Enrolling as a servicing provider

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.
Table of Contents

About enrolling as a servicing provider .................................................................................. 4
Provider enrollment links ........................................................................................................ 5
Accessing the enrollment Business Process Wizard (BPW) ......................................................... 6
Provider basic information ........................................................................................................ 7
Add locations ................................................................................................................................ 10
Provider Additional Information ............................................................................................ 11
Add specializations .................................................................................................................. 12
Ownership & managing/controlling interest details ................................................................. 15
View required credentials for specializations .................................................................... 16
Add licenses and certifications ................................................................................................. 17
Add training and education ....................................................................................................... 19
Add identifiers ........................................................................................................................... 20
Add Federal tax details ............................................................................................................. 21
Add billing provider information ............................................................................................. 22
Add servicing provider information ....................................................................................... 28
Add payment and remittance details ....................................................................................... 29
Complete enrollment checklist ............................................................................................... 30
Submit enrollment application for review ............................................................................. 31
About enrolling as a servicing provider

A servicing provider is a provider who provides services through a group or organization. The following ProviderOne topics and tasks are covered in this section:

- 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.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 button]

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 **individual** 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 DSHS, DOC or L&I if you are contracted with those agencies.
- In the tax identifier type, choose the SSN 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 Servicing Type dropdown, choose Servicing Only.
• In the bottom portion of the Basic Information screen, complete the following:
  o Answer **Yes** 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 Enter the provider’s **NPI** in the National Provider Identifier (NPI) field.
  o The UBI is not required.
  o Choose **Other** from the W-9 Entity Type dropdown.
    ▪ **Type Servicing Only** in the W-9 Entity Type (if Other) field.
  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 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.
  o **Please note.** An application will be purged from the system if not completed within 180 days from the date the application was started.

• **Click Next.**
- ProviderOne displays the provider enrollment 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>
<td>Required</td>
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<td>01/19/2022</td>
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</tr>
<tr>
<td>Not Required</td>
<td></td>
<td></td>
<td>Incomplete</td>
</tr>
</tbody>
</table>
Add locations

This step is optional and is not needed for servicing provider enrollment.
Provider Additional Information

This step is optional and is not needed for servicing provider enrollment.
Add specializations

Accessing the specialty/subspecialty List

From the BPW:

- Click the Add Specializations link.

  **Step 4: 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.

- ProviderOne displays the Add Specialty/Subspecialty form.

- ProviderOne displays the Add Taxonomy Code form.
• 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).

• The End Date is not a required field.

• 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.

• 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.

  ![Update Button](image)

  - ProviderOne displays the Manage Specialty/Subspecialty list.
  - Only the end date can be modified. After making your changes, click the **Ok** button to save, or the **Cancel** button to close the window without saving.

  ![Manage Specialty/Subspecialty](image)

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.

  ![Delete Button](image)

- From the Specialty/Subspecialty list, click the **Close** button and proceed to the next step in the BPW.

  ![Close Button](image)

- ProviderOne displays the BPW with the status set to complete.

  ![Complete Status](image)
Ownership & managing/controlling interest details

This step is optional and is not needed for servicing provider enrollment.
**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.

- 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 licenses and certifications

Accessing the license/certification list
From the BPW:

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

  **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

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

- ProviderOne displays the Add License/Certification form.
- 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.
Modifying a license/certification record

From the License/Certification List:

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

```
<table>
<thead>
<tr>
<th>License/Certification #</th>
<th>License/Certification Type</th>
</tr>
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<tbody>
<tr>
<td>11122333</td>
<td>Professional License</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>
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<tr>
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<th>License/Certification Type</th>
<th>State of License</th>
<th>Effective Date</th>
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<tr>
<td>11122333</td>
<td>Professional License</td>
<td>WA - Washington</td>
<td>01/01/2020</td>
<td>12/31/2021</td>
</tr>
</tbody>
</table>
```

- ProviderOne displays the BPW. The status is now set to Complete.
Add training and education
This step is optional and is not needed for servicing provider enrollment.
**Add identifiers**
This step is optional and is not needed for servicing provider enrollment.
Add Federal tax details

This step is optional and is not needed for servicing provider enrollment.
Add billing provider information

Accessing the Billing Provider Details screen
From the BPW:

Step 15: Add Billing Provider Details

- ProviderOne displays the Billing Provider List.
- ProviderOne displays the Add Billing Provider screen.
- Enter the ProviderOne ID or NPI number.
- Click the **Confirm Provider** button. ProviderOne will display the name of the billing provider and populate the Available Agencies box.
- 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 does not match the agency noted for the billing provider. To proceed, the agencies must match.
• Once the agency is selected, the Available Taxonomies will display for this provider.

• Use the double right arrow to move the taxonomy or taxonomies to the Selected Taxonomies box.
• Once the taxonomy is selected, the Billing Provider Location will display.
• Use the double right arrow to move the location or locations to the Selected Locations box.
- ProviderOne returns with the agencies, taxonomies, and locations selected.

- ProviderOne returns to the Billing Provider List with the billing provider added.
- Click the **Add** button to add another billing provider, or **Close** to return to the BPW.
• ProviderOne displays the BPW. The status is now set to Complete.

<table>
<thead>
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<th>Step</th>
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<th>Date</th>
<th>Status</th>
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<td>Add Billing Provider Details</td>
<td></td>
<td>01/18/2023</td>
<td>01/19/2023</td>
</tr>
</tbody>
</table>
Add servicing provider information

This step is optional and is not needed for servicing provider enrollment.
Add payment and remittance details
This step is optional and is not needed for servicing provider enrollment.
**Complete enrollment checklist**

**Accessing the enrollment checklist**

From the BPW:

- Click the **Complete Enrollment Checklist** link.

**Step 18: 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.
Submit enrollment application for review

Accessing the final enrollment instructions page

From the BPW:

- Click the **Final Enrollment Instructions** link.

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**Step 19: 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.
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.

![Message from webpage]

- Click **Close** on the Final submission page.

![Close, Submit Enrollment, Upload Attachments]

**Step 19: Final Enrollment Instructions**

<table>
<thead>
<tr>
<th>Required</th>
<th>01/10/2022</th>
<th>01/10/2022</th>
<th>Complete</th>
</tr>
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</table>

32 | ENROLLING AS A SERVICING PROVIDER