<td>XX</td>
<td>123456789</td>
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<td>N</td>
<td>N</td>
<td>N</td>
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<tr>
<td>Provider Name</td>
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<td>XX</td>
<td>123456789</td>
<td>123456789</td>
<td>01/01/2023</td>
<td>12/31/2023</td>
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<td>N</td>
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<tr>
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<td>N</td>
<td>N</td>
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<tr>
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<td>123456789</td>
<td>123456789</td>
<td>01/01/2023</td>
<td>12/31/2023</td>
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<td>N</td>
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<tr>
<td>Jane Doe</td>
<td>LPN</td>
<td>164578900</td>
<td>123456789</td>
<td>123456789</td>
<td>01/01/2023</td>
<td>12/31/2023</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>
Existing and New Providers

There are two options when enrolling a provider under your school district’s ProviderOne account:

- **Enrolling an Existing Servicing Provider:** Adding a provider that has already been enrolled in Provider One (i.e. someone changing school districts, a provider who works at multiple districts, a subcontractor who already bills Medicaid).

- **Enrolling a New Servicing Provider:** Adding a new provider to ProviderOne (i.e. a newly licensed provider who has never billed Medicaid before).

The best practice is to follow the steps for enrolling an existing provider, even if you think the provider has not been enrolled in ProviderOne previously.
Accessing ProviderOne

• Before logging into ProviderOne:
  ➢ Make sure you are using one of the following and your pop-up blockers are turned OFF:

<table>
<thead>
<tr>
<th>Computer operating systems</th>
<th>Internet browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>• 10</td>
<td>• 11</td>
</tr>
<tr>
<td>• 8.1</td>
<td>• 10</td>
</tr>
<tr>
<td>• 8</td>
<td></td>
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<tr>
<td>• 7</td>
<td></td>
</tr>
<tr>
<td>Macintosh</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>• OS 10.12 Sierra</td>
<td>• 55.0.2883</td>
</tr>
<tr>
<td>• OS X 10.11 El Capitan</td>
<td>• 54.0.2840</td>
</tr>
<tr>
<td>• OS X 10.10 Yosemite</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Firefox</td>
</tr>
<tr>
<td></td>
<td>• 50.0.2</td>
</tr>
<tr>
<td></td>
<td>• 45.5.1 ESR</td>
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<tr>
<td></td>
<td>Safari</td>
</tr>
<tr>
<td></td>
<td>• 10.0.1</td>
</tr>
</tbody>
</table>
Option 1: 
Enrolling an Existing Servicing Provider

A provider that has already been enrolled in Provider One (i.e. someone changing school districts, a provider who works at multiple districts, or a subcontractor).
Enrolling an Existing Servicing Provider

- Log into ProviderOne using the **EXT File Maintenance** or **EXT Super User** profile.

- Under the **Provider Tab**, click on **Manage Provider Information**.

- Click on **Step 14: Servicing Provider Information**.
Enrolling an Existing Servicing Provider

When the Servicing Provider List opens, click the **Add** button.
Enrolling an Existing Servicing Provider

At the Add Servicing Provider screen:

- Enter the provider’s NPI
- Enter the provider’s start date with your district or ESD
- Click on the Confirm Provider button
Enrolling an Existing Servicing Provider

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

- Click the **OK** button to add the provider to your list and to exit this screen.
- Remember to click **Step 16: Submit Modification for Review** on the next screen.
- Your modification request will be reviewed in chronological order.
Enrolling an Existing Servicing Provider

If you receive the following error message, the provider is not currently enrolled in ProviderOne:

If you receive this error, follow instructions on slides 13-29: “Enrolling a New Servicing Provider”.
Option 2: Enrolling a New Servicing Provider

A new provider to Provider One (i.e. a newly licensed provider who has never billed Medicaid).
Enrolling a New Servicing Provider

- Log into ProviderOne using the EXT File Maintenance or EXT Super User profile.

- Under the Provider Tab, click on Initiate New Enrollment.

- Click on Individual to start a new enrollment for the rendering/servicing provider and click Submit.
Enrolling a New Servicing Provider

- On the basic information page, you must choose the provider’s “Billing Type” and the “Available Agency”.
  - For “Billing Type” you will choose: NB-Non-billing Provider
  - For “Available Agencies” you will choose: HCA
Enrolling a New Servicing Provider

- Complete the Basic Information page for the servicing provider by entering required information:
  
  - 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.

- Click “Finish” after you have entered all required information.
Enrolling a New Servicing Provider

- After clicking Finish, the enrollment application is submitted into ProviderOne which generates an application number.

- Be sure to record this application number for use in tracking the status of the provider application.

- Click OK to exit this screen and to complete the rest of the application.
Enrolling a New Servicing Provider

- **Step 1: Basic Information** shows as complete.
- The steps with the arrows still need to be completed.

The following slide describes these steps.
Description of Required Steps:

• **Step 3: Specializations**
  - Enter the provider’s taxonomy in this section
  - You must enter a SBHS approved taxonomy code listed in the [SBHS Billing Guide](#)
    - A list of SBHS approved taxonomies are also listed on Slide 21 of this training

• **Step 5: Licenses and Certifications**
  - Enter the provider’s license information issued by the Department of Health

• **Step 14: Billing Provider Details**
  - Enter the NPI and the name of the school district or ESD that will bill for this servicing provider’s services

• **Step 16: Complete Enrollment Checklist**
  - Answer the questions displayed

• **Step 17: Submit Enrollment Application for Review**

**NOTE:** The following slides will provide more details about each step.
Specializations/Taxonomy

- Click on Step 3: Specializations (required). This is where you will add the provider’s taxonomy type, specialty and subspecialties.

- Click on the Add button.
Specializations/Taxonomy

- An approved SBHS taxonomy must be entered for each provider.
- **SBHS approved taxonomies:**

<table>
<thead>
<tr>
<th>Service provider types</th>
<th>Servicing provider taxonomy codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiologist</td>
<td>231H00000X</td>
</tr>
<tr>
<td>Licensed practical nurse</td>
<td>164W00000X</td>
</tr>
<tr>
<td>Mental health counselor</td>
<td>101YS0200X</td>
</tr>
<tr>
<td>Occupational therapist</td>
<td>225X00000X</td>
</tr>
<tr>
<td>Occupational therapist assistant</td>
<td>224Z00000X</td>
</tr>
<tr>
<td>Physical therapist</td>
<td>225100000X</td>
</tr>
<tr>
<td>Physical therapist assistant</td>
<td>225200000X</td>
</tr>
<tr>
<td>Psychologist</td>
<td>103TS0200X</td>
</tr>
<tr>
<td>Registered nurse</td>
<td>163WS0200X</td>
</tr>
<tr>
<td>Social worker</td>
<td>1041S0200X</td>
</tr>
<tr>
<td>Speech therapist</td>
<td>235Z00000X</td>
</tr>
<tr>
<td>Speech therapist assistant</td>
<td>2355S0801X</td>
</tr>
</tbody>
</table>
Specializations/Taxonomy

- This screen utilizes several drop-down lists to help identify your information.
- This example shows how to enroll a speech language pathology assistant.

- **Administration** is HRSA—Health and Recovery Services Administration
- **Provider Type** is 23—Speech, Language and Hearing Services Providers
- **Specialty** is 55—Specialist/Technologist
- Enter **Start Date**. No End Date is needed
- Choose **Available Taxonomy Codes** from box and click the double arrow point to the **Associated Taxonomy Codes** box to be added
Specializations/Taxonomy

- Once the taxonomy has been added to the Associated Taxonomy Codes box, click the **OK** button.
Specializations/Taxonomy

- After clicking “OK” you will return to the Specialty/Subspecialty List screen.

- The screen should display the added taxonomy code as **In Review** with an end date of 12/31/2999.

- Click the **Close** button to return to the main enrollment screen.
License Information

➢ Click on **Step 5: Add License/Certifications** (required). This is where you will add the provider’s license information.

➢ Click on the **Add** button to add license/certification details.
License Information

- Click on the down arrow to display all the License/Certification options and click on your choice to highlight appropriate provider type (you will choose Professional License for all SBHS providers).

- Enter the License number.
- Enter the Effective Date of the License; then
- Add the End Date or Expiration Date for the License
- Click OK when done to return to the main enrollment screen.
Billing Provider Information

- Click on **Step 14: Add Billing Provider Details** (required). This is where you will add information for your school district.

- Click the **Add** button to add the school district information.
Billing Provider Information

- Enter the NPI number of the school district then click the **Confirm Provider** button.

- When you see your school district’s name, click on the **OK** button to finish.
Complete Enrollment Checklist

- Click on **Step 16: Complete Enrollment Checklist** (required).

- Complete this section by selecting **Yes** or **No** for each question. HCA’s Provider Enrollment office does a complete background check and will notify you if necessary.

- Click the **Save** button then click **Close**.
Final Step

- The final step is to click on **Step 17: Submit Enrollment Application for Review** and follow directions on the screen to submit the application.
Congratulations, your provider application has been submitted!

- Don’t forget to write down the application number.

![Application Information Window]

- Click **OK** to exit this screen.
- The Provider Enrollment office will contact you if additional information is required.
- **Note**: It can take up to 90 days for provider applications to be approved.
Provider Back-Date Process

The SBHS program back-dates a school provider’s ProviderOne start date to either:

- September 1 of the current school year (if the provider was employed with the district and had an active license and NPI at that time).
- The provider’s license effective date (if the license start date is after September 1 of the current school year).
Provider Back-Date Process

- Once the provider’s application has been approved by Provider Enrollment, the SBHS coordinator should confirm the provider’s start date in ProviderOne.

- If the start date has not been back dated appropriately, the SBHS coordinator can contact the SBHS program manager at: shanna.muirhead@hca.wa.gov.
Questions?

- Any questions related to the provider enrollment process, please email:

  ProviderEnrollment@hca.wa.gov
  - Provider Enrollment Hours:
    - Mon, Tues, Thurs, Fri 7:30-12:00/1:00-4:20
    - Closed Wednesday

- Any questions related to qualified providers or the provider back-date process, please email:

  Shanna.Muirhead@hca.wa.gov