Maintaining ProviderOne User Accounts

Disclaimer:

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

Providers must submit a claim in accordance with the DSHS 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 a department rule, the department rule controls.”
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 a department rule, the department rule controls.
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 a department rule, the department rule controls.
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 a department rule, the department rule controls.
Maintaining ProviderOne User Accounts

Creating, Managing, and Auditing ProviderOne User Accounts

The following ProviderOne tasks are covered in this section:

- Creating and Modifying ProviderOne User Accounts
- Assigning and Modifying User Account Profiles
Creating and Modifying ProviderOne User Accounts

Accessing the Manage Users List

Using the EXT Provider System Administrator user profile, from the Provider Portal, click the Maintain Users link located in the Admin section. You may need to scroll down to view the Admin section.

ProviderOne displays the Manage Users list.

Figure 1 - Manage Users

About the Manage Users List

- When viewing this list for the first time, the System Administrator is the only account listed.
- By default, the With Status filter is set to Approved.
- Once a user account is added to a Provider Domain the account cannot be removed but can be end dated.
Adding a User Account

To add a new user, click the Add button.

ProviderOne displays the Add User page.

![Add User Page](Figure 2 - Add User)

About the Add User Page

- ProviderOne automatically generates a User Login ID by combining the user’s first and last name. **You can over-ride this value and use your own internal Login ID.**
- The Date of Birth is required for user to reset their password.
- The Employee ID (EID) is numeric. Each user EID must be unique among users in the same domain.

**Important:** The EID is not a secure field; do not use Social Security numbers.

- To set the Expiration Date to never expire enter 12/31/2999.

When all fields have been entered, click the Next button.

ProviderOne verifies that the User Login ID is unique and displays the second Add User form.
About the Add User Page Two

- The ProviderOne system emails the User ID and password to the email address entered on this screen.

To save the new user information, fill in all required fields and click the Finish button. Clicking the Cancel button displays the Manage User list without saving your information.

ProviderOne generates the new user account with a status of In Review, then returns to the Manage Users list.

To view the new user account, set the With Status filter to either All or In Review and click the Go button.
Approving a New User

- Before a new user account can be used the account must be approved and at least one ProviderOne Profile must be assigned.
- A User Account must have a status of In Review to be approved.

From the Manage Users list, check the box next to the user(s) you want to approve and click the Approve button.

ProviderOne displays the Update Status form.

After completing the form, click the OK button to set the Status to Approved and return to the Manage Users list. Click Cancel to leave the Status set to In Review.
Rejecting a New User

- A User Account must have a status of In Review to be rejected.

From the Manage Users list, check the box next to the user(s) you want to reject and click the Reject button.

ProviderOne displays the Update Status form.

After completing the form, click the OK button to set the Status to Approved and return to the Manage Users list. Click Cancel to leave the Status set to In Review.
Modifying a User Account

From the Manage Users list, click the hyperlink in the Name column.

ProviderOne displays the User Details page.

Figure 5 - User Details

To lock or unlock a user account:

Place a check in the Lock User checkbox to lock the user account, to unlock remove the check.
After making changes, click the Save button to save the changes and return to the Manage Users list, or click the Close button to close without saving.
Assigning and Modifying User Account Profiles

ProviderOne Profiles are used to control the information can be viewed within ProviderOne and the actions that can be performed.

Profiles are assigned to individual ProviderOne User Accounts.

Accessing the Manage User Profiles Form

From the Manage Users list, click the hyperlink in the Name column of the user.

![Manage Users Table]

**Figure 6 - Manage Users**

ProviderOne displays the User Details page.

![User Details Form]

**Figure 7 - User Details**

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 a department rule, the department rule controls.
Select the Associated Profiles option from the Show drop-down.

ProviderOne displays the Manage User Profiles List.

![Manage User Profiles List](image)

**Figure 8 - Manage User Profiles**

**About the Manage User Profiles List**

- By default the With Status filter is set to Approved.
- If this is the first time viewing this list, it will contain no records.
Adding Profiles to a User Account

To add one or more profiles to a user account, click the Add button.

ProviderOne displays the Add New Profiles to User form.

![Add New Profiles to User Form](image)

Select one or more Profiles from the Available Profiles column and click the >> button.

ProviderOne moves the selected Profiles to the Associated Profiles column.
Click the OK button to return to the Manage User Profiles List.

ProviderOne displays the Manage User Profiles List.

To view the new Profiles, set the With Status filter to either All or In Review and click the Go button.
Approving a New Profile

- All newly added profiles must be approved before they are accessible to the user.
- Only Profiles with a Status of In Review can be approved.

From the Manage User Profiles list, check the box next to the Profile(s) to be approved and click the Approve button.

ProviderOne displays the Update Status form.

After completing the form, click the OK button to set the Status to Approved and return to the Manage User Profiles list. Click the Cancel button to leave the Status set to In Review.
Rejecting a New Profile

- Only profiles with a Status of In Review can be rejected.

From the Manage User Profiles list, check the box next to the Profile to be rejected and click the Reject button.

ProviderOne displays the Update Status form.

After completing the form, click the OK button to set the Status to Rejected and return to the Manage User Profiles list. Click the Cancel button to leave the Status set to In Review.
Modifying a User Profile

From the Manage User Profiles list, click the hyperlink in the Name column.

ProviderOne displays the User Profile Details page.

Figure 11 - User Profile Details

About the User Profile Details Page

- The only field that can be modified is the Expiration Date.

After making changes, click the Save button to save and return to the Manage User Profiles list, or click the Close button to return without saving.
Table of Figures

Figure 1 - Manage Users ..................................................................................................... 7
Figure 2 - Add User ........................................................................................................... 9
Figure 3 - Add User – Page Two ...................................................................................... 10
Figure 4 - Update Status ................................................................................................. 11
Figure 5 - User Details ...................................................................................................... 13
Figure 6 - Manage Users ................................................................................................. 15
Figure 7 - User Details ...................................................................................................... 15
Figure 8 - Manage User Profiles ..................................................................................... 16
Figure 9 - Add New Profiles to User .............................................................................. 17
Figure 10 - Update Status ............................................................................................... 19
Figure 11 - User Profile Details ..................................................................................... 21

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 a department rule, the department rule controls.