Enrolling a billing agency or clearinghouse

2022
Disclaimer
A contract known as the Core Provider Agreement (CPA), governs the relationship between HCA and Washington Apple Health providers. The CPA terms and conditions incorporate federal laws, rules and regulations, state law, HCA rules and regulations, and HCA program policies and billing instructions, including this user manual.

Providers must submit a claim in accordance with the HCA rules, policies, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this manual’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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About enrolling a billing agent or clearinghouse (BACH)

A billing agent or clearinghouse submits and receives HIPAA transactions on behalf of a payable provider entity. The following ProviderOne topics and tasks are covered in this manual:

- Accessing the enrollment business process wizard
- Entering provider basic information
- Completing the business process wizard steps
- Submitting the enrollment application to ProviderOne
Provider enrollment links

Start a new provider enrollment application by accessing:
https://www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp

Or click on this button if you are currently on the enrollment webpages at the Health Care Authority website:

Resume or track an enrollment application by accessing:
https://www.waproviderone.org/ecams/jsp/common/pgTrackPrvdrApplctn.jsp

You will need your application ID and either the Social Security Number (SSN) or Federal Employer Identification Number (FEIN) to login.
Accessing the enrollment Business Process Wizard (BPW)

Selecting the enrollment type
Once you have accessed the provider enrollment application, the Enrollment Type window is displayed.

- Select the Billing Agent/Clearinghouse enrollment form (provider enrollment type) and click the Submit button.

- ProviderOne displays the Basic Information page.
Provider basic information

Entering your basic information is the first step in the enrollment process. Successful completion of this step will result in:

- Confirmation that a duplicate enrollment does not already exist
- Assignment of an application ID
- Storage of the basic information in the provider enrollment staging area
- The first time this page displays, the application ID in the header will be blank. The information collected on this screen will vary based on the type of provider.
- Choose the Agency by highlighting the agency and moving it to the right using the double arrows.
  - Only choose DOC or L&I if you are contracted with those agencies.
- In the tax identifier type, choose either the SSN or FEIN radio button.
- Enter the provider name in the Provider Name field.
  - The Suffix and Title are not required.
  - The Gender, SSN, and Date of Birth fields are required entries.
• In the bottom portion of the Basic Information screen, complete the following:
  o Answer No using the dropdown for the question All medical providers are federally mandated to have an NPI. Is this provider required to have an NPI?
  o After clicking No, ProviderOne assigns an atypical NPI (auto generated) and grays out that field for any changes.
  o The UBI is not required.
  o Using the Other Organizational Information dropdown, choose the appropriate entry.
  o Enter the email address for the provider in the Email Address field.
  o The Enrollment Effective Date is not a required field and should not be entered. This will be completed during the approval process.
• Click the Next button.

• ProviderOne displays the second basic information screen, Provider Address Detail.
• Click the Add Address button.

• ProviderOne displays the Provider Address Details form.
- Complete the following fields:
  - Address Line 1
  - Address Line 2
  - Zip Code
- Click on the Validate Address button.
- If the address information is verified with United States Postal Service (USPS), you will receive **Address validation successful** noted in blue in the upper right corner of this screen.

![Validate Address](image)

- ProviderOne returns to the Provider Address Details page.
- Enter the required **Phone Number**.
- Choose your **Communication Preference** from the dropdown.
- The dropdown will default to Email. Other options are ProviderOne Notice or Standard Mail.

![Provider Address Details](image)

- Click **Next**.
- ProviderOne displays the Basic Information Application ID page.

![Basic Information](image)

- Print this page or copy the Application ID and store it in a safe place. If you exit the enrollment process prior to completion and want to return, you will need this number.
- Click **Next**.
- ProviderOne displays the provider enrollment BPW.
- The Provider Basic Information status is now set to Complete.

![ProviderOne Enrollment Screen](image)

- All steps marked as **Required** must have a status of **Complete** before the application can be submitted for review.

<table>
<thead>
<tr>
<th>Required</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
<td>07/27/2022</td>
<td>07/27/2022</td>
<td>Complete</td>
</tr>
<tr>
<td>Optional</td>
<td></td>
<td></td>
<td>incomplete</td>
</tr>
</tbody>
</table>
Add identifiers

This step is optional and is not needed for enrollment.
Add EDI submission method

Accessing the EDI submission details page

From the BPW:

- Click the **Add EDI Submission Method** hyperlink to access the EDI Submission Details page.

  **Step 3: Add EDI Submission Method**

- ProviderOne displays the EDI Submission Details page.
- Select the box next to the EDI submission method you will use and click the **Ok** button.

![EDI Submission Details](image)

- ProviderOne displays the BPW with the step marked complete.

  **Step 3: Add EDI Submission Method**

<table>
<thead>
<tr>
<th>Required</th>
<th>07/27/2022</th>
<th>07/27/2022</th>
<th>Complete</th>
</tr>
</thead>
</table>
Add EDI billing software details

Accessing the EDI billing software information page
From the BPW:

- Click the **EDI Billing Software Details** hyperlink.

**Step 4: Add EDI Billing Software Details**

- ProviderOne displays the EDI Billing Software Information list.
- The first time this list displays it will be blank.

Adding an EDI Billing Software Record

- To add a new record, click the **Add** button.

- ProviderOne displays the Add EDI Billing Software Information page.
Complete the required fields for EDI Billing Software Information in the top half of the screen.

Next, complete the Software Vendor Contact Information on the bottom half of the screen.
- To add an address, click the **Address** button. Refer to page 8 of this manual for assistance on adding addresses.

ProviderOne returns to the Add EDI Billing Software Information page.

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 for Enrollment List:
- Click the hyperlink in the Software Name column.
• ProviderOne displays the Manage EDI Billing Software Information page.

![Manage EDI Billing Software Information](image)

• After completing the form, click **Save** and then **Close** to save the information and return to the EDI Billing Software Information List.

**Deleting a Billing Software Record**

From the EDI Billing Software Information List:

• Click the box next to the record you wish to delete.

• Click the **Delete** button to remove the record.

• Click the **Close** button to return to the BPW.

![EDI Billing Software Information](image)

• ProviderOne displays the BPW with the step marked complete.

<table>
<thead>
<tr>
<th>Step 4: Add EDI Billing Software Details</th>
<th>Required</th>
<th>07/25/2022</th>
<th>07/28/2022</th>
<th>Complete</th>
</tr>
</thead>
</table>

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Add EDI contact information

Accessing the EDI Contact List
From the Business Process Wizard:

- Click the Add EDI Contact Information link.

**Step 5: Add EDI Contact Information**

- ProviderOne displays the EDI Contact Information List.
- The first time this list displays it will be blank.

Add an EDI Contact

- To add a new record, click the Add button.

- ProviderOne displays the Add EDI Contact Information page.
- Complete all required fields.
• Click the **Address** button.

![Address button](image)

• Complete the address details fields as shown above on pages 8 and 9.

![Address details](image)

• Highlight a transaction in the **Available Transactions** window and click the arrow to move them to the **Associated Transactions** window.

![Electronic Transactions](image)
• Once the transactions are assigned, click the **Ok** button to save the information.

![Add EDI Contact Information](image1)

**Note:** Please select all appropriate HIPAA transactions you will be using.

- Available Transactions
  - 276-Claim Status Inquiry
  - 277-Claim Status Response
  - 277U-Unrelated Claims Status Response
  - 276-Prior Authorization Request
  - 276-Prior Authorization Response
  - 835-Premium Payment
  - 834-Benefit Enrollment
  - 835-Healthcare Claim Payment Advice
  - 837D-Dental Claim
  - 837I-Institutional Claim

- Associated Transactions
  - 271-Eligibility Response

![EDI Contact Information List](image2)

• ProviderOne returns to the EDI Contact Information List.
Modifying an EDI Contact
From the EDI Contact Information List:

• Click on the blue hyperlink in the Contact Title column.

![Manage EDI Contact Information](image1)

• ProviderOne displays the Manage EDI Contact Information page.

• After making the needed changes, click the Save button to save or the Close button to exit the screen.

![EDI Contact Information List](image2)

Deleting an EDI Contact Record
From the EDI Contact Information List:

• Check the box next to the record you wish to delete and click the Delete button.

• From the EDI Contact Information List, click the Close button and proceed to the next step in the BPW.
• ProviderOne displays the BPW. The status is no set to complete.
Complete enrollment checklist

Accessing the enrollment checklist

From the BPW:

- Click the Complete Enrollment Checklist link.

![Step 6: Complete Enrollment Checklist]

- ProviderOne displays the Provider Checklist.
- Every question must be answered with Yes or No.
- **Please note.** All questions answered Yes must also have a corresponding comment.
- After completing the Provider Checklist, click the Save button.

- ProviderOne displays the BPW. The status is now set to complete.

| Step 6: Complete Enrollment Checklist | Required | 07/28/2022 | 07/28/2022 | Complete |
Submit enrollment application for review

Accessing the final enrollment instructions page
From the BPW:

- Click the Final Enrollment Instructions link.

  **Step 7: Final Enrollment Instructions**

- ProviderOne displays the Final Submission page.
- ProviderOne displays the Final Submission page and Application Document Checklist.
- Prior to the final submission of the enrollment application, you must submit the required documentation by using the Upload Attachments button.
  - For specific requirements and instructions on uploading attachments, access How to Upload Attachments in ProviderOne resource.

![Final Submission Page](image)

Submitting the enrollment application
From the Final Submission page:

- Click the Submit Enrollment button.
- ProviderOne displays a confirmation pop up message.
- Click Ok to close the message.

![Confirmation Message](image)
• Click **Close** on the Final submission page.

![Final Submission screenshot](image)

**Application Id: 20220727528656**

- **Click Close** on the Final submission page.
- **ProviderOne displays the BPW. The status is now set to Complete.**

<table>
<thead>
<tr>
<th>Step 7: Final Enrollment Instructions</th>
<th>Required</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>07/28/2022</td>
<td>07/28/2022</td>
<td>Complete</td>
</tr>
</tbody>
</table>

- **ProviderOne returns to the Business Process Wizard (BPW) enrollment page with all required steps marked complete.**

![Business Process Wizard screenshot](image)