Washington State Health Care Authority

Submit Nursing Home Institutional Claims Using Templates

Provider Relations Unit
March 2019

Washington State Health Care Authority

Topics

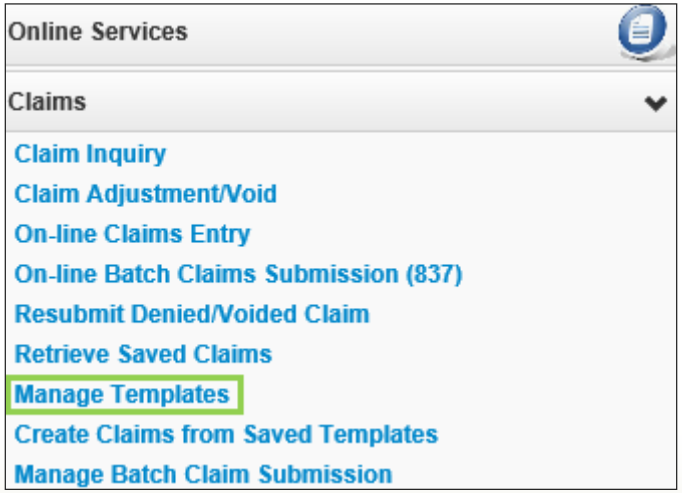
- Create institutional claim templates
- Build a batch of claims from templates
- Submit a batch of template claims
- Submit individual claims from templates

Note: As of March 1, 2019, NH providers are required to submit primary health insurance payment and denial information on NH claims using the Other Payer fields on the institutional direct data entry claim screen. Please refer to the Direct Data Entry of an Institutional claim webinar, starting on slide 36, for instructions on completing these fields.

Washington State Health Care Authority

Creating a claim template

- Log into the ProviderOne Portal
  - www.waproviderone.org
  - Use EXT Provider Claims Submitter, EXT Provider Super User, or EXT Eligibility Checker/Claims Submitter
- Select **Manage Templates**



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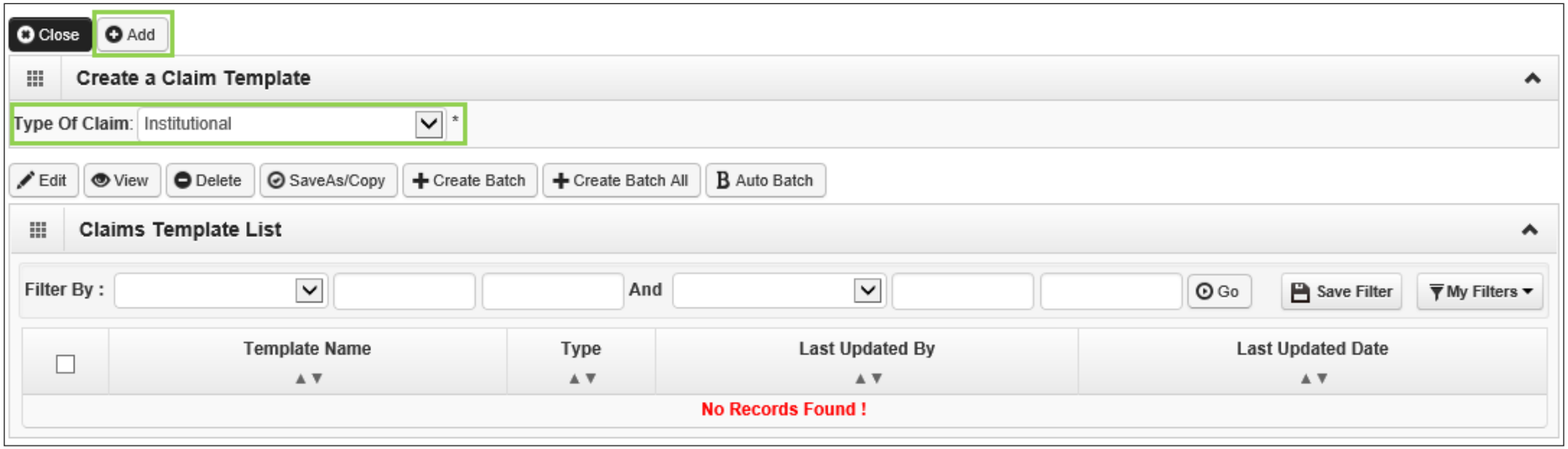
Creating a claim template

- On the Create a Claim Template screen, choose **Institutional** from the **Type of Claim** dropdown and click the **Add** button.



Creating a claim template

- Complete the minimum required information and questions:

* Template Name:

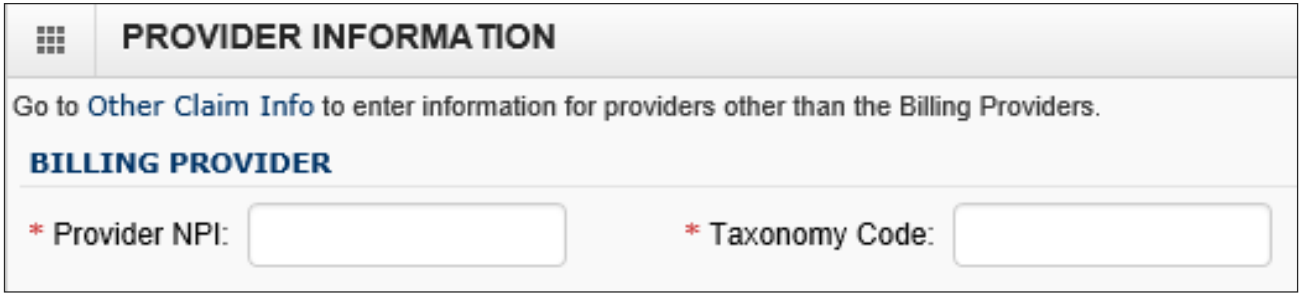
* Is this a Medicare Crossover Claim? ◯Yes ◯No

Note: To save the template only the minimum required information needs to be filled out. This presentation will show many of the fields that should be completed.

Creating a claim template

- Enter a **Template Name**:

- Enter the billing **Provider NPI** and **Taxonomy Code**:



Creating a claim template

- Enter the **Client ID** including the WA:

- Click on the red (**+**) expander to open up the **Additional Subscriber/Client information** section.

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Creating a claim template

- Click on the red (**+**) expander to open up the **Additional Subscriber/Client Information** section:

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT

* Client ID:

Additional Subscriber/Client Information

* Org/Last Name: First Name:

mm dd ccyy

* Date of Birth: * Gender:

- Enter at a minimum the **Org/Last Name**, **Date of Birth**, and **Gender**.

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Creating a claim template

- Enter basic **Claim Data**. The next slides will go over each area separately:

CLAIM INFORMATION

Go to Other Claim Info to enter additional claim information not displayed on this page.

CLAIM DATA

Patient Account No.:

Medical Record Number:

* Type Of Facility:

* Bill Classification:

* Statement Dates: From: mm dd ccyy To: mm dd ccyy

Admission Date/Hour: mm dd ccyy - hh : mm

Priority(Type) Admission/Visit:

Point Of Origin Admission/Visit:

Discharge Hour: hh : mm

* Discharge Status:

* Total Claim Charge: $

Patient Est. Amount Due: $

DRG Code:

Creating a claim template

- If your facility uses either **Patient Account Numbers** or **Medical Record Numbers**, enter them in the appropriate boxes:

CLAIM DATA

Patient Account No.:

Medical Record Number:

Creating a claim template

- Choose the **Type of Facility** from the dropdown menu. Nursing homes should choose **2-Skilled Nursing**:

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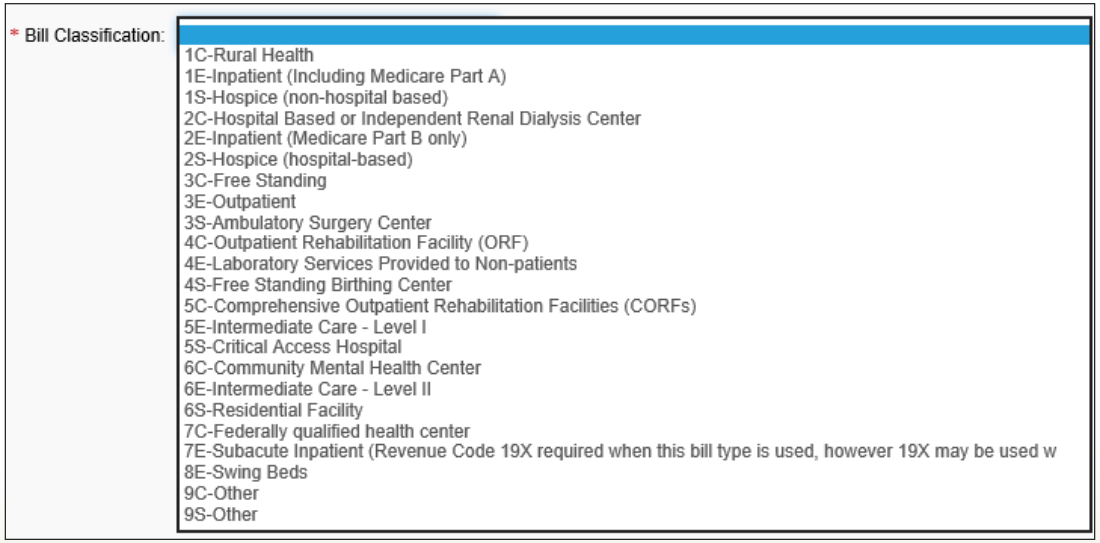
Creating a claim template

- Choose the **Bill Classification** from the dropdown menu
  - Nursing homes using the DDE feature will choose 1E from the list. This type of bill will be converted in ProviderOne to a 211.



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Creating a claim template

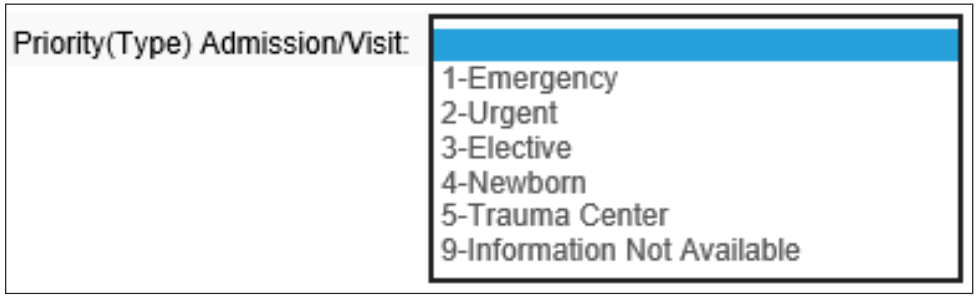
- Do not include the **Statement Dates** (dates of service) on the template as these will be entered when the claim is submitted.
- Add in the **Admission Date/Hour**:

	mm	dd	ccyy		mm	dd	ccyy
* Statement Dates: From:				To:			

	mm	dd	ccyy		hh		mm
Admission Date/Hour:				-		:	

Creating a claim template

- Select the appropriate **Priority (Type) Admission/Visit** from the dropdown option:



Note: Do not select option **9-Information Not Available**.

Creating a claim template

- Select the appropriate **Point of Origin Admission/Visit** from the dropdown option:

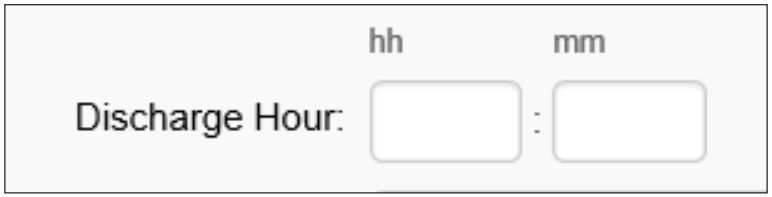
Point Of Origin Admission/Visit:

Point Of Origin Admission/Visit:

1-Non-Health Care Facility Point
2-Clinic or Physician's Office
3-HMO Referral
4-Transfer from a Hospital (Diff
5-Transfer from a Skilled Nursin
6-Transfer from Another Health C
7-Emergency Room
8-Court/Law Enforcement
9-Information Not Available
A-Transfer From a Critical Acces
B-Transfer From Another Home Hea
C-Readmission to Same Home Healt
D-Transfer from One Distinct Uni
E-Transfer from Ambulatory Surge
F-Transfer from Hospice Facility

Creating a claim template

- If you are going to enter a discharge status other than **30-Still Patient** (next slide), a discharge hour is required.



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Creating a claim template

- Select the appropriate **Discharge Status** from the dropdown option:

* Discharge Status:

* Discharge Status:

#-Invalid Value
01-Discharged to home or self car
02-Discharged/transferred to a sh
03-Discharged/transferred to Skil
04-Discharged/transferred to an i
05-Discharged/transferred to a De
06-Discharged/transferred to home
07-Left against medical advice or
08-Discharged/transferred to home
09-Admitted as an inpatient to th
0R-LEGACY
1-Discharged to home or self car
10-Reserved
11-Reserved
12-Reserved
13-Reserved
14-Reserved
15-Reserved
16-Reserved
17-Reserved
18-Reserved
19-Reserved
2-Discharged/transferred to a sh
20-Expired
21-Discharged/transferred to Cour
22-Reserved
23-Reserved
24-Reserved
25-Reserved
26-Reserved
27-Reserved
28-Reserved
29-Reserved
3-Discharged/transferred to Skil
30-Still Patient
31-Reserved
32-Reserved
33-Reserved
34-Reserved
35-Reserved
36-Reserved
37-Reserved
38-Reserved
39-Reserved
4-Discharged/transferred to an i
40-Expired at home
41-Expired in a medical facility
42-Expired - place unknown
43-Discharged/transferred to a fe
44-Reserved
45-Reserved
46-Reserved
47-Reserved
48-Reserved
49-Reserved
5-Discharged/transferred to a De
50-Hospice - home
51-Hospice - medical facility
52-Reserved
53-Reserved
54-Reserved
55-Reserved
56-Reserved
57-Reserved
58-Reserved
59-Reserved
6-Discharged/transferred to home
60-Reserved
61-Discharged/transferred to hosp
62-Discharged/transferred to an i
63-Discharged/transferred to a Me
64-Discharged/transferred to a nu
65-Discharged/transferred to a ps
66-Discharged/transferred to a Cr
67-Reserved
68-Reserved
69-Reserved
7-Left against medical advice or
70-Discharged/transferred to anot
71-Discharged/transferred/referre
72-Discharged/transferred/referre
73-Reserved
74-Reserved
75-Reserved
76-Reserved
77-Reserved
78-Reserved
79-Reserved
8-Discharged/transferred to home
80-Reserved
80-Reserved
81-Discharged to Home or Self Care with a Planned Acu
82-Discharged/transferred to a Short Term General Hos
83-Discharged/transferred to a Skilled Nursing Facili
84-Discharged/transferred to a Facility that provides
85-Discharged/transferred to a Designated Cancer Cent
86-Discharged/transferred to Home Under Care of Organ
87-Discharged/transferred to Court/Law Enforcement wi
88-Discharged/transferred to a Federal Health Care Fa
89-Discharged/transferred to a Hospital-based Medicar
9-Admitted as an inpatient to th
90-Discharged/transferred to an Inpatient Rehabilitat
91-Discharged/transferred to a Medicare Certified Lon
92-Discharged/transferred to a Nursing Facility Certi
93-Discharged/transferred to a Psychiatric Hospital o
94-Discharged/transferred to a Critical Access Hospit
95-Discharged/transferred to Another Type of Health C
96-Reserved
97-Reserved
98-Reserved
99-Reserved
DA-discharged/ transferred self c
DB-discharged/ transferred to sho
DC-discharged/ transferred to ski
DD-Discharged/ transferred to int
DE-Discharged/ transferred to ano
DF-Home of Another
DH-discharged/ transferred to boa
EX-expired
LA-left against medical advice
SP-still a patient
SR-Still Resident

Creating a claim template

- Enter the appropriate **Total Claim Charge**:

- Answer the question **Is this a Medicare Crossover Claim?**

Creating a claim template

- Click on the red (+) expander to open up the **Value Information** section.

- Enter **Value Code 24** and enter the appropriate class code in the **Value Amount** field.

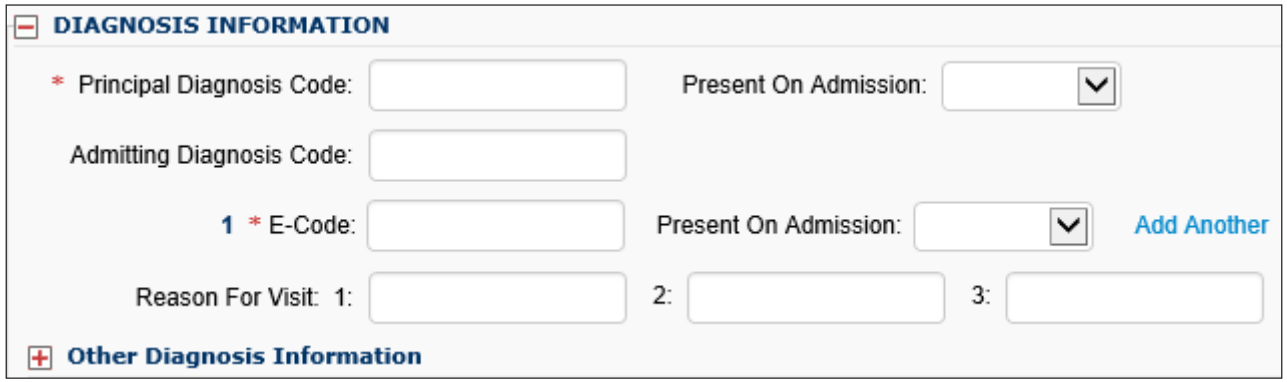
Creating a claim template

- Click on the **Add Another** blue link to add another **Value Code** and **Value Amount**:

- Enter **Value Code 31** and enter the **patient participation** in the **Value Amount** field (even if it is $0.00):

Creating a claim template

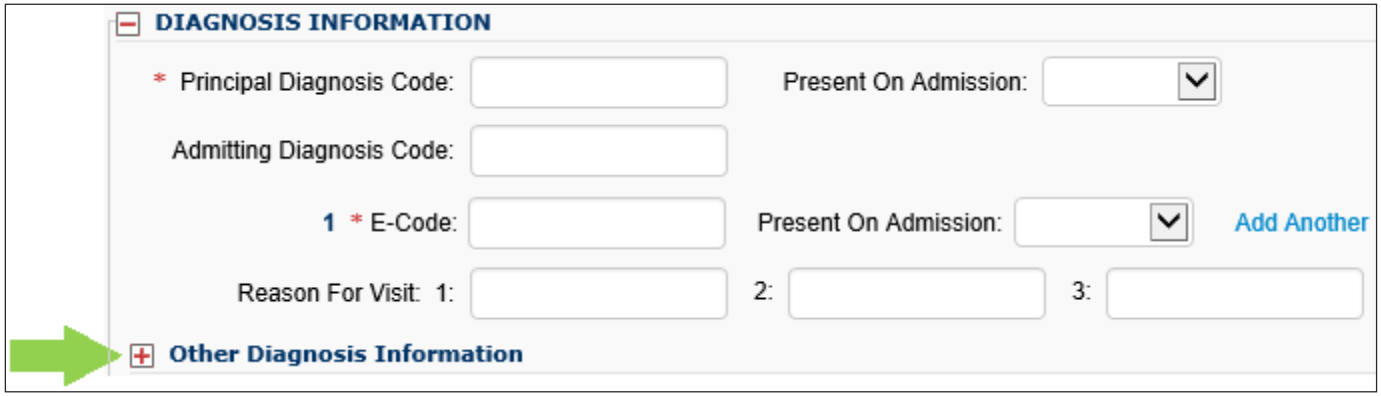
- Click on the red (+) expander to open up the **Diagnosis Information** section:



- Enter the **Principal Diagnosis Code** and **Admitting Diagnosis Code**.

Creating a claim template

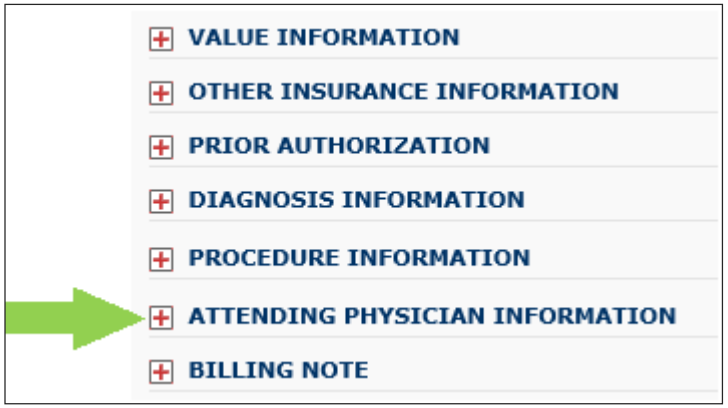
- Click on the red (+) expander to open up the **Other Diagnosis Information** section.



- Enter the **Other Diagnosis** as necessary.

Creating a claim template

- Next, expand the **Attending Physician Information** section.



- Enter the NPI for the attending physician – the taxonomy code is not required.

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Creating a claim template

- Enter the **Service Line Item Information**. The next slides will go over each area separately.

SERVICE LINE ITEM INFORMATION

Click on the Other Svc Info link associated with each added Service Line Item to enter line item information other than that displayed on this page.

Service Line Items

* Revenue Code:

Procedure Code:

Modifiers: 1: 2: 3: 4:

Service Date/First Date of Service: mm dd ccyy

Last Date of Service: mm dd ccyy

* Service Units:

* Total Line Charges: $

Non-covered Line Charges: $

Line Item Control Number:

Medicare Crossover Items

National Drug Code:

Drug Identification

Additional Service Line Information

Add Service Line Item | Update Service Line Item

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Creating a claim template

- Enter the **Revenue Code** of 0190:

* Revenue Code:

- Enter the **Service Units**:

* Service Units:

- Enter the **Total Line Charges**:

* Total Line Charges: $

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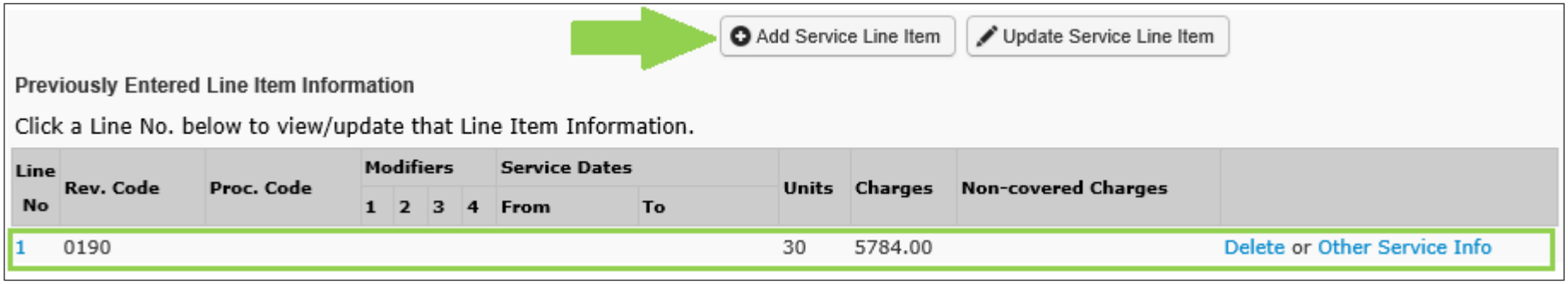
Creating a claim template

- After entering the service line data, click on the **Add Service Line Item** button to add the data to the template:



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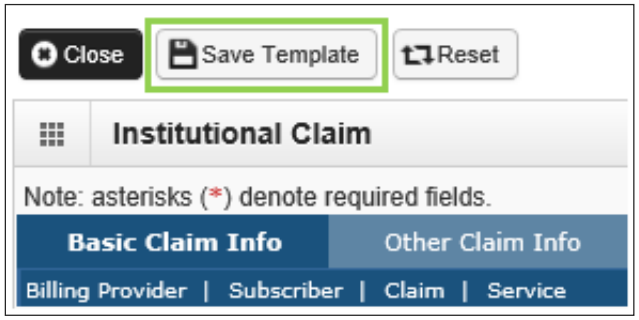
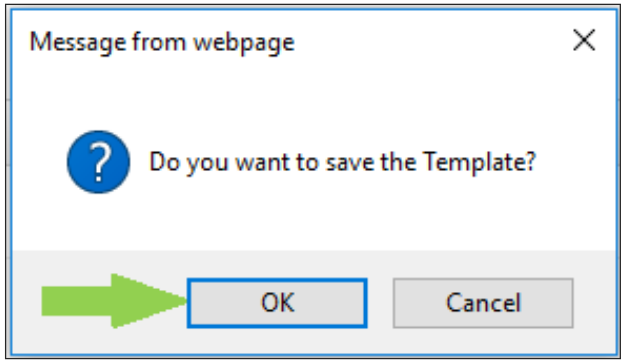
Creating a claim template

- The template is complete and ready to save - click on the **Save Template** button.



Creating a claim template

- ProviderOne will display the following dialogue box asking if the template should be saved. Click the **OK** button.



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Creating a claim template

- The first created template is now listed:

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/29/2018

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

Washington State Health Care Authority

Creating a claim template

- Add as many templates as you need by using the previous instructions or select a saved template to copy and edit.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

	Template Name	Type	Last Updated By	Last Updated Date
☑	NURSING HOME 1	Institutional	PRU	05/29/2018

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

- To copy a template select the template and click on the **Save As/Copy** button.

Creating a claim template

- ProviderOne will display the new template form and clears the template name. All other template data is retained.
- Enter the new **Template Name**:

Close | Save Template | Reset

Institutional Claim

Note: asterisks (*) denote required fields. Billing Instructions

Basic Claim Info | Other Claim Info

Billing Provider | Subscriber | Claim | Service

Submitter ID: 200320900

* Template Name:

PROVIDER INFORMATION

Go to Other Claim Info to enter information for providers other than the Billing Providers.

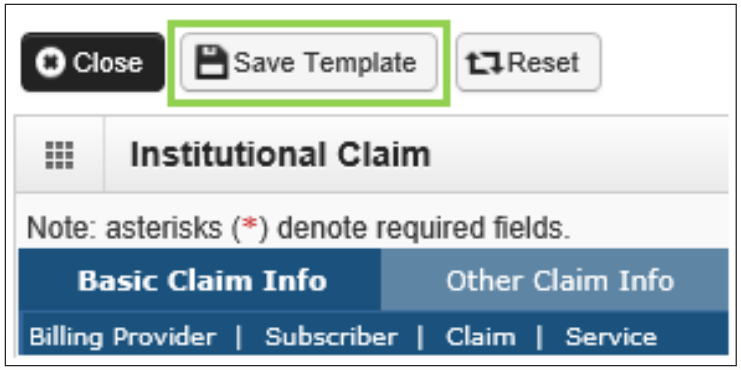
BILLING PROVIDER

* Provider NPI: 1801231717 * Taxonomy Code: 207Q00000X

Top

Creating a claim template

- Update template to reflect any changes such as:
  - Client ID, name, date of birth, gender
  - Admit date and other admission data
  - Patient responsibility amount
  - Diagnosis code
- Click on the **Save Template** button.



Washington State Health Care Authority

Creating a claim template

- Additional templates are now listed:

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/29/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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

Creating a claim template

- Other functions of the claim template option include:
  - **Edit**
  - **View**
  - **Delete**
  - **Create Batch**
  - **Create Batch All**
  - **Auto Batch**

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Edit a claim template

- Select a template off the list to edit.
- Click on the **Edit** button to bring up the template.
- Edit as needed and save the template.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

	Template Name	Type	Last Updated By	Last Updated Date
☑	NURSING HOME 1	Institutional	PRU	05/29/2018
☐	NURSING HOME 3	Institutional	PRU	05/29/2018
☐	NURSING HOME 2	Institutional	PRU	05/29/2018

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

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View a claim template

- Select a template off the list to view.
- Click on the **View** button to bring the template up.
- The view option only allows you to see template data. You are unable to update or correct using this

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

	Template Name	Type	Last Updated By	Last Updated Date
☑	NURSING HOME 1	Institutional	PRU	05/29/2018
☐	NURSING HOME 3	Institutional	PRU	05/29/2018
☐	NURSING HOME 2	Institutional	PRU	05/29/2018

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

Washington State Health Care Authority

Delete a claim template

- Select a template off the list to view.
- Click on the **Delete** button.
- Clicking the **OK** button will remove the template from ProviderOne.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : | Go | Save Filter | My Filters

Message from webpage

Are you sure, Do you want to delete the selected Templates.

OK | Cancel

Template Name			Last Updated Date
NURSING HOME 1			05/29/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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

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Create a batch of template claims

- ProviderOne allows three options for batch claim submission:
  - **Create Batch**
  - **Create Batch All**
  - **Auto Batch**

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/29/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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

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Create a batch of template claims

- If the entire list of templates will not be submitted together, select the ones that should be sent.
- Click on the **Create Batch** button.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

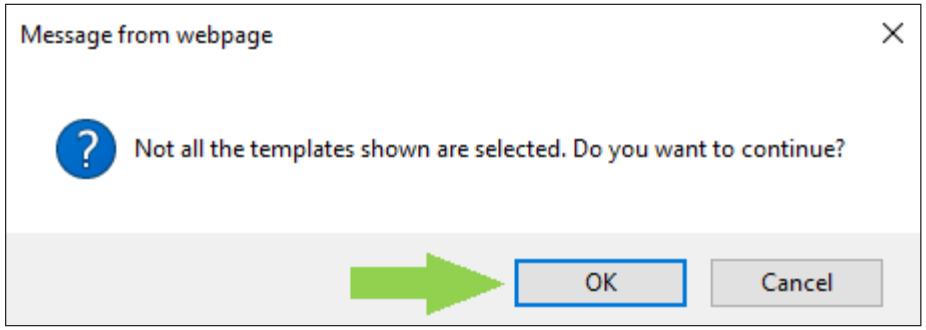
Save Filter | My Filters

	Template Name	Type	Last Updated By	Last Updated Date
☑	NURSING HOME 1	Institutional	PRU	05/29/2018
☐	NURSING HOME 3	Institutional	PRU	05/29/2018
☑	NURSING HOME 2	Institutional	PRU	05/29/2018

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

Create a batch of template claims

- If all claims are not selected, ProviderOne will display the following message. Click on **OK** to continue or **Cancel** to go back.



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Create a batch of template claims

- ProviderOne now displays the **Batch Claim Attributes** screen.
- Enter the **From** and **To Date of Service**:

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Create a batch of template claims

- Click on the **Build Batch** button.

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Create a batch of template claims

- ProviderOne builds the batch and assigns a batch number.
- Each template uses the date of service and adjusts the monetary amounts based on the date span.

Print Help

Batch Number is 1280773560567. Total claim templates selected = 2.

Batch Claim Attributes:

Claim Type: Institutional

From Date of Service: 01/01/2018

To Date of Service: 01/31/2018

Build Batch Cancel

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Create a batch of template claims

- If the entire list of templates will be submitted together, you do not need to checkmark any templates.
- Click on the **Create Batch All** button.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

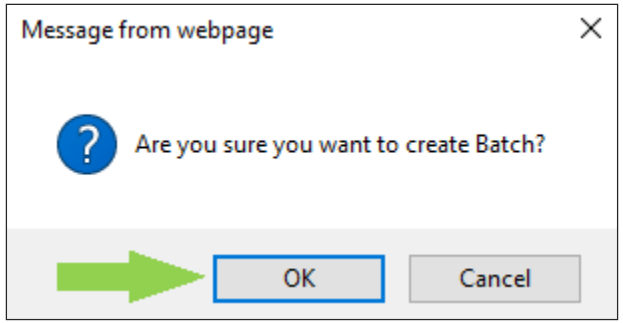
Save Filter | My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/29/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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

Create a batch of template claims

- The following dialogue box will appear. If you are sure you want to create a batch, click on the **OK** button.



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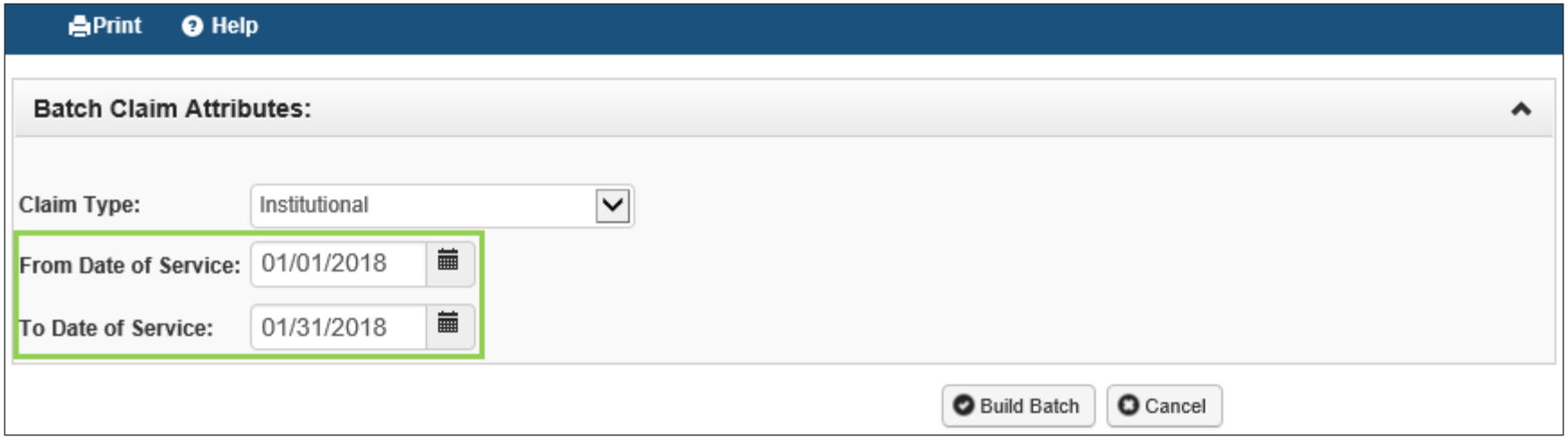
Create a batch of template claims

- ProviderOne now displays the **Batch Claim Attributes** screen.
- Enter the **From** and **To Date of Service**.



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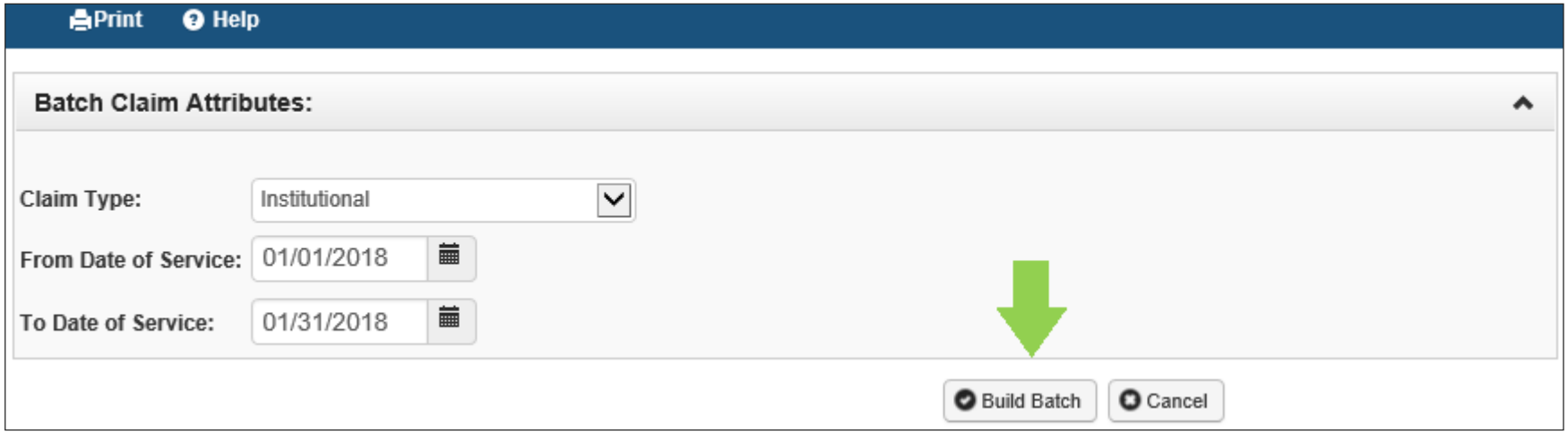
Create a batch of template claims

- Click on the **Build Batch** button.



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Create a batch of template claims

- ProviderOne builds the batch and assigns a batch number.
- Each template uses the date of service and adjusts the monetary amounts based on the date span.

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Create a batch of template claims

- ProviderOne will allow templates to be auto batched. Click on the **Auto Batch** button and all templates that have an **admit** date listed on them within the **from** and **to** dates of service will be included in the auto batch.

Close | Add

Create a Claim Template

Type Of Claim: Institutional *

Edit | View | Delete | SaveAs/Copy | Create Batch | Create Batch All | Auto Batch

Claims Template List

Filter By : And Go

Save Filter | My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/29/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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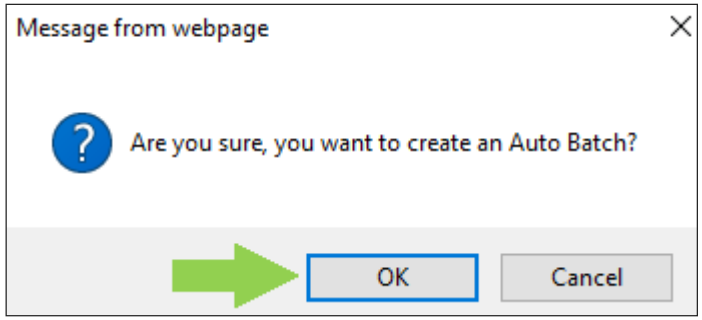
Create a batch of template claims

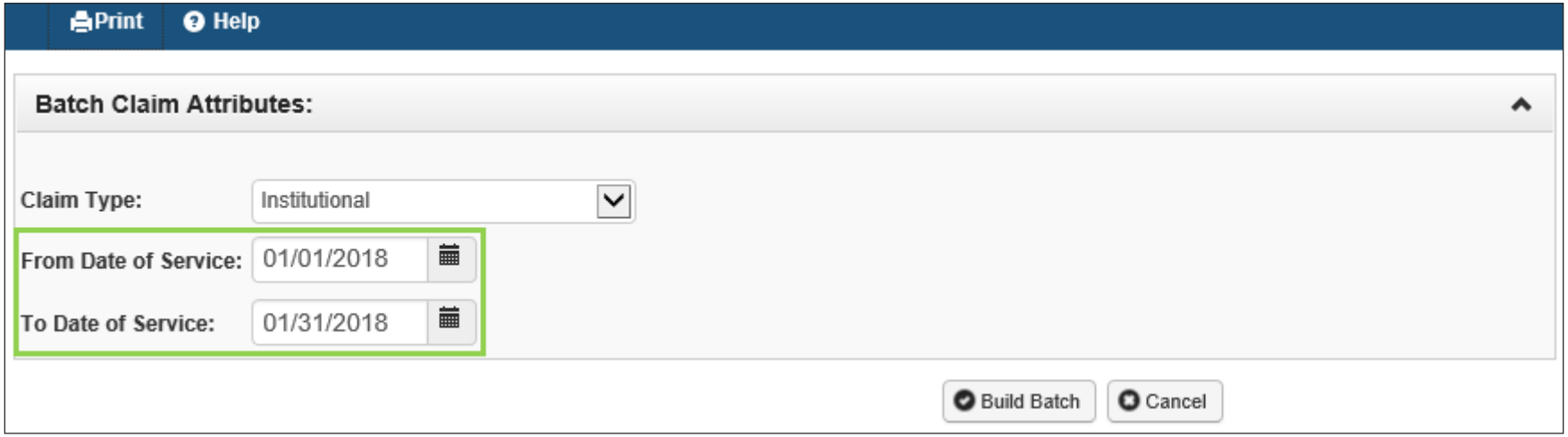
- The following dialogue box will appear. If you are sure you want to create an auto batch click on the **OK** button.



Washington State Health Care Authority

Create a batch of template claims

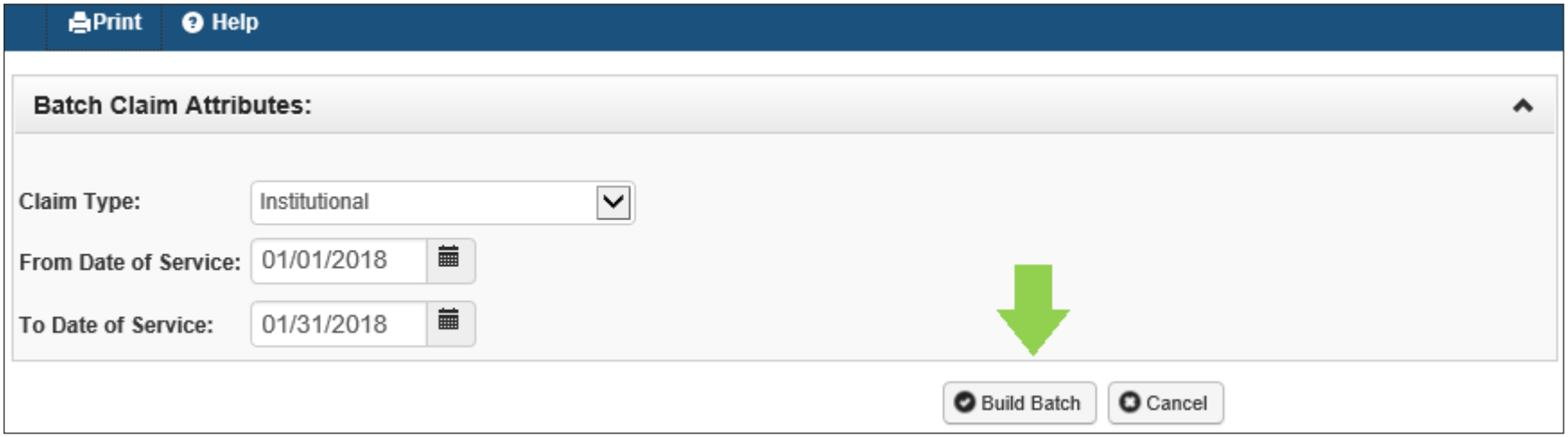
- ProviderOne now displays the **Batch Claim Attributes** screen.
- Enter the **From** and **To Date of Service**.



Washington State Health Care Authority

Create a batch of template claims

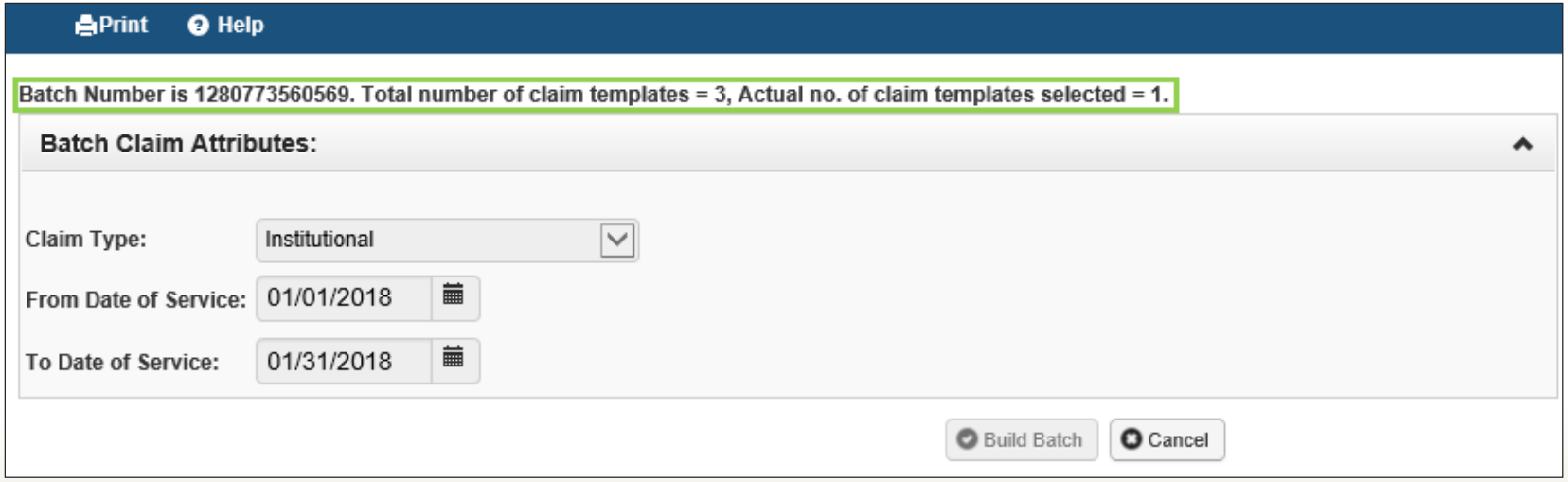
- Click on the **Build Batch** button.



Washington State Health Care Authority

Create a batch of template claims

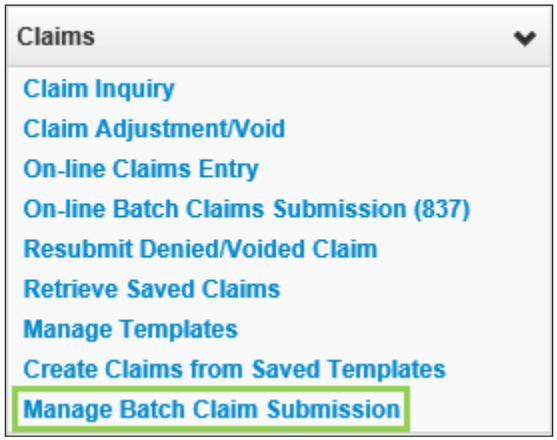
- ProviderOne builds the batch and assigns a batch number.
- ProviderOne shows how many templates are included in the auto batch.
- Each template uses the date of service and adjusts the monetary amounts based on the date span.



Washington State Health Care Authority

Manage batch claim submission

- Log into the ProviderOne Portal
  - www.waproviderone.org
  - Use EXT Provider Claims Submitter, EXT Provider Super User, or EXT Eligibility Checker/Claims Submitter
- Select **Manage Batch Claim Submission**.



Manage batch claim submission

- The Manage Batch Claim Submission Status List screen has action buttons and column headings including:
  - **View Claims button**
  - **Revalidate** button
  - **Delete** batches button
  - **Batch Number** column heading
  - Batch **Type** column heading
  - Batch **Created By** and **Batch Creation Date** column headings
  - Batch **Status** column heading

Washington State Health Care Authority

Manage batch claim submission

- The **View Claims** button allows you to look at the template but not make changes.
- **Revalidate** allows to you validate again the information listed on the template is complete.
- **Delete** allows you to remove a template from the batch.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	1	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$974.58	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- **Batch Number** is the assigned number for the submission in ProviderOne.
- **Type** is the claim format being submitted.
- **Created By** is the person that created the batch within ProviderOne.
- **Batch Creation Date** is when the batch of claims was entered.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- **Status** gives the user information on the batch validation process.
  - A description of each type of status will be shown on the next slides.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Status of **Waiting**:
  - The batch of claims has been submitted and is waiting to be validated by ProviderOne.
  - ProviderOne will move the batch of templates to the process queue on the next system cycle.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Status of **In Process**:
  - The batch of claims has been submitted.
  - ProviderOne is picking up the templates to validate.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Status of **Failed in Validation**:
  - The batch of claims has been submitted.
  - One or more of the templates did not pass validation because of an error.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Status of **Passed Validation**:
  - The batch of claims has been submitted.
  - All of the templates in the batch passed validation.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Status of **Scheduled for Claims Loading**:
  - The batch of claims has been submitted.
  - Batch is no longer templates but are now claims:
    - Basic claim data is now displayed (**Total Billed Amount** and **Claim Count**).
  - ProviderOne generates the claim TCN number.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- **From DOS** and **To DOS** is the date span listed for all claims within the batch.
- **Total Billed Amount** gives a total of all the claims within the batch.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- **Claim Count** shows how many claims are included in the batch.
- **Submitted Claim Count** shows how many claims from the batch have been submitted.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed In Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7,150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- To submit a batch of templates all claims must have passed validation:
  - Check mark the **Batch Number** you want to submit.
  - Click on the **View Claims** button at the top of the screen to bring up the list of templates included in this batch.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed in Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/01/2018	$7150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- There are two ways to include templates you want to submit:
  1) Check mark only specific templates to submit and click on the **Submit Batch** button; or
  2) Click on the **Submit All** button to submit all the listed templates.

Close | Submit Batch | Submit All | Delete

Claims created from Batch List

Filter By : And Go

Save Filter | My Filters

Link	System Generated Claim ID	Template Name	Client ID	Patient Responsibility	From Date Of Service	To Date Of Service	Client Class Code	Client Last Name
	201715300253713000	Nursing Home Example 4	999999998WA		01/01/2018	01/31/2018	$25.00	DOE
	201715300253717000	Nursing Home Example 5	999999998WA		01/01/2018	01/31/2018	$25.00	DOE
	201715300253718000	Nursing Home Example 6	999999998WA		01/01/2018	01/31/2018	$25.00	DOE

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Washington State Health Care Authority

Manage batch claim submission

- The batch of claims is now loaded into ProviderOne.
- The claims have been assigned TCN numbers.
- This batch will auto purge from the list when claims are loaded.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed in Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/31/2018	$7150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- Fixing batches that are in the **Failed in Validation** status.
- Click on the **Batch Number** to view the templates.

Close | View Claims | Revalidate | Delete

Batch Claim Submission Status List

Filter By : And Go Save Filter My Filters

Batch Number	Type	Created By	Batch Creation Date	Status	From DOS	To DOS	Total Billed Amount	Claim Count	Submitted Claim Count
1280773560569	Institutional	PRU	05/30/2018	Waiting	01/01/2018	01/31/2018	0	1	0
1280773560567	Institutional	PRU	05/30/2018	In Process	01/01/2018	01/31/2018	0	2	0
1280773560566	Institutional	PRU	05/30/2018	Failed in Validation	01/01/2018	01/31/2018	0	3	0
1280773560505	Institutional	PRU	05/30/2018	Passed Validation	01/01/2018	01/31/2018	$7150.00	2	0
1280770669611	Institutional	PRU	05/30/2018	Scheduled for Claims Loading	01/01/2018	01/31/2018	$1463.37	3	3

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Washington State Health Care Authority

Manage batch claim submission

- The list of templates is displayed.
- Under the **Status** column click on the blue **Invalid** hyperlink to see the template error.

Close | Revalidate

View Templates List from Batch

Filter By : | And | Go | Save Filter | My Filters

Template Name	Status	Claim Type
NURSING HOME 1	Invalid	Institutional
NURSING HOME 2	Invalid	Institutional

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Washington State Health Care Authority

Manage batch claim submission

- ProviderOne will display the template error(s).
- Click on the **Cancel** button once the errors are identified.

Template Validation Errors

Template Name: NURSING HOME 1

Client ID: 999999998WA

Error Description: The Type of Facility is Invalid/Empty.The Bill Classification is Invalid/Empty.The Total Claim Charge is Invalid/Empty.Invalid combination of Type Of Facility and Bill Classification for the Statement date entered

Cancel

Washington State Health Care Authority

Manage batch claim submission

- Click on the Template Name to fix the error(s).
- ProviderOne will load the template form for correction.

Close | Revalidate

View Templates List from Batch

Filter By : | And | Go | Save Filter | My Filters

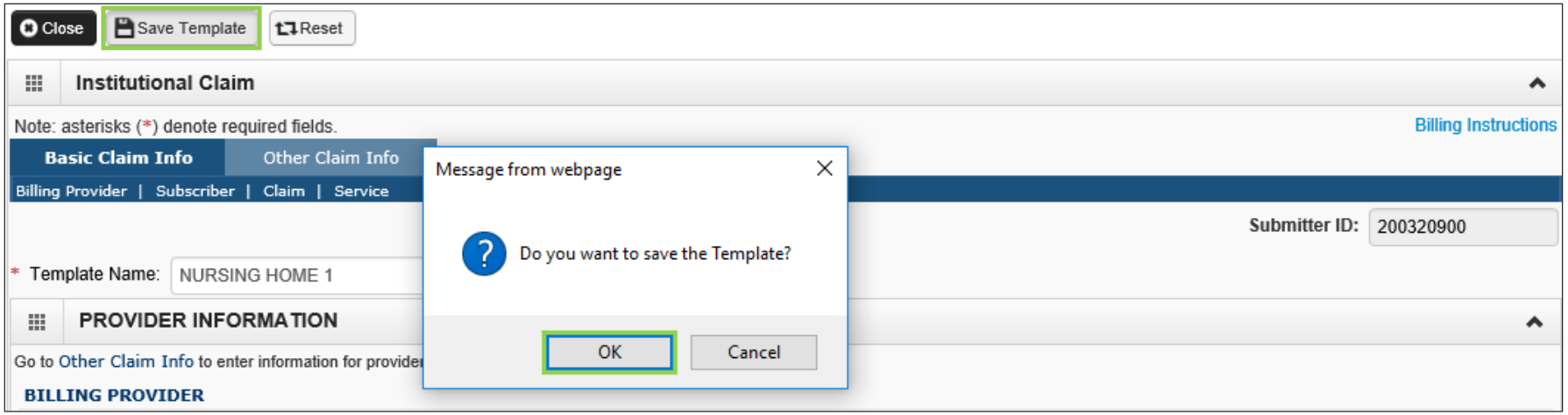
Template Name	Status	Claim Type
NURSING HOME 1	Invalid	Institutional
NURSING HOME 2	Invalid	Institutional

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

Washington State Health Care Authority

Manage batch claim submission

- When the template is displayed make the appropriate corrections to the error(s).
- Click on the **Save Template** button.
- At the dialogue pop up click on the **OK** button.



Washington State Health Care Authority

Manage batch claim submission

- Click on the **Revalidate** button.
- When ProviderOne refreshes click on the **Close** button.
- ProviderOne returns to the **Batch Claim Submission Status List** page showing the batch in the **Waiting** status.

Close | Revalidate

View Templates List from Batch

Filter By : And Go Save Filter My Filters

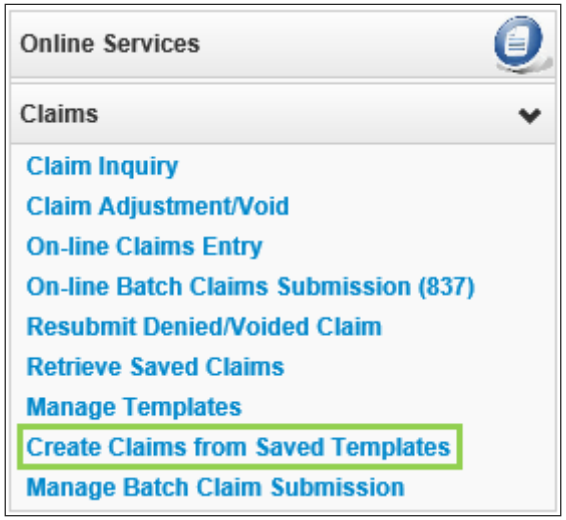
Template Name	Status	Claim Type
NURSING HOME 1	Invalid	Institutional
NURSING HOME 2	Invalid	Institutional

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

Washington State Health Care Authority

Submit a single template claim

- On the Provider Portal click on **Create Claims from Saved Templates**.



Washington State Health Care Authority

Submit a single template claim

- Click on the **Template Name** to display template.

Close

Create Claim from Saved Templates List

Filter By : And Go

Save Filter My Filters

Template Name	Type	Last Updated By	Last Updated Date
NURSING HOME 1	Institutional	PRU	05/30/2018
NURSING HOME 3	Institutional	PRU	05/29/2018
NURSING HOME 2	Institutional	PRU	05/29/2018

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Washington State Health Care Authority

Submit a single template claim

- When the template is displayed enter the missing claim information.
- Once complete click on the **Submit Claim** button.

Close | Save Claim | Submit Claim | Reset

Institutional Claim

Note: asterisks (*) denote required fields. Billing Instructions

Basic Claim Info | Other Claim Info

Billing Provider | Subscriber | Claim | Service

Submitter ID: 200320900

PROVIDER INFORMATION

Go to Other Claim Info to enter information for providers other than the Billing Providers.

BILLING PROVIDER

* Provider NPI: 1801231717 * Taxonomy Code: 207Q00000X

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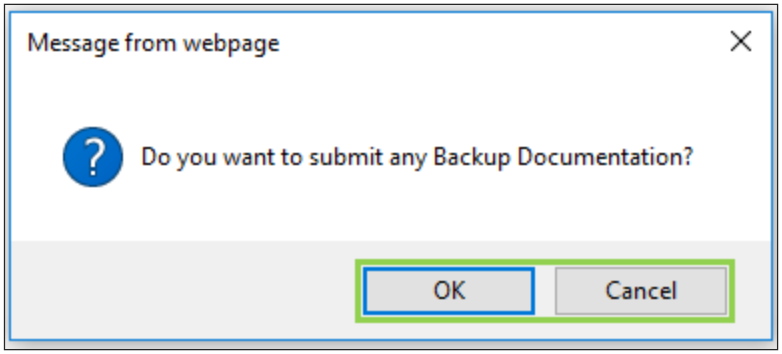
SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT

* Client ID: 999999998WA

Submit a single template claim

- ProviderOne will display the following dialogue box.
- Click **Ok** if you need to submit backup documentation.
- Click the **Cancel** button if you do not need to submit backup with this claim.



Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **No Backup**
  - ProviderOne now displays the Submitted Institutional Claim Detail screen.
  - Click on the Submit button to finalize the submission of the claim.

Submitted Institutional Claim Details:

TCN: 201815000000286000
Provider NPI: 1801231717
Client ID: 999999998WA
Date of Service: 01/01/2018-01/31/2018
Total Claim Charge: $ 7150.00

Please click "Add Attachment" button, to attach the documents. Add Attachment

Attachment List

	Line No	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
				No Records Found !				

Print | Print Cover Page | Submit

Submit a single template claim

- Submit Claim for Processing – **With Backup (Attaching an Electronic File)**
  - If you clicked Ok when asked if you want to submit backup documentation:
    - ProviderOne displays the Claims Backup Documentation screen.
    - Enter the Attachment Type from the dropdown.
    - Choose the Transmission Code of EL-Electronic Only.
    - Click on the Browse button to find the electronic file to attach to the claim.
    - The Line No. dropdown is not needed and has been disabled.

Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **With Backup (Attaching an Electronic File)**
  - Click the OK button.

Please select one of the option from the Required Fields * and select Line No, if the attachment is for specific Service Line Item.

Attachment Type: 03-Report Justifying Treatment Bey * Transmission Code: AA-Available on Request at Provid *

Line No:

Please attach the File(s). The File Format must be PDF, DOC, TIF, XLS, XLSX, DOCX-

Filename: Browse... *

OK Cancel

Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **With Backup (Attaching an Electronic File)**
  - ProviderOne now displays the Submitted Institutional Claim Detail screen.
  - Click on the Submit button to finalize the submission of the claim.

Submitted Institutional Claim Details:

TCN: 201815000000286000
Provider NPI: 1801231717
Client ID: 999999998WA
Date of Service: 01/01/2018-01/31/2018
Total Claim Charge: $ 7150.00

Please click "Add Attachment" button, to attach the documents. Add Attachment

Attachment List

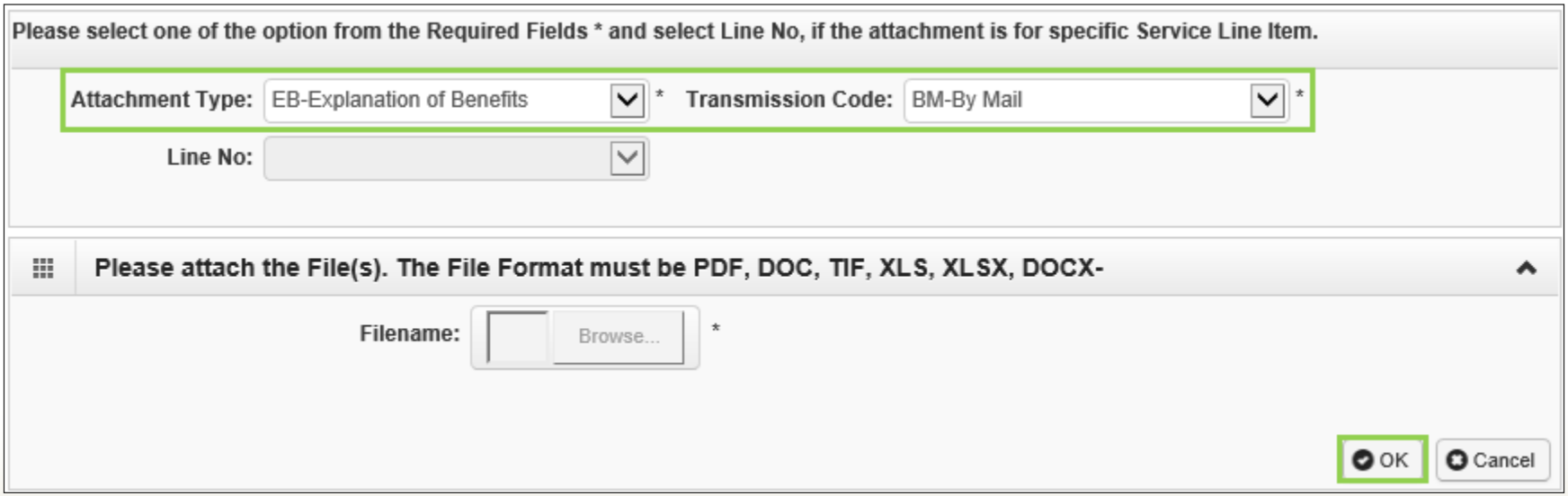
Line No	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
0	appendix-c.pdf	EB	EL		504kb	X	05/30/2018

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

Print Print Cover Page Submit

Submit a single template claim

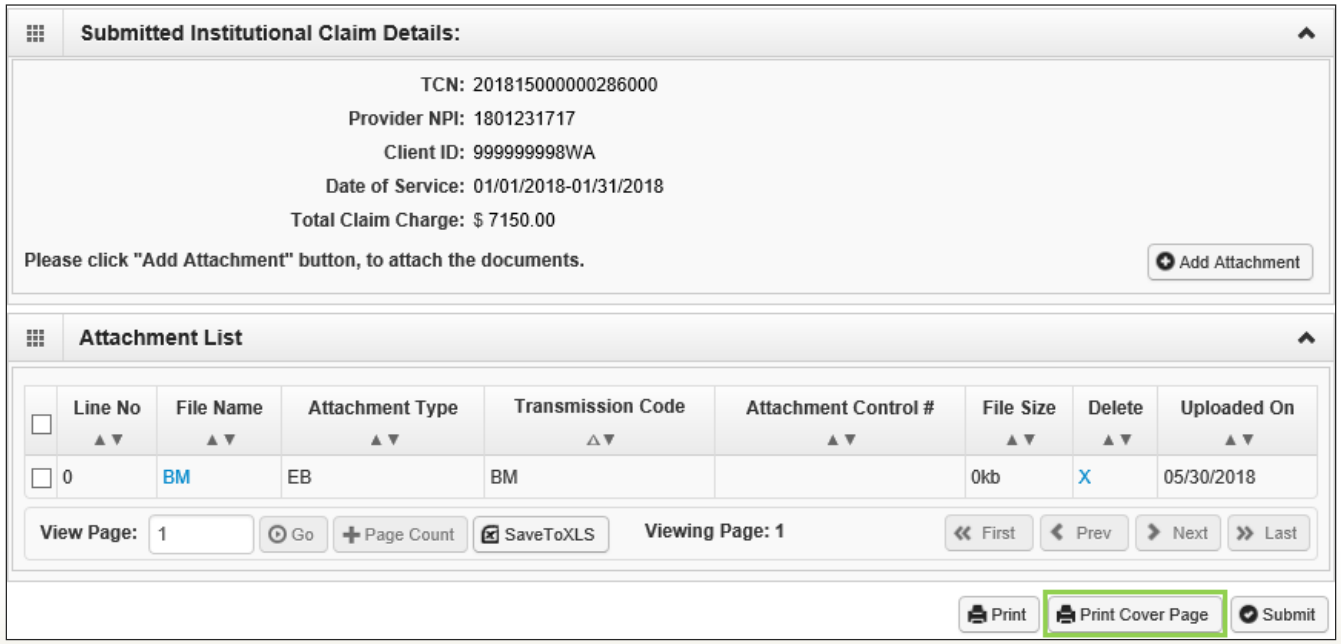
- Submit Claim for Processing – **With Backup (Mailing or Faxing)**
  - ProviderOne displays the Claims Backup Documentation screen:
    - Enter the Attachment Type from the dropdown.
    - Choose the Transmission Code of BM-By Mail or FX-By Fax.
    - Do **not** choose a Line No.
  - Click the OK button.



Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **With Backup (Mailing or Faxing)**
  - If you are sending backup by mail or fax, you must include a cover sheet. At the Submitted Institutional Claim Details page click on the **Print Cover Page** button.



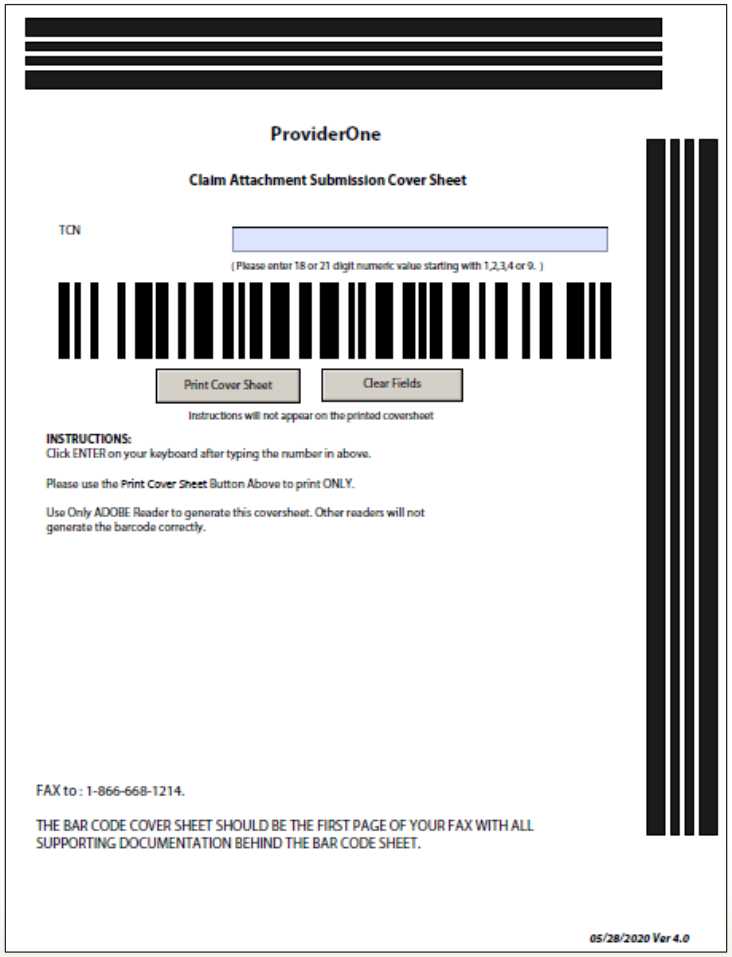
Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **With Backup (Mailing or Faxing)**
  - Fill in the TCN field with the claim number received on your claim confirmation screen. Click outside this field or tab to expand the barcode.
  - When completed click on the **Print Cover Sheet** button and mail to:
    - Electronic Claim Back-Up Documentation
      PO Box 45535
      Olympia, WA 98504-5535

      OR

    - Fax 1-866-668-1214



ProviderOne

Claim Attachment Submission Cover Sheet

TCN

(Please enter 18 or 21 digit numeric value starting with 1,2,3,4 or 9.)

Print Cover Sheet | Clear Fields

Instructions will not appear on the printed coversheet

INSTRUCTIONS:
Click ENTER on your keyboard after typing the number in above.

Please use the **Print Cover Sheet** Button Above to print ONLY.

Use Only ADOBE Reader to generate this coversheet. Other readers will not generate the barcode correctly.

FAX to : 1-866-668-1214.

THE BAR CODE COVER SHEET SHOULD BE THE FIRST PAGE OF YOUR FAX WITH ALL SUPPORTING DOCUMENTATION BEHIND THE BAR CODE SHEET.

05/28/2020 Ver 4.0

Washington State Health Care Authority

Submit a single template claim

- Submit Claim for Processing – **With Backup (Mailing or Faxing)**
  - Click on the Submit button to finalize the submission of your claim.

Submitted Institutional Claim Details:

TCN: 201815000000286000
Provider NPI: 1801231717
Client ID: 999999998WA
Date of Service: 01/01/2018-01/31/2018
Total Claim Charge: $ 7150.00

Please click "Add Attachment" button, to attach the documents. Add Attachment

Attachment List

Line No	File Name	Attachment Type	Transmission Code	Attachment Control #	File Size	Delete	Uploaded On
0	BM	EB	BM		0kb	X	05/30/2018

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

Print Print Cover Page Submit

Resources

- ProviderOne Billing and Resource Guide webpage
- Provider training resources:
  - Webinar page
  - Fact sheet page