School-Based Health Care Services (SBHS) Program

Enrolling a servicing provider in ProviderOne

March 2022
Disclaimer

This guidance is intended only for school districts and educational service districts (ESDs) participating in the Health Care Authority’s School-Based Health Care Services (SBHS) program. The SBHS program provides fee-for-service reimbursement for health care related services included in a Medicaid-eligible student’s individualized education program (IEP) or individualized family service plan (IFSP).

Questions about the SBHS program and/or which providers are eligible to participate in the SBHS program should be directed to the SBHS program manager at shanna.muirhead@hca.wa.gov.

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

Instructions on how to enroll providers in ProviderOne outside of the SBHS program can be found on HCA’s Provider Enrollment webpage. For assistance with enrolling school-based providers and/or other providers in ProviderOne, please contact HCA’s Office of Provider Enrollment at 1-800-562-3022 ext. 16137 or ProviderEnrollment@hca.wa.gov.
Table of Contents

Which school-based providers must be enrolled in ProviderOne? .................... 4
Gathering provider information and logging into ProviderOne .................... 5
Enrolling an existing servicing provider......................................................... 6
Enrolling a new servicing provider ................................................................. 9
Provider basic information ............................................................................. 11
Add specializations (taxonomy)....................................................................... 14
Add licenses and certifications ......................................................................... 17
Add training and education ............................................................................. 19
Add identifiers .................................................................................................. 20
Add federal tax details ..................................................................................... 21
Add billing provider information ..................................................................... 22
Add servicing provider Information ................................................................. 27
Add payment and remittance details ................................................................. 28
Complete enrollment checklist ......................................................................... 29
Enroll additional providers ............................................................................. 30
Submit enrollment application for review....................................................... 31
Which school-based providers must be enrolled in ProviderOne?

In order for your school district or ESD to receive Medicaid reimbursement through the School-Based Health Care Services (SBHS) program, each licensed provider, licensed assistant, compact license holder, and interim permit holder who participates in the SBHS program must be enrolled as a servicing provider under the school district’s ProviderOne account. A list of SBHS-eligible providers can be found in the SBHS Billing Guide and in WAC 182-537-0350.

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

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

- Provider’s full name
- DOB
- Social Security #
- Provider’s National Provider Identifier (NPI)
  - Look up a provider’s NPI on the NPI registry
  - Providers who do not have an NPI can apply through the NPPES website
  - Non-licensed school staff do not need an NPI
- Department of Health (DOH) license number, license effective date, and license expiration date
  - Look up a provider’s license number on the DOH website

Logging into ProviderOne

- Log into your school district’s ProviderOne account using your assigned domain, username, and password.
- 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 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 directions for “Enrolling a New Servicing Provider.”

- After you have logged into ProviderOne, under Provider, click on Manage Provider Information:

![Manage Provider Information](image)

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

<table>
<thead>
<tr>
<th>Step 13: EDI Contact Information</th>
<th>Optional</th>
<th>07/01/2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 14: Servicing Provider Information</strong></td>
<td>Required</td>
<td>09/14/2009</td>
</tr>
<tr>
<td>Step 15: Payment and Remittance Details</td>
<td>Required</td>
<td>07/01/2008</td>
</tr>
</tbody>
</table>
• When the Servicing Provider list opens, click the **Add** button:

![Add button](image)

• 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](image)

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

![Add Servicing Provider](image)

• **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 message, the provider is not an existing provider and is not currently enrolled in ProviderOne:

![Image of Associate Servicing Provider message]

Do You Want to Add the Servicing Provider Now? If yes, Click ‘OK’ button to start enrollment for the Servicing Provider.

- Tax Identifier Type: FEIN
- Service Provider Enrollment Type: Individual

• If you receive this message, click on “OK” and follow instructions on pages 9-32: “Enrolling a new servicing provider”.

---

8 | ENROLLING A 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).

- On the Business Process Wizard under Provider, click **Initiate New Enrollment**:

![Initiate New Enrollment](image)

- Select the **Individual** enrollment form (provider enrollment type) and click the **Submit** button.

![Select Individual Enrollment Type](image)
ProviderOne displays the Basic Information page:
**Provider basic information**

Entering the provider's basic information is the first step in the enrollment process. Successful completion of this step will result in:

- Assignment of an application ID
- Storage of the basic information in the provider enrollment staging area
- The first time this page displays, the application ID in the header will be blank. The information collected on this screen will vary based on the type of provider.
- Choose the Agency by highlighting the agency and moving it to the right using the double arrows.
  - Choose HCA as the selected agency.
- In the tax identifier type, choose the SSN radio button.
- Enter the servicing provider's name in the Provider Name field.
  - The Suffix and Title are not required.
  - The Gender, SSN, and Date of Birth fields are required entries.
- In the Servicing Type dropdown, choose **Servicing Only.**
In the bottom portion of the Basic Information screen, complete the following:

- Answer **Yes** using the dropdown for the question **All medical providers are federally mandated to have an NPI. Is this provider required to have an NPI?**
- Enter the provider’s **NPI** in the National Provider Identifier (NPI) field.
- The UBI is not required.
- Choose **Other** from the W-9 Entity Type dropdown.
  - Type **Servicing Only** in the W-9 Entity Type (if Other) field.
- Using the Other Organizational Information dropdown, choose the appropriate entry.
  - Choose either **Non-profit** or **Government**.
- Enter your **email address** in the **Email Address** field. HCA’s Provider Enrollment Office will email this email address if there are any questions about the provider’s application.
- The **Enrollment Effective Date** is not a required field and should not be entered. This will be completed during the approval process.

Click the **Next** button.

ProviderOne displays the Basic Information – Application ID page.

- Print this page or copy the **application ID** and store it in a safe place. If you exit the enrollment process prior to completion and want to return, you will need this number.
  - **Please note.** An application will be purged from the system if not completed within 180 days from the date the application was started.

Click **Next**.
- ProviderOne displays the provider enrollment BPW.
- The Provider Basic Information status is now set to Complete.

**Note:** All steps marked as **Required** must have a status of **Complete** before the application can be submitted for review. For servicing providers participating in the SBHS program, Step 1, Step 4, Step 6, Step 15, Step 18, and Step 19 are required steps.

<table>
<thead>
<tr>
<th>Step</th>
<th>Required</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Required</td>
<td>04/28/2021</td>
<td>04/28/2021</td>
<td>Complete</td>
</tr>
</tbody>
</table>
Add specializations

Accessing the specialty/subspecialty List
From the BPW:

- Click the **Add Specializations** link.

**Step 4: Add Specializations**

- ProviderOne displays the Specialty/Subspecialty List.
- The first time this list displays it will be blank. This list displays all specializations by location.

Add specializations
- To add a new record, click the **Add** button.

![Add Specializations Form]

- ProviderOne displays the Add Specialty/Subspecialty form.

![Add Specialty/Subspecialty Form]
Choose the **Administration** from the dropdown (HCA-Health Care Authority).

Then choose both the **Provider Type** (the first two digits of the taxonomy code) and the **Specialty** (digits three and four of the taxonomy code). See table below for these digits.

The End Date is not a required field.

- This will open the Available Taxonomy Codes loaded in ProviderOne.
- Use the arrows to move the taxonomy code from the **Available Taxonomy Codes** box to the **Associated Taxonomy Codes** box.

Based on the provider type, you must use the following taxonomy codes. Providers can have multiple taxonomies, but for the SBHS program, these taxonomies must be used:

<table>
<thead>
<tr>
<th>Service provider types</th>
<th>Service provider taxonomy codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced registered nurse practitioner</td>
<td>363L0000X</td>
</tr>
<tr>
<td>Audiologist (including audiology interim permit holder)</td>
<td>231H0000X</td>
</tr>
<tr>
<td>Licensed practical nurse</td>
<td>164W0000X</td>
</tr>
<tr>
<td>Licensed mental health counselor</td>
<td>101Y0000X</td>
</tr>
<tr>
<td>Licensed mental health counselor associate</td>
<td>101Y5000X</td>
</tr>
<tr>
<td>Occupational therapist</td>
<td>225X0000X</td>
</tr>
<tr>
<td>Occupational therapist assistant</td>
<td>224Z0000X</td>
</tr>
<tr>
<td>Physical therapist (including PT compact holder)</td>
<td>22510000X</td>
</tr>
<tr>
<td>Physical therapist assistant (including PTA compact holder)</td>
<td>22520000X</td>
</tr>
<tr>
<td>Psychologist</td>
<td>103T0000X</td>
</tr>
<tr>
<td>Registered nurse</td>
<td>163W5000X</td>
</tr>
<tr>
<td>Social worker</td>
<td>1041S000X</td>
</tr>
<tr>
<td>Speech language pathologist (including SLP interim permit holder)</td>
<td>235Z0000X</td>
</tr>
<tr>
<td>Speech language pathologist assistant</td>
<td>2355S0801X</td>
</tr>
</tbody>
</table>
• ProviderOne validates the information entered, saves, and returns to the Specialty/Subspecialty List. Click **Close**.

• ProviderOne displays the BPW with the status set to complete.
Add licenses and certifications

Accessing the license/certification list
From the BPW:

- Click the Add Licenses and Certifications link.

  Step 6: Licenses and Certifications

- ProviderOne displays the License/Certification list.
- The first time this list displays it will be blank. This list displays all licenses and certifications by location.

Adding a license/certification
- To add a new record, click the Add button.

- ProviderOne displays the Add License/Certification form.
  - Using the dropdowns, select the License/Certification Type.
    - Choose Professional License (do not choose DOH certification).
  
- Enter the provider’s DOH License/Certification #, State of Licensure, and enter the Effective Date and the End Date.

- Click the Ok button to save the information and close the window or Cancel to close the window without saving.
- ProviderOne validates the information entered and saves and returns to the License/Certification List. Click the **Close** button to return to the BPW.
Add training and education
This step is optional and is not needed for enrollment.
Add Identifiers

This step is optional and is not needed for enrollment.
Add federal tax details

This step is optional and is not needed for enrollment.
Add billing provider information

Accessing the Billing Provider Details screen
From the BPW:

- Click the Add Billing Provider Details.

**Step 15: Add Billing Provider Details**

- ProviderOne displays the Billing Provider List.
- Click Add on the Billing Provider screen.

- Enter the ProviderOne ID or NPI number of the school district.
• Click the **Confirm Provider** button. ProviderOne will display the name of the school district and populate the available agencies box.

• Click the available agency (HCA) and use the double right arrowbutton to move it to the Selected Agencies box.

• An error message will post if the agency chosen does not match the agency noted for the billing provider. To proceed, the agencies must match.
• Once the agency is selected, the Available Taxonomies will display for this provider.

• Use the double right arrow to move the taxonomy or taxonomies to the Selected Taxonomies box.
- Once the taxonomy is selected, the Billing Provider Location will display.

- Use the double right arrow to move the location or locations to the Selected Locations box.
- ProviderOne returns with the agencies, taxonomies, and locations selected.

- ProviderOne returns to the Billing Provider List with the billing provider added.

- Click **OK** to return to the BPW.
Add servicing provider Information

This step is not needed for enrollment.
Add payment and remittance details

This step is optional and is not needed for enrollment.
Complete enrollment checklist

Accessing the enrollment checklist
From the BPW:

- Click the Complete Enrollment Checklist link.

**Step 18: Complete Enrollment Checklist**

- ProviderOne displays the Provider Checklist.
- Answer Yes or No for each question.
- **Please note.** All questions answered Yes must also have a corresponding comment.
- After completing the Provider Checklist, click the Save button.

![ProviderOne interface showing the Provider Checklist](image)

- ProviderOne displays the BPW. The status is now set to complete

![BPW interface showing the Provider Checklist status](image)
Enroll additional providers

- If you have additional providers to enroll, you may complete their applications following the same steps in this guidance.

- After you have created applications for any new providers, you may submit the applications for review.
Submit enrollment application(s) for review

Accessing the final enrollment instructions page

From the BPW:

- Click the **Final Enrollment Instructions** link.

  **Step 19: Final Enrollment Instructions**

- ProviderOne displays the Final Submission page.
Submitting the enrollment application

From the Final Submission page:

- Click the **Submit Enrollment** button.
- ProviderOne displays a confirmation pop up message.
- Click **Ok** to close the message.

![Message from webpage](image)

- Click **Close** on the Final submission page.

![Close button on Final submission page](image)

- ProviderOne displays the BPW. The status is now set to Complete.

| Step 19: Final Enrollment Instructions | Required | 03/24/2022 | 03/24/2022 | Complete |

**Next steps**

- Provider applications are processed in the order received.
- It may take 2-12 weeks for the application(s) to be approved.
- HCA’s Office of Provider Enrollment may notify the school district if additional information is required.
- To check the status of the application(s) and/or for assistance with enrolling a servicing provider, please contact Provider Enrollment at **ProviderEnrollment@hca.wa.gov** or 1-800-562-3022 ext. 16137.