



Manage Provider Data





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EFT: Electronic Funds Transfer, also called direct deposit. This is an electronic payment sent directly into your bank account on file.

FEIN: Federal Employer Identification Number, also called a Tax ID. Issued by the IRS to businesses in the United States.

Provider ID: The providers ID number for ProviderOne, 7 digits. This is the same as the Domain number. You will see this listed on the authorization with a 2 digit location code such as 01, *ex: 123456701.*

Remittance Advice: An explanation of each claim payment including paid claims and amounts, overpayments, denied claims and denial reasons.

UBI: Unified Business Identifier, an identification number issued to businesses in Washington State.

Warrant: A paper check issued for claim payments.





Basic Information





As a social service provider, your provider information is preloaded into ProviderOne based on your DSHS contract information.

- Your lines of business are combined within a single domain, which is the 7 digit ProviderOne ID that you used to log in.
- This domain includes all the social service contracts linked to your tax identification number.
- To view and modify your provider data, click on 'Manage Provider Information'.

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> Provider P				÷	•		-							
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ocial Service	Initiate New En			t with IP Address AM					01:55 PM 15 January 2020 Wednesday					
Social Servic Social Servic	Track Applicat		19 10:34:38 A											
	Billing Screen Batch Upload	Last login failed attempt: 12/1	17/2019 10:33:16 AM			+		2020、	lanuar	y	→			
	Batch Upload Status					Su	Мо		Ve Th		Sa			
	Retrieve Saved Claims					5	6		1 2 8 9	3 10	4			
Social Service	Manage Templates					12		_	15 16	17				
ocial Service	Create Claims from Save	ed				19				24	25			
mplates						26	27	28	29 30	31				
Social Service	Manage Batch Submissi	on						То	day					
Social Service	View Authorization List													

Note:

The EXT Provider System Administrator profile does not have the ability to make changes to provider data. Please use 'EXT Provider Social Services' or 'EXT Provider Social Services Medical' to make and save these changes.





The '**View/Update Provider Data**' page appears. This page is also called the "Business Process Wizard".

Social service providers will need to check the data in the following steps:

- Step 1: Basic Information
- Step 2: Locations
- Step 8: Contract Details
- **Step 15:** Payment and Remittance Details
- Step 16/17: Submit Modifications for Review.

Note:

Viewing or modifying steps 3-7 and 9-14 is not recommended and could result in changes to the status of the step and payment difficulties.

If you made a modification but would like to cancel it, check the box next to the step # and click Undo Update prior to Step 16/17.

ט	👤 Pinkerton, Jacquelyn M 👻 🛛 Profile: EXT Pro	ovider Social Servio	ces	hotepad	🙏 Reminder	External I	Links 🛛 🚔 Pri	int 😧 Hel
>	Provider Portal > FAOI Modification							
ovi	iderOne Id/NPI Id:		Name:	Carde See C	-			
) CI	lose → Required Credentials	T Communication	History					
	View/Update Provider Data - Facility/A	gency/Organiz	ation/Institution					
	iness Process Wizard - Provider Data Modification Step - Submit Modification Request for Review.	(Facility/Agency/O	rganization/Institution). I	n order to finalize s	ubmission of y	our requested char	nges, you must	complete
	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Decision By	Step Remark
	Step 1: Basic Information	Required	12/14/2016	12/14/2016	Complete			
	Step 2: Locations	Required	12/14/2016	12/14/2016	Complete			
	Step 3: Specializations	Required	12/14/2016	12/14/2016	Complete			
	Step 4: Ownership & Managing/Controlling Interes details	Required	12/14/2016	12/14/2016	Complete			
	Step 5: Licenses and Certifications	Optional	12/14/2016	12/14/2016	Incomplete			
	Step 6: Training and Education	Optional	12/14/2016	12/14/2016	Incomplete			
	Step 7: Identifiers	Optional	12/14/2016	12/14/2016	Incomplete			
	Step 8: Contract Details	Optional	12/14/2016	12/14/2016	Complete			
	Step 9: Federal Tax Details	Required	12/14/2016	12/14/2016	Incomplete			
	Step 10: EDI Submission Method	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 11: EDI Billing Software Details	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 12: EDI Submitter Details	Not Required	12/14/2016	12/14/2016	Complete			
	Step 13: EDI Contact Information	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 14: Servicing Provider Information	Optional	12/14/2016	12/14/2016	Incomplete			
	Step 15: Payment and Remittance Details	Required	12/14/2016	12/14/2016	Complete			
	Step 16: Submit Modification for Review	Required	12/14/2016	12/14/2016	Complete			





Click on 'Step 1: Basic Information'. The 'Provider Details' pop-up will appear. From here you can see:

Provider/Organization Name

• Federal Employer Identification Number

Organization Business Name

Organizational Information

W-9 Entity Type

↓ UBI

	Step	Required	Last Modification Date	Last Review Date	Status	
Step 1: Basic Inform	ation	Required	12/14/2016	12/14/2016	Complete	
Step 2: Locations		Required	12/14/2016	12/14/2016	Complete	
Step 3: Specializatio	00	Poquirod	12/14/2016	12/14/2016	Complete	
	Provider Name(Organization Name):	the state have be	(as shown on Incom	ie Tax Return) *		
	Organization Business Name:	formane (series	* Federal Employe	er Identification Number(F	EIN):	*
Note: <i>Make sure that the</i> <i>primary email is correct</i> <i>as this is the email that</i> <i>will be used for</i> <i>communication.</i>	All medical Providers are federally mandated to have a NPI. Is this Provider No required to have a NPI? National Provider Identifier(NPI): W-9 Entity Type: Co Other Organizational Information: Fo Enrollment Effective Date:	rporation r Profit V	* * *	UBI: W-9 Entity Type (If Other): Email Address:		
	Status. App	10460				





Make any changes you need to on this page, and then click '**OK**' in the lower right corner to save them. If you didn't make any changes, or don't want to save them, click '**Cancel**' instead. Either way, this will take you back to the Business Process Wizard.

Provider Name(Organization Name):	Our destinations Care Inc.	(as shown on Income Tax Return) *	
Organization Business Name:	Coardine Press Care Inc.	* Federal Employer Identification Number(FE	*
All medical Providers are federally	/		
mandated to have a NPI. Is this Provide	No • *		
required to have a NPI?	2		
National Provider Identifier(NPI):		UBI:	
W-9 Entity Type:	Corporation	* W-9 Entity Type (If Other):	
Other Organizational Information:	For Profit •	Email Address:	andelle Quenalescelorum som
Enrollment Effective Date:	i		
Status:	Approved		
			OK Cancel





If you have made any changes and used '**OK**' to save them then the 'Modification Status' field will say "Updated".

If you did not modify any data and used '**Cancel**' to close the pop-up, this field will be blank.

Note:

An updated Modification Status does not mean that the changes have been submitted to ProviderOne for review. This will be covered in Submitting Modifications for Review. (pg. X)

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>	Provider Portal > FAOI Modification							
ov	iderOne Id/NPI Id:		Name:	Carden See C				
С	lose - Required Credentials VIndo Update	Communication	History					
	View/Update Provider Data - Facility/Age	ncy/Organiz	ation/Institution					^
	iness Process Wizard - Provider Data Modification (Fa Step - Submit Modification Request for Review.	cility/Agency/O	rganization/Institution). I	n order to finalize :	Status	Modifica	ition	ete
	Step	Required	Last Modification Date	Last Review Date	Status	Statu	s	tep nark
٥	Step 1: Basic Information	Required	12/14/2016	12/14/2016	Complete	Updated		ł
	Step 2: Locations	Required	12/14/2016	12/14/2016				
	Step 3: Specializations	Required	12/14/2016	12/14/2016		Modifica	tion	
	Step 4: Ownership & Managing/Controlling Interest details	Required	12/14/2016	12/14/2016	Status	Statu		
	Step 5: Licenses and Certifications	Optional	12/14/2016	12/14/2016	Complete			
	Step 6: Training and Education	Optional	12/14/2016	12/14/2016				
	Step 7: Identifiers	Optional	12/14/2016	12/14/2016	Incomplete			-
	Step 8: Contract Details	Optional	12/14/2016	12/14/2016	Complete			
	Step 9: Federal Tax Details	Required	12/14/2016	12/14/2016	Incomplete			
	Step 10: EDI Submission Method	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 11: EDI Billing Software Details	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 12: EDI Submitter Details	Not Required	12/14/2016	12/14/2016	Complete			
	Step 13: EDI Contact Information	Not Required	12/14/2016	12/14/2016	Incomplete			
	Step 14: Servicing Provider Information	Optional	12/14/2016	12/14/2016	Incomplete			
	Step 15: Payment and Remittance Details	Required	12/14/2016	12/14/2016	Complete			
	Step 16: Submit Modification for Review	Required	12/14/2016	12/14/2016	Complete			





Locations





Locations are the physical addresses where you currently provide social services. To view and modify information about locations:

- Click on 'Step 2: Locations'. ٠
- The 'Provider Locations' page will appear showing locations within your domain.

Close 🔂 Add

Location

Code

Provider Locations

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Location Name

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Location

Social Services

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Filter By :

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wing all the	 Step 1: Basic Information Step 2: Locations Step 3: Specializations)			^
	And	O Go	Save	Filter	My Filters ▼
Location Type	Location Details	Start Date ▲ ▼	End Date	Status	Business Status
Social Services Location	The restriction was been by an entering.	12/14/2016	12/14/2016	Approved	Active/Open
Social Services	the stational has been all should be				
Location	watership water	12/15/2016	05/11/2017	Approved	Active/Open
Location Social Services Location	INDERSTON BODY END REPORTED BODY IN REPORTER, INDERSTON BODY				Active/Open
Social Services	END REPORTED BOTH DUTY INCREMENTS.	05/12/2017	06/26/2017	Approved	

Note:

The 'Location Code' is a 2digit number that is added to your 7-digit Provider ID. This 9-digit ID is used for your authorizations.

If you provide Social Service Medical services you will have a '00' location.

09/11/2018 12/31/2999 Approved Active/Open

And they have not have it more than

Contraction of the second





View and correct data as needed.

Each location can have a unique contact, or share the same contact as the domain. Verify the email address for each location. To do this:

Location

Code ▲ ▽

01

01

- Click on a location code number,
- The 'Location Details' page will appear,
- Verify information such as the 'Communication Preference'.

Email is the default 'Communication Preference', but you can choose to receive notifications only through the ProviderOne Portal or through standard mail instead, if you

Social Service Location
Email

choose. Each				_						
ocation can have	Clo	se Save								
a different		Location Details								^
notification		Location Business Name:	Think The Earth HOME	*	Location Code:	01		Location Type:	Social Service Lo	cation
nethod.		Contact First Name:	Jensile	•	Contact Last Name:	Valencia	•	Accept New Client:	\checkmark	
		Phone Number:	(360)	*	Fax Number:			Email Address:	here's community	
		Cell Phone Number:	(360)		WA Tax Revenue Code:		~	Communication Preference:	Email	~
		Web Page:			Opt-In for Electronic RA:			Opt-In for Download Authorization:		
		Business Status:	Active/Open		Start Date:	05/07/2014		End Date:	12/31/2999	
		System Status:	Approved		Start Date:	02/02/2015		End Date:	12/31/2999	





Next, scroll down and view the location's addresses. There will be three distinct addresses for each location.

- 'Location' is the physical address of the location that you are managing.
 - ⇒ If you provide a service that requires a license that is connected to specific physical location, such as an Adult Family Home, Group Home or Companion Home, ProviderOne will not approve changes to your location address. To update this address, contact DSHS.
- 'Mailing' is the address where ProviderOne will send mail for this location. This may include notifications about authorization changes, contract updates, etc., but will not include payments for services. Note:
- 'Pay-To' is the address where ProviderOne will may your payments.
 - ⇒ If you have EFT set up, this address is used as a backup in case the direct deposit of 12/31/2999. fails.

Previous addresses will be listed here as well. Current addresses have an 'End Date' of 12/31/2999.

	Address List				*				
Filte	Filter By: Go Go								
	Address Type	Address	Start Date	End Date	Status				
	▲ ▼	A ¥	▲ ▼	▲ ▽	▲ ▼				
	Mailing	AND REAL PROPERTY AND A DESCRIPTION OF A D	12/14/2016	12/31/2999	APPROVED				
	Location	EXEMPTION AND AND AN ADDRESS OF ADDRESS	09/11/2018	12/31/2999	APPROVED				
	Рау-То	And an analysis of the set of the	12/14/2016	12/31/2999	APPROVED				
	Location	and strong how we shall a constraint much reaction and	12/14/2016	09/10/2018	APPROVED				
Vie	View Page: 1 O Go + Page Count SaveToXLS Viewing Page: 1 SaveToXLS Viewing Page: 1								





Click on one of the blue hyperlinks to manage that address information. Once you do, the 'Manage Provider Locations' page appears.

This page shows the dates that the address is active, and all of the address information associated with the address type. You will notice that the address information is greyed out and cannot be edited. In order to make changes to the address, click the '**+ Address**' button in the lower right.

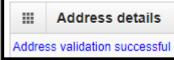
Address Type
▲ ▼
Mailing
Location
Рау-То

Clo	se Save			
	Manage Provider Location Addre	\$\$		^
	Type of Address: Ma	ling	Status:	Approved
	Start Date: 12	2/14/2016	End Date:	12/31/2999
	Address Line 1:		* Address Line 2:	
	Address Line 3:		City/Town:	· · · · · · · · · · · · · · · · · · ·
	State/Province:	WASHINGTON •	* County:	
	Country:	US 🔻	* Zip Code:	- Address



This will open the 'Address Details' pop-up where information can be entered. Make any changes or corrections that are needed and then click 'Validate Address'. This validates the address information provided against data from the United States Postal Service.

• If it is successful you will see a message in blue that says "Address validation successful",



Otherwise a message in red will show saying "Address not found with Street Address and Zip Code Combination".

•	After that, click ' OK ' to accept the changes and close the pop-up.		Address details
		Addres	ss not found with Street Address and Zip Code Combination

	Address	details			^
Addr	ess Line 1:	ALTER A VIEW PROPERTY AND A	* Address Line 2:		
		(Enter Street Address or PO Box Only)			
Addr	ess Line 3:		City/Town:	CONSIDER THE R	*
Stat	e/Province:	WASHINGTON	* County:	Figure 1	¥
	Country:	US	* Zip Code:	- Vali	date Address
					OK Cancel
lf		ite Address ' button results in an i ks to see if it matches postal recor	•		ed. It



Address List

Status

Back on the 'Manage Provider Location Address', click 'Save' and then 'Close' to save your changes and go back to the previous screen.

Filter By:

If you scroll back down to the '**Address List**', by default you won't see the new address listed while it is in "In Review" status, so do the following:

- Select "Status" from the 'Filter By' dropdown,
- Enter "%" into the search field,
- Click '**Go**'.

The new address will be shown as "In Review".

You can change as many of the addresses you need to in this way. Once you have made all the necessary changes to these addresses, click '**Save**' and then '**Close**' at the top of this screen to return to the '**Provider Locations**' page and the list of all your locations.

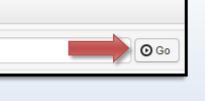
Make any changes to the other locations that you might need to, then close out of the '**Provider Locations**' screen to return to the Business Process Wizard.

16

Note:

In ProviderOne the "%" acts as a wildcard, returning any information that corresponds with the current search.

For example, if searching for authorizations from multiple locations you could enter the 7 digit Provider ID and add % to the end in order to return all authorizations for every location under the domain.



Manage Provider Location Address

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Contract Details





The next step doesn't have any changes that can be made through the portal, but you may wish to review your contract details, which you can do through the Business Process Wizard.

Click on 'Step 8: Contract Details' to be taken to your 'Contracts List' page.



• You can check the 'End Date' and 'Status' of your contract here, to make sure it is still approved.

	ter By :	· · ·		And				And	Operational State
O Go									💾 Save I
	Contract Number	Location Code	Location Name	Contract Code	Contract Subcode	Start Date	End Date	Status	Operational Stat
-	▲ ▽	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼
	100.00	01	Press Services	1019		07/01/2018	06/30/2019	APPROVED	Active
						07/04/0040		100000000	A altree
	100000000	01	A REAL PROPERTY AND A REAL	1019		07/01/2018	12/31/2019	APPROVED	Active

Note:

If your contract is within 2 months of expiration, or has expired, you will need to contact your Contract Manager. You may see errors on your authorizations until the contract has been updated.





Payment & Remittance Details





The final step that needs to be reviewed is for your payment information. From the Business Process Wizard, click on 'Step 15: Payment and Remittance Details' to open the '**Payment Details**' screen.

Step 14: Servicing Provider Information	Optional
Step 15: Payment and Remittance Details	Required
Step 16: Submit Modification for Review	Required

Here you will see an entry for each of your location from Step 2, each of these locations has their own payment details that need to be reviewed, but they can all be the same if you want everything coming to the same place. Click on the blue hyperlinked 'Location Code' to open the information for that location.

	Payment De	tails						*
Filt	er By :	•	And	Payment Method Start Date End Date Status Operational Status Inactivation Date A ▼ A ▼ A ▼ A ▼ A ▼ A ▼ A ▼ c Funds Transfer(Direct Deposit) 12/23/2016 12/31/2999 APPROVED Active A ▼				
Ο	er By: ▼ And ▼ And Operational Status: Active ▼ Go Location Code Location Name Payment Method A▼							
O Go Save Filter ▼ My Filters Location Code Location Name Payment Method Start Date End Date Status Operational Status Inactivation Date ▲ ▽ ▲ ▼ ▲ ▼ ▲ ▼ ▲ ▼ ▲ ▼ ▲ ▼ ▲ ▼	Inactivation Date							
_		▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼	▲ ▼
	01	MARKED AND THE OT	Electronic Funds Transfer(Direct Deposit)	12/23/2016	12/31/2999	APPROVED	Active	
Vi	ew Page: 1	O Go + Page Cour	Viewing Page: 1				K First	> Next >> Last

Note:

Remittance Advice (RA) is linked to a location and so will only include the payment details for a single location. Each location will have it's own RA.



Payment and Remittance Details Provide



Transforming lives

Once you have chosen a location, the '**Provider Information**' popup appears.

ProviderOne is defaulted to send out paper checks (warrants), if you want to set up EFT, change the 'Payment Method' radio button to 'Electronic Funds Transfer' instead of 'Paper Check'.

Under '**Financial Institution Information**' you can make changes to your banking information for the direct deposits.

Receiving payments directly to your bank account is fast, safe and reduces the occurrences of lost or late payments.

If you prefer warrants, they will be sent to the 'Pay-To' address for each location from step 2.

	Provider Information				^			
	Provider Name:		ana hasa ka					
	Provider Identifiers Informatio	n			^			
Er	Provider Federal Tax Identification Number (TIN) or nployer Identification Number (EIN):	C	*	National Provider Identifier (NPI):	*			
	Payment Details				^			
Identif	fy Payment Details							
	Location: • 01 State Wide Vendor Number:							
	Payment Method:	Electronic	: Funds Transfer(Direct Deposit) OPape	r Check				
	Requested EFT Start Date:	12/23/20	16 🗰 *					
	End Date:	12/31/29	99					
	Status:	Approved						
	Financial Institution Information	on			^			
	Financial Institut	tion Name:		* Financial Institution Routing Number:	*			
Provid	lers Account Number with Financial	nstitution:		* Re-enter Providers Account Number:	*			
	Type of Account at Financial	nstitution:	Checking •	* EFT Account Type:	*			
	Payment Notification P	reference:	Email Notification 🔻	* EFT Test Status:	Successful •			
,	Account Number Linkage to Provide	Identifier:		×				





Whenever you add or change EFT information, make sure that you do the following in order to correctly save the information:

- Under 'Submission Information' verify that the 'Reason for Submission' is "Change Enrollment",
- Enter the name which represents an 'Authorized Signature',
- Click on 'OK'.
 - ⇒ If you didn't make changes or don't want to keep the changes you made, click '**Cancel**' instead.
- Repeat this process for each of your locations, then return to the main Business Process Wizard page by clicking the 'Close' button.

 Submission Information	*
Reason for Submission: (Payment and Remittance Only) Change Enrollment	* Authorized Signature:
	(Signature only required when inputting new or changing EFT/835 information)
	OK Cancel

Note:

Once the EFT request is approved, it may take up to two weeks for payments to start being direct deposited. You will still receive warrants during this time.





Submitting Changes for Review



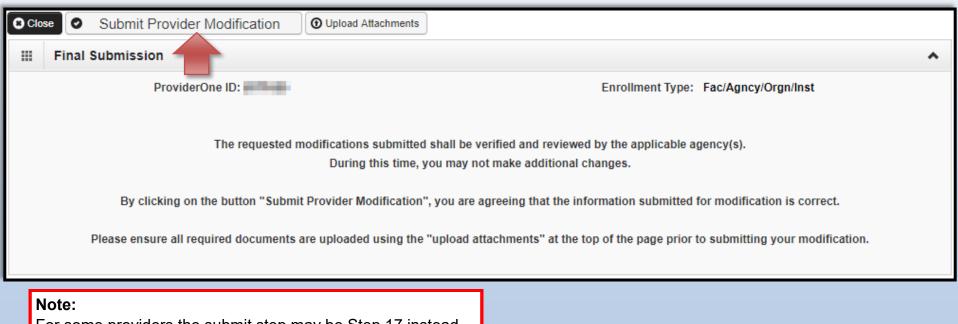


Finally you are ready to submit your changes and have them reviewed and approved. Make sure that all of your changes have been made as you won't be able to make further changes until the review is completed, then:

- Click on 'Step 16: Submit Modification for Review' to bring up the 'Final submission' page.
- Click on 'Submit Provider Modification'.
- The button will turn gray, then click 'Close'.

Step 14: Servicing Provider Information	Optional
Step 15: Payment and Remittance Details	Required
Step 16: Submit Modification for Review	Required

How to upload a document in ProviderOne (click here)



For some providers the submit step may be Step 17 instead, depending on if they have a step for Union Information or not.



Submitting Changes for Review



Transforming lives

Once you have submitted the modifications, you will be returned the main Business Process Wizard screen.

Here you will see any modifications you made with a 'Modification Status' of "In Review".

It can take 1-2 business days for the changes to be reviewed and completed.

Р	rovider 🖓 e My Inbox 👻								
٢	👤 Pinkerton, Jacquelyn M 👻 🦳 Profile: EXT Provide	er Social Serv	ices	-	Notepad	🐥 Reminde	r 🚱 External L	.inks 🚔 Pri	nt _? Help
⊪>	Provider Portal > FAOI Modification								
Prov	iderOne Id/NPI Id:		Name:	-	ber bereitet				
00	lose → Required Credentials ↓	Communicatio	n History						
	View/Update Provider Data - Facility/Age	ncy/Organi	ization/Institution						*
	iness Process Wizard - Provider Data Modification (Fac Step - Submit Modification Request for Review.	cility/Agency/	Organization/Institution)	. In or	der to finalize	submission	n of your requested ch	langes, you mu	st complete
	Step	Required	Last Modification Date	La	ast Review	Status	Modification	Decision	Step Remark
	Step 1: Basic Information	Required	01/16/2020	12			Modification	1	
	Step 2: Locations	Required	01/16/2020	12	Stat	us	Status		
	Step 3: Specializations	Required	01/16/2020	12	Compl	oto In	Review		
	Step 4: Ownership & Managing/Controlling Interest details	Required	12/14/2016	12				_	
	Step 5: Licenses and Certifications	Optional	12/14/2016	12	Compl	ete in	Review		
	Step 6: Training and Education	Optional	12/14/2016	12/1	4/2016	Complete			
	Step 7: Identifiers	Optional	12/14/2016	12/1	4/2016	Complete			
	Step 8: Contract Details	Optional	12/14/2016	12/1	4/2016	Complete			
	Step 9: Federal Tax Details	Required	01/16/2020	12/1	4/2016	Complete			
	Step 10: EDI Submission Method	Optional	12/14/2016	12/1	4/2016	Incomplet	e		
	Step 11: EDI Billing Software Details	Optional	12/14/2016	12/1	4/2016	Incomplet	e		
	Step 12: EDI Submitter Details	Optional	12/14/2016	12/1	4/2016	Complete			
	Step 13: EDI Contact Information	Optional	12/14/2016	12/1	4/2016	Incomplet	е		
	Step 14: Servicing Provider Information	Optional	12/14/2016	12/1	4/2016	Incomplet	е		
	Step 15: Payment and Remittance Details	Required	01/16/2020	12/1	4/2016	Complete	In Review		
	Step 16: Submit Modification for Review	Required	12/14/2016	12/1	4/2016	Complete			
_	ew Page: 1 Go Go + Page Count SaveToXLS		Viewing Page: 1				K First	Prev Nex	t 🔉 Last