Managing Billing Agent / Clearinghouse Provider Information

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.”
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Managing Billing Agent / Clearinghouse Provider Information

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

- Accessing the Provider Business Process Wizard
- Modifying Provider Information
- Submitting the Modification Application to DSHS
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Accessing the File Maintenance Business Process Wizard

From the Provider Portal, select the Manage Provider Information link.

ProviderOne displays the View/Update Business Process Wizard

Figure 1 - View/Update Business Process Wizard

Click the Step hyperlink to access the Provider Information

ProviderOne displays the appropriate information pages.
View/Update Basic Information

Accessing the Provider Details Page

From the Business Process Wizard, click the Basic Information link.

ProviderOne displays the Provider Details page.

![Figure 2 - Provider Details]

After completing your modifications, click the OK button to save.
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View/Update Provider Identifiers

Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

ProviderOne displays the Provider Identifiers List.

About the Provider Identifiers List

- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.
Adding an Identifier

To add a new record, click the Add button. ProviderOne displays the Add New Identifier form.

![Add New Identifier Form](image)

Figure 4 - Add New Identifier

**About the Add New Identifier Form**

- The Location drop-down will display all current Provider locations.
- To apply the Identifier to All locations, click the All option from the Location drop-down list.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.
Modifying a Provider Identifier Record

From the ProviderOne Provider Identifiers list, click the link in the Identifier Type column.

ProviderOne displays the Manage Identifier page.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
View/Update EDI Submission Method

Accessing the EDI Submission Details Page

From the Business Process Wizard, click the EDI Submission Method link.

ProviderOne displays the EDI Submission Method list.

Adding a Submission Method

From the EDI Submission Method list, click the Add button.

ProviderOne displays the EDI Submission Details page.

Place a check in the box next to the EDI Submission Method(s) you will use and click the OK button.
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Modifying an EDI Submission Method

From the EDI Submission Method list, click the hyperlink in the EDI Submission Method column.

ProviderOne displays the EDI Submission Details page.

![EDI Submission Details](image)

Figure 8 - EDI Submission Details

After completing your modifications, click the OK button to save the changes and close the window.
View/Update EDI Billing Software Details

Accessing the EDI Billing Software Information List

From the Business Process Wizard, click the EDI Billing Software Details link.

**Step # : EDI Billing Software Details**

ProviderOne displays the EDI Billing Software Information list.

Figure 9 - EDI Billing Software Information

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Adding an EDI Billing Software Record

To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.

![Figure 10 - Add EDI Billing Software Information](image)

After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving.
Modifying an EDI Billing Software Record

From the EDI Billing Software Information List, click the hyperlink in the Software Name column.

![Image of EDI Billing Software Information]

ProviderOne displays the Manage EDI Billing Software Information page.

![Image of Manage EDI Billing Software Information]

Figure 11 - Manage EDI Billing Software Information

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
View/Update EDI Contact Information

Accessing the EDI Contact List

From the Business Process Wizard, click the EDI Contact Information link.

ProviderOne displays the EDI Contact Information List.

Figure 12 - EDI Contact Information List
Add an EDI Contact

To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.

Add EDI Contact Information:

- **Contact Title**: 
- **Contact First Name**: 
- **Phone Number**: 
- **Email Address**: 
- **Start Date**: 
- **Contact Last Name**: 
- **Fax Number**: 
- **End Date**: 
- **Address Line 1**: 
- **Address Line 2**: 
- **Address Line 3**: 
- **City/Town**: 
- **State/Province**: 
- **County**: 
- **Country**: 
- **Zip Code**: 

Electronic Transactions:

**Available Transactions**
- 270-Eligibility Enquiry
- 271-Eligibility Response
- 276-Claim Status Inquiry
- 277-Claim Status Response
- 277U-Unsolicited Claims Status Response
- 278-Prior Authorization Request
- 278-Prior Authorization Response
- 820-Premium Payment
- 834-Benefit Enrollment
- 835-Healthcare Claim Payment Advice
- 837D-Dental Claim
- 837I-Institutional Claim
- 837P-Professional Claim

**Associated Transactions**

After creating the Contact and assigning transactions, click the OK button to save.

Figure 13 - Add EDI Contact Information

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Modifying an EDI Contact

From the EDI Contact Information List, click the hyperlink in the Contact Name column.

ProviderOne displays the Manage EDI Contact Information page.

![Manage EDI Contact Information](image)

Figure 14 - Manage EDI Contact Information
After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
Submit Modification for Review

Accessing the Final Submission Page

From the Business Process Wizard, click the Submit Modification for Review link.

ProviderOne displays the Final Submission page.

Figure 15 - Final Submission
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.
Obtaining Documentation Source Documents

To download source documents, click the hyperlink in the Source column.

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Printing the Documentation Cover Sheet

Click the this link hyperlink to display the documentation cover sheet.

Instructions for submitting documentation:
1. Please click on this link to display the documentation cover sheet.

ProviderOne displays a PDF version of the cover sheet.

Figure 16 - Provider Modification Cover Sheet

Enter the Provider ID and print the cover sheet. Include this cover sheet with the documentation listed in the Application Document Checklist.
Re-printing the Documentation Cover Sheet

From the Business Process Wizard, click the Submit Modification for Review link.

Click the this link hyperlink to display the documentation cover sheet. Follow the steps on the previous page.

Submitting the Provider Modifications to DSHS

From the Final Submission page, click the Submit Provider Modification button.

ProviderOne displays the following Internet Explorer message.

Windows Internet Explorer

The modification request has been submitted for State review.
Please check this Web site to verify the status of your request.

Click OK to close the message and then click the Close button.
Undoing Provider Information Updates

The Undo Update option is only available prior to clicking the Submit Modification button.

To Undo a modification, check the Step and click the Undo Update button.
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