

Foundational Community Supports ProviderOne Access

How to access ProviderOne as a Foundational Community Supports (FCS) provider

As an FCS provider, you now have the ability to access ProviderOne to check Medicaid eligibility and enrollment status of individuals in enrolled in your supported employment and/or supportive housing programs. This information applies only to FCS providers who do not already hold a contract with the Health Care Authority (HCA) to bill Medicaid. **If you have previously enrolled your organization as a non-billing provider, please skip to step 2.**

Step 1: Enroll with HCA Provider Enrollment

The first step is to enroll your organization with Provider Enrollment at HCA. This creates a record for your organization in the ProviderOne database.

Fill out an [Organizational Nonbilling Provider Agreement](#) and email the form to Lisa Gosiaco (lisa.gosiaco@hca.wa.gov) and cc Matt Christie (matt.christie@hca.wa.gov) who will forward your enrollment request to Provider Enrollment.

Please note:

- **We have a separate process for FCS providers to expedite this form. Please do not submit the form directly to Provider Enrollment.**
- **Under section 1 “type of practice” please enter ‘Supportive Housing’ and/or ‘Supported Employment’.**
- **FCS providers do not need to fill out sections 4 and 5.**

Once your request has been processed, you will receive a welcome letter via email from Provider Enrollment that contains important information for the next step of the process, including your ProviderOne ID and a ProviderOne User Access Request form.

Step 2: Submit ProviderOne User Access Request

The second step is to submit a [ProviderOne User Access Request form](#). This form will be used to establish the System Administrator for your assigned Domain (ProviderOne ID) within the ProviderOne system.

Return the completed form by either:

- **Emailing to:** provideronesecurity@hca.wa.gov
- **Faxing to:** 360-507-9019
- **Mailing to:** HCA IT Security, PO Box 42711, Olympia, WA 98504-2711

Please note: Each section of the form must be completed in order to process your request.

Additional resources

Resource guide on how to use ProviderOne; instructions on how to use the provider portal to check client eligibility starts on page 19:

[ProviderOne Billing and Resource Guide](#)

Additional information can be found on Amerigroup’s FCS provider website:

[Foundational Community Supports \(FCS\) Enrollment Inquiry Process Guide](#)