

Washington State Health Care Authority

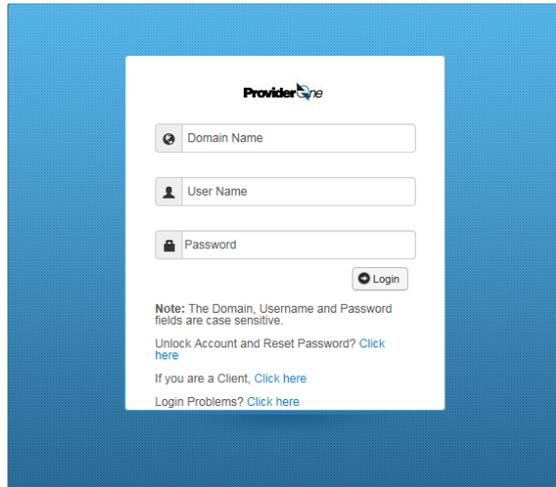


Creating Users and Adding profiles to user accounts

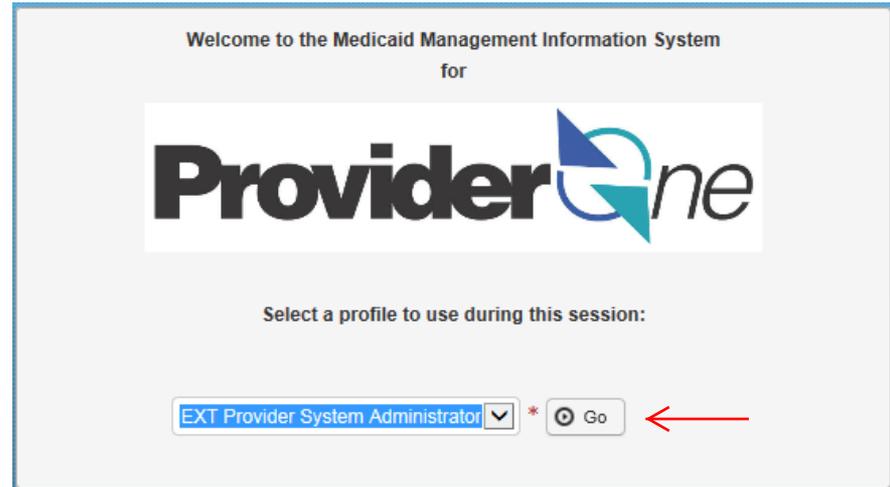
Revised 3/1/2016

ProviderOne Security

Log into ProviderOne, select the **EXT Provider System Administrator** profile and click **GO**.



The screenshot shows the ProviderOne login interface. It features a white login box on a blue background. The box contains the ProviderOne logo at the top, followed by three input fields: 'Domain Name', 'User Name', and 'Password'. A 'Login' button is positioned 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.' followed by two links: 'Unlock Account and Reset Password? Click here' and 'If you are a Client, Click here'. At the bottom of the box, there is a link: 'Login Problems? Click here'.



The screenshot shows the profile selection page. It has a light gray background with the text 'Welcome to the Medicaid Management Information System for' at the top. Below this is the large ProviderOne logo. Underneath the logo, it says 'Select a profile to use during this session:'. At the bottom, there is a dropdown menu with 'EXT Provider System Administrator' selected, a red asterisk, and a 'Go' button. A red arrow points to the 'Go' button.

Note: If you are the system administrator and do not have this profile assigned to your user account, please contact ProviderOne Security at provideronesecurity@hca.wa.gov.

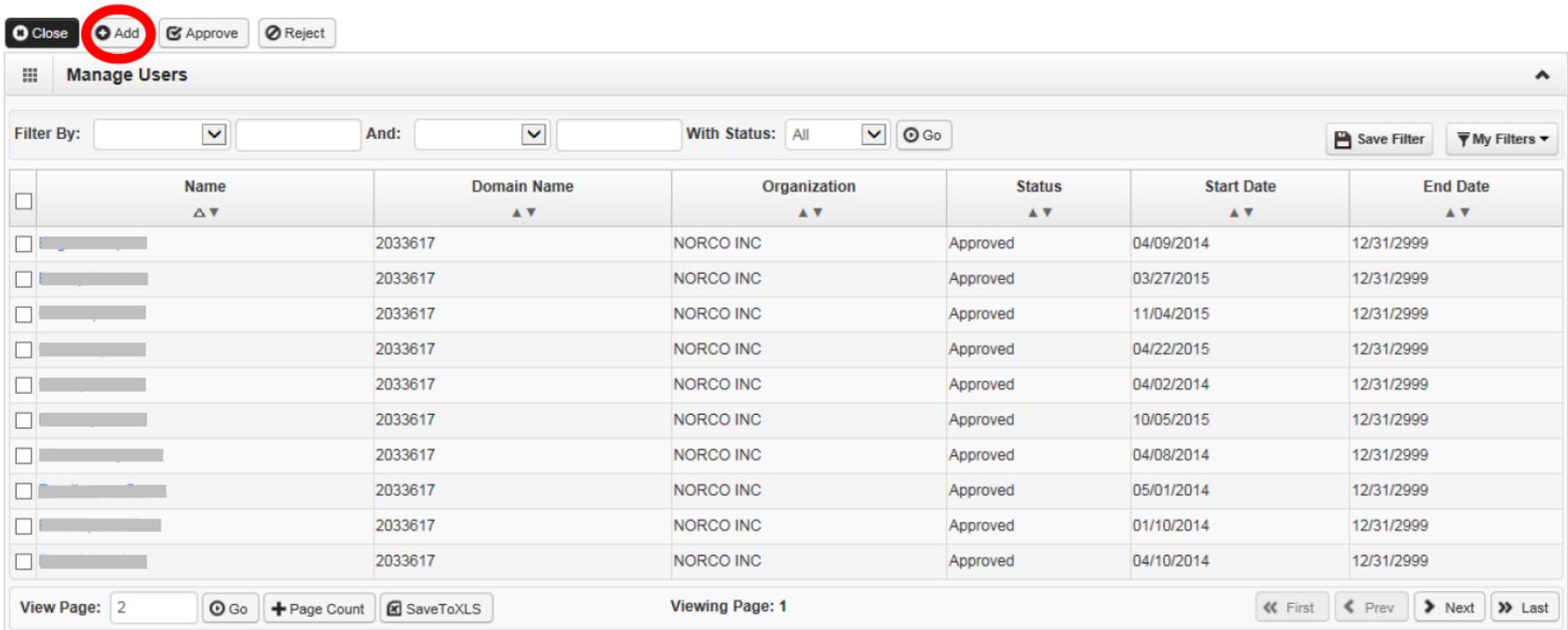
ProviderOne Security

To create a user account, scroll down until you see the category **Admin** then click **Maintain Users**.

The screenshot displays the ProviderOne System Administrator interface. The top navigation bar includes the user name 'Cathers, Aimee' and the profile 'EXT Provider System Administrator'. The main content area shows the 'Provider Portal' for 'NORCO INC'. On the left, a sidebar menu lists various services under categories like 'Claims', 'Client', 'Payments', 'Managed Care', 'Prior Authorization', 'Provider', 'HIPAA', and 'Admin'. The 'Admin' category is expanded, and 'Maintain Users' is highlighted with a red arrow. The main content area includes sections for 'My Reminders' (showing 'No Records Found!'), 'Your Recent Online Activities' (listing login and password change events), and a 'Calendar' widget for November 2015.

ProviderOne Security

The next window will display a list of the users with accounts on your domain. Click **Add**, to add a new user.



Close Add Approve Reject

Manage Users

Filter By: [] And: [] With Status: All [] Go Save Filter My Filters

<input type="checkbox"/>	Name ▲▼	Domain Name ▲▼	Organization ▲▼	Status ▲▼	Start Date ▲▼	End Date ▲▼
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	04/09/2014	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	03/27/2015	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	11/04/2015	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	04/22/2015	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	04/02/2014	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	10/05/2015	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	04/08/2014	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	05/01/2014	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	01/10/2014	12/31/2999
<input type="checkbox"/>	[REDACTED]	2033617	NORCO INC	Approved	04/10/2014	12/31/2999

View Page: 2 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

ProviderOne Security

The screenshot shows the 'Add User' form with the following fields and values:

- First Name: Tony *
- Middle Name: C *
- Last Name: Watkins *
- User Login ID: WatkiTC *
- Date of Birth: 01/23/1968 *
- Expiration Date: 12/31/2999 *
- Domain Name: 2033617
- Start Date: 12/31/2015 *
- Status: In Review
- Comments: (empty)

Buttons: Next, Cancel

Page ID: dlgAddNewUser(Admin) Environment: UAT(Beta) ID: app01_84 Server Time: 12/31/2015 01:35:51 PST

IMPORTANT NOTICE:

Each person that accesses ProviderOne ***must*** have their own user account. Generic or shared user accounts (i.e. Front Office, etc.) are not HIPAA compliant and not allowed.

Fields marked with a "*" are required fields.

First Name: first name of user

Middle Name: not required

Last Name: last name of user

User Login ID: this field will auto-populate, but the user login can be changed prior to account being approved, if desired

User Type: default is Batch User

Date of Birth: must be entered in MM/DD/CCYY format

EID: Employee ID must be different for each user. Do not use SSN or tax ID numbers

Start Date: Will auto-populate with today's date

Expiration Date: default is 12/31/2999, this date can be changed

Status: In Review

Comments: not required

ProviderOne Security

User Login ID: Displays the user login for the account you are creating

Domain: displays the domain number you are logged into

Password and Confirm Password: enter the same password in both fields. This temporary password is only used here, do not give to the user at this time. See the password slide later in this presentation. **Email:** enter the users individual email address, This is the email used to send the login information.

Phone Number: enter the users telephone number with no dashes.

Note: The remaining fields are not required.

Welcome to MMIS - Internet Explorer

Print Help

Add User:

Please enter the following information:

User Login ID: WatkiTC Domain: 2033617

→ Password: ***** * → Confirm Password: ***** *

→ Email: tony.watkins@emailaddress.com *

→ Phone Number: 3601234567 X *

Pager Number: []

Mobile Number: []

Address Line 1: [] Address Line 2: []

(Enter Street Address or PO Box Only)

Address Line 3: [] City/Town: []

State/Province: [] County: []

Country: [] Zip Code: [] - [] Address

Back Finish Cancel

Page ID: dlgAddNewUser2(Admin) Environment: UAT(Beta) ID: app01_84 Server Time: 12/31/2015 01:43:32 PST

100%

Click Finish. User set up is not complete. Continue to next page.

ProviderOne Security

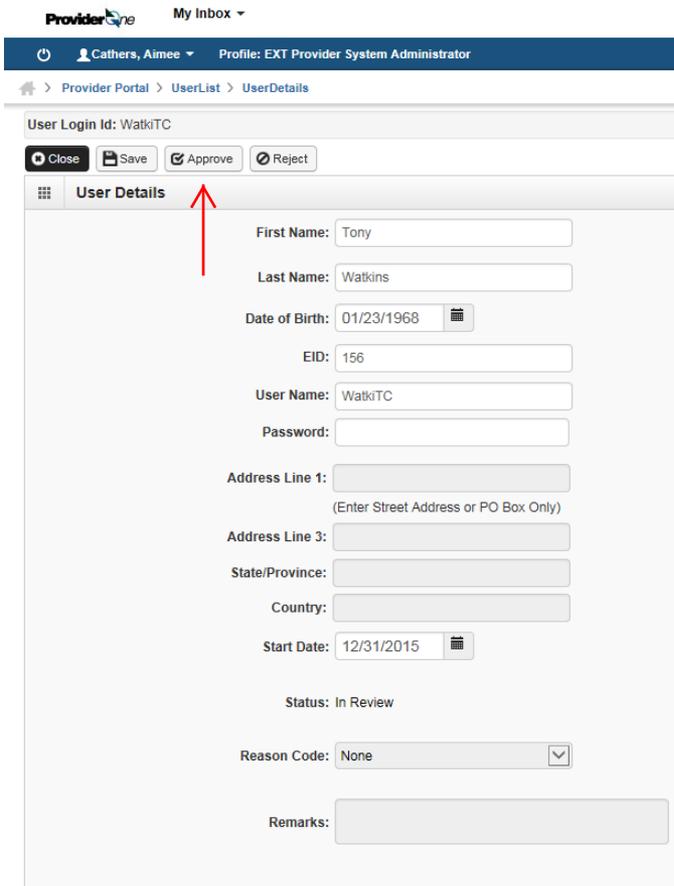
The new created user account is "in review" and must be approved. Click on the users name to display user details.

The screenshot shows the ProviderOne 'Manage Users' interface. At the top, there's a navigation bar with 'My Inbox' and a user profile 'Cathers, Aimee'. Below that, there are utility icons for Notepad, Reminder, External Links, Print, and Help. The main content area is titled 'Manage Users' and includes a filter section with 'Filter By', 'And', and 'With Status' dropdowns. A table of users is displayed with columns for Name, Domain Name, Organization, Status, Start Date, and End Date. The user 'Watkins, Tony C' is highlighted with a red arrow, and their status 'In Review' is circled in red. At the bottom, there are pagination controls showing 'Viewing Page: 5' and navigation buttons for First, Prev, Next, and Last.

Name	Domain Name	Organization	Status	Start Date	End Date
[Redacted]	2033617	NORCO INC	Approved	05/08/2015	12/31/2999
Watkins, Tony C	2033617	NORCO INC	In Review	12/31/2015	12/31/2999
[Redacted]	2033617	NORCO INC	Approved	04/09/2014	12/31/2999
[Redacted]	2033617	NORCO INC	In Review	11/06/2015	11/13/2015
[Redacted]	2033617	NORCO INC	Approved	11/06/2015	12/31/2999

ProviderOne Security

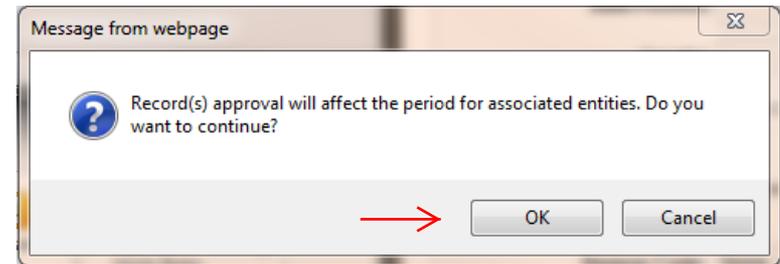
Approve the account by clicking on the Approve button.



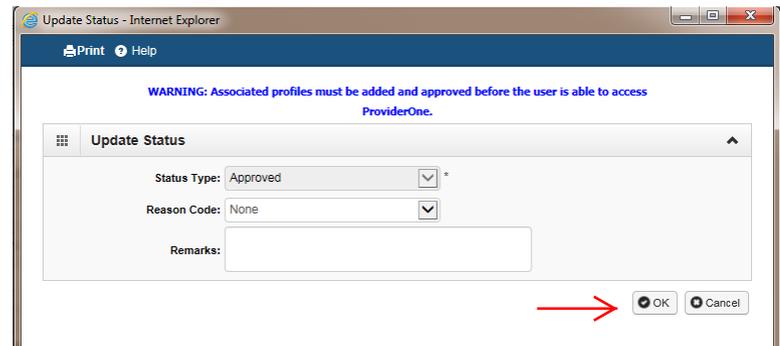
The screenshot shows the ProviderOne interface. At the top, there's a navigation bar with 'ProviderOne' and 'My Inbox'. Below that, a user profile bar shows 'Cathers, Aimee' and 'Profile: EXT Provider System Administrator'. The main content area has a breadcrumb trail: 'Provider Portal > UserList > UserDetails'. The 'User Login Id: WatkiTC' is displayed. Below this, there are buttons for 'Close', 'Save', 'Approve', and 'Reject'. The 'Approve' button is highlighted with a red arrow. The 'User Details' section contains the following fields:

- First Name: Tony
- Last Name: Watkins
- Date of Birth: 01/23/1968
- EID: 156
- User Name: WatkiTC
- Password: (empty)
- Address Line 1: (empty)
- (Enter Street Address or PO Box Only)
- Address Line 3: (empty)
- State/Province: (empty)
- Country: (empty)
- Start Date: 12/31/2015
- Status: In Review
- Reason Code: None
- Remarks: (empty)

Click OK when the box pops up.



If desired, select Reason Code and add Remark. Click OK.



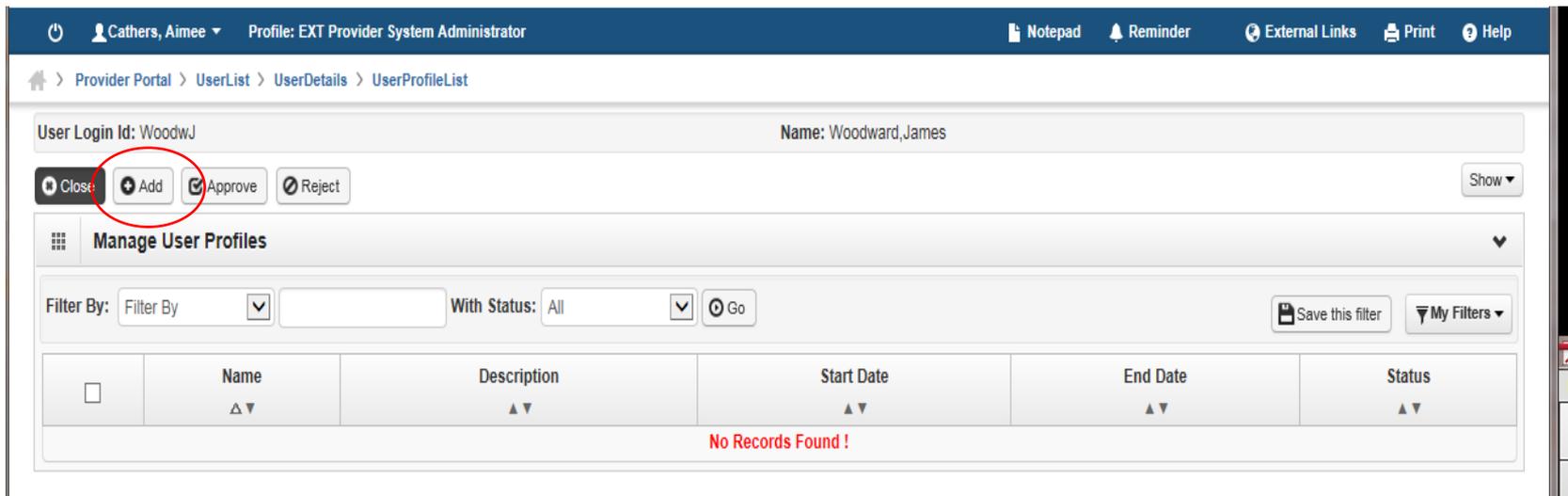
ProviderOne Security

The screenshot displays the 'User Details' page for a user named Tony C. Watkins. The page is organized into two main columns of input fields. The left column includes fields for First Name (Tony), Last Name (Watkins), Date of Birth (01/23/1968), EID (156), User Name (WatkiTC), Password, Address Line 1, Address Line 3, State/Province, Country, Start Date (12/31/2015), Status (Approved), Reason Code (None), and Remarks. The right column includes fields for Middle Name (C), Lock User (checkbox), Domain Name (2033617), User Type (Batch User), Confirm Password, Address Line 2, City/Town, County, Zip Code, and Expiration Date (12/31/2999). A red arrow points to a dropdown menu in the upper right corner labeled 'Associated Profiles Check List'.

- The new account is now in approved status.
- Security profiles must now be added to the users account.
- Click the dropdown in the upper right and select "Associated Profiles"

ProviderOne Security

The following window will display. Click **Add** in the upper left to display the list of available profiles.



The screenshot displays the ProviderOne Security interface. At the top, the user is identified as 'Cathers, Aimee' with the profile 'EXT Provider System Administrator'. The breadcrumb trail is 'Provider Portal > UserList > UserDetails > UserProfileList'. The main content area shows 'User Login Id: WoodwJ' and 'Name: Woodward, James'. Below this, there are four buttons: 'Close', 'Add', 'Approve', and 'Reject'. The 'Add' button is circled in red. To the right of these buttons is a 'Show' dropdown menu. Below the buttons is a section titled 'Manage User Profiles' with a dropdown arrow. Underneath, there is a filter section with 'Filter By' (a dropdown menu), a text input field, 'With Status: All' (a dropdown menu), and a 'Go' button. There are also 'Save this filter' and 'My Filters' options. Below the filter section is a table with columns: 'Name', 'Description', 'Start Date', 'End Date', and 'Status'. Each column has a small triangle icon indicating it can be sorted. The table is currently empty, and a red message 'No Records Found!' is displayed at the bottom of the table area.

ProviderOne Security

- Click the profile(s) you wish to assign to the users account (see the Profile Definition Sheet for description)
- Click >> to move the profiles to the Associated Profiles field
- Click **OK**

Welcome to MMIS - Internet Explorer

Print Help

Add New Profiles to User

User Name: Watkins, Tony C

Start Date: * 12/31/2015 End Date: * 12/31/2999

Available Profiles	Associated Profiles
EXT Provider Claims Submitter	EXT Provider Claims Payment Status Checker
EXT Provider Download Files	EXT Provider Eligibility Checker-Claims Submitter
EXT Provider Eligibility Checker	
EXT Provider File Maintenance	
EXT Provider File View Only	
EXT Provider Helpdesk Staff	
EXT Provider Managed Care Only	
EXT Provider Social Services Medical	
EXT Provider Super User	
EXT Provider System Administrator	

OK Cancel

ProviderOne Security

- The profiles are “in review” status and you need to approve them.
- Check the first check box (this will select all profiles) and click the approve button on the top left.

User Login Id: WatkiTC Name: Watkins, Tony C

Close Add **Approve** Reject Show

Manage User Profiles

Filter By: Filter By With Status: All Go Save this filter My Filters

<input type="checkbox"/>	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	12/31/2015	12/31/2999	In Review
<input type="checkbox"/>	EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check....	12/31/2015	12/31/2999	In Review

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

Click **OK** on the next window. (No remarks are required, this is for your use only.)

Update Status - Internet Explorer

Print Help

Update Status

Status Type: Approved

Reason Code: None

Remarks:

OK Cancel

ProviderOne Security

The profiles are now approved and the user will receive two system generated emails:

1. One with the domain and username and,
2. Another with their temporary password.

Note: If the user does not receive the emails, have them check the junk mail folder.

The screenshot shows the ProviderOne user management interface. At the top, there is a navigation bar with the ProviderOne logo, a user profile dropdown (Cathers, Aimee), and the current user's profile (EXT Provider System Administrator). Below this is a breadcrumb trail: Provider Portal > UserList > UserDetails > UserProfileList. The main content area displays the user profile for 'Watkins, Tony C' with a login ID of 'WatkiTC'. There are buttons for 'Close', 'Add', 'Approve', and 'Reject'. Below this is a 'Manage User Profiles' section with a filter dropdown set to 'Filter By' and a 'With Status' dropdown set to 'All'. A table lists two user profiles, both with a status of 'Approved', which is circled in red. The table has columns for Name, Description, Start Date, End Date, and Status. At the bottom, there are controls for 'View Page: 1', 'Page Count', 'SaveToXLS', and navigation buttons for 'First', 'Prev', 'Next', and 'Last'.

Name	Description	Start Date	End Date	Status
EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	12/31/2015	12/31/2999	Approved
EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check....	12/31/2015	12/31/2999	Approved

ProviderOne Security

- Click close to return to user details screen.

The screenshot shows the 'Manage User Profiles' screen in the ProviderOne Security application. The user profile for 'Watkins, Tony C' is displayed. The 'Close' button is circled in red. The table below shows the user profiles.

Name	Description	Start Date	End Date	Status
EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	12/31/2015	12/31/2099	Approved
EXT Provider Eligibility Checker-Claims Submitter	EXT Provider Eligibility Check...	12/31/2015	12/31/2099	Approved

- Click close to return to the manage user list screen.

The screenshot shows the 'User Details' screen for 'Watkins, Tony C'. The 'Close' button is circled in red. The user details are as follows:

First Name:	Tony	Middle Name:	C
Last Name:	Watkins	Lock User:	<input type="checkbox"/>
Date of Birth:	01/23/1968	Domain Name:	2033617
EID:	156	User Type:	Batch User
User Name:	WatkiTC	Confirm Password:	
Password:			

ProviderOne Security

- The new user has been successfully added to ProviderOne.
- Please advise the new user to log into ProviderOne as soon as possible, using the credentials they receive in the emails.
- The new user will be prompted to change their password.
- The new user is advised to set their security question and answer. The answer to the security question is case sensitive.

ProviderOne Security

Additional tips for the System Administrator.

Reset the password on the user details window.

The screenshot shows the 'User Details' window for user 'Watkins, Tony C'. The 'Lock User' checkbox is unchecked, indicated by a red arrow. The 'Password' and 'Confirm Password' fields are highlighted with a red oval. The 'Save' button is also circled in red. The user's status is 'Approved'.

1. Enter new temporary password.
2. Confirm password.
3. If Lock User box is checked, uncheck it.
4. Click save, the password change was successful if an error message is not displayed.
5. Give the user the temporary password. Once the password is entered by the user, they will be prompted to change it.

ProviderOne Security

ProviderOne Password Requirements

The password must:

- Be at least eight characters long
- Contain at least one letter
- Contain at least one number
- Contain at least one of the following special characters:
, . ! @ # \$ % ^ & * () _ + - < >
- The password will expire after 120 days
- The password cannot be the same as your five previous passwords

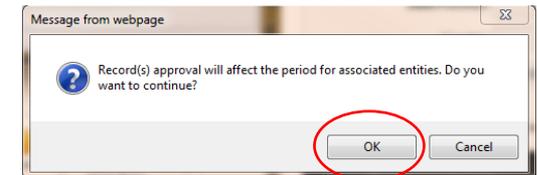
ProviderOne Security

If a user no longer needs access to ProviderOne you, as the system administrator, should expire the user account.

The screenshot shows the 'User Details' form for a user named Tony C. Watkins. The 'Expiration Date' field is set to 12/31/2015, with a red arrow pointing to it. The 'Approve' button is circled in red. Other fields include First Name (Tony), Last Name (Watkins), Date of Birth (01/23/1968), EID (156), User Name (WatkTC), Password, Confirm Password, Address Line 1-3, City/Town, County, Zip Code, and Start Date (12/31/2015).

This close-up shows the buttons at the top of the 'User Details' form: Close, Save, Approve, and Reject. The 'Approve' button is circled in red. Below the buttons, the form fields are visible: First Name: Tony, Last Name: Watkins, and Date of Birth: 01/23/1968.

- Enter today's date or future date in the Expiration Date field
- Click Save
- Click Approve
- Click OK on the popup window.



The expiration will be saved and the user will no longer have access after that date.

ProviderOne Security

If a user no longer needs a specific profile the system administrator can expire that profile.

- After clicking Maintain Users, click on user's name
- Select Associated Profiles under Show Dropdown
- Click on profile name
- At the User Profile Details screen enter an expiration date and click Save.

	Name
<input type="checkbox"/>	EXT Provider Claims Payment Status Checker ←
<input type="checkbox"/>	EXT Provider Eligibility Checker-Claims Submitter

Profile Id: 500000426 Name: EXT Provider Claims Payment Status Checker
User Login Id: WatkiTC Name: Watkins, Tony C

User Profile Details

User Name: Watkins, Tony C Profile Name: EXT Provider Claims Payment Status Checker

Status:

Start Date: * Expiration Date: *

- Click the Approve button. The profile will not be available after expiration date.

Profile Id: 500000426 Name: EXT Provider Claims Payment Status Checker
User Login Id: WatkiTC Name: Watkins, Tony C

User Profile Details

User Name: Watkins, Tony C Profile Name: EXT Provider Claims Payment Status Checker

Status:

Start Date: * Expiration Date: *

ProviderOne Security

Error Message	Definition	Solution
Warning: Invalid Login password. Try again.	The password entered was incorrect.	Enter the correct password or contact your administrator to reset the password.
Warning: Invalid Login UserID: allen. Try again.	The User ID (i.e. username, login ID) is incorrect.	Enter the correct user ID, the user ID is case sensitive.
Warning: Invalid Domain Name: 5555555. Try again.	The domain name (i.e. domain number) is incorrect.	Enter the correct Domain Name (i.e. domain number).
Warning: This EID already exists in this domain.	When adding a new user, the EID (Employee ID number) is the same as another users	The employee ID number must be unique, enter a different number for the employee ID to proceed.

ProviderOne Security

Error Message	Definition	Solution
Warning: No User Profiles assigned to the User. Please contact Administrator.	There are no security profiles assigned to the user account.	The system administrator will need to add user profiles to the account. The user cannot log in until the profiles are added.
Unable to complete request. Error Message: Unable to perform the specified SQL query. Error Code: i03_9081: null	This error normally occurs when a claim is being submitted.	In Internet Explorer, go to tools, popup blockers and turn off the popup blockers.
Warning: User Id is locked in the system. Please contact the Administrator.	The user account is locked.	The only way to correct this error is to contact the system administrator to unlock the user account.
Warning: Password Recovery answer does not match with the one in the system. Please try again.	The answer to your secret question is incorrect.	Enter the correct answer or contact the system administrator to reset the password.

ProviderOne Security

Contact Us

ProviderOne Security Email: provideronesecurity@hca.wa.gov **ProviderOne**

Security Phone: 1.800.562.3022 ext. 19963

ProviderOne Security is only able to assist with login credentials.
For questions or other issues, please contact the following:

Phone: 800-562-3022

Phone hours are Monday - Friday 7:30 - 4:30

Webform: [Send a message: https://fortress.wa.gov/hca/p1contactus/](https://fortress.wa.gov/hca/p1contactus/)

Training: [find learning resources: http://www.hca.wa.gov/medicaid/provider/Pages/training.aspx](http://www.hca.wa.gov/medicaid/provider/Pages/training.aspx)