Managing Tribal Health Services 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 Tribal Health Services 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
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.
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](image)

Click the Step hyperlink to access the Provider Information

ProviderOne displays the appropriate information pages.
This page is intentionally blank.
**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 Page](image)

**Figure 2 - Provider Details**

After completing your modifications, click the OK button to save.
This page is intentionally blank.
View/Update Locations

Accessing the Locations List

From the Business Process Wizard, click the Locations link.

**Step # : Locations**

ProviderOne displays the Locations List.

![Figure 3 - Provider Locations](image)

About the Locations List

- The Locations List displays all locations associated with the Provider.
Adding a Location

To add a new record, click the Add button.

ProviderOne displays the Add Provider Location form.

![Figure 4 - Add Provider Location](image)

About the Add Provider Location Form

- Every Provider enrolling with an NPI must have an NPI Base Location. The NPI Base Location is used to anchor all of the Provider’s NPI-related specializations and related details.
- For NPI Base Location, Managed Care Location, and for Social Services Locations, three addresses are required:
  - A “Location” address
  - A “Pay-To” address
  - A “Mailing” address
- For an NPI Servicing Location, two addresses are required:
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- A “Location” address
- A “Mailing” address

Mailing and pay-to addresses are subordinate to the location address.

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

From the Locations List, click the link in the Location Code column.

ProviderOne displays the Location Details screen.

![Location Details Screen]

Figure 5 - Location 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.
About the Location Details Screen

- Use the Address List to add and edit location addresses.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.
Add an Address to a Location

From the Location Details screen, click the Add Address button.

ProviderOne displays the Add Provider Location Address form.

```
Add Provider Location Address

Type of Address: [ ] * Status:
Location Address: [ ] Manually Input [ ] Copy from Location Address [ ] Copy from NPI Base Location
Start Date: [ ] End Date: [ ]
Address Line 1: [ ] Line 2: [ ]
Line 3: [ ] City/Town: [ ]
State/Province: [ ] County: [ ]
Country: [ ] Zip: [ ] Address
```

Figure 6 – Add Provider Location Address

About the Add Provider Location Address Form

- Selecting Same As Location Address or Same As NPI Base Location, copies the details of those locations to this form.

- After completing the form, click the OK button to Save and return to the Location Details Screen or Click the Cancel button to close without saving.
Edit a Location Address

From the Location Details screen, click the link in the Address Type column.

ProviderOne displays the Manage Provider Location Address form.

After completing the form, click the Save button to save and return to the Location Details screen or click the Close button to close without saving.
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.
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 9 - 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.

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 11 - 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.
This page is intentionally blank.
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.

![License/Certification List](image)

**Figure 12 - License/Certification List**

About the License/Certification List for Enrollment

- This list displays all Licenses/Certifications by location.
This page is intentionally blank.
Adding a License/Certification

To add a new record, click the Add button.

ProviderOne displays the Add License/Certification form.

About the Add License/Certification Form

- To add a License/Certification 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 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 14 - Manage License/Certification](image)

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

---

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.
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 15 - Training/Education List](image)

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.
This page is intentionally blank.
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](image)

Figure 16 - 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.

  ![Select All Location](image)

  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 17 - Manage Training/Education]

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.

About the Provider Identifiers List

- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.
This page is intentionally blank.
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 19 - 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.

![Identifier Type](image)

ProviderOne displays the Manage Identifier page.

![Manage Identifier](image)

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

Accessing the Contracts List

From the Business Process Wizard, click the Contract Details link.

ProviderOne displays the Contracts List.

![Contracts List Image](image)

Figure 21 - Contracts List

About the Contracts List

- Provider Contracts are listed by location.
Adding a Contract

To add a new record, click the Add button.

ProviderOne displays the Add Contract form.

Figure 22 - Add Contract

About the Add Contract Form

- Duplicate numbers are not allowed within a location.
- To apply the contract to all locations, click the All option 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 Contract Record

From the Contracts List, click the link in the Contract Number column.

ProviderOne displays the Manage Contract form.

About the Manage Contract Form

- Duplicate contract numbers are not allowed within a location.

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.

Step # : Federal Tax Details

ProviderOne displays the Federal Tax Details page.

Figure 24 - 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.

![Form W-9](image)

ProviderOne displays the Form W-9 page.

![Form W-9](image)

Figure 25 - 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 Add Current Year W-5 or Add Next Year W-5 button.

ProviderOne displays the Form W-5 page.

![Form W-5](image)

I expect to have a qualifying child and be able to claim the earned income credit. I do not have another Form W5 in effect with any other current employer, and I choose to get advance EIC payments:

**W5 Form Year:**

**Expected Filing Status:**

If you are married, does your spouse have a Form W5 in effect with any employer:

**W5 Effective Date:**

**End Date:**

The information entered here expires on December 31, 2011.

**Figure 26 - Form W-5**

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)

**Federal Withholding (W-4)** will only to certain services covered under Collective Bargaining Agreement. This form is optional. If you do not wish to have any Federal Income Tax Withheld, click on the ‘Cancel’ button to return to the previous page. Instructions on how to complete this page are on the IRS W-4 Form. You must turn in a complete, unaltered, signed W-4 for the changes to occur.

**Home Address:**
- Address Line 1: 
- Address Line 2: 
- Address Line 3: 
- City/Town: 
- State/Province: 
- County: 
- Country: 
- Zip Code: 

**Tax Form Year:**

**Filing Status:**
- Single
- Married

**Number of Allowances:**

**I Claim Exemption from Withholding:**

**Additional Amount Withheld:**

**Tax Form Year Effective Date:**

**IRS Lock Letter Exists:**

**IRS Lock Letter Effective Date:**

**Request cancellation of Withholding in Writing:**

**Request cancellation of Withholding in Writing Date:**

**Figure 27 - 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 Invoice Details

Accessing the Invoice Preferences List

From the Business Process Wizard, click the Invoice Details link.

ProviderOne displays the Invoices Preferences list.

About the Invoice Preference List

- Invoice preferences apply to Provider locations.
- Each row of the Invoice Preferences list refers to a single Provider location.
- Each Provider location can have one, and only one, Invoice Preference record.
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 an Invoice Preference

To add a new record, click the Add button.

ProviderOne displays the Invoice Preferences Enrollment form.

![Invoice Preferences Enrollment form](image)

Figure 29 - Add Invoice Preferences

About the Add Invoice Preference Form

- To apply the invoice preferences to all locations, select All from the Location drop-down. ProviderOne will automatically create a separate record for each location.

- Click the OK button to save the information and close the window, or Cancel to close the window without saving.
Modifying an Invoice Preference Record

From the ProviderOne Invoice Preferences list, click the link in the Invoice Receipt Preference column.

ProviderOne displays the Update Invoice Preferences form.

![Figure 30 - Update Invoice Preferences](image)

About the Update Invoice Preference Form

- Once a record is created, the location value cannot be changed.

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.
Figure 32 - EDI Submission Details

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

- **Web Batch**: For upload/download of files in ProviderOne.
- **Billing Agent/Clearinghouse**: For providers who use a 3rd party to bill.
- **FTP Batch**: For submitting files via an SFTP site.
- **Web Interactive**: For entering (keying) claims directly into ProviderOne.

- Your EDI submission method is "Web Batch" if you currently upload and download batch files using WaMedWeb. This method is often used by providers who submit their own HIPAA batch transactions. It allows a maximum file size of 50MB.
- Your EDI submission method is "FTP Secured Batch" if you submit and retrieve batches at a secure web folder assigned to you by DSHS. This method was designed with clearinghouses and billing agents in mind. It allows a maximum file size of 100 MB.
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.

<table>
<thead>
<tr>
<th>Mode of Submission:</th>
<th>Web Batch</th>
<th>Billing Agent/Clearinghouse</th>
<th>FTP Secured Batch</th>
<th>Web Interactive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status:</td>
<td>In Review</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You may check multiple Modes of Submission. NPI is required for all selections.

If Web Batch and/or FTP Secured Batch are selected, you must complete and mail a new ProviderOne Trading Partner Agreement.

- Your EDI submission method is "Web Batch" if you currently upload and download batch files using WaMedWeb. This method is often used by providers who submit their own HIPAA batch transactions. It allows a maximum file size of 50MB.
- Your EDI submission method is "FTP Secured Batch" if you submit and retrieve batches at a secure web folder assigned to you by DSHS. This method was designed with clearinghouses and billing agents in mind. It allows a maximum file size of 100 MB.

Figure 33 - 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.

ProviderOne displays the EDI Billing Software Information list.

Figure 34 - EDI Billing Software Information
Adding an EDI Billing Software Record

To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.

**Add EDI Billing Software Information:**

- **Software Vendor Company Name:**
- **Software Product Name:**
- **Software Version:**
- **Software Protocol:**
  - **Element Delimiter:**
  - **Segment Delimiter:**
  - **Sub-Element Delimiter:**
- **Start Date:**
- **End Date:**
- **Software Vendor Contact Information:**
  - **Contact Title:**
  - **Contact First Name:**
  - **Contact Last Name:**
  - **Phone Number:**
  - **Fax Number:**
  - **Email Address:**
  - **Address Line 1:**
  - **Address Line 2:**
  - **Address Line 3:**
  - **City/Town:**
  - **State/Province:**
  - **County:**
  - **Country:**
  - **Zip Code:**

**Note:**
- If "Web Batch" was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secure Batch" was chosen in step 11, indicate "FTP Secure Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

**Figure 35 - Add EDI Billing Software Information**

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.

ProviderOne displays the Manage EDI Billing Software Information page.

![Manage EDI Billing Software Information](image)

**Software Vendor Company Name:** EZClaim Medical Billing Software  
**Software Product Name:** EZClaim Advanced  
**Software Version:** 7.0  
**Software Protocol:** SFTP

**Note:** See the note at the bottom of the page.

**Start Date:** 05/01/2009  
**End Date:** 02/01/2009  
**Status:** In Review

**Software Vendor Contact Information:**

- **Contact Title:**  
- **Contact First Name:** Jonathan  
- **Contact Last Name:** Sharp  
- **Phone Number:** (677) 690-0001  
- **Fax Number:**  
- **Email Address:**

**Address Line 1:**  
**Address Line 2:**  
**Address Line 3:**

**State/Province:**  
**City/Town:**  
**County:**  
**Zip Code:**

**Address:**

**Note:**
- If Web Batch was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

![Figure 36 - Manage EDI Billing Software Information](image)

After making your changes, click the Save button to save and the Close button to exit the screen.
View/Update EDI Submitter Details

Accessing the Billing Agent/Clearinghouse/Submitter List

From the Business Process Wizard, click the EDI Submitter Details link.

ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.

Figure 37 - Billing Agent/Clearinghouse/Submitter List
Associate a Billing Agent/Clearinghouse

To add a new record, click the Add button.

ProviderOne displays the Associate Billing Agent/Clearinghouse page.

**About the Associate Billing Agent/Clearinghouse Page**

- A Transaction Response type can be assigned to only one Submitter.

After entering a Billing Agent/Clearinghouse ProviderOne Id, change the Authorized column to Yes for each transaction you wish to assign to the Submitter. Enter a Start Date and an End Date. When you are finished, click the OK button to save.
Modifying an EDI Billing Agent/Clearinghouse Submitter Record

From the EDI Billing Agent/Clearinghouse/Submitter List, click the hyperlink in the ProviderOne ID column.

ProviderOne displays the Manage Billing Agent/Clearinghouse page.

<table>
<thead>
<tr>
<th>Billing Agent/Clearinghouse ProviderOne Id: 794089WA0</th>
<th>Start Date: 05/01/2009</th>
<th>End Date: 12/31/2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status:</strong> In Review</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** In the "Authorized Transaction Responses" section, please select ‘yes’ for any outbound HIPAA transactions that your clearinghouse acquires on your behalf.

<table>
<thead>
<tr>
<th>Authorized Transaction Responses</th>
<th>Authorized</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>274-Eligibility Response</td>
<td>Yes</td>
<td>05/01/2009</td>
<td>12/31/2009</td>
</tr>
<tr>
<td>277-Claim Status Response</td>
<td>Yes</td>
<td>05/01/2009</td>
<td>12/31/2009</td>
</tr>
<tr>
<td>277L-Unsolicited Claims Status Response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>278-Prior Authorization Response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>820-Premium Payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>834-Benefit Enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>835-Healthcare Claim in Payment Advice</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 39 - Manage Billing Agent/Clearinghouse Association

After making your changes, click the Save button to save and the Close button to exit the screen.

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.
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 40 - EDI Contact Information List
This page is intentionally blank.
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](image)

**Figure 41 - Add EDI Contact Information**

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

Figure 42 - Manage EDI Contact Information

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

A Servicing Provider relationship may only be established between a Group Provider and a Servicing Provider when both have NPIs.

Accessing the Servicing Providers List

From the Business Process Wizard, click the Servicing Provider Information link.

**Figure 43 - Servicing Provider List**
Adding a Servicing Provider Association

To add a new record, click the Add button.

ProviderOne displays the Add Servicing Provider page.

![Add Servicing Provider](image)

**Figure 44 - Add Servicing Provider**

Enter the ProviderOne Id/NPI information and click the Confirm Provider button. After ProviderOne confirms the Provider, click the OK button.
Modifying a Servicing Provider Association

From the Servicing Providers List, click the link in the ProviderOne ID column.

<table>
<thead>
<tr>
<th>ProviderOne ID</th>
<th>Servicing Provider Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>3050186</td>
<td>Mario, Robert</td>
</tr>
<tr>
<td>2370695</td>
<td>Sorenson, Herman</td>
</tr>
</tbody>
</table>

ProviderOne displays the Manage Servicing Provider page.

After making your changes, click the Save button, or the Close button to close the window without saving.
Modifying Servicing Provider Information

This section applies to Servicing Only Individual and Tribal Health Service Providers.

From the Servicing Providers List, click the link in the Servicing Provider Name column.

ProviderOne displays the View/Update Business Process Wizard for the Servicing Provider. See “Managing Servicing Provider Information” for details.

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

After completing the modifications, click the Close button to return to the Servicing Provider List.

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.
This page is intentionally blank.
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.

Figure 47 - Billing Provider List
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 Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

![Add Billing Provider Form]

Figure 48 - Add Billing Provider

About the Payment Details 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.

![Figure 49 - Manage Billing Provider](image)

ProviderOne displays the Manage Billing Provider form.

<table>
<thead>
<tr>
<th>Close</th>
<th>Save</th>
</tr>
</thead>
</table>

Manage Billing Provider:

**ProviderOne ID / NPI:** 1122221 / 123456789  
**Provider Name:** GENERAL HOSPITAL

**Start Date:** 06/05/2000  (*)  
**End Date:** 12/31/2999

**Status:** Approved

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

Accessing the Payment Details List

From the Business Process Wizard, click the Payment Details link.

**Step # : Payment Details**

ProviderOne displays the Payment Details list.

![Figure 50 - Payment Details](image)

About the Payment Details List

- Only one payment method is allowed per location.
Viewing and Editing a Payment Method

To view and/or edit a Payment Method, click the hyperlink in the Location Code column.

ProviderOne displays the Payment Details form.

![Figure 51 - Payment Details](image)

About the Payment Details Form

- This page allows the payment method to be edited for the location listed.
- The Electronic Funds Transfer Details section will only be viewable if the Payment Method is set to Electronic Funds Transfer.
- When changing from EFT to Paper all information pertaining to the EFT for this location will be lost.

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

Accessing the Tribal Health Services Details Page

From the Business Process Wizard, click the Tribal Health Details link.

ProviderOne displays the Tribal Health Services Details page.

![Tribal Health Services Details](image)

**Figure 52 - Tribal Health Services Details**

After completing the form, click the OK button to save.
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.
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.

![Final Submission Page](image)

> **Figure 53 - 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.


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.

---

Figure 54 - 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.

---

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.
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.

![Undo Update Button Image]
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