Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between the State of Washington and Medical Assistance providers. The Core Provider Agreement’s terms and conditions incorporate federal laws, rules and regulations, state laws, rules and regulations, as well as program policies, numbered memoranda, and billing instructions, including the materials located in this presentation. Providers must submit a claim in accordance with the rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service.

Every effort has been made to ensure the accuracy of this material. However, in the unlikely event of an actual or apparent conflict between this material and a department rule, the department rule controls.

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Managed Care

Viewing Enrollments, Payment Summary, and Encounter Transaction Results Report (ETRR).

The following ProviderOne tasks are covered in this section:

- Viewing the Enrollment Roster and Transaction Details

- Viewing the Managed Care Capitation Report and Payment Details

- Downloading the Encounter Transaction Results Report (ETRR)
**Viewing the Enrollment Roster and Client Enrollment Details**

**Accessing the 834 Transaction List (Enrollment Roster)**

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View Enrollment Roster link.

![Managed Care view Enrollment Roster](image)

ProviderOne displays the 834 Transaction List.

![834 Transaction List](image)

**Figure 1 - 834 Transaction List**

**About the 834 Transaction List**

- Only transactions for clients enrolled in your MCO or clinic are viewable.
- Use list filters and sort icons to narrow the results.
This page is intentionally blank.
Viewing 834 Transaction Details

From the 834 Transaction List page, click the arrow hyperlink in the first column for the transaction you wish to view.

<table>
<thead>
<tr>
<th>Transaction Set ID</th>
<th>Transaction ID</th>
<th>Payer ID</th>
<th>Payer Name</th>
<th>Health Plan ID</th>
<th>Action</th>
<th>File Effective Date</th>
<th>Member ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000001</td>
<td>00001</td>
<td>7295711880</td>
<td>MHC</td>
<td>0009592222</td>
<td>CHANGE</td>
<td>03/01/2010</td>
<td></td>
</tr>
<tr>
<td>0000001</td>
<td>00002</td>
<td>7295711880</td>
<td>MHC</td>
<td>0009592222</td>
<td>CHANGE</td>
<td>03/01/2010</td>
<td></td>
</tr>
</tbody>
</table>

ProviderOne displays the 834 Transaction Detail page.

Figure 2 - 834 Transaction Detail

About the 834 Transaction Detail Page

- The header area identifies the current transaction being viewed.

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From the 834 Transaction Detail page, use the Show drop-down menu to view the following detail pages:

- 834 Member Identification Number
- 834 Transaction Address Communication Detail
- 834 Transaction COB List
- 834 Transaction Incorrect Information
- 834 Transaction Provider Information

When finished viewing the detail pages, return to the 834 Transaction List by clicking the 834 Transaction List hyperlink located in the Path.
Viewing the 834 Member Identification Number

Click the 834 Member Identification Number option from the Show drop-down menu.

ProviderOne displays the 834 Member Identification Number page.

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the Member Identification Number page and return to the previous page in the Path, click the Close button.

To view additional transaction detail pages, open the Show dropdown and select from the available options.

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The page is intentionally left blank.
Viewing 834 Transaction Address Communication Details

Click the 834 Transaction Address Communication Detail option from the Show drop-down menu.

ProviderOne displays the 834 Transaction Address Communication Detail page.

Figure 4 - 834 Transaction Address Communication Detail

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the 834 Transaction Address Communication Detail page and return to the previous page in the Path, click the Close button.

To view additional transaction detail pages, open the Show dropdown and select from the available options.

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The page is intentionally left blank.
Viewing the 834 Transaction COB List

Click the 834 Transaction COB List option from the Show drop-down menu.

ProviderOne displays the 834 Transaction COB List.

Figure 5 - 834 Transaction COB List

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the 834 Transaction COB List and return to the previous page in the Path, click the Close button.

To view additional transaction detail pages, open the Show dropdown and select from the available options.

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This page is intentionally left blank.
Viewing 834 Transaction Incorrect Information

Click the 834 Transaction Incorrect Information option from the Show dropdown menu.

ProviderOne displays the 834 Transaction Incorrect Information page.

![Screen capture of ProviderOne interface]

Figure 6 - 834 Transaction Incorrect Information

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

![Screen capture of ProviderOne interface]

To close the 834 Transaction Incorrect Information page and return to the previous page in the Path, click the Close button.

To view additional transaction detail pages, open the Show dropdown and select from the available options.

![Screen capture of ProviderOne interface]

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Viewing 834 Transaction Provider Information

Click the 834 Transaction Provider Information option from the Show drop-down menu.

ProviderOne displays the Provider Identification Number List.

![Provider Identification Number List](image)

**Figure 7 - 834 Provider Identification Number List**

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the Provider Identification Number List and return to the previous page in the Path, click the Close button.

To view additional transaction detail pages, open the Show dropdown and select from the available options.

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Viewing the Managed Care Capitation Report

- The Capitation Report is used by Managed Care organizations to view Managed Care payment summary information.
- ProviderOne displays the Capitation Report using the Payment Summary List and Payment Summary Detail pages.

Accessing the Payment Summary List

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View Capitation Report link.

ProviderOne displays the Payment Summary List.

![Payment Summary List](image)

**Figure 8 - Payment Summary List**

About the Payment Summary List

- Use the Filter and Sort features to narrow the list of records.
- Only records pertaining to your MCO or practice appear in this list.

To return to the Provider Portal, click the Close button.
Viewing Payment Summary Details

From the Payment Summary List, click the hyperlink located in the Consolidated Invoice # column.

![Payment Summary List](image)

ProviderOne displays the Payment Summary Detail page for the selected record.

![Payment Summary Detail](image)

**Figure 9 - Payment Summary Detail**

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About the Payment Summary Detail Page

- Contents of the Individual Level Remittance List and the Organization Level Remittance List depend on the type of Payment record selected.
- The hyperlink in the Individual Level Remittance List, 834 Ref# / Patient A/C# column opens the 834 Transaction List for the selected transaction.

![Individual Level Remittance List]

To close the Payment Summary page and return to the Payment Summary List, click the Close button.
Viewing the Individual Level Remittance Detail Page:

From the Payment Summary Detail page, click the arrow hyperlink in the first column of the Individual Level Remittance List for the record you wish to view.

![Image of Individual Level Remittance List]

ProviderOne displays the Individual Level Remittance Detail page.

![Image of Individual Level Remittance Details]

**Figure 10 - Individual Level Remittance Detail**

Click the Reference 834 or Patient A/C# hyperlinks to open the 834 Transaction List for this transaction.

To return to the Payment Summary Detail page, click the Close button.  

Use the Path to navigate to the Provider Portal, the Payment Summary List or other pages shown in the path.

![Image of Path]

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Viewing the Organization Level Remittance Detail Page

From the Payment Summary Detail page, click the arrow hyperlink in the first column of the Individual Level Remittance List for the record you wish to view.

ProviderOne displays the Organization Level Remittance Detail page.

Figure 11 - Organization Level Remittance Detail

To close the Organization Level Remittance Details page and return to the Payment Summary Detail page, click the Close button.

Use the Path to navigate to the Provider Portal, the Payment Summary List or other pages shown in the path.

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Downloading an Encounter Transaction Results Report - ETRR

Accessing the Encounter Transaction Results Report (ETRR)

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View ETRR link.

ProviderOne displays the RA Payment List.

Figure 12 – RA/ETRR Payment List

About the RA/ETRR Payment List

- The RA/ETRR Payment List is used to download ETRRs.
- Only ETRRs reported by your Managed Care Organization are viewable.
- Use the Filter and Sort features to refine your results.
Downloading and Viewing the ETRR

Click the ETRR link in the Download column and save the file to your local drive.

<table>
<thead>
<tr>
<th>RA/ETRR Number</th>
<th>Check Number</th>
<th>Check ETRR Date</th>
<th>Claim Count</th>
<th>Charges</th>
<th>Payment Amount</th>
<th>Adjusted Amount</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>50000000010</td>
<td>354987</td>
<td>2/1/2010</td>
<td>2</td>
<td>$100.00</td>
<td>$361.70</td>
<td>$98.30</td>
<td>S35</td>
</tr>
<tr>
<td>50000000011</td>
<td>6458771</td>
<td>2/12/2010</td>
<td>1</td>
<td>$300.00</td>
<td>$250.00</td>
<td>$24.70</td>
<td>S35</td>
</tr>
<tr>
<td>50000000012</td>
<td>4573021</td>
<td>2/12/2010</td>
<td>1</td>
<td>$6,950.00</td>
<td>$1,327.45</td>
<td>$4,722.55</td>
<td>S35</td>
</tr>
<tr>
<td>50000000014</td>
<td>392/2010</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ETTR</td>
</tr>
<tr>
<td>50000000016</td>
<td>3/14/2010</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ETTR</td>
</tr>
</tbody>
</table>

If you click the hyperlink in the RA/ETRR Number column, ProviderOne displays an error message and direct you to use the ETRR link in the Download column.

Viewing the ETRR

To view the downloaded file, you need to open it using Microsoft WordPad or a word processor with the ability to display documents formatted in Unicode UTF-8.

Click the Close button to return to the Provider Portal.
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