

**ProviderOne provider user manual**

# **Viewing managed care roster and RA information**

**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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## Viewing the enrollment roster and RA information

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Contracted managed care plans can access enrollment rosters and client details, capitation reports and payment information, and download an RA (remittance advice and encounter transaction results report) from the ProviderOne portal.

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

- Viewing the enrollment roster and transaction details
- Viewing the managed care capitation report and payment details
- Downloading an RA

## Viewing the enrollment roster and client enrollment details

### Accessing the 834 transaction list (enrollment roster)

Using the EXT Provider Managed Care Only profile:

- Click the **View Enrollment Roster** link under the Managed Care area on the provider portal.



- ProviderOne displays the 834 Transaction List.
- In the Filter By dropdown, choose **Report Start Date** and enter the span of dates for the timeframe you want to view.
- Click **Go**.



- Only transactions for clients enrolled in your organization can be viewed in the transaction list.
- Use list filters and sort icons to narrow results.

### Viewing the 834 transaction details

From the 834 transaction list page:

- Click the arrow hyperlink in the first column for the transaction you wish to view.

A screenshot of the "834 Transaction List" table. The table has columns for TransactionSet ID, Transaction #, Payer ID, Payer Name, Health Plan ID, Action, File Effective Date, Report Start Date, Report End Date, Member ID, Maintenance Type Code, and Maintenance Reason Code. The first column contains arrow hyperlinks. The table shows multiple rows of transactions for "Community Health Plan of Washington".

TransactionSet ID	Transaction #	Payer ID	Payer Name	Health Plan ID	Action	File Effective Date	Report Start Date	Report End Date	Member ID	Maintenance Type Code	Maintenance Reason Code
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only
0	0	9	Community Health Plan of Washington	1	VERIFY	03/01/2021	03/01/2021	03/31/2021		030-Audit	XN-Notification Only

- ProviderOne displays the 834 Transaction Detail page.

- The header area identifies the current transaction being viewed.

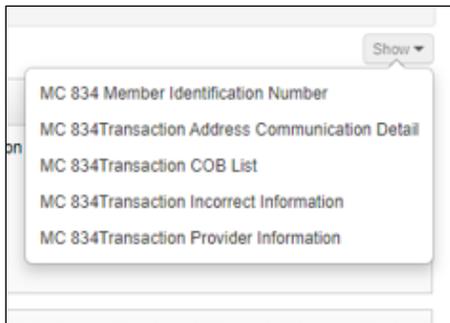
From the 834 Transaction Detail page:

- Use the Show menu to view the following detail pages:

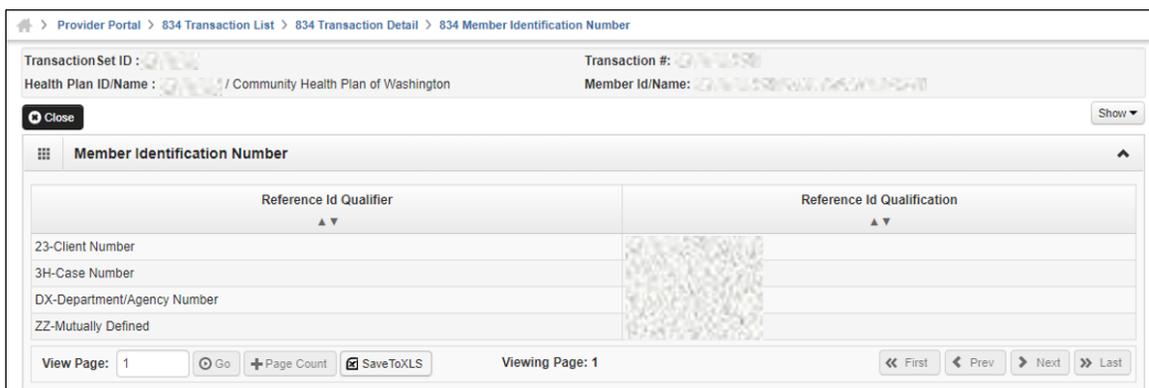
- When finished viewing the detail pages, return to the 834 Transaction List by clicking the 834 Transaction List hyperlink located in the path in the header area.

## Viewing 834 member identification number

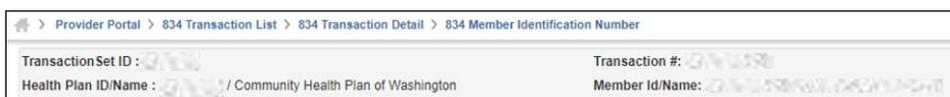
- Click the **834 Member Identification Number** option from the Show menu dropdown:



- ProviderOne displays the 834 Member Identification Number page.



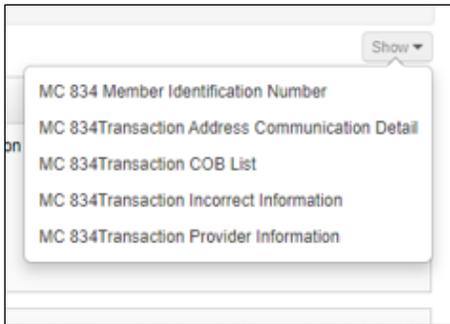
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.



- To close the 834 Member Identification Number page, and return to the previous page in the path, click the **Close** button.

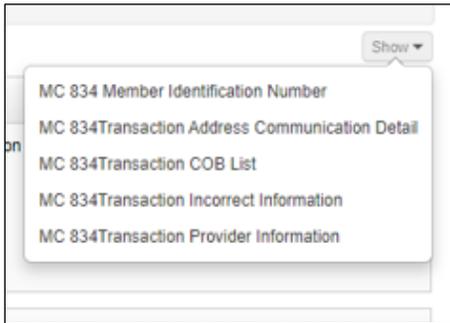


- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

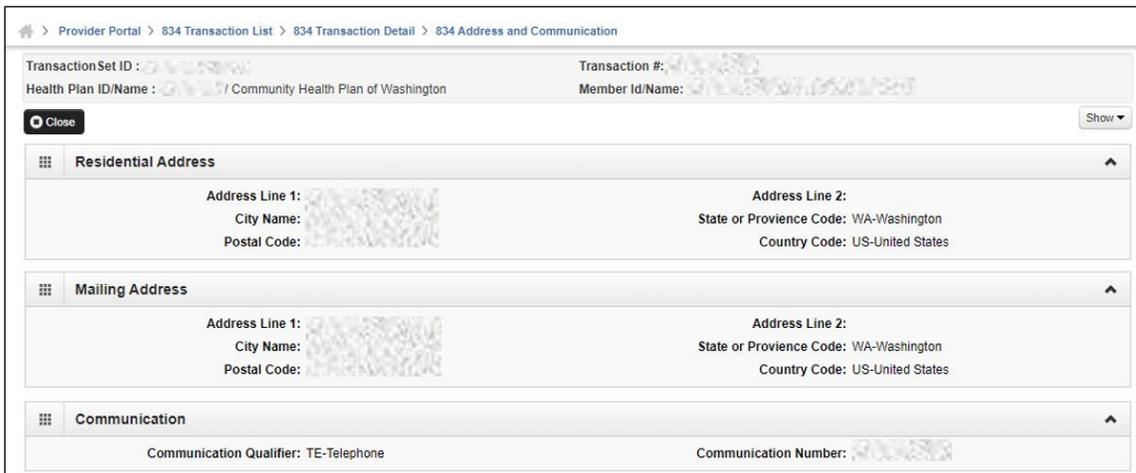


## Viewing 834 transaction address communication detail

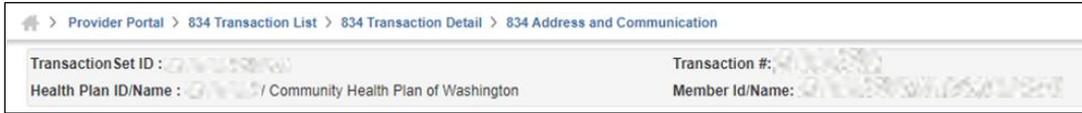
- Click the **834 Transaction Address Communication Detail** option from the Show menu dropdown:



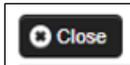
- ProviderOne displays the 834 Transaction Address Communication details page:



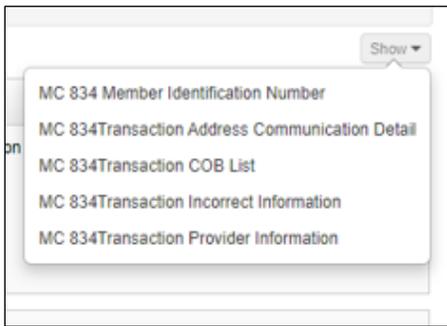
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.



- To close the 834 Address and Communication page, and return to the previous page in the path, click the **Close** button.

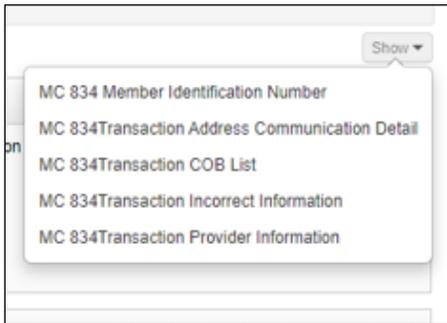


- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

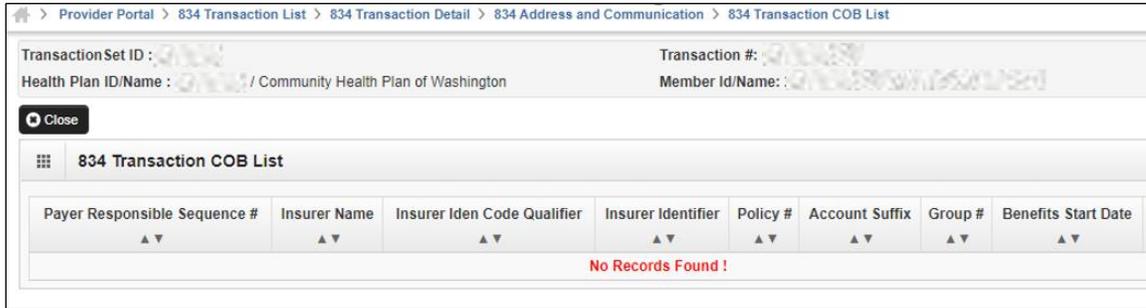


## Viewing 834 transaction cob list

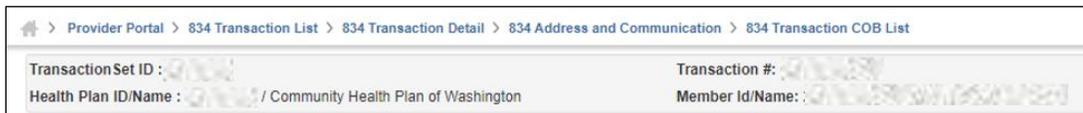
- Click the **834 Transaction COB List** option from the Show menu dropdown:



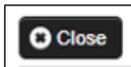
- ProviderOne displays the 834 Transaction COB List:



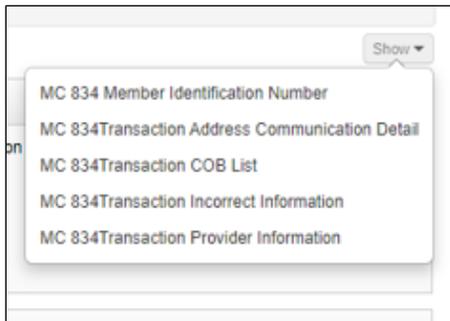
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.



- To close the 834 Transaction COB List and return to the previous page in the path, click the close button.

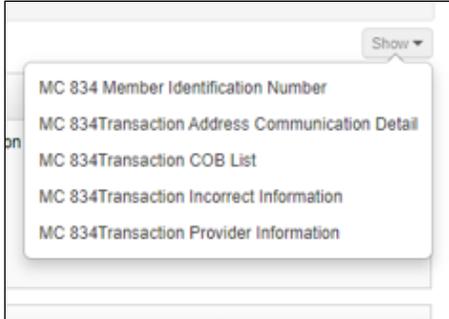


- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

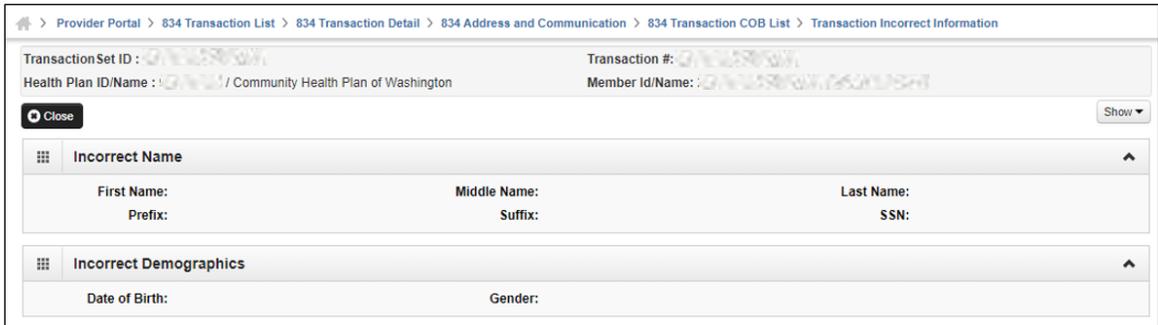


## Viewing 834 transaction incorrect information list

- Click the **834 Transaction Incorrect Information** option from the Show menu dropdown:



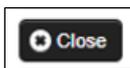
- ProviderOne displays the 834 Transaction Incorrect Information page:



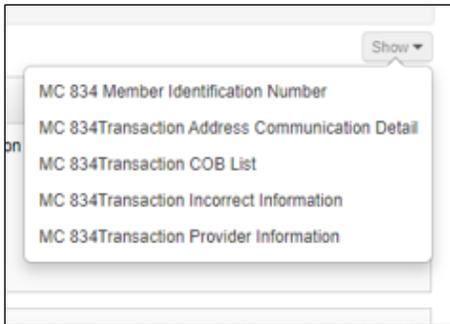
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.



- To close the 834 Transaction Incorrect Information page and return to the previous page in the path, click the **Close** button.

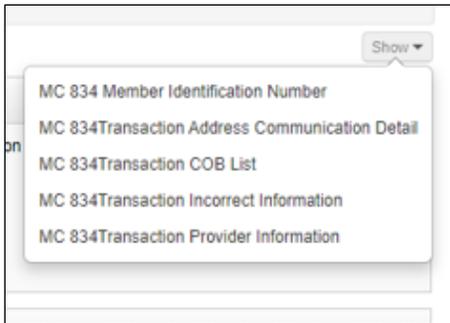


- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

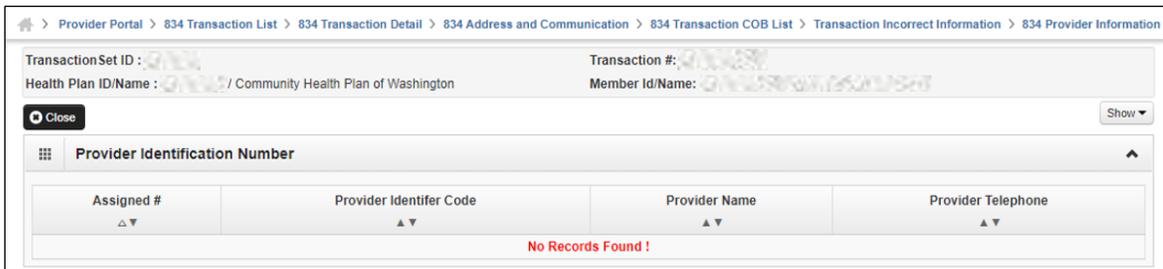


## Viewing 834 Transaction Provider Information

- Click the **834 Transaction Provider Information** option from the Show menu dropdown:



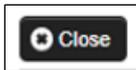
- ProviderOne displays the 834 Provider Identification Number:



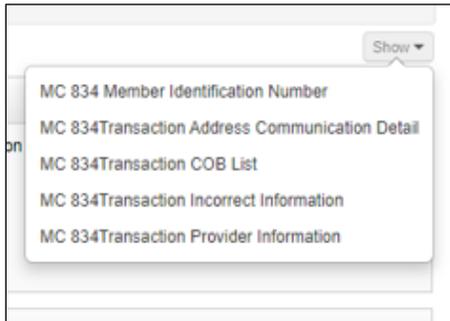
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.



- To close the 834 Provider Information page and return to the previous page in the path, click the **Close** button.



- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.



For more detail on 834 transaction information, visit the [834 Companion Guide](#) on HCA's HIPAA webpage.

## Viewing the Managed Care capitation report

The capitation report is used by managed care organizations to view managed care payment summary information. ProviderOne displays the capitation report using the Payment Summary list and Payment Summary Detail pages.

### Accessing the payment summary list

- Using the EXT Provider Managed Care Only user profile, from the provider portal, click the View Capitation Payment link.



- ProviderOne displays the Payment Summary List.

A screenshot of the 'Payment Summary List' interface in ProviderOne. The table displays the following data:

Consolidated Invoice #	Premium Receiver Id	Premium Receiver Name	Payment Method	Check/EFT Trace #	Check/EFT Date	Total Premium Amount	Coverage Start Date	Coverage End Date	Payment Process Date
1138221		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		02/06/2014	\$2,876,885.37	03/01/2009	02/28/2014	02/06/2014
1138238		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		02/05/2014	\$0.00	02/01/2013	09/01/2013	02/05/2014
1138260		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		02/06/2014	\$622,190.51	01/01/2012	02/28/2014	02/05/2014
1146166		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		04/03/2014	\$554,280.82	06/01/2012	04/30/2014	04/03/2014
1146961		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		04/10/2014	\$2,372,995.06	12/01/2012	04/30/2014	04/10/2014
1146996		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		04/09/2014	\$0.00	02/01/2013	12/01/2013	04/09/2014
1147049		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		04/10/2014	\$551,759.41	01/01/2013	04/30/2014	04/10/2014
1150231		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		05/08/2014	\$37,335,915.10	10/01/2013	05/31/2014	05/08/2014
1150262		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		05/08/2014	\$1,248,338.42	04/01/2014	05/31/2014	05/08/2014
1150324		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)		05/08/2014	\$33,554,674.48	04/01/2014	05/31/2014	05/08/2014

- Use the filter and sort features to narrow the list of records.
- Only records pertaining to your MCO or practice appear in this list.



## Viewing payment summary details

- From the Payment Summary List, click the hyperlink located in the Consolidated Invoice # column.

Consolidated Invoice #	Premium Receiver Id	Premium Receiver Name	Payment Method
1139221		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)
1139238		COMMUNITY HEALTH PLAN OF WASHINGTON	ACH-Automated Clearing House (ACH)

- ProviderOne displays the Payment Summary Detail page for the selected record.

Consolidated Invoice #: 1150231

**Payment Summary**

Premium Receiver Id: [Federal Tarpayees](#)      Premium Receiver Name: COMMUNITY HEALTH PLAN OF WASHINGTON  
 Master Account #:      Master Policy #:  
 Check Issue/EFT Effective Date: 05/08/2014      Total Premium Payment Amt: \$37,335,915.10  
 Coverage Start Date: 10/01/2013      Coverage End Date: 05/31/2014  
 Payment Process Date: 05/08/2014      Client count: 0043  
 Check/EFT Trace #: 010709

**Individual Level Remittance List**

Filter By:      And      Go

Transaction Assigned #	Health Plan/Policy Reference	B34 Ref/Patient A.C.#	ProviderOne Client Id	Client Name	Coverage Start Date	Coverage End Date	Premium Payment Amount	Premium Billed Amount
No Records Found!								

**Organization Level Remittance List**

Filter By:      Go

Transaction Assigned #	Health Plan/Policy Reference	Transaction Type	Transaction Reason	Coverage Start Date	Coverage End Date	Premium Payment Amount	Premium Billed Amount
1		20-Organization Level Adjustments	OT-Other Adjustment	04/01/2014	04/01/2014	\$37,543,958.76	\$0.00

View Page: 1      Page Count:      Save To LIS      Viewing Page: 1      First      Prev      Next      Last

- Contents of the Individual Level Remittance List and the Organizational Remittance List depend on the type of payment record selected.
- To close the Payment Summary page and return to the Payment Summary List, click the close button.

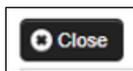


## Viewing the individual level remittance detail page

- From the Payment Summary Detail page, all the details of a specific transaction are displayed in the Individual Level Remittance List columns.

Transaction Assigned #	Health Plan/Policy Reference	E34 Ref/Patient A/C#	Provider/Client Id	Client Name	Coverage Start Date	Coverage End Date	Premium Payment Amount	Premium Billed Amount
1	105010110				02/01/2022	02/28/2022	\$64.77	\$0.00
2	105010110				03/01/2022	03/31/2022	\$64.77	\$0.00
3	105010110				03/01/2022	03/31/2022	\$33.31	\$0.00
4	105010110				03/01/2022	03/31/2022	\$14.48	\$0.00
5	105010110				03/01/2022	03/31/2022	\$37.58	\$0.00
6	105010110				02/01/2022	02/28/2022	\$184.39	\$0.00
7	105010110				02/01/2022	02/28/2022	\$342.21	\$0.00
8	105010110				03/01/2022	03/31/2022	\$64.77	\$0.00
9	105010110				03/01/2022	03/31/2022	\$64.24	\$0.00
10	105010110				03/01/2022	03/31/2022	\$73.09	\$0.00

- To return to the Payment Summary Detail page, click the close button.



- Use the path to navigate to the provider portal, the Payment Summary List, or other pages shown in the path.

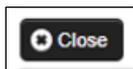


## Viewing the organization level remittance detail page

- From the Payment Summary Detail page, all the details of a specific transaction are displayed in the Organization Level Remittance list columns.

Transaction Assigned #	Health Plan/Policy Reference	Transaction Type	Transaction Reason	Coverage Start Date	Coverage End Date	Premium Payment Amount	Premium Billed Amount
1	105010110	20-Organization Level Adjustments	07-Other Adjustment	04/01/2014	04/01/2014	\$37,543,898.76	\$0.00

- To return to the Payment Summary Detail page, click the close button.



- Use the path to navigate to the provider portal, the Payment Summary List, or other pages shown in the path.



For more detail on 820 transaction information, visit the [820 Companion Guide](#) on HCA's HIPAA webpage.

## Downloading HIPAA 835 files

### Accessing the HIPAA 835 file using the View ETRR link

Using the EXT Provider Managed Care Only user profile, from the provider portal, click the **View ETRR** link.



- ProviderOne displays the RA Payment List.

The screenshot shows a web application interface for the "RA/ETRR Payment List". At the top, there is a breadcrumb trail: "Provider Portal > Payment Summary List". Below this is a "Close" button and a "RA/ETRR Payment List" title. A filter section allows users to filter by "Filter By:" with a dropdown menu and an "And" connector. Below the filter is a table with the following columns: RA/ETRR Number, Check Number, Check/ETRR Date, RA Date, Claim Count, Charges, Payment Amount, Adjusted Amount, and Download. The table contains 10 rows of data. At the bottom of the table, there are controls for "View Page: 2", "Go", "Page Count", "SaveToLS", and "Viewing Page: 1".

RA/ETRR Number	Check Number	Check/ETRR Date	RA Date	Claim Count	Charges	Payment Amount	Adjusted Amount	Download
506359121		03/31/2022	03/31/2022	126	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506357477		03/24/2022	03/24/2022	4	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506357458		03/24/2022	03/24/2022	5	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506357446		03/24/2022	03/24/2022	3	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506357445		03/24/2022	03/24/2022	222	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506355427		03/18/2022	03/18/2022	2	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506355413		03/17/2022	03/17/2022	328	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506353705		03/10/2022	03/10/2022	344	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506353699		03/10/2022	03/10/2022	1	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>
506351976		03/03/2022	03/03/2022	85	\$0.00	\$0.00	\$0.00	<a href="#">Hipaa</a>

- The RA Payment List is used to download 835 HIPAA files.
- Only 835 HIPAA files for your managed care organization are viewable.
- Use the filter and sort features to refine your results.

## Downloading and viewing the HIPAA 835 file

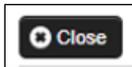
- Click the link in the Download column represented by the "HIPAA . . ." file name.
- Save the file to your local drive.

RA/ETRR Number	Check Number	Check/ETRR Date	RA Date	Claim Count	Charges	Payment Amount	Adjusted Amount	Download
506359121		03/31/2022	03/31/2022	126	\$0.00	\$0.00	\$0.00	Hipaa
506357477		03/24/2022	03/24/2022	4	\$0.00	\$0.00	\$0.00	Hipaa
506357458		03/24/2022	03/24/2022	5	\$0.00	\$0.00	\$0.00	Hipaa
506357446		03/24/2022	03/24/2022	3	\$0.00	\$0.00	\$0.00	Hipaa
506357445		03/24/2022	03/24/2022	222	\$0.00	\$0.00	\$0.00	Hipaa
506355427		03/18/2022	03/18/2022	2	\$0.00	\$0.00	\$0.00	Hipaa
506355413		03/17/2022	03/17/2022	328	\$0.00	\$0.00	\$0.00	Hipaa
506353795		03/10/2022	03/10/2022	344	\$0.00	\$0.00	\$0.00	Hipaa
506353599		03/10/2022	03/10/2022	1	\$0.00	\$0.00	\$0.00	Hipaa
506351976		03/03/2022	03/03/2022	85	\$0.00	\$0.00	\$0.00	Hipaa

**Please note.** You must use the hyperlink in the Download column to access your 835 HIPAA files.

## Viewing the HIPAA 835 file

- To view the downloaded file, you need to open it with Microsoft WordPad or a word processor with the ability to display documents formatted in Unicode UTF-8.



For more detail on 835 transaction information, visit the [835 Companion Guide](#) on HCA's HIPAA webpage.