How to Enroll Servicing Providers

School-Based Health Care Services Program

October 2019
NOTE: This training is intended for school districts participating in the School-Based Health Care Services (SBHS) program.

Contact the SBHS program manager at shanna.muirhead@hca.wa.gov for additional information.
Enrolling Servicing Providers

In order for your school district or ESD to receive Medicaid reimbursement through the School-Based Health Care Services (SBHS) Program, each one of your providers must be enrolled as a servicing provider under the school district’s ProviderOne account. A servicing provider may be enrolled under multiple school district or ESD ProviderOne accounts at one time.

There are two options when enrolling a provider in ProviderOne who is new to your district:

- A provider that has already been enrolled in Provider One (i.e. someone changing school districts or a provider who works at multiple districts)
- OR-

- A new provider to Provider One (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.
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 (this information can be found in the SBHS Billing Guide)
  ➢ Provider’s NPI number
  ➢ Department of Health license number
    • DOH license issue date and expiration date
Enrolling Servicing Providers

• School districts should keep track of all their servicing providers and their information on the Provider and Contact Update Form
• Once all information for the provider is collected, you are ready to enroll the provider 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 an Existing Servicing Provider

A provider that has already been enrolled in Provider One (i.e. someone changing school districts or who works at multiple districts)
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>Type</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 13: EDI Contact Information</td>
<td>Optional</td>
<td>07/01/2008</td>
</tr>
<tr>
<td>Step 14: Servicing Provider Information</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>
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 entered 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 currently enrolled in ProviderOne:

If you receive this error, follow instructions on slides 13-19: “Enrolling a New Servicing Provider”
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

- On the Provider Portal, 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:
  - 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

- 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

The Business Process Wizard - Step 1 shows complete

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

Complete additional “required” steps. See following slides for more information on how to complete each step.
Enrolling a New Servicing Provider

- **Step 3: Specializations**
  - Add the provider’s taxonomy here
  - You must enter a SBHS approved taxonomy code listed in the [SBHS Billing Guide](#)

- **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.
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