



ProviderOne: Getting Started



Welcome to the ProviderOne Getting Started tutorial. The following tutorial will explain the basics of the ProviderOne system including:

- ◆ **Before logging in (how to turn off pop-up blockers).....2-4**
- ◆ **Logging in to ProviderOne.....5**
- ◆ **Changing your password.....6**
- ◆ **Security question.....7**
- ◆ **How to unlock account (password reset).....8**
- ◆ **Profiles.....9**
- ◆ **Provider Portal (navigating ProviderOne).....10–16**
- ◆ **Alerts & Reminders.....17-18**

Before logging in to ProviderOne

For ProviderOne to work properly, your computer must be set to **allow pop-up windows!**

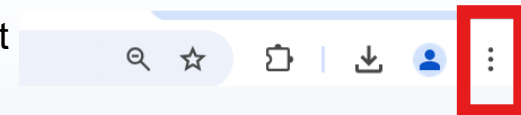
Before accessing ProviderOne for the first time and/or if you are having trouble submitting claims in ProviderOne, you should ensure your internet browser is set to allow pop-ups.

Note: You will not be able to submit claims if pop-up blockers are on. If you try to submit claims with pop-up blockers on, you will receive the error message *'The information you are trying to submit has been queried by another user'*.

The next few slides will walk you through how to allow pop-ups/turn off pop-up blockers for the most common internet browsers.

Google Chrome:

- 1) Open Google Chrome and click on the three vertical dots in the top right hand corner of your browser
- 2) Scroll down to the bottom and click **Settings**
- 3) Click **Privacy and Security**
- 4) Click **Site Settings**
- 5) Click **Pop-ups and redirects**
- 6) Select the box next to **Sites can send pop-ups and use redirects**
- 7) Add <https://www.waproviderone.org> to **Allowed to send pop-ups and use redirects**
- 8) Close and restart Chrome




Microsoft Edge:

- 1) Open Microsoft Edge, click on the three horizontal dots ("...") in the right top corner
- 2) Click on **Settings**
- 3) Click on **Cookies and site permissions** on the left hand side of the screen
- 4) In the middle of the screen, scroll to **Pop-ups and redirects**
- 5) Under **Allow**, add <https://www.waproviderone.org>

Safari (Mac):

- 1) On your computer, open Safari
- 2) Choose **Safari > Settings** (or **Preferences**) from the menu bar
- 3) In the **Websites** tab, make sure **Allow** is marked for <https://www.waproviderone.org>

Safari (iPhone or iPad):

- 1) Start at your device's home screen. Select the **Settings** icon 
- 2) Scroll all the way down, click **Apps**
- 3) Scroll down, click **Safari**
- 4) Make sure **Block Pop-ups** is turned off

Firefox:

- 1) Click the menu button and choose **Options**, then **Preferences**
- 2) Select the **Content** panel
- 3) In the **Content** panel below **Pop-ups**, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.

Note: If you click on **Exceptions**, a dialog box with a list of sites that you want to allow pop-ups displays. Check to make sure that <https://www.waproviderone.org> is listed in the exceptions.

Tip: Clearing your browser history (Cache) can help with access to, and overall performance of ProviderOne.

Clearing your browser history (Cache) only removes the history of your past web activity. It will not delete saved favorites, book marks, or saved passwords.

Now that you've set your browser to allow pop-ups, you are ready to log in to ProviderOne!

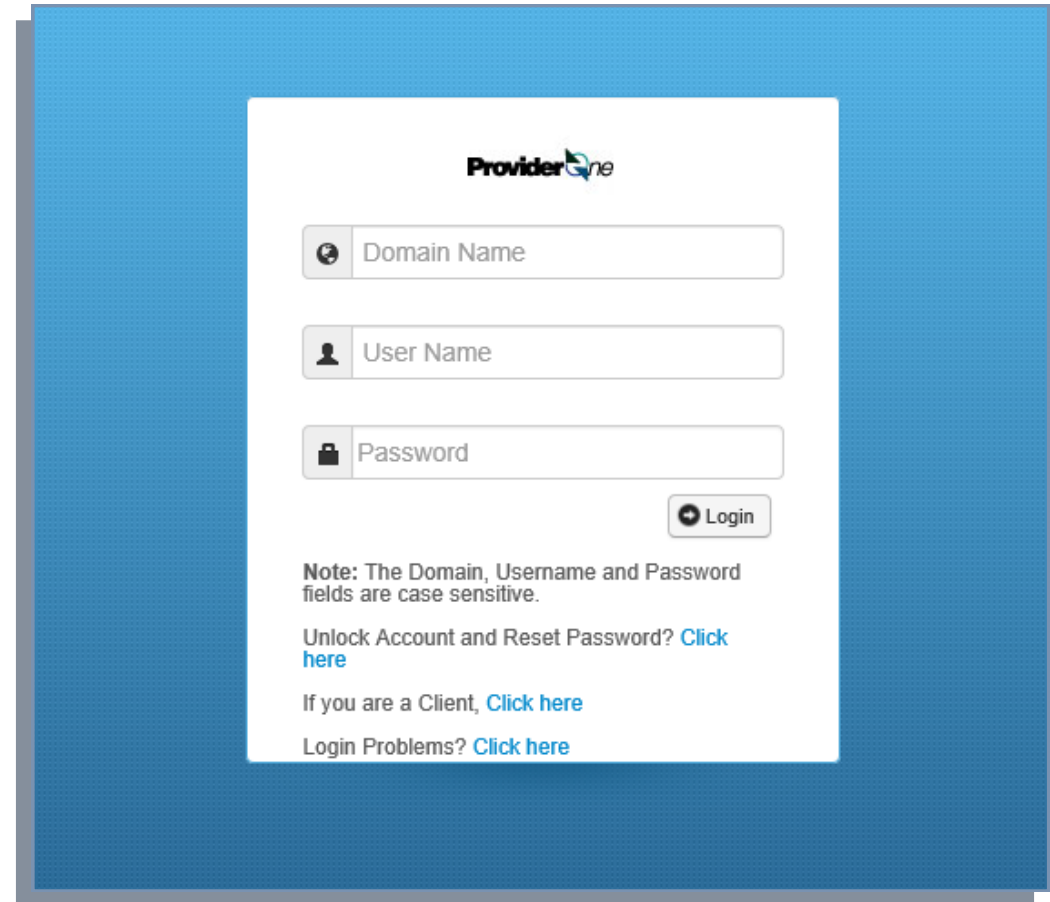
To access ProviderOne:

Type <https://www.waproviderone.org> into your browser's search bar or click the above link to be taken to the ProviderOne login page.

Note: ProviderOne is compatible with most internet browsers.

To log in to ProviderOne, you will need your business's Domain (ProviderOne ID), your Username, and Password.

- If you have not received your login information (*Domain, Username, and Password*) first check with your business's ProviderOne system administrator.
- If your system administrator is unable to grant you access, they can contact ProviderOne Security to request your login information.
- See *Page 8 for ProviderOne Security contact information.*



The screenshot shows the ProviderOne login page. It features a white login form centered on a blue background. The form includes three input fields: 'Domain Name' with a globe icon, 'User Name' with a person icon, and 'Password' with a lock icon. A 'Login' button is located to the right of the password field. Below the input fields, there is a note: 'Note: The Domain, Username and Password fields are case sensitive.' There are also three links: 'Unlock Account and Reset Password? Click here', 'If you are a Client, Click here', and 'Login Problems? Click here'.

ProviderOne Login Page

Changing your password

The first time you log into ProviderOne you will be required to:

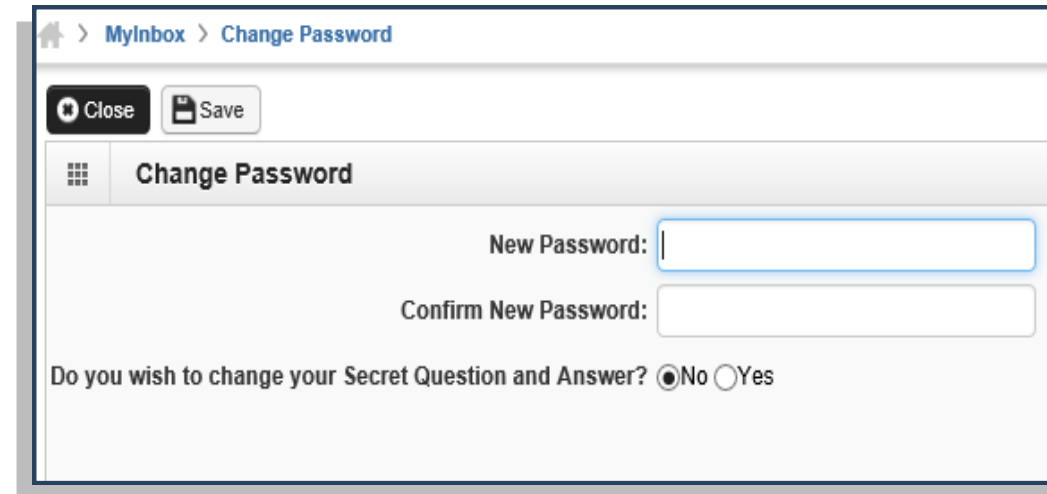
- ◆ Change your temporary password
- ◆ Create a security question

In addition, as an added security measure, ProviderOne requires you to change your password **every 90 days**. You **do not** need to change your security question every 90 days.

Passwords have the following requirements:

Cannot be the same as your last **5** passwords

- ◆ Must be at least 8 characters long
- ◆ Must contain at least one letter
- ◆ Must contain at least one number
- ◆ Must contain at least one of the following special characters: ! @ # \$ % ^ & * () _ + - < >



The screenshot shows a web browser window with the URL 'MyInbox > Change Password'. The page has a 'Close' button and a 'Save' button. The main content area is titled 'Change Password' and contains two input fields: 'New Password:' and 'Confirm New Password:'. Below these fields is a question: 'Do you wish to change your Secret Question and Answer?' with radio buttons for 'No' (selected) and 'Yes'.

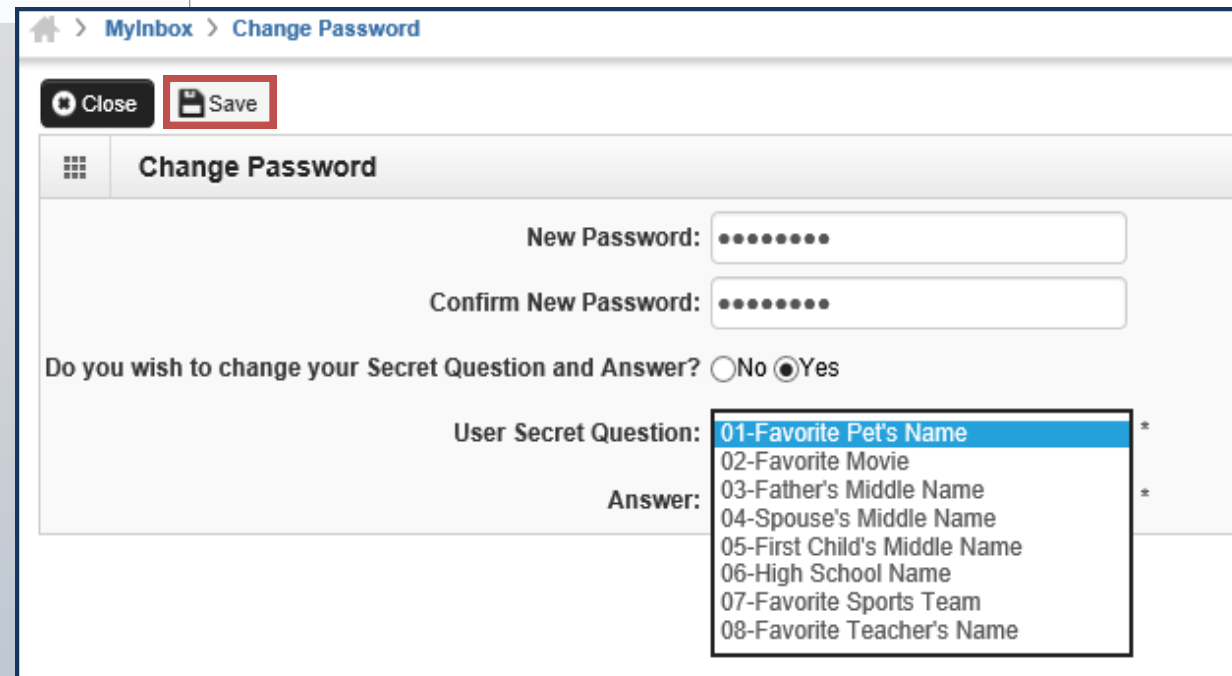
ProviderOne Change Password Page

The first time you login to ProviderOne, you will be required to create a security question.

Secret question requirements:

- Answers are case sensitive

ProviderOne Secret Question Page



The screenshot shows the 'Change Password' page in the ProviderOne system. At the top, there is a breadcrumb trail: 'MyInbox > Change Password'. Below this, there are two buttons: 'Close' and 'Save'. The 'Save' button is highlighted with a red box. The main form area is titled 'Change Password' and contains two password input fields: 'New Password:' and 'Confirm New Password:'. Below these fields is a question: 'Do you wish to change your Secret Question and Answer?' with radio buttons for 'No' and 'Yes'. The 'Yes' option is selected. Underneath, there are two fields: 'User Secret Question:' and 'Answer:'. A dropdown menu is open for the 'User Secret Question:' field, showing a list of options: '01-Favorite Pet's Name', '02-Favorite Movie', '03-Father's Middle Name', '04-Spouse's Middle Name', '05-First Child's Middle Name', '06-High School Name', '07-Favorite Sports Team', and '08-Favorite Teacher's Name'. The first option, '01-Favorite Pet's Name', is selected and highlighted in blue. The 'Answer:' field is currently empty.

Once you have made all changes, remember to click "Save"

How to unlock account

After three unsuccessful attempts to login, your ProviderOne account will be locked. You can unlock and reset your password manually by navigating to the ProviderOne login page and doing the following:

- A.** Enter Domain Name/ProviderOne ID
- B.** Enter Username (*leave password field blank*)
- C.** Click on the area below the password field that says **“Unlock Account and Reset Password”**.

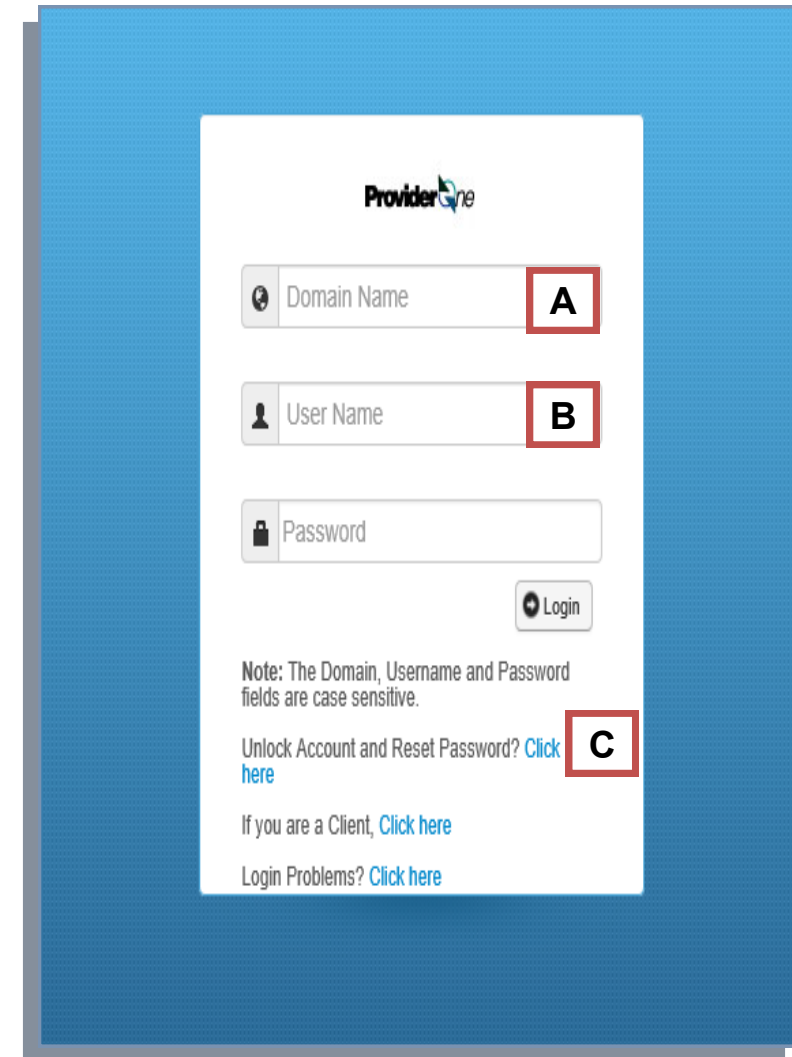
You will be required to correctly answer the password reset questions, listed below, before a temporary password will be sent to the email address in your user file:

- Secret Question (case sensitive)
- Date of Birth (mm/dd/yyyy)
- Last Name (case sensitive)

If you get an error message saying your security questions are incorrect, contact your organization’s system administrator for verification. If you are a system administrator, email the ProviderOne Security team.

If you are the sole system administrator of a domain, ProviderOne Security can assist with unlocking your account or resetting a password. If there are additional system administrators within your organization, you will be referred to them for assistance.

- Email: provideronesecurity@hca.wa.gov
- [Submit](#) online form



The screenshot shows the ProviderOne login page. It features three input fields: 'Domain Name' (labeled A), 'User Name' (labeled B), and 'Password'. Below the password field is a 'Login' button. At the bottom of the page, there is a link for 'Unlock Account and Reset Password?' (labeled C), along with links for 'If you are a Client' and 'Login Problems?'.

A **'Profile'** allows a user to access specific parts of ProviderOne. Profiles are assigned by ProviderOne Security or your System Administrator. When logging into ProviderOne, you must choose a profile.

Most DSHS Social Services Providers/billers will see two or three profiles:

EXT Provider System Administrator-

Used to manage access to ProviderOne within your business. This profile is not used for billing or authorization activities.

EXT Provider Social Services-

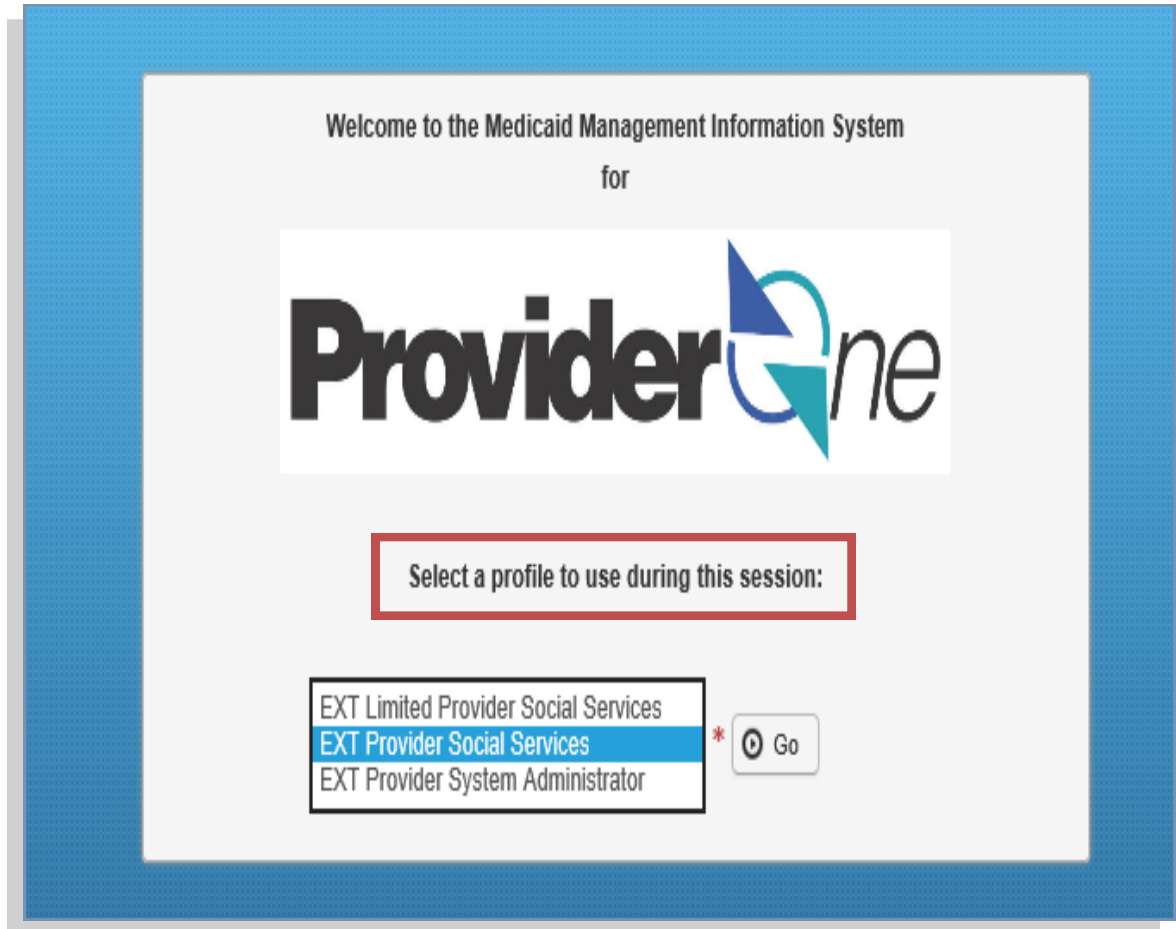
Used to bill and manage social services claims, view authorizations, create claim templates, submit claims, view authorization letters, and manage provider information for your business.

EXT Provider Social Services Medical-

Used to bill and manage social services medical claims, view authorizations, create claim templates, submit claims, view authorization letters, and manage provider information for your business.

Note:

Some other profiles may be available in ProviderOne. Check with your system administrator to see if these profiles will be applicable to your duties.



ProviderOne Login/ Select Profile Page

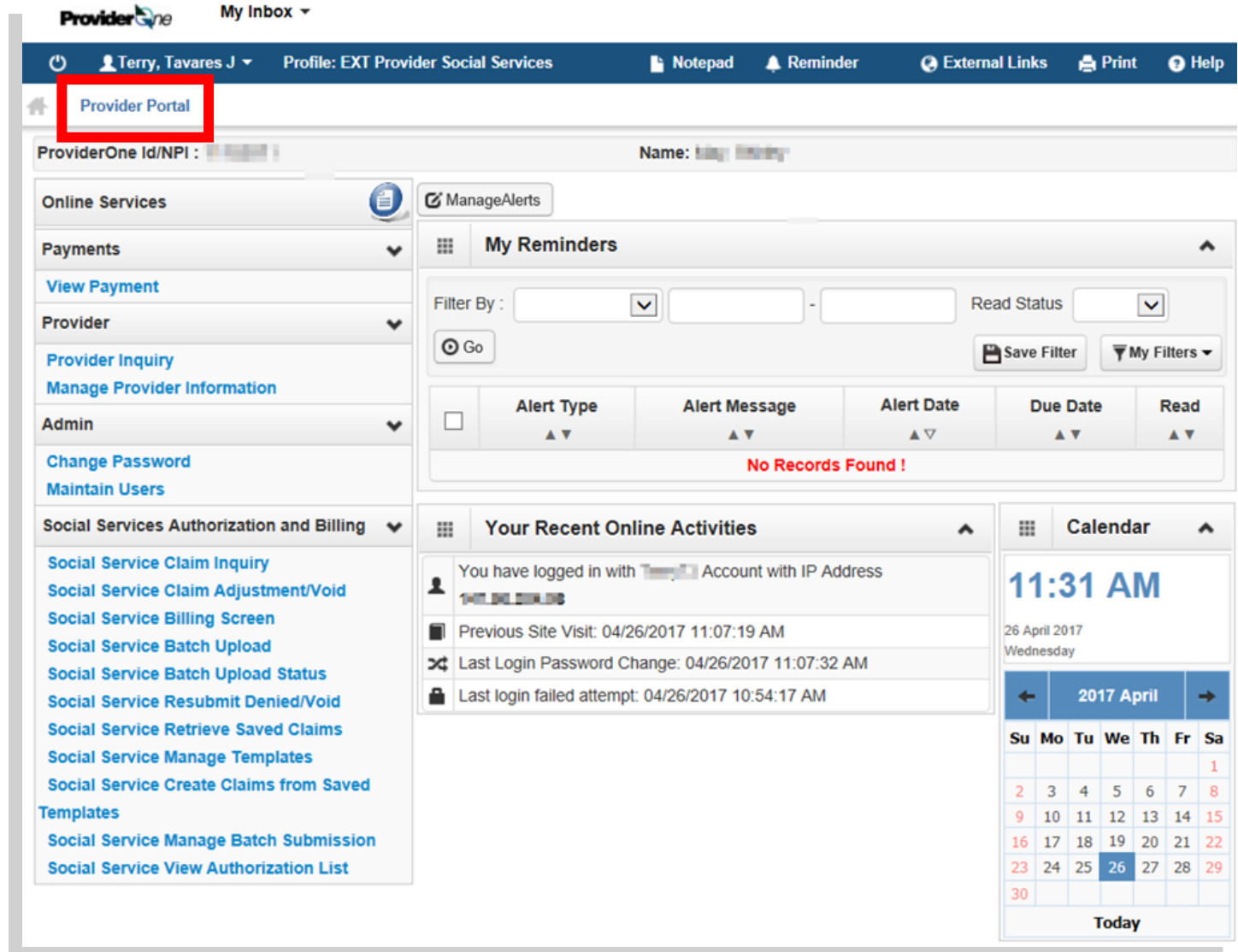
Select the profile that corresponds to the activities you wish to perform

Once you have logged into your ProviderOne domain, you will be immediately taken to the **Provider Portal**.

The Provider Portal allows you to perform activities related to billing and claims.

From this screen you can:

- ◆ **View Payment History**
- ◆ **Manage Provider Information** (locations, addresses, contact info., etc.)
- ◆ **Change your password**
- ◆ **Add/Maintain Users**
- ◆ **Inquire About Claims**
- ◆ **Adjust Claims**
- ◆ **Submit/Resubmit Claims**
- ◆ **Submit Batch Claims**
- ◆ **Retrieve Saved Claims**
- ◆ **Manage Claim Templates**
- ◆ **View Social Service Authorizations**



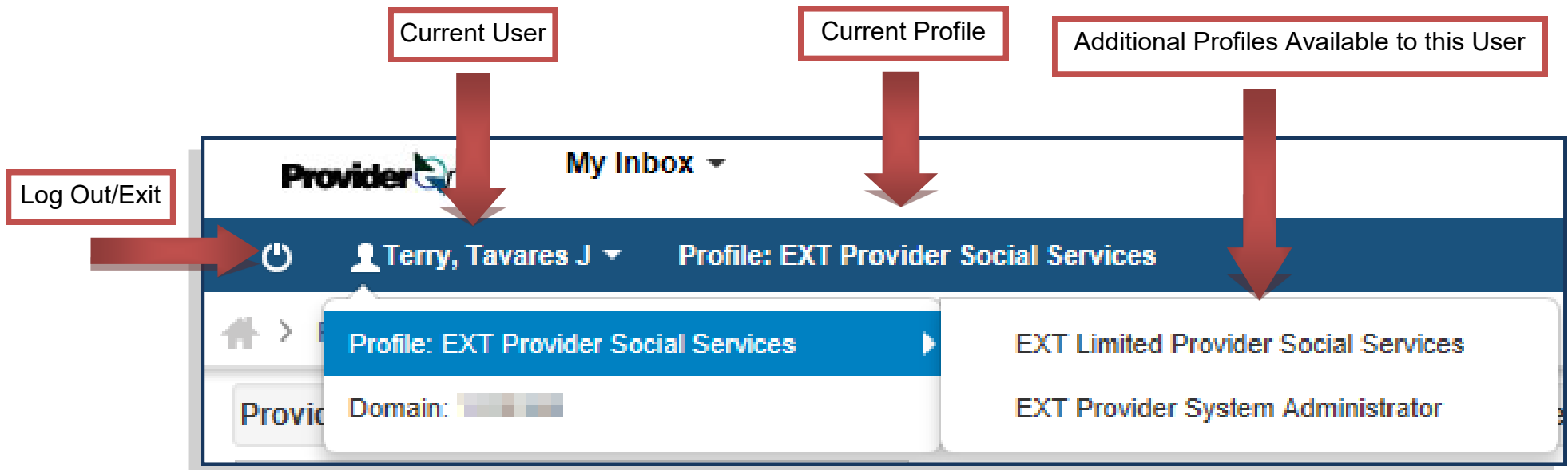
ProviderOne Provider Portal

The Provider Portal has many other functions that will be covered in the next few pages.

Here we see information on the current user, the profile that user is signed in with, and any additional profiles the user has available.

Note:

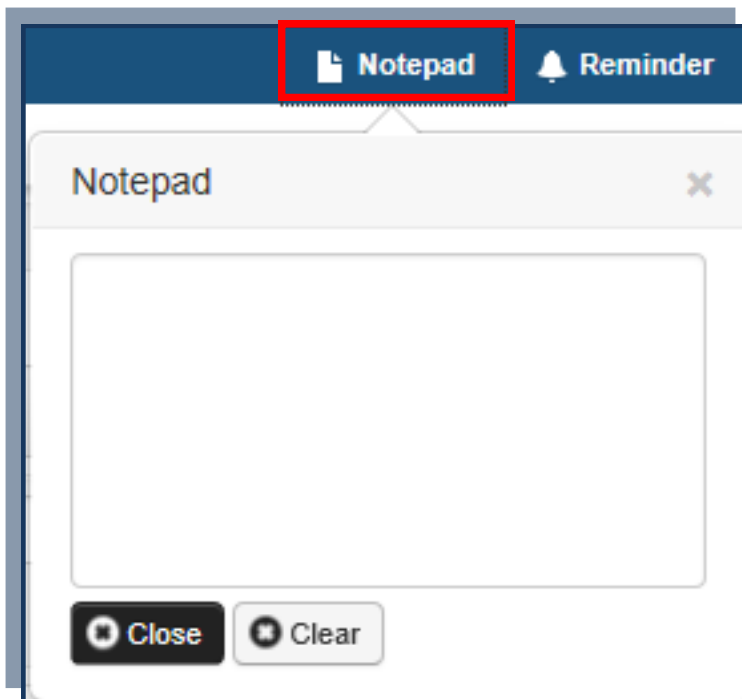
Users can select between profiles using the dropdown option next to their name or by using the dropdown option in the 'My Inbox' field. From there you can choose to change passwords or toggle between profiles.



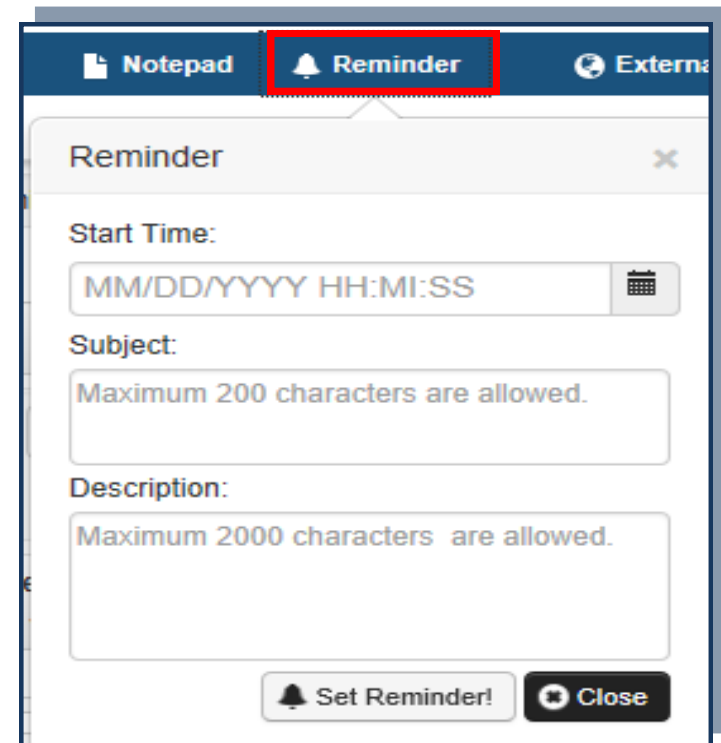
The screenshot shows the top navigation bar of the Provider Portal. It includes the ProviderOne logo, a 'My Inbox' dropdown menu, and a user profile section. The user profile section displays the user's name 'Terry, Tavares J' with a dropdown arrow, the current profile 'Profile: EXT Provider Social Services', and a power icon for logging out. A dropdown menu is open below the user name, showing the current profile and two additional profiles: 'EXT Limited Provider Social Services' and 'EXT Provider System Administrator'. Annotations with red arrows point to these elements: 'Current User' points to the user name, 'Current Profile' points to the profile name, 'Additional Profiles Available to this User' points to the dropdown menu, and 'Log Out/Exit' points to the power icon.

Some features available to users of ProviderOne are the abilities to save information into a **Notepad**. This is useful when navigating between screens such as authorizations and claims. Users also have the ability to set **Reminders**, print pages and get help.

Note: *The Notepad stores information until the current session is completed; either by the user logging out, or the system timing out due to inactivity.*



Information needed on other screens can be stored in the Notepad for later use.

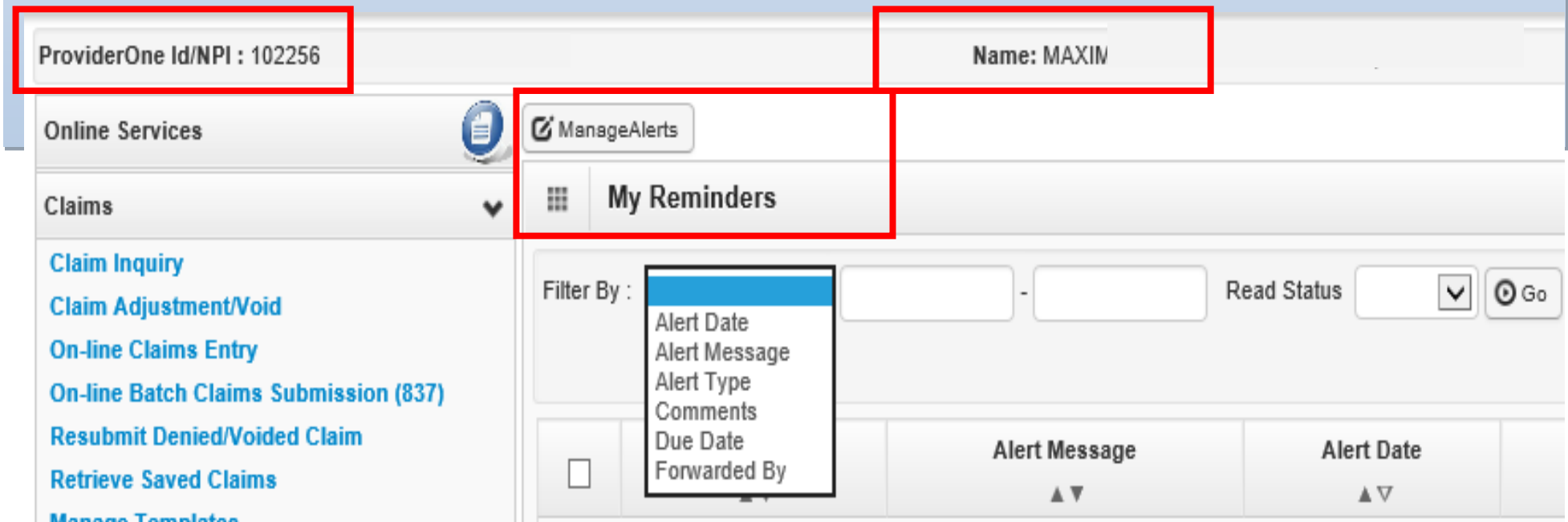


Reminders can be set by date, subject and description.

Next we see information about the:

- **ProviderOne ID/NPI** (*the ProviderOne ID is the same thing as your Domain Name; an NPI will only be listed if you are a Social Services Medical provider*)
- **Name** (*this is the name of your business*)
- **Manage Alerts and My Reminders** (*this is where you will be notified of ProviderOne outages & maintenance and payment schedule changes*)

Note: Search criteria for alerts and reminders can be set using filters found in the “Filter By” drop-down to help you navigate between older and newer messages.



The screenshot displays the ProviderOne Provider Portal interface. At the top, a header bar shows the user's information: "ProviderOne Id/NPI : 102256" and "Name: MAXIM". Below this, there are several navigation and management options:

- Online Services**: A button with a document icon.
- ManageAlerts**: A button with a checkmark icon.
- My Reminders**: A button with a grid icon.
- Claims**: A dropdown menu with a downward arrow, containing the following options:
 - Claim Inquiry
 - Claim Adjustment/Void
 - On-line Claims Entry
 - On-line Batch Claims Submission (837)
 - Resubmit Denied/Voided Claim
 - Retrieve Saved Claims
 - Manage Templates
- Filter By**: A dropdown menu with the following options:
 - Alert Date
 - Alert Message
 - Alert Type
 - Comments
 - Due Date
 - Forwarded By
- Read Status**: A dropdown menu with a downward arrow.
- Go**: A button with a magnifying glass icon.
- Alert Message**: A column header with a downward arrow.
- Alert Date**: A column header with a downward arrow.

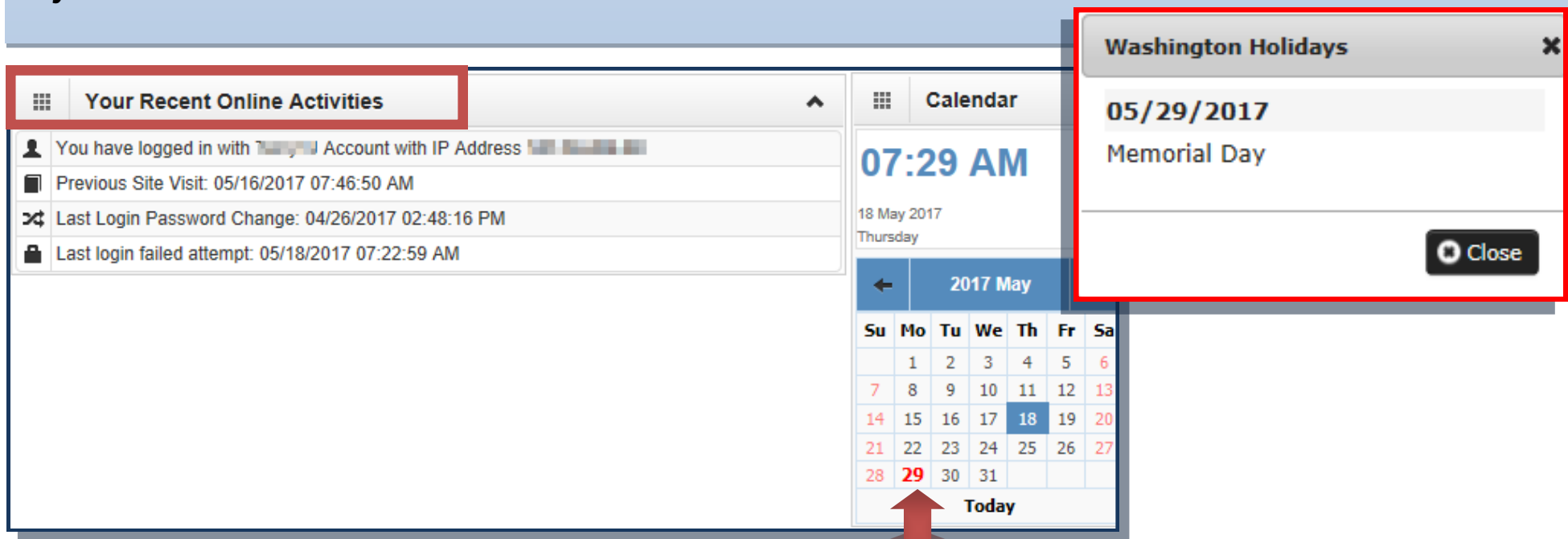
Your Recent Online Activities are available to show which account you are logged in as, and from which IP Address. Previous site visits, failed login attempts and password changes are shown here as well.

ProviderOne also has a handy calendar for your use. The calendar is helpful for remembering dates and also tracking when payments should be expected. The calendar will also alert you to upcoming holidays.

As seen below, Memorial Day is bolded in **red**. By selecting that date, a pop-up appears and shows the information about that holiday.

Note: Claims entered by Tuesday at **5:00pm (Pacific Time)**, will be processed that night and payment sent the following Friday at the earliest or the following Monday at the latest. (Holidays may impact this).

Example: Claims successfully entered by 5:00pm on Tuesday, **May 16** may pay on Friday, **May 19th** or Monday, **May 22..**

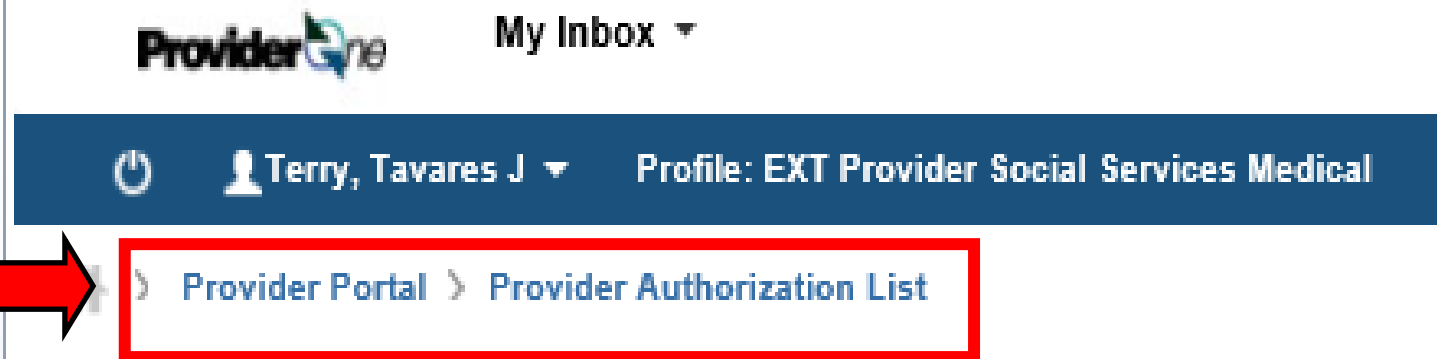
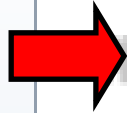


The screenshot displays the ProviderOne interface. On the left, the 'Your Recent Online Activities' tab is highlighted with a red box. It lists: 'You have logged in with [redacted] Account with IP Address [redacted]', 'Previous Site Visit: 05/16/2017 07:46:50 AM', 'Last Login Password Change: 04/26/2017 02:48:16 PM', and 'Last login failed attempt: 05/18/2017 07:22:59 AM'. On the right, the 'Calendar' widget shows the current time as 07:29 AM on Thursday, May 18, 2017. A calendar grid for May 2017 is visible, with the date 29 highlighted in red and a red arrow pointing to it. A 'Washington Holidays' pop-up window is overlaid on the calendar, showing '05/29/2017 Memorial Day' and a 'Close' button. The pop-up window is also highlighted with a red box.

Path

The path at the top part of the provider portal shows a history of the pages you have visited.

By clicking the name of a page, you return to that page.



ProviderOne My Inbox ▾

Profile: EXT Provider Social Services Medical

Provider Portal > Provider Authorization List

Navigating ProviderOne

ProviderOne is a Web application that runs within an Internet Browser window.

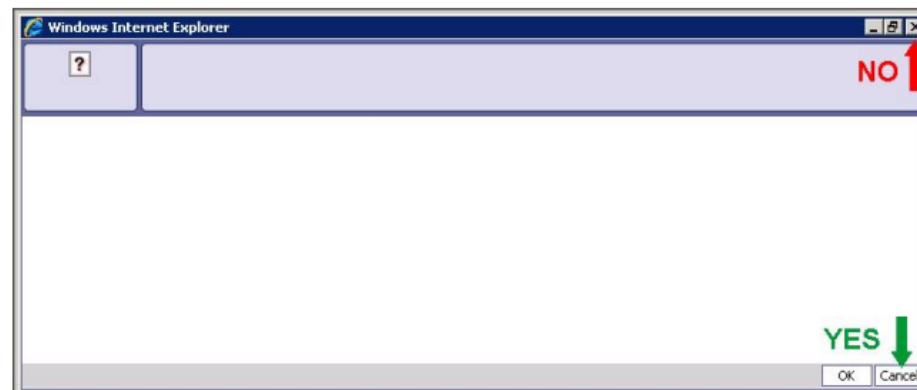
Do not use the Browser back button or the windows Close control when navigating ProviderOne. Instead, use the ProviderOne control buttons (such as “OK”, “Save”, “Cancel”) when navigating through ProviderOne screens.

Using the internet browser controls (like the back arrow) can cause errors later in your session.

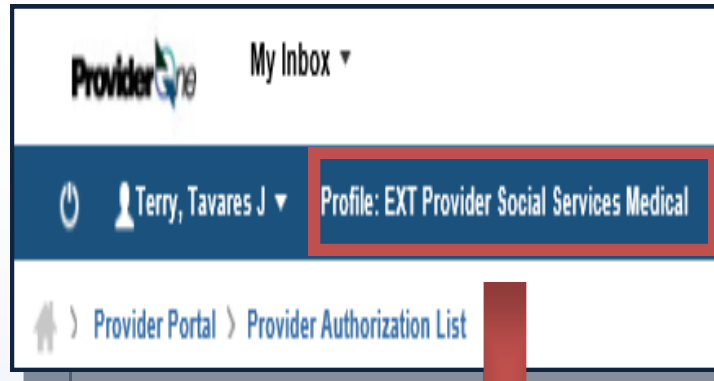
DO NOT use the Browser Back Button.



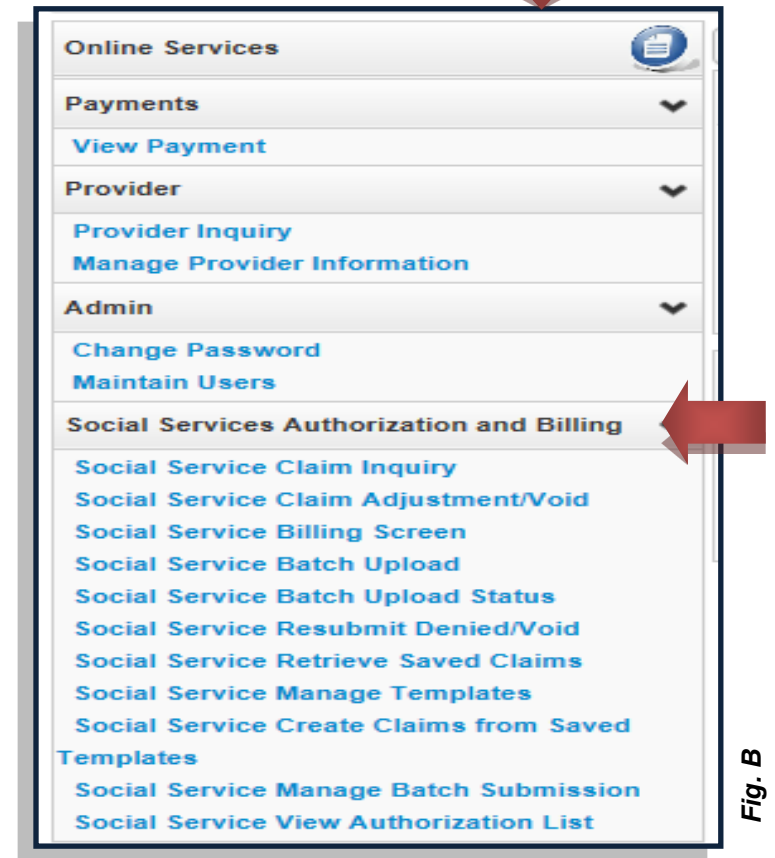
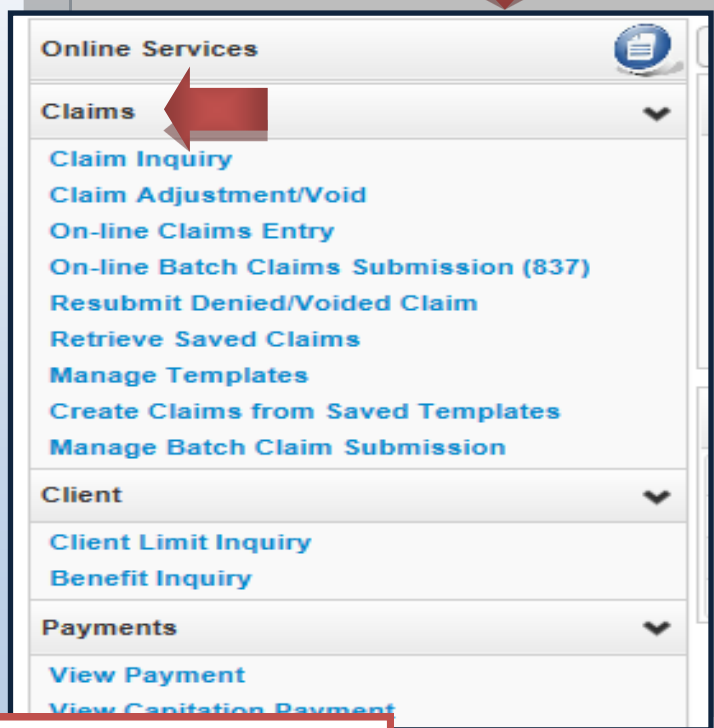
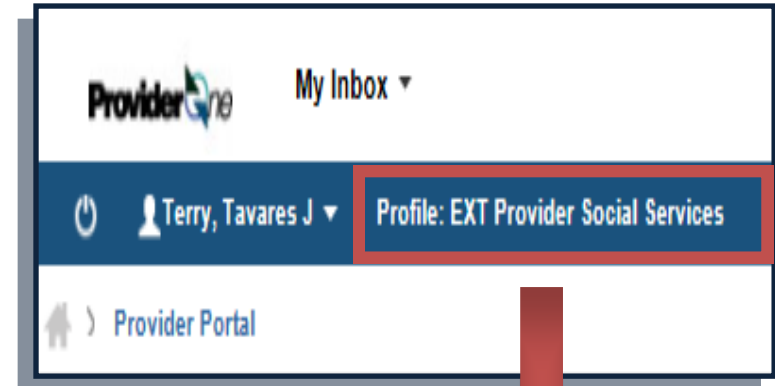
DONOT close Pop-up windows using the Windows Close control, use the ProviderOne buttons.



Social Services Medical providers will complete billing activities in the Online Service section **Claims**, located towards the top-left of the provider portal. (Fig. A)



All other Social Services Providers will complete billing activities in the section **Social Services Authorization and Billing**, located towards the bottom-left of the provider portal. (Fig. B)



Note:

Those using the EXT Provider Social Services profile will not see the **Claims** section listed under **Online Services**.

Directions on how to submit claims can be found on the ProviderOne for Social Services [webpage](#).

Fig. A

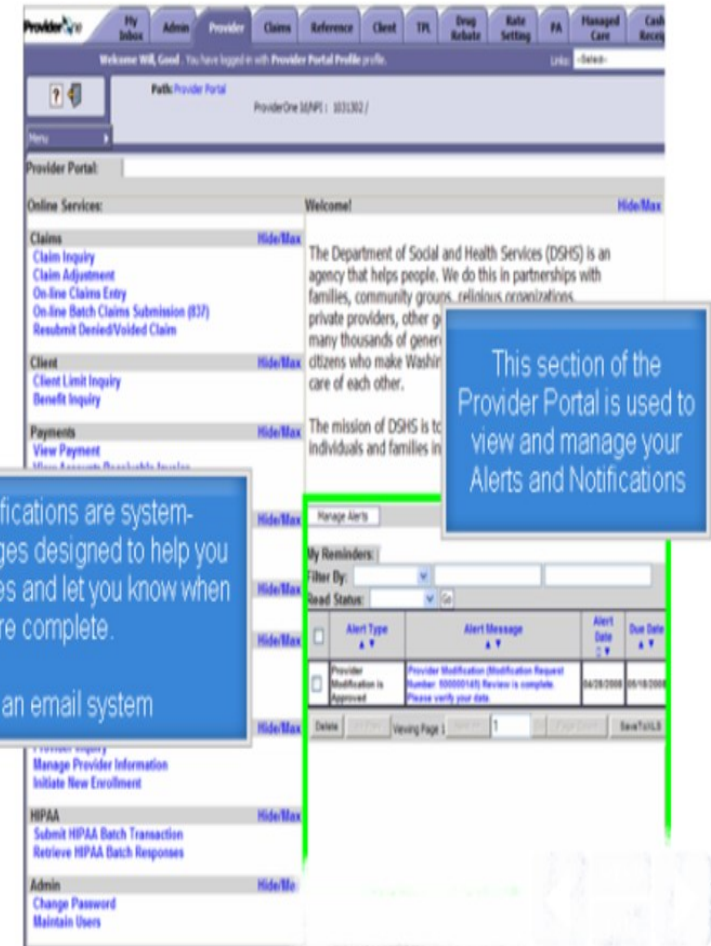
Fig. B

ProviderOne will send you alerts and reminders to help you complete processes and let you know when they are complete. Alerts and Reminders are displayed in the **Provider Portal** and are not “email.”

The **Alerts** section provides system generated notices such as upcoming ProviderOne outages or payment delays due to holidays. Alerts are automatically set up for you based on your profile (see Page 18).

The **Reminders** section provides reminders that you set up yourself (see Page 12).

Alerts and Reminders



Alerts and Notifications are system-generated messages designed to help you complete processes and let you know when they are complete.


This is not an email system

This section of the Provider Portal is used to view and manage your Alerts and Notifications

Alert Type	Alert Message	Alert Date	Due Date
<input type="checkbox"/>	Provider Notification (Notification Request Number: 00000141) Review is complete. Please verify your data.	04/18/2008	05/18/2008

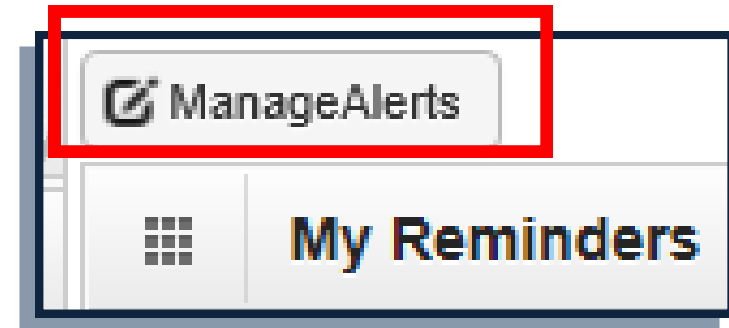
Based on your assigned profile, you are automatically signed up to receive alerts that may impact your business.

To **unsubscribe** from alerts:

- Click on **Manage Alerts**
- **Subscribe Alerts** pop-up appears
- Select desired **Available Alert** you want to unsubscribe from
- Click  to move the alert to **Unsubscribed Alerts**
- Click **OK**
- You are now unsubscribed from any alerts listed under the **Unsubscribed Alerts** section

Notes:

- *The list of alerts available to you may differ from what is shown on this screen.*
- *Additional information on updating your communication preferences can be found in the Managing Provider Data [billing guide](#).*



How to unsubscribe from certain alerts:

