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

<table>
<thead>
<tr>
<th>Service provider types</th>
<th>Service provider taxonomy codes</th>
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<tbody>
<tr>
<td>Advanced registered nurse practitioner</td>
<td>363LS0200X</td>
</tr>
<tr>
<td>Audiologist (including audiology interim permit holder)</td>
<td>231H00000X</td>
</tr>
<tr>
<td>Licensed practical nurse</td>
<td>164W00000X</td>
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<tr>
<td>Licensed mental health counselor</td>
<td>101YS0200X</td>
</tr>
<tr>
<td>Licensed mental health counselor associate</td>
<td>101YS0200X</td>
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<tr>
<td>Occupational therapist</td>
<td>225X00000X</td>
</tr>
<tr>
<td>Occupational therapist assistant</td>
<td>224Z00000X</td>
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<tr>
<td>Physical therapist (including PT compact holder)</td>
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<td>Physical therapist assistant (including PTA compact holder)</td>
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<td>Social worker</td>
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<tr>
<td>Speech language pathologist (including SLP interim permit holder)</td>
<td>235Z00000X</td>
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<tr>
<td>Speech language pathologist assistant</td>
<td>2355S0801X</td>
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</table>
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**.

<table>
<thead>
<tr>
<th>Step</th>
<th>Information Type</th>
<th>Requirement</th>
<th>Date</th>
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<tbody>
<tr>
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<td>EDI Contact Information</td>
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<td>14</td>
<td>Servicing Provider Information</td>
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<tr>
<td>15</td>
<td>Payment and Remittance Details</td>
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</table>
Enrolling an Existing Servicing Provider

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

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

- 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.

- 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:

- Choose "Government" for "Other Organizational 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.
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
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.

- 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.

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<tr>
<th>Step</th>
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</table>
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.

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

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