

ProviderOne Information Session for AH birth doulas

7/1/2025

Agenda

(This meeting is being record)

-
- ▶ An overview of relevant information in the ProviderOne Billing and Resource Guide
 - ▶ Submitting a fee-for-service claim for doula services walkthrough in ProviderOne
 - ▶ Review remittance advice and common reasons for denials
 - ▶ When and how to adjust or resubmit claim denials
 - ▶ Q&A to address specific questions about ProviderOne Billing

Resources

- ▶ Find a doula at HCA
 - ▶ [HCA Find a Provider Tool](#)
- ▶ Learn more about the doula benefit
 - ▶ [HCA doula webpage](#)
 - ▶ [Birth Doula FAQ](#)
- ▶ For doula providers
 - ▶ Learn more about how to become a HCA-enrolled doula at [HCA Provider Enrollment](#)
 - ▶ [Birth doula services billing guide and fee schedule](#)
 - ▶ [Billing and Claims support](#)
- ▶ Stay up to date
 - ▶ Subscribe to the [doula mailing list](#)
- ▶ Questions?
 - ▶ Email HCAdoulas@hca.wa.gov

ProviderOne Resources

- ▶ ProviderOne Billing and Resource Guide
- ▶ ProviderOne User Manuals
- ▶ Overview of Prior Authorizations (PAs), claims and billing
- ▶ Access ProviderOne
- ▶ Accessing ProviderOne through OneHealthPort
 - ▶ <https://www.hca.wa.gov/assets/billers-and-providers/ohp-providerone-faq.pdf>
 - ▶ <https://www.hca.wa.gov/assets/billers-and-providers/AccessingP1viaOHP.pdf>
- ▶ Sign up for Provider Alerts