



Sign Language Interpreter Adding Profiles

January 2020

Getting Started

ProviderOne is used by Washington Apple Health providers to submit claims and manage their provider accounts. It is compatible with the most commonly used internet browsers: Google Chrome, Firefox, Microsoft Edge, Internet Explorer (IE) for Windows, and Safari for Windows and MAC.

In order for **ProviderOne** to work on your computer, verify your browser allows popups, as these are vital to successful claims submission.

Getting Started

- Use web address:
<https://www.waproviderone.org>
- Complete the **Domain**,
Username, and **Password**
fields.
- Click on the **Login** button.

ProviderOne

Domain Name

User Name

Password

Login

Note: The Domain, Username and Password fields are case sensitive.

Unlock Account and Reset Password? [Click here](#)

If you are a Client, [Click here](#)

Login Problems? [Click here](#)

Adding User Profiles

Welcome to the Medicaid Management Information System
for

ProviderOne

Select a profile to use during this session:

EXT Provider System Administrator ▼ *  Go

- A profile describes the level of access a user has in your domain.
- You will initially be assigned the **EXT Provider System Administrator** profile which can only set up and manage other users and profiles (including your own).
- You must assign at least one user (usually yourself) the **EXT Provider Super User** in order to have full access to ProviderOne functionality.
- Choose the **EXT Provider System Administrator** profile and click **GO**.

Adding User Profiles

- Scroll down on the left hand side of the Provider Portal and click **Maintain Users**.
- The system will display all past and present users associated to your domain.
- Click on the name of the person to be updated.



Close Add Approve Reject

Manage Users

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

	Name	Domain Name	Organization	Status	Start Date	End Date	LastName
<input type="checkbox"/>	Relations, Provider	9999999	Test FAOI	Approved	02/08/2019	12/31/2999	Relations

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

Adding User Profiles

- ProviderOne displays the **User Details** page for this selected user.
- Choose **Associated Profiles** from the **Show** menu.

The screenshot displays the 'User Details' page in the ProviderOne system. At the top left, there are 'Close' and 'Save' buttons. The page title is 'User Details'. A 'Show' dropdown menu is open, with a green arrow pointing to it from the right. The dropdown menu contains two options: 'Associated Profiles' and 'Check List'. The main form contains the following fields:

First Name:	Provider *	Middle Name:	
Last Name:	Relations *	Lock User:	<input type="checkbox"/>
Date of Birth:	01/01/1970 *	Domain Name:	9999999
EID:	4521585 *	User Type:	Batch User *
User Name:	PRU *	Confirm Password:	
Password:		Address Line 1:	
Address Line 1:		Address Line 2:	
(Enter Street Address or PO Box Only)			
Address Line 3:		City/Town:	
State/Province:		County:	
Country:		Zip Code:	<input type="text"/> - <input type="text"/>
Start Date:	02/08/2019 *	Expiration Date:	12/31/2999 *

Status: Approved

Adding User Profiles

- The **Manage User Profiles** page is displayed.
- If you are new to ProviderOne you will see only the **EXT Provider System Administrator** profile is active.
- Click the **Add** button.



The screenshot shows the 'Manage User Profiles' interface. At the top, there are buttons for 'Close', 'Add', 'Approve', and 'Reject'. Below these is a search and filter section with 'Filter By' and 'With Status' dropdowns. The main table has columns for Name, Description, Start Date, End Date, and Status. One row is visible for 'EXT Provider System Administrator'. At the bottom, there are navigation controls for 'View Page' and 'Page Count'.

Name	Description	Start Date	End Date	Status
EXT Provider System Administrator	EXT Provider System Administra....	02/08/2019	12/31/2999	Approved

Adding User Profiles

ProviderOne will display a popup with a list of Available Profiles:

- Choose the **EXT Provider Super User** profile from the **Available Profiles** list.
- Use the arrows to move the profile to the **Associated Profiles** list.
- Do not change the **Start Date** or **End Date**.
- Click the **OK** button in the lower right corner.

Adding User Profiles

- You will return to the **Manage User Profiles** page.
- The **EXT Provider Super User** profile you added will have a status of **In Review**.
- Check the box on the left of the **In Review** profile and select the **Approve** button in the upper left corner.



Close Add Approve Reject Show

Manage User Profiles

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

	Name	Description	Start Date	End Date	Status
<input checked="" type="checkbox"/>	EXT Provider Super User	EXT Provider Super User	02/08/2019	12/31/2999	In Review
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra...	02/08/2019	12/31/2999	Approved

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

Adding User Profiles

- The **Update Status** box appears.
- The **Remarks** field can be skipped.
- Click **OK** to approve the **EXT Provider Super User** profile and return to the **Manage User Profiles** page.

Update Status

Status Type: Approved *

Reason Code: None

Remarks:

OK Cancel

Adding User Profiles

- The **EXT Provider Super User** profile is now showing **Approved** status.
- Today's date will be listed under the **Start Date**.
- The **End Date** will show as 12/31/2999 to indicate the profile currently has no end date.
- To inactivate a user, follow the steps above but enter the date you wish to end the user's access.
- Click on the **Close** button in the upper left of the screen.

Close Add Approve Reject Show

Manage User Profiles

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

	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	EXT Provider Super User	EXT Provider Super User	02/08/2019	12/31/2999	Approved
<input type="checkbox"/>	EXT Provider System Administrator	EXT Provider System Administra....	02/08/2019	12/31/2999	Approved

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

Adding User Profiles

- You will return to the **User Details** page.
- Log out of ProviderOne using the power button on the top left hand corner.
- You will have access to the **EXT Provider Super User** profile next time you log into ProviderOne.



The screenshot shows the ProviderOne interface. At the top, there is a dark blue header bar with a power button icon on the left, followed by the text 'Relations, Provider' and 'Profile: EXT Provider System Administrator'. On the right side of the header, there are icons for 'Notepad', 'Reminder', 'External Links', 'Print', and 'Help'. Below the header, the breadcrumb navigation reads 'Provider Portal > UserList > UserDetails'. The main content area displays 'User Login Id: PRU' and 'Name: Relations,Provider'. There are 'Close' and 'Save' buttons on the left, and a 'Show' dropdown on the right. Below this, a section titled 'User Details' contains a 'First Name' field with the value 'Provider' and a 'Middle Name' field.

Contact and Support

- Contact Interpreter Services at:
 - interpretersvcs@hca.wa.gov
- Interpreter Services Website:
 - www.hca.wa.gov/isproviders
 - www.hca.wa.gov/sli-transition
- HCA Provider Enrollment
 - providerenrollment@hca.wa.gov
 - 1-800-562-3022 ext 16137
- ODHH
 - www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing
 - 1-800-422-3263
- Contact Provider Relations:
 - providerrelations@hca.wa.gov

➤ Note: Contact Interpreter Services for program and policy questions. Contact Provider Enrollment for provider file updates. Contact Provider Relations for DDE billing claims/templates or profiles.