ProviderOne
Provider System
User Manual

Getting Started in ProviderOne

Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between the Health Care Authority (HCA) and Medical Assistance providers. The Core Provider Agreement’s terms and conditions incorporate federal laws, rules and regulations, state law, HCA rules and regulations, and HCA program policies, numbered memoranda, and billing instructions, including this Guide.

Providers must submit a claim in accordance with the HCA rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this Guide’s accuracy. However, in the unlikely event of an actual or apparent conflict between this document and an Agency rule, the Agency rule controls.”

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Getting Started in ProviderOne

Accessing, Navigating, and Entering Data Into ProviderOne

The following ProviderOne tasks and topics are covered in this section:

- Before You Launch ProviderOne
- Launching ProviderOne
- Logging In To ProviderOne
- Selecting a Profile
- Logging Out Of ProviderOne
- Resetting Your User Password
- Managing Your User Password and Profile
- Navigating ProviderOne (The Provider Portal)
- Using ProviderOne Online Help
- Using ProviderOne List Pages
- Entering Data Into ProviderOne
- Managing Alerts and Reminders
ProviderOne System Requirements

*Hardware Requirements*
- PC running Microsoft Windows Operating System
- Screen resolution: 1024 x 768 (or higher - recommended)

*Software Requirements*
- Internet Explorer 7.0 - 9.0
- Adobe Acrobat Reader 8.0 or above

Required User Skills

Prior to working with the ProviderOne system, you will need to know how to operate a personal computer and have a basic understanding of Microsoft Windows and Microsoft Internet Explorer.

ProviderOne Training Resources

In addition to this guide there are other resources available to assist you in learning how to get the most from the ProviderOne system.

These resources include:
- Online interactive tutorials covering many common ProviderOne tasks
- Webinars and live training events
- Online eLearning courses

Information You Will Need

Before you will be able to access and use ProviderOne you will need the following information:
- Web address of ProviderOne
  - [https://www.waproviderone.org](https://www.waproviderone.org)
- Your Provider Domain Name
- Your Username
- Your Password

If you do not know your domain name, username or password you should contact your system administrator.
Launching ProviderOne

Launch Internet Explorer and enter the ProviderOne web address into the address box: https://www.waproviderone.org

Internet Explorer will connect to ProviderOne and display the ProviderOne Home page.

Turn Off The Internet Explorer Pop-up Blocker

ProviderOne makes extensive use of pop-up windows. To ensure the smooth operation of ProviderOne you will need to turn off your pop-up blocker.

![Internet Explorer settings menu]

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Logging Into ProviderOne

![ProviderOne Home Page](image)

**Figure 1 – ProviderOne Home**

**About the ProviderOne Home Page**

- If you are logging into ProviderOne with a password created by ProviderOne or your system administrator, you will be required to create a new password.
- If you enter an invalid Domain Name or Username three times, ProviderOne will display the Logout page and you will have to start over.
- If you enter an invalid password three times, your user account will be locked. Your System Administrator must unlock your account before you can login.
- If your password has expired, ProviderOne will direct you to the Change Pwd page and you will have to create a new password.

The ProviderOne Domain Name, Username, and Password are case sensitive.

Enter your login information and click the Login button.

![Login Page](image)

ProviderOne displays the Select a Profile page.

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Figure 2 – Select a Profile

About the Select a Profile Page

- ProviderOne uses profiles to control what you can see and what you can do in ProviderOne. You must select a profile as part of the login process.
- Profiles are assigned to you by your system administrator. Only the profiles assigned to you will appear in the selection list.

Click the icon to reveal the profiles associated with your user account. Select a profile and click the Go button.

This figure shows all the current profiles available.
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Logging Out of ProviderOne

From the Provider Portal, click the Logout button located in the ProviderOne header.

Caution: If you are in the process of making changes to data in ProviderOne make sure you save your changes before clicking the Logout button.

ProviderOne logs you out of the system and launches the Logout page.

To log back into ProviderOne, click the Home tab or the Home link.
Resetting Your User Password

From the Login page, click the link to reset your password.

![Login page](image)

ProviderOne launches the Pwd Recovery page.

![Pwd Recovery page](image)

**Figure 5 – Pwd Recovery**

**About the Pwd Recovery Page**

- In the example above the secret question “High School Name?” is indicated, your question may be different.

![Secret question](image)

After entering the information, click the Recover Pwd button.

ProviderOne will email your new password to the email account associated with your user account and launch the ProviderOne Logout page with the following message.

![Message](message)
Open your email; retrieve your password and attempt to login again by clicking the Home tab.

Once you login, you will be required to change your password since you will have logged in with a system generated password.
Changing Your Password and Secret Question

Accessing the Change Password Page

From the Provider Portal, click the My Inbox Tab and select the Change Password link, or click the Change Password link in the Online Services section.

ProviderOne launches the Change Password page.

Figure 6 – Change Password
Changing Your Password

ProviderOne Password Requirements

- It cannot be the same as your three previous passwords, ProviderOne stores the last three passwords used with your account. These cannot be reused.
- It must be at least 8 characters long.
- It must contain at least one letter.
- It must contain at least one number.
- It must contain at least one of the following special characters: 
  , . ! @ # $ % ^ & * ( ) _ + - < >

Enter your new password and click the Save button to change the password without changing your Secret Question.

Do you wish to change your Secret Question?

A Secret Question and Answer are required for you to Reset your password without involving your System Administrator.

Click the Yes answer.

ProviderOne displays the Secret Question and Answer section.

Select a secret question from the Secret Question drop-down. Enter an answer and click the Save button.

ProviderOne displays a message indicating a successful password reset.

Info: Password updated successfully.

Click the Close button.
Navigating ProviderOne

ProviderOne and Internet Explorer (What Not To Do)

ProviderOne is a Web application that runs within an Internet Explorer Browser window.

**DO NOT use the Browser Back Button.**

**DONOT close Pop-up windows using the Windows Close control, use the ProviderOne buttons.**

ProviderOne Timeouts

After 15 minutes of inactivity ProviderOne will time-out. You will have to log back into ProviderOne to continue.
The Provider Portal – Launching Point for all Provider Activities

About the Provider Portal

- The ProviderOne Provider Portal is the launching point for all Provider activities.
- The Provider Portal contains the following elements:
  - My Inbox Tabs
  - Welcome bar
  - Links Menu
  - Help/Logout Icons
  - Path
  - Context Information
  - Online Services
  - Reminders and Alerts

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Welcome Bar

The Welcome Bar displays your Username and current Profile. Knowing your current profile is useful in situations where you are prevented from viewing information or executing actions in ProviderOne because you are not logged in with the necessary profile.

Links Menu

The Links Menu is for DSHS Staff use.

Path

The Path displays all ProviderOne pages you have opened to get to current page. Click on any page in the Path to return to that page.

If you are currently entering information into ProviderOne make sure to Save before navigating to another screen using the Path.

Context Information

This area will display information relevant to the current page being viewed or action being taken. The example above was taken from the Client Benefit Level page. It displays the Client Id and Name of the Client being viewed.

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Online Services (Your Main Menu)

<table>
<thead>
<tr>
<th>Online Services:</th>
<th>Hide/Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims</td>
<td></td>
</tr>
<tr>
<td>Claim Inquiry</td>
<td></td>
</tr>
<tr>
<td>Claim Adjustment/Void</td>
<td></td>
</tr>
<tr>
<td>On-line Claim Entry</td>
<td></td>
</tr>
<tr>
<td>On-line Batch Claims Submission (837)</td>
<td></td>
</tr>
<tr>
<td>Resubmit Denied/voided Claim</td>
<td></td>
</tr>
<tr>
<td>Retrieve Saved Claims</td>
<td></td>
</tr>
<tr>
<td>Manage Templates</td>
<td></td>
</tr>
<tr>
<td>Create Claims from Saved Templates</td>
<td></td>
</tr>
<tr>
<td>Manage Batch Claim Submission</td>
<td></td>
</tr>
<tr>
<td>Client</td>
<td></td>
</tr>
<tr>
<td>Client Limit Inquiry</td>
<td></td>
</tr>
<tr>
<td>Benefit Inquiry</td>
<td></td>
</tr>
<tr>
<td>Payments</td>
<td></td>
</tr>
<tr>
<td>View Payment</td>
<td></td>
</tr>
<tr>
<td>View Captitation Payment</td>
<td></td>
</tr>
<tr>
<td>ProviderOne-Generated Invoices</td>
<td></td>
</tr>
<tr>
<td>View Invoice</td>
<td></td>
</tr>
<tr>
<td>Validate Invoice</td>
<td></td>
</tr>
<tr>
<td>Managed Care</td>
<td></td>
</tr>
<tr>
<td>View Enrollment Routing</td>
<td></td>
</tr>
<tr>
<td>View EIRR</td>
<td></td>
</tr>
<tr>
<td>Prior Authorization</td>
<td></td>
</tr>
<tr>
<td>On-line Prior Authorization Submission</td>
<td></td>
</tr>
<tr>
<td>Prior Authorization Inquiry</td>
<td></td>
</tr>
<tr>
<td>Prior Authorization Adjustment</td>
<td></td>
</tr>
<tr>
<td>Provider</td>
<td></td>
</tr>
<tr>
<td>Provider Inquiry</td>
<td></td>
</tr>
<tr>
<td>Manage Provider Information</td>
<td></td>
</tr>
<tr>
<td>Initiate New Enrollment</td>
<td></td>
</tr>
<tr>
<td>Track Application</td>
<td></td>
</tr>
<tr>
<td>HIPAA</td>
<td></td>
</tr>
<tr>
<td>Submit HIPAA Batch Transaction</td>
<td></td>
</tr>
<tr>
<td>Retrieve HIPAA Batch Responses</td>
<td></td>
</tr>
<tr>
<td>Admin</td>
<td></td>
</tr>
<tr>
<td>Change Password</td>
<td></td>
</tr>
<tr>
<td>Maintain Users</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 8 – Online Services**

This area contains links to all ProviderOne Provider activities. Use the Online Services menu to access the tasks you need to execute. Click the task name hyperlink to launch the task page.

Depending on your screen resolution you may need to scroll down to view all options available in this section.

Additional details about these options are covered elsewhere in this manual.
Welcome Message/Reminders and Alerts

This section displays your current reminders and alerts. The My Reminders feature is covered in more detail elsewhere in this manual.
Using ProviderOne Online Help

Accessing Online Help

From the Provider Portal, click the ? icon.

ProviderOne displays Online Help in a separate Internet Explorer window.

About Online Help

- Online Help consists of the following:
  - Content Pages
  - Print Icon
  - Search Capability
  - Table of Contents
  - Index
  - Glossary
Viewing Topics in Online Help

To view a topic in Online Help, click the topic in the Table of Contents. Some entries expand to show additional topics.

ProviderOne displays the topic details.

To view additional related topics, click the embedded hyperlinks.

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## Working With ProviderOne List Pages

<table>
<thead>
<tr>
<th>Close</th>
<th>Manage Alerts</th>
</tr>
</thead>
</table>

### About List Pages

- List pages are used throughout ProviderOne.
- Your security profile determines what list contents you can view and what actions you can execute.

### List Components

#### List Actions

- Depending on the list, the action buttons will be located along the top, in the footer, or in the bottom right corner.

### List Title
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Filtering List Contents

About List Filters

- ProviderOne lists contain at least one, and in some cases, two Filter-by drop-downs.
- Some lists include an additional Status filter.

Performing a Simple Filter

Select the filter from the Filter-by drop down, enter the search value, and click the Go button.

ProviderOne refreshes the list, displaying only records that match the search criteria entered.

Filtering by Date

Lists with Filter-by values containing dates allow you to search for date spans.

Select the Filter-by date, enter the beginning and ending dates and click the Go button.

ProviderOne refreshes the list, displaying only records fall between the dates listed..
Filtering by Status

Select the status from the With Status drop-down, select a status value, and click the Go button.

<table>
<thead>
<tr>
<th>With Status:</th>
<th>Approved</th>
<th>Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rejected</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ProviderOne refreshes the list, displaying only records that match the search criteria.

Combining Filters

Some ProviderOne lists allow for multiple filters separated by AND.

Select the filter from the Filter-by drop-downs and click the Go button.

Filter By: 

And 

ProviderOne refreshes the list, displaying only records that match the search criteria.
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Navigating the List

Determining the Current Page Number

![Image](image1)

Jumping to the Next and Previous Page

To move between pages of a list, click the Next button or the Previous button.

![Image](image2)

Jumping to a Specific Page

To jump to a specific list page, enter the page number and click the Go button.

![Image](image3)

Determining the Number of Pages in A List

To determine the number of pages in a list, click the Page Count button.

![Image](image4)
Exporting the List

- Not all lists enable this feature.
- The Excel file format is used.

To save the contents of a list to your local drive, click the SaveToXLS button and follow the directions to download the file.
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### Entering and Modifying Data in ProviderOne

#### Data Entry Rules

- Fields with an asterisk (*) are required.

```
<table>
<thead>
<tr>
<th>Service Line Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Code:</td>
</tr>
<tr>
<td>Procedure Code:</td>
</tr>
<tr>
<td>Service Date/First Date of Service: mm dd cyy</td>
</tr>
<tr>
<td>Last Date of Service: mm dd cyy</td>
</tr>
<tr>
<td>Service Units:</td>
</tr>
<tr>
<td>Total Line Charges: $</td>
</tr>
</tbody>
</table>
```

- Fields that are shaded cannot be edited. In some cases, the data can be edited on other pages.

```
| Address Line 1: 15800 Gather Rd |
| Line 3:           |
| State/Province: Maryland |
```

- After completing the data entry, click the Save button.
Entering Data In ProviderOne

Entering Text

- Text and numbers are entered by typing the data into text boxes.

Entering Dates

- Dates are entered using the MM/DD/YYYY format.

- Use 12/31/2999 to identify dates with no expiration.

- When entering dates in Online Claims the month, day, and year are entered in separate fields.

Using Drop-down Lists

- Select the checkmark to expose the drop-down contents and choose a value from the list.
Using Checkboxes

- Checkboxes allow you to choose some or all choices.

![Checkbox Example]

Using Radio Buttons

- Radio buttons are used to force a single selection from a list of choices.

![Radio Button Example]

- Radio buttons are often used to answer Yes and No questions.

![Radio Button Question Example]

Using the Available and Associated Panels

Select an item from the Available side, and click the >> button to move it to the Associated panel.

![Available v Associated Panels Example]
To move an item back, select the item in the Associated panel and click the << button.
Entering Addresses Using Address Lookup

ProviderOne uses the Address Lookup to verify addresses entered in ProviderOne.

From any data entry page where an address is entered, click the Address button.

ProviderOne displays the Address Details page.

Enter the Zip Code and click the Go button.

ProviderOne fills in the address details.
Enter the Address Line 1, Line 2, and Line 4 information and click the OK button.

ProviderOne displays the data entry page with the address fields filled in.
Managing Alerts and Reminders

Accessing the My Reminders List

View the My Reminders list located on the Provider Portal, or click the My Inbox Tab and select the My Inbox hyperlink. ProviderOne displays the My Reminders list.

![Figure 11 – My Reminders](image)

About the My Reminders List

- You may read, forward, or delete any message sent to your inbox.
- You may not create or send a new message or reply to an incoming message.
Viewing Alert Details

From the My Reminders list, click the hyperlink in the Alert Message column.

ProviderOne displays the Message Details page.

Adding Comments to a Message

From the Message Details page, enter a comment in the Comments field.
Forward a Message to Another User(s)

From the Message Details page, click the Forward To icon.

ProviderOne displays the Lookup Title page.

![Figure 13 – Lookup Title](image)

**About the Lookup Title Page**

- Only users in your domain are listed as available.

Select the users you want to forward the message to and click the >> button. Click the OK button.
Deleting Alerts

From the My Reminders list, check the message(s) you want to delete, and click the Delete button.

![Alerts diagram]

Subscribing to Alerts

From the My Reminders list, click the Manage Alerts button.

![Alerts Management page]

ProviderOne displays the Subscribe Alerts page.
Figure 14 – Subscribe Alerts

Select the Available Alerts and click the OK button.
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