Managing Servicing 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 Servicing 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

Important Note: Servicing Providers do not manage their own information.
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Accessing the File Maintenance Business Process Wizard

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

Note: Servicing Providers do not maintain their own information.

ProviderOne displays the View/Update Business Process Wizard

![View/Update Business Process Wizard](image)

Figure 1 - View/Update Business Process Wizard

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View/Update Basic Information

Accessing the Provider Details Page

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

Step # : Basic Information

ProviderOne displays the Provider Details page.

![Provider Details](image)

Figure 2 - Provider Details

After completing your modifications, click the OK button to save.
View/Add Specializations

Accessing the Specialty/Subspecialty List

From the Business Process Wizard, click the Specializations link.

ProviderOne displays the Specialty/Subspecialty List.

About the Specialty/Subspecialty List for Enrollment

- This list displays all specializations by location.
This page is intentionally blank.

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.
Adding a Specialization

To add a new record, click the Add button.

ProviderOne displays the Add Specialty/Subspecialty form.

![Add Specialty/Subspecialty Form](image)

**Figure 4 - Add Specialty/Subspecialty**

**About the Add Specialty/Subspecialty Form**

- To add a Specialty to all Provider Locations, select All from the Location drop-down.

- Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne displays the Specialty/Subspecialty List.
Modifying a Specialty/Subspecialty Record

From the Specialty/Subspecialty List, check the box next to the Specialty you wish to modify and click the Update button.

![Figure 5 - Manage Specialty/Subspecialty](image)

ProviderOne displays the Manage Specialty/Subspecialty list.

About the Manage Specialty/Subspecialty List

- The Start Date, End Date, and End Reason fields can be edited.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
View Required Credentials for Specializations

Accessing the Required Credentials For Specialization List

From the Business Process Wizard, click the Required Credentials button.

ProviderOne displays the Required Credentials For Specializations list.

<table>
<thead>
<tr>
<th>Specialty/Subspecialty</th>
<th>Provider Type</th>
<th>Administration</th>
<th>License</th>
</tr>
</thead>
<tbody>
<tr>
<td>84-Psychiatry &amp; Neurology/N03400-Neurology</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Graduation of Residency of Psychiatric Program Certification</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/N03400-Neurology</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Professional License</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/ N040L-Addiction Medicine</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Graduation of Residency of Psychiatric Program Certification</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/ N040L-Addiction Medicine</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Professional License</td>
</tr>
</tbody>
</table>

Figure 6 - Required Credentials For Specialization

To view License, Identifier and Training requirements, use the Filter By dropdown.

When finished, click the Cancel button to close the window.
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View/Update Licenses and Certifications

Accessing the License/Certification List

From the Business Process Wizard, click the Licenses and Certifications link.

Step # : Licenses and Certifications

ProviderOne displays the License/Certification List.

<table>
<thead>
<tr>
<th>License/Certification Type</th>
<th>License/Certification #</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>NURSING HOME LICENSE</td>
<td>4477866</td>
<td>06/06/2006</td>
<td>12/31/2099</td>
<td>APPROVED</td>
</tr>
<tr>
<td>MEDICARE CERTIFICATION</td>
<td>445555886877</td>
<td>02/12/2001</td>
<td>12/31/2099</td>
<td>APPROVED</td>
</tr>
<tr>
<td>BUSINESS LICENSE</td>
<td>7788223333333</td>
<td>12/10/2000</td>
<td>12/31/2099</td>
<td>APPROVED</td>
</tr>
</tbody>
</table>

Figure 7 - License/Certification List

About the License/Certification List for Enrollment

- This list displays all Licenses/Certifications by location.
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.
Adding a License/Certification

To add a new record, click the Add button. ProviderOne displays the Add License/Certification form.

![Add License/Certification Form](image)

**Figure 8 - Add License/Certification**

**About the Add License/Certification Form**

- To add a License/Certification to all Provider Locations, select All from the Location drop-down.

  ![User Interface Image]

  Click the OK button to save the information and close the window, or Cancel to close the window without saving.
Modifying a License/Certification Record

From the License/Certification List, click the hyperlink in the License/Certification# column.

```
<table>
<thead>
<tr>
<th>License/Certification#</th>
<th>License/Certification Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>258930413</td>
<td>Professional License</td>
</tr>
</tbody>
</table>
```

ProviderOne displays the Manage License/Certification form.

![Figure 9 - Manage License/Certification]

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
View/Update Training and Education

Accessing the Training/Education List

From the Business Process Wizard, click the Training and Education link.

ProviderOne displays the Training/Education List.

Figure 10 - Training/Education List
Adding a Training/Education Record

To add a new record, click the Add button.

ProviderOne displays the Add Training/Education form.

![Add Training/Education Form]

**Figure 11 - Add Training/Education**

**About the Add Training/Education Form**

- To add a Training/Education to all Provider Locations, select All from the Location drop-down.

- Click the OK button to save the information and close the window, or Cancel to close the window without saving.
Modifying a Training/Education Record

From the Training/Education List, click the hyperlink in the Training/Education Type column.

```
<table>
<thead>
<tr>
<th>Training/Education Type</th>
<th>Location Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSPS Training</td>
<td>00001</td>
</tr>
</tbody>
</table>
```

ProviderOne displays the Manage Training/Education form.

![Figure 12 - Manage Training/Education](image)

After making your changes, click the Save button to save, or the Close button to close the window without saving.
View/Update Provider Identifiers

Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

ProviderOne displays the Provider Identifiers List.

![Figure 13 - Provider Identifiers List](image)

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 14 - 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.

Figure 15 - Manage Identifier

After making your changes, click the Save button to save, or the Close button to close the window without saving.
View/Update Federal Tax Details

W-9 information is required and is collected for all Providers.

W-4 information is collected for Providers who have the appropriate Specializations.

W-5 information is optionally collected for Providers who complete a W-4 form.

Accessing the Federal Tax Details Page

From the Business Process Wizard, click the Federal Tax Details link.

ProviderOne displays the Federal Tax Details page.

About the Federal Tax Details Page

- The W-9 Form is required for all Providers.
- If you are eligible for W-4 or W-5, the buttons will be active.
- If you are not eligible for W-4 or W-5, the buttons will be inactive.
This page is intentionally blank.
Adding Form W-9 Information

To access the W-9 Form, click the W-9 hyperlink.

ProviderOne displays the Form W-9 page.

Figure 17 - Form W-9

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page.
Adding Form W-5 Information (if eligible)

Click the Current Year W-5 or Add Next Year W-5 button.

ProviderOne displays the Form W-5 page.

![Figure 18 - Form W-5](image)

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W5 Form record is added.
Adding Form W-4 Information (if eligible)

Click the Add W-4 button.

ProviderOne displays the Form W-4 page.

![Form W-4](image)

Figure 19 - Form W-4

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W4 Form record is added.
Modifying a Tax Form Record

From the Federal Tax Details list, click the link in the hyperlink of the form you wish to modify.

<table>
<thead>
<tr>
<th></th>
<th>Federal Tax Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>W-9 Form</td>
</tr>
<tr>
<td>☑</td>
<td>W-4 Form</td>
</tr>
<tr>
<td>☑</td>
<td>W-5 Form</td>
</tr>
</tbody>
</table>

ProviderOne displays the appropriate Tax Form page.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
View/Update Billing Provider Details

Accessing the Billing Provider List

From the Business Process Wizard, click the Billing Provider Details link.

**Step # : Billing Provider Details**

ProviderOne displays Billing Provider List.

![Billing Provider List](image)

**Figure 20 - Billing Provider List**
This page is intentionally blank.
Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

![Add Billing Provider Form](image)

**About the Add Billing Provider Form**

- You must know the ProviderOne Id, or NPI of the Billing Provider.

Enter the ProviderOne Id or NPI number of the Billing Provider and click the Confirm Provider button.

If ProviderOne confirms the Billing Provider and displays the Provider Name. If a valid Provider is not found, ProviderOne displays an error message.

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

From the Billing Provider List, click the link in the Billing Provider NPI column.

ProviderOne displays the Manage Billing Provider form.

```
<table>
<thead>
<tr>
<th>Billing Provider</th>
<th>NPI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>1112223334</td>
<td></td>
</tr>
<tr>
<td>9998887777</td>
<td></td>
</tr>
</tbody>
</table>
```

After making your changes, click the Save button to save, or the Close button to close the window without saving.

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View Union Information

Accessing the Payment Details List

From the Business Process Wizard, click the View Union Information link.

ProviderOne displays the Provider Union Details page.

<table>
<thead>
<tr>
<th>Provider Union Details:</th>
<th>Provider’s Date of Birth is collected in Basic Information Step.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Union Membership:</strong> N/A</td>
<td><strong>PAC Status:</strong> No</td>
</tr>
<tr>
<td><strong>Union Medical Plan:</strong> Null</td>
<td><strong>Date of Birth:</strong></td>
</tr>
<tr>
<td><strong>Cumulative Career Hours:</strong></td>
<td><strong>Union Vacation Hours:</strong></td>
</tr>
<tr>
<td><strong>Status:</strong> Approved</td>
<td></td>
</tr>
</tbody>
</table>

Figure 23 - Provider Union Details

When finished viewing, click the OK button to close the window.
This page is intentionally blank.
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.

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Obtaining Documentation Source Documents

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


Printing the Documentation Cover Sheet

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

ProviderOne displays a PDF version of the cover sheet.

![Provider Modification Document Submission 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.

Step # : Submit Modification for Review

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

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

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.

OK

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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</tr>
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<td>17</td>
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<td>31</td>
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<tr>
<td>18</td>
<td>Form W-5</td>
<td>32</td>
</tr>
<tr>
<td>19</td>
<td>Form W-4</td>
<td>33</td>
</tr>
<tr>
<td>20</td>
<td>Billing Provider List</td>
<td>35</td>
</tr>
<tr>
<td>21</td>
<td>Add Billing Provider</td>
<td>37</td>
</tr>
<tr>
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</tr>
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<td>41</td>
</tr>
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<td>25</td>
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<td>43</td>
</tr>
</tbody>
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