Enrolling as a facility, agency, organization, or institution (FAOI) provider

2021
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 as an FAOI provider

FAOI stands for Facility, Agency, Organization, or Institution; any provider with an organizational NPI type can choose this enrollment type. FAOI has the greatest flexibility, groups billing for professional or pharmacy services, or any facility or institution.

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

- Accessing the enrollment business process wizard (BPW)
- 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.waprovderone.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:

![Complete your enrollment](image)

Resume or track an enrollment application by accessing:
https://www.waprovderone.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 appropriate 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.
  - Only choose DOC or L&I if you are contracted with those agencies.
- After completing all required input, click the Next button.

ProviderOne displays the Basic Information – Application ID page.

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 business process wizard (BPW).
- The Provider Basic Information status is now set to Complete.

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>
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<td>03/18/2021</td>
<td>Complete</td>
</tr>
<tr>
<td>Required</td>
<td></td>
<td></td>
<td>Incomplete</td>
</tr>
</tbody>
</table>
Add locations

Accessing the locations list
On the BPW screen:

- Click on the Add Locations hyperlink.

**Step 2: Add Locations**

- ProviderOne displays the Locations list.
- The first time this list displays it will be blank. The Locations List displays all locations associated with this provider.
- To add a new record, click the Add button.

![Locations List](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 the provider’s NPI related specializations and related details.

For an NPI Base Location, three addresses are required:

- A **Location** address
- A **Mailing** address
- A **Pay to** address
Add physical location information
In the Add a Physical Location area of the location list:

- Click the **Add Address** button.

![Add Address button]

- ProviderOne displays the Address details form.
- Complete the following fields:
  - Address line 1
  - Address line 2
  - Zip code
- Click on the **Validate Address** button.
• ProviderOne validates the address information entered against the United States Postal Service (USPS) database.

• If the address entered is not located when the validate address button is clicked, the following error will appear at the top of the page:

![Address Validation Error]

• Correct the address and click the **Validate Address** button again.

• If the error message appears a second time, this does not indicate that the address is invalid.

• By clicking the **Ok** button, ProviderOne can override the error and the following pop up window will be displayed.

• Click **Ok** on this pop up message. The address information will be saved as the physical address location.

---

**Add mailing address information**

Follow the instructions on the previous pages to add a mailing address.

• If the mailing address is the same as the physical address location, place a checkmark in the **Same as Location Address** box and the address will automatically be entered in the mailing address fields.
Add pay to address information
Follow the instructions on previous pages to add a pay to address.

- If the pay to address is the same as the physical address location, place a checkmark in the **Same as Location Address** box and the address will automatically be entered in the address fields.

- Click the **Ok** button to save the information and close the window or **Cancel** to close the window without saving.
• If the information is saved, ProviderOne returns to the Locations List with the newly added address information.

• The Location List is displayed. If no additional location addresses are needed, click Close.

Adding an additional servicing location
If you have more than one clinic or location per billing NPI, follow the below step for adding servicing locations.

To add an NPI Servicing Location to the Base Location, two addresses are required:

• A Location address
• A Mailing address
• Back on the Locations List, click the Add button:
• ProviderOne displays the Add Physical Location Information screen.
• Use the dropdown to choose NPI Servicing Location.

![Add Physical Location Information](image1)

• Follow the steps noted on previous pages for adding the two required addresses for a Servicing Location.
• ProviderOne adds the second location to the Locations List.

![Locations List](image2)

**Modifying a location record**  
From the Locations List:
• Click the link in the Location Number column highlighted in blue.
• ProviderOne displays the Location Details screen.

• Click the blue hyperlink for the address type you need to modify.

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

  ![Location Details Screen](Image)

• Use the Address List to add and edit other location addresses as needed.

**Add an address to a location**

From the Location Details screen:

• Click the **Add Address** button.

  ![Add Address Button](Image)

• ProviderOne displays the Add Provider Location Address form.

• Choose **Type of Address** from the dropdown, either Mailing or Pay-To.

  ![Add Provider Location Address Form](Image)
• Select the type of input option:
  o If you choose **Manually Input**, it allows you to add location address information using the steps on the previous pages.
  o Selecting the **Copy from Location Address** copies the details of the locations previously entered to this form.

![Add Provider Location Address](image)

• 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.

**Deleting a location**
• Check the box next to the record you want to delete and click the **Delete** button.
• Click the **Close** button to proceed to the next step in the BPW.

![Locations List](image)

**Please note.** When a location is deleted, all step details associated with that location, including Address, Specialties, and Licenses/Certifications will be deleted.
• ProviderOne displays the BPW with the status of this step now set to Complete.
Add specializations

Accessing the specialty/subspecialty List
From the BPW:

- Click the Add Specializations link.

  **Step 3: Add Specializations**

- ProviderOne displays the Specialty/Subspecialty List.
- The first time this list displays it will be blank. This list displays all specializations by location.

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

  ![Specialty/Subspecialty List](image1)

- ProviderOne displays the Add Specialty/Subspecialty form.

  ![Add Specialty/Subspecialty](image2)
• To add a specialty to a location, select the appropriate one from the Location drop down. At least one specialty must be selected and added to a provider location.

• The next step is to choose the Administration from the dropdown.

• Then choose both the Provider Type (the first two digits of the taxonomy code) and the Specialty (digits three and four of the taxonomy code).

• Do not enter a date in the End Date field. ProviderOne will auto-populate this entry.

Entries for type and specialty will open the available taxonomy codes loaded in ProviderOne.

○ This will open the Available Taxonomy Codes loaded in ProviderOne.

○ Use the arrows to move the taxonomy code from the Available Taxonomy Codes box to the Associated Taxonomy Codes box.

• Click the Ok button to save the information and close the window or Cancel to close the window without saving.

ProviderOne validates the information entered, saves, and returns to 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.

  ![Specialty/Subspecialty List](image1)

- ProviderOne displays the Manage Specialty/Subspecialty list.
- Only the end date can be modified.
  - Entering an end date can cause issues with claims in ProviderOne so it is not recommended that this be changed from 12/31/2999 unless the specialty will no longer be used.
- After making your changes, click the **Ok** button to save, or the **Cancel** button to close the window without saving.

  ![Manage Specialty/Subspecialty](image2)

Deleting a specialty/subspecialty

Specialties and Subspecialties can only be deleted during the enrollment process.

- From the Specialty/Subspecialty List, check the box next to the record you want to delete and click the **Delete** button.
- From the Specialty/Subspecialty list, click the **Close** button and proceed to the next step in the BPW.

  ![Specialty/Subspecialty List](image3)

- ProviderOne displays the BPW with the status set to complete.
View required credentials for specializations

Accessing the required credentials for specialization list
From the BPW:

- Click the Required Credentials button.

- ProviderOne displays the Required Credentials for Specializations list.
  - Depending on how many locations are added, additional licenses may be required (i.e., business and professional) per location.

- To view the License, Identifier, and Training requirements, use the Filter By drop down.

- When finished, click the Cancel button to close the window.
Add ownership details

Accessing the ownership and managing/controlling interest list
From the BPW:

- Click the **Add Ownership Details** link.

**Step 4: Ownership & Managing/Controlling Interest details**

- ProviderOne displays the Ownership and Managing/Controlling Interest list.

Adding an owner

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

ProviderOne displays the Add Ownership & Managing/Controlling Interest Disclosures form.

- Choose the Disclosure Category by accessing the **Disclosure Category** dropdown.

- Choose the Disclosure Type by accessing the **Disclosure Type** dropdown.

- If it is an organization, use FEIN. If it is an Individual, use the SSN (without dashes).

- The **Disclosure Start Date** is the first day of ownership.

- Click the **Ok** button to save the information and close the window, or **Cancel** to close the window without saving.
• ProviderOne validates the information entered, then saves and returns to the Ownership & Managing/Controlling Interest Disclosures list. This list will display the new owners.

Modifying an owner record
From the ProviderOne Ownership & Managing/Controlling Interest Disclosures list:

• Click the blue link in the Owner/ME/BOD ID column.

• ProviderOne displays the Ownership & Managing/Controlling Interest Disclosures page.

• To change the address, click the Address button.

• After making your changes, click the Save button to save, or the Close button to close the window without saving.
Deleting an owner record

From the Owner/ME/BOD Id column:

- Check the box next to the record you want to delete and click the **Delete** button.

- From the Ownership & Managing/Controlling Interest List, click the **Close** button.

- ProviderOne displays the BPW. The status is now set to Complete.
Add licenses and certifications

Accessing the license/certification list
From the BPW:

- Click the **Add Licenses and Certifications** link.

**Step 5: Add Licenses and Certifications**

- ProviderOne displays the License/Certification list.
- The first time this list displays it will be blank. This list displays all licenses and certifications by location.

Adding a license/certification
Each location that a specialization has been added to will require the applicable credentials added (i.e., both professional and business license for each physical location).

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

**ProviderOne displays the Add License/Certification form.**

- Use the Location dropdown to add a license or certification to a specific provider location.
  - Only select **All** if the license pertains to every location.
- Using the dropdowns, select the **License/Certification Type**, the **License/Certification #**, **State of Licensure**, and enter the **Effective Date** and the **End Date**.
- Click the **Ok** button to save the information and close the window or **Cancel** to close the window without saving.
• ProviderOne validates the information entered and saves and returns to the License/Certification List.

<table>
<thead>
<tr>
<th>License/Certification List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter By:</td>
</tr>
<tr>
<td>License/Certification #</td>
</tr>
<tr>
<td>License/Certification Type</td>
</tr>
<tr>
<td>State of License</td>
</tr>
<tr>
<td>Location Number</td>
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<tr>
<td>Location Name</td>
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<tr>
<td>Effective Date</td>
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<tr>
<td>End Date</td>
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</table>

<table>
<thead>
<tr>
<th>License/Certification</th>
<th>License/Certification Type</th>
<th>State of License</th>
<th>Location Number</th>
<th>Location Name</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11002553</td>
<td>Business License</td>
<td>WA - Washington</td>
<td>0001</td>
<td>PRU TEST FACI</td>
<td>01/01/2010</td>
<td>12/31/2099</td>
</tr>
</tbody>
</table>

Modifying a license/certification record
From the License/Certification List:

• Click the blue hyperlink in the License/Certification # column.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Filter By:</td>
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<td>01/01/2010</td>
<td>12/31/2099</td>
</tr>
</tbody>
</table>

• ProviderOne displays the Manage License/Certification form.

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

Deleting a license/certification
Licenses and certifications can only be deleted during the enrollment process. From the License/Certification List:

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

• From the License/Certification List, click the Close button.

<table>
<thead>
<tr>
<th>License/Certification List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter By:</td>
</tr>
<tr>
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<tr>
<td>End Date</td>
</tr>
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</table>

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<th>License/Certification Type</th>
<th>State of License</th>
<th>Location Number</th>
<th>Location Name</th>
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<td>PRU TEST FACI</td>
<td>01/01/2010</td>
<td>12/31/2099</td>
</tr>
</tbody>
</table>

• ProviderOne displays the BPW. The status is now set to Complete.

<table>
<thead>
<tr>
<th>Step 3: Add Licenses and Certifications</th>
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<th>03/18/2021</th>
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<tr>
<td>License/Certification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Add training and education

This step is optional and is not needed for enrollment.
Add Identifiers

This step is optional and is not needed for enrollment.
Add contract details

This step is optional and is not needed for enrollment.
Add federal tax details

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

Accessing the federal tax details page

From the BPW:

- Click the **Add Federal Tax Details** link.

  **Step 9: Add Federal Tax Details**

- **Step 9: Add Federal Tax Details**
  
- ProviderOne displays the Federal Tax Details page.
- The W-9 Form is required for all providers.
- To access the W-9 Form, click the **W-9** hyperlink.

  ![Federal Tax Details](image)

- ProviderOne displays the Form W-9 page.
- Complete the form and click the **Ok** button to save the information or the **Cancel** button to close the window without saving.

  ![Form W-9](image)
• ProviderOne returns to the Federal Tax Details list.

Modifying a tax form record
From the Federal Tax Details list:

• Click the link of the form you wish to modify.

• 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.
Deleting a tax form record
Do not delete the W-9 Form record. It is required in ProviderOne for all payable providers. Be sure to add a W-9 Form record if it was previously deleted.

From the Federal Tax Details page:

- Click the Close button and proceed to the next step in the BPW.

- ProviderOne displays the BPW. The status is now set to Complete.
Add EDI submission method

Accessing the EDI submission details page

From the BPW:

- Click the **Add EDI Submission Method** link.

  **Step 10: Add EDI Submission Method**

- ProviderOne displays the EDI Submission Details page.

Selecting EDI submission method(s)

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

- ProviderOne displays the BPW. The status is now set to Complete.
Add EDI billing software details

Accessing the EDI billing software information list
From the BPW:

- Click the Add EDI Billing Software Details link.

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.

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 Software Protocol field.
- If both were chosen, indicate “Web Batch, FTP” in the software protocol field.
• Complete the required fields for EDI Billing Software Information at the top part of the screen.

![EDI Billing Software Information](image)

• Next complete the Software Vendor Contact Information on the bottom portion of the screen.

![Software Vendor Contact Information](image)

• To add an address, click the **Address** button.

![Address Details](image)

• ProviderOne displays the Address details form.

- Complete the following fields:
  - Address line 1
  - Address line 2
  - Zip code

- Click on the **Validate Address** button.
• If the address entered is not located when the validate address button is clicked, the following error will appear at the top of the page:

![Address Details Error](image)

• Correct the address and click the **Validate Address** button again.

• If the error message comes up again, click **Ok**. ProviderOne can override the error by clicking the Ok button and the following pop up window will be displayed.

• Click **Ok** on this pop up message and ProviderOne will save the information.

![Message from Webpage](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.
• ProviderOne displays the Manage EDI Billing Software Information page.

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

Deleting a billing software record
From the EDI Billing Software Information list:

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

• From the EDI Billing Software Information list, click the **Close** button and proceed to the next step in the BPW.

• ProviderOne displays the Business Process Wizard. The status is now set to Complete.
Add EDI submitter details

Accessing the billing agent/clearinghouse/submitter list
From the BPW:

- Click the Add EDI Submitter Details link.

| Step 12: Add EDI Submitter Details |

- ProviderOne displays the Billing Agent/Clearinghouse/Submitter List. The first time this list displays it will be blank.

Associate a billing agent/clearinghouse

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

- ProviderOne displays 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 and a Start Date. The End Date should prepopulate with 12/31/2999.

- Change the Authorized column to Yes for each transaction you wish to assign to the submitter.

- Enter a Start Date and an End Date. An end date must be entered for each selected transaction. The end date can be 12/31/2999.

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

Deleting an EDI billing agent/clearinghouse submitter record
From the EDI Contact Information List:

- Check the box next to the record you want to delete and click the Delete button.
- Click the Close button and proceed to the next step in the BPW.
• ProviderOne returns to the Business Process Wizard. The status is now set to complete.

<table>
<thead>
<tr>
<th>Step 12: Add EDI Submitter Details</th>
<th>Optional</th>
<th>03/19/2021</th>
<th>03/18/2021</th>
<th>Complete</th>
</tr>
</thead>
</table>

# Add EDI contact information

## Accessing the EDI contact list

From the BPW:

- Click the **Add EDI Contact Information** link.

  **Step 13: 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.

  ![EDI Contact Information List](image)

- ProviderOne displays the Add EDI Contact Information page.
- Complete all required fields.

  ![Add EDI Contact Information](image)

  **Note:** Please select all appropriate HIPAA transactions you will be using.
- Click the **Address** button.

![Address details](image)

- Complete the Address fields as shown above on pages 36 and 37.
- After creating the contact, assign transactions that you want them to receive or submit on your behalf.
- Highlight a transaction in the **Available Transactions** window and click the arrow to move them to the **Associated Transactions** window.
• Once the transactions are assigned, click the Ok button.

Modifying an EDI contact

From the EDI Contact Information List:

• Click the hyperlink in the Contact Title column.
• ProviderOne displays the Manage EDI Contact Information page.
• After making your changes, click **Save** button to save and the **Close** button to exit the screen.

Deleting an EDI contact record
From the EDI Contact Information List:
• Check the box next to the record you want 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 now set to Complete.
Add servicing provider information

Accessing the servicing providers list
From the BPW:

- Click the **Add Servicing Provider** Information link.

**Step 14: Add Servicing Provider Information**

- ProviderOne displays the Servicing Providers List.
- The first time this list displays it will be blank.

Adding a servicing provider
- To add a new record, click the **Add** button.
- ProviderOne displays the Associate Servicing Provider page.
- Enter the required information for SSN/FEIN and start date.
- Click the **Confirm Provider** button. ProviderOne validates the servicing provider is enrolled in the system. If they are, the Available Agencies box will be populated using the agency entered for that provider.
• Click the available agency (or agencies) and use the double right arrow button to move it to the Selected Agencies box.
  - An error message will post if the agency chosen for the servicing provider does not match the agency noted for the group provider.

• Once the agency is selected, the Available Taxonomies will display for this servicing provider. Use the double right arrow to move them to the Selected Taxonomies box.

• Once the taxonomies are selected, the Available Locations will display for this servicing provider. Use the double right arrow to move them to the Selected Locations box.
  - Servicing providers must be associated to the specific billing provider location(s) they are providing services for.

• Click the Ok button.
• After clicking the Ok button, the system returns to the Servicing Providers list page with the servicing provider added.
If the provider does not exist in the database
If the provider does not exist in the database, you will be prompted to add the servicing provider. See the user manual Enroll a servicing provider for more information.

If a new enrollment is started, copy the application ID that is generated for the servicing provider. If you exit the servicing application prior to completion, you will need this number to access and complete the servicing application.

- Click **Ok** to start the enrollment process, **Back** to return to the previous page, or **Cancel** to return to the Servicing Provider List.

Modifying a servicing provider record
From the Servicing Providers List:

- Click the link in the Servicing Provider SSN/FEIN column.
- ProviderOne displays the Manage Servicing Provider Association page.

Active Servicing Provider:

Servicing Provider – Enrollment process started but not completed:

**Please note.** Modifying a servicing provider association cannot be completed until the servicing provider is approved.
• After making your changes, click the **Save** button or the **Close** button to close the window without saving.

**Deleting a servicing provider**

From the Servicing Providers List:

• Check the box next to the record you want to delete and click the **Delete** button.
  
  o This will delete the association between the servicing provider and the group but does not delete the servicing provider record from ProviderOne.

• From the Servicing Providers List, click the **Close** button and proceed to the next step in the BPW.

• ProviderOne displays the BPW. The status is now set to Complete.
Add payment and remittance details

Accessing the add payment and remittance details
From the BPW:

- Click the Add Payment and Remittance Details link.

  **Step 15: Add Payment and Remittance Details**

- ProviderOne displays the Payment Details and the 835 Electronic Remittance Advice Information page.
- The first time this list displays it will be blank.
- Provider payment methods are only added to the base location.

Adding a payment method
To add a new record:

- Click the Add button.
ProviderOne displays the Payment Details and Electronic Remittance Advice Information screen.

Selecting Electronic Funds Transfer (EFT) displays the EFT Details.

Financial Institution Routing Number must start with a 0, 1, 2, or 3.

The Email Notification Preference cannot be selected if the email address has not been defined for the location.

Click the **Ok** button to save the information and close the window, or **Cancel** to close the window without saving.

ProviderOne validates the information entered, saves, and returns to the Payment Details and Electronic Remittance Advice Information page.

**Modifying payment detail and electronic remittance advice information**

From the Payment Details and Electronic Remittance Advice Information page:

- Click the link for the location you want to modify in the Location Number column.
- ProviderOne displays the Payment Details and Electronic Remittance Advice Information page for this location.
- This page allows the payment method to be edited for the location listed.
- If changing from EFT to paper check, the EFT detail area will be collapsed and not viewable.

![Payment Details and Electronic Remittance Advice Information page](image)

- When changing from EFT to paper, all information pertaining to the EFT for this location will be lost and a pop up window will appear.
- After making your changes, click the Ok button to save or the Cancel button to close the window without saving.

**Deleting a payment method record**

From the Payment Details list:

- Check the box next to the record you want to delete and click the Delete button. The data will be removed from the enrollment staging area and will not be written to the ProviderOne database.
- From the Payment Details and Electronic Remittance Advice Information page, click the **Close** button and proceed to the next step in the BPW.

- ProviderOne displays the BPW. The status is now set to Complete.
Complete enrollment checklist

Accessing the enrollment checklist
From the BPW:

- Click the Complete Enrollment Checklist link.

**Step 16: Complete Enrollment Checklist**

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

![Provider Checklist](image)

- ProviderOne displays the BPW. The status is now set to complete.
Submit enrollment application for review

Accessing the final enrollment instructions page
From the BPW:

- Click the Final Enrollment Instructions link.

**Step 17: Final Enrollment Instructions**

- 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.
Submitting the enrollment application
From the Final Submission page:

- Click the **Submit Enrollment** button.

![Final Submission page]

- ProviderOne displays a confirmation pop up message.
- Click **Ok** to close the message.

![Message from webpage]

- Click **Close** on the Final Submission page.
- Back on the BPW, Step 17 is marked complete.
- The enrollment is submitted with all required steps showing complete.