The "Getting Started" How To provides instructions on:

Before logging into ProviderOne make sure your:

Please remember that after using ProviderOne you can reset your pop-up and security levels to your preferred level: but, change them back when you want to work in ProviderOne.

What you need to start ProviderOne:

a. Windows based computer (not Apple/Mac).

b. Internet Explorer 6.0 to 10.0.

c. Adobe Acrobat Reader 6.0 or higher.

d. Flash Player version 7.0 or higher.

Log in information you received from ProviderOne or your organization's System Administrator (Domain, Username, and Password).

Pop-Up Blocker

ProviderOne uses "Pop-up Windows" (small screens or windows that appear in front of the window you are viewing). For ProviderOne to work, your computer must be set to allow pop-up windows. Different computers have different method to turn off the pop-up blocker, here are two common approaches.
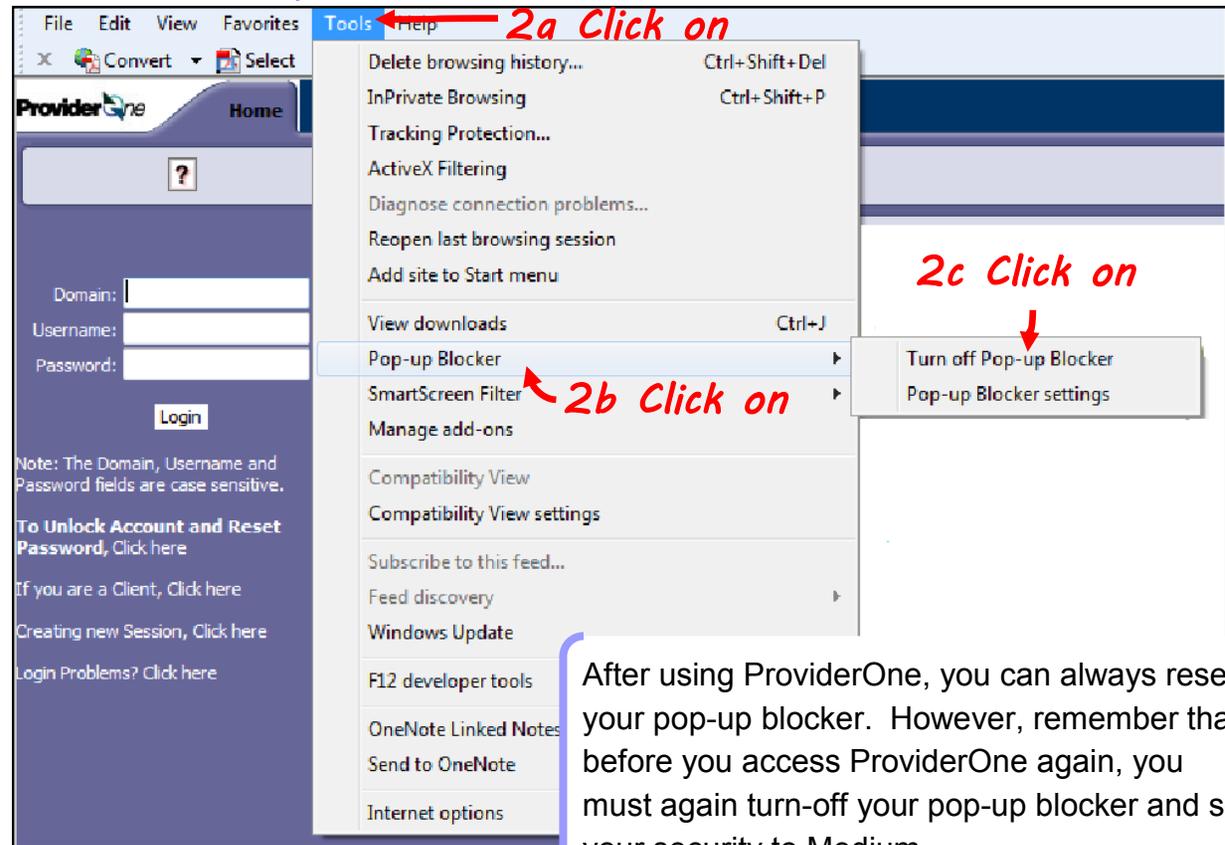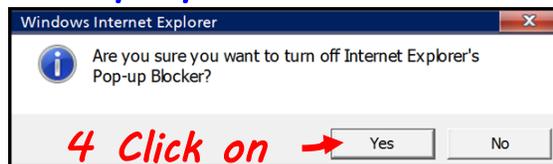
Pop-up Window
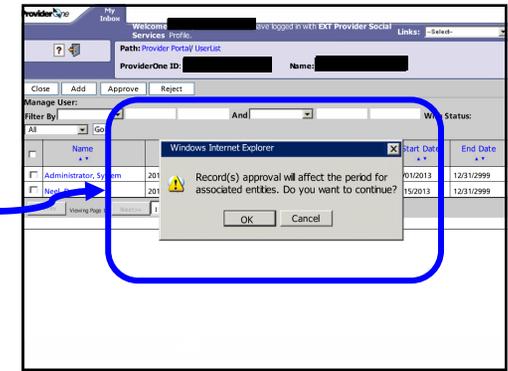
Option 1:

1. From an internet page

2. Turn off pop-up blocker
   a. Click on Tools
   b. Click on Pop-up Blocker
   c. Click on Turn Off Pop-up Blocker

3. Pop-up window appears

4. Click on Yes

1 Internet Page

2a Click on

2c Click on

2b Click on

File   Edit   View   Favorites   Tools   Help

Delete browsing history...   Ctrl+Shift+Del
InPrivate Browsing   Ctrl+Shift+P
Tracking Protection...
ActiveX Filtering
Diagnose connection problems...
Reopen last browsing session
Add site to Start menu
View downloads   Ctrl+J
Pop-up Blocker   ▶   Turn off Pop-up Blocker
SmartScreen Filter   ▶   Pop-up Blocker settings
Manage add-ons
Compatibility View
Compatibility View settings
Subscribe to this feed...
Feed discovery   ▶
Windows Update
F12 developer tools
OneNote Linked Notes
Send to OneNote
Internet options

3 Pop-up Window

Windows Internet Explorer

Are you sure you want to turn off Internet Explorer's Pop-up Blocker?
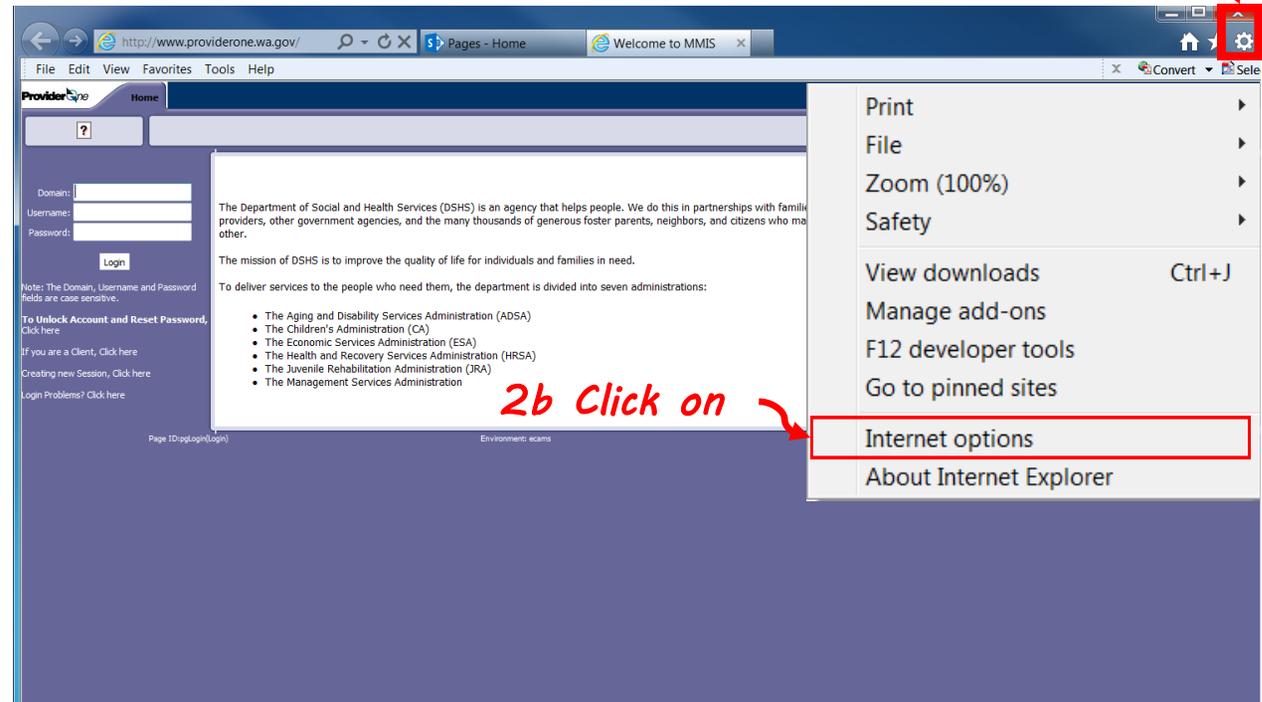
[Yes]   [No]

4 Click on

After using ProviderOne, you can always reset your pop-up blocker. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Option 2:

1. From an internet page

2. Turn off pop-up blocker
   a. Click on ⚙

   b. Click on Internet Options

1 Internet Page

2a Click on

2b Click on

Print
File
Zoom (100%)
Safety
View downloads .... Ctrl+J
Manage add-ons
F12 developer tools
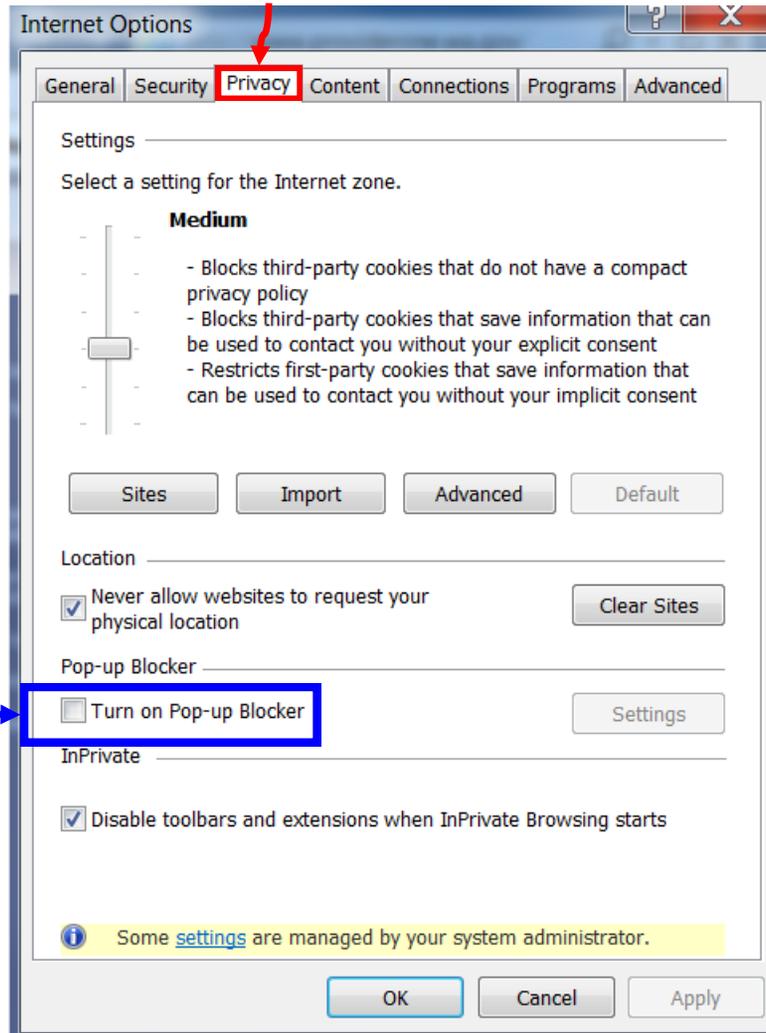Go to pinned sites
Internet options
About Internet Explorer

Option 2 (cont.):

c. Internet Options appears

d. Click on Privacy and Privacy page appears

e. The ☐ should be empty.

f. If the ☐ is ☑ click on the box to remove the check

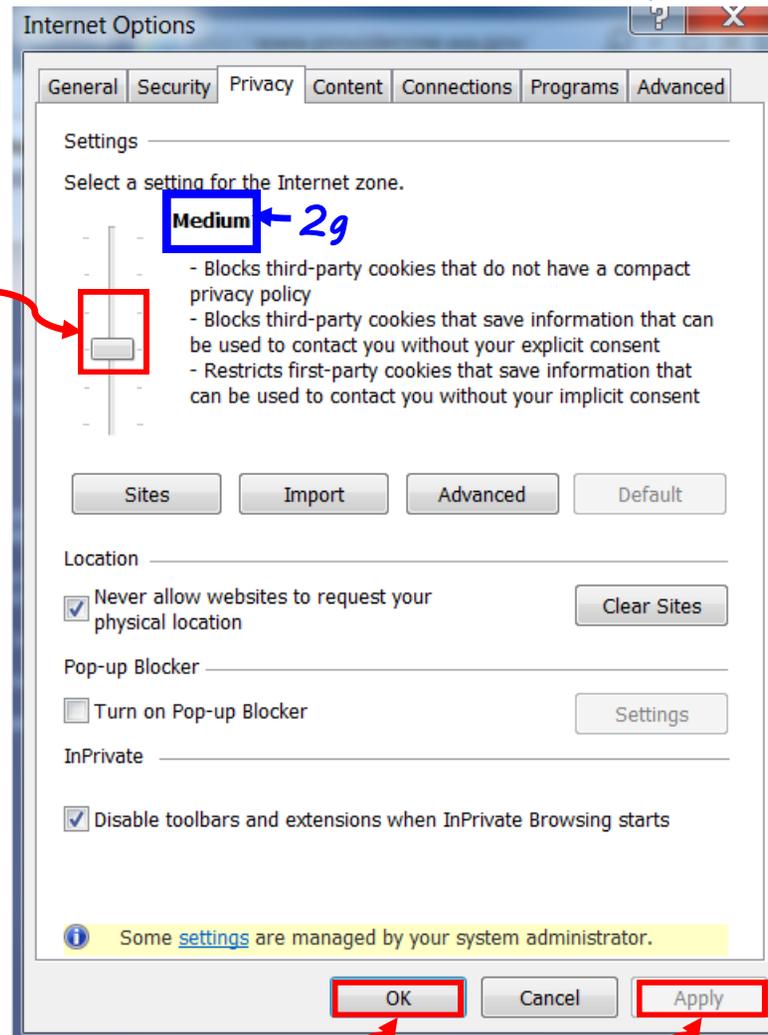2d Click on   2c Internet Options

2e/2f

Option 2 (cont.):

g. Check on security setting. The setting should be Medium

h. Slide toggle up or down to set security

i. Click on Apply if you made changes

j. Click on OK to close the window

After using ProviderOne, you can always reset your pop-up blocker and security levels. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Internet Options

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Settings

Select a setting for the Internet zone.

Medium ← *2g*

2h Slide

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

| Sites | Import | Advanced | Default |

Location

☑ Never allow websites to request your physical location | Clear Sites |

Pop-up Blocker

☐ Turn on Pop-up Blocker | Settings |

InPrivate

☑ Disable toolbars and extensions when InPrivate Browsing starts

ⓘ Some settings are managed by your system administrator.

| OK | Cancel | Apply |

2j Click on   *2i Click on*

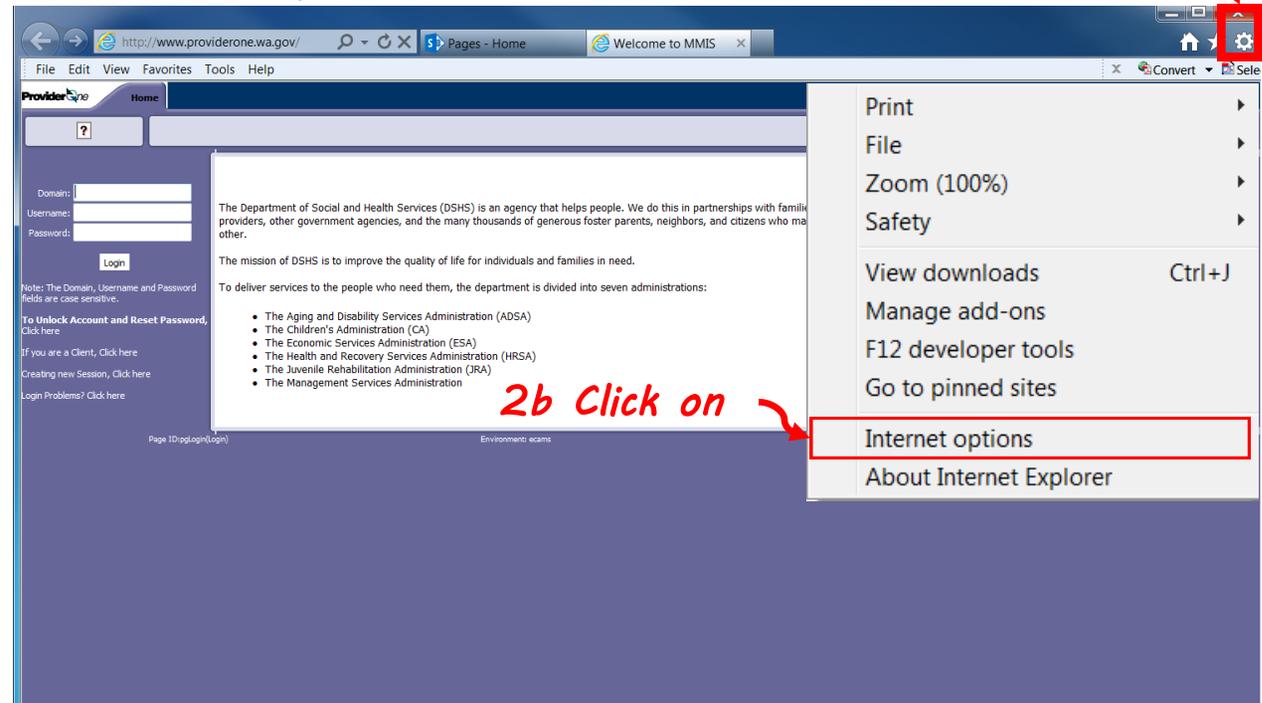**1.** From an internet page

2. Security setting:
   a. Click on ⚙️

   b. Click on Internet Options

Clearing your browser history (Cache) can help access to and performance of ProviderOne.

1 Internet Page

2a Click on

2b Click on

c. Internet Options appears

d. **Click on** Privacy and Privacy page appears

e. Check on security setting. The setting should be Medium

f. **Slide** toggle up or down to set security

2d Click on c Internet Options

Internet Options

| General | Security | Privacy | Content | Connections | Programs | Advanced |

Settings

Select a setting for the Internet zone.

Medium ← **2e**

2f Slide →

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

| Sites | Import | Advanced | Default |

Location

☑ Never allow websites to request your physical location   Clear Sites

Pop-up Blocker

☐ Turn on Pop-up Blocker   Settings

InPrivate

☑ Disable toolbars and extensions when InPrivate Browsing starts

ⓘ Some settings are managed by your system administrator.

| OK | Cancel | Apply |

3. Clearing browser history/ cache

    a. Click on General and General page appears

    b Click on Delete
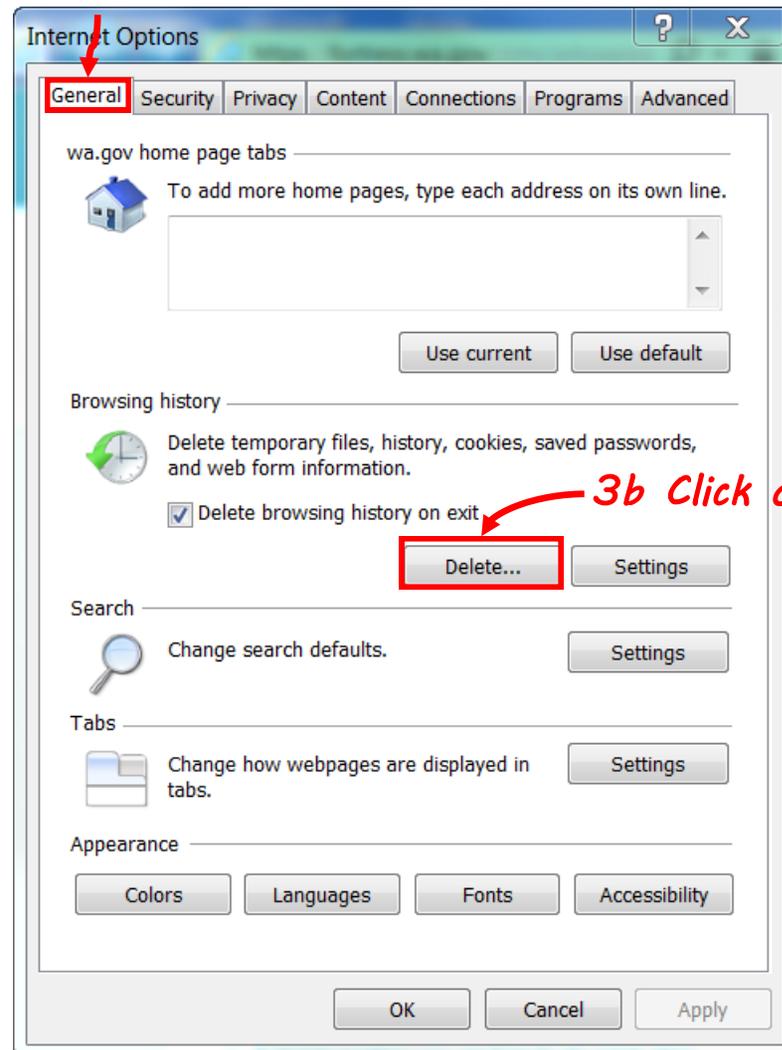
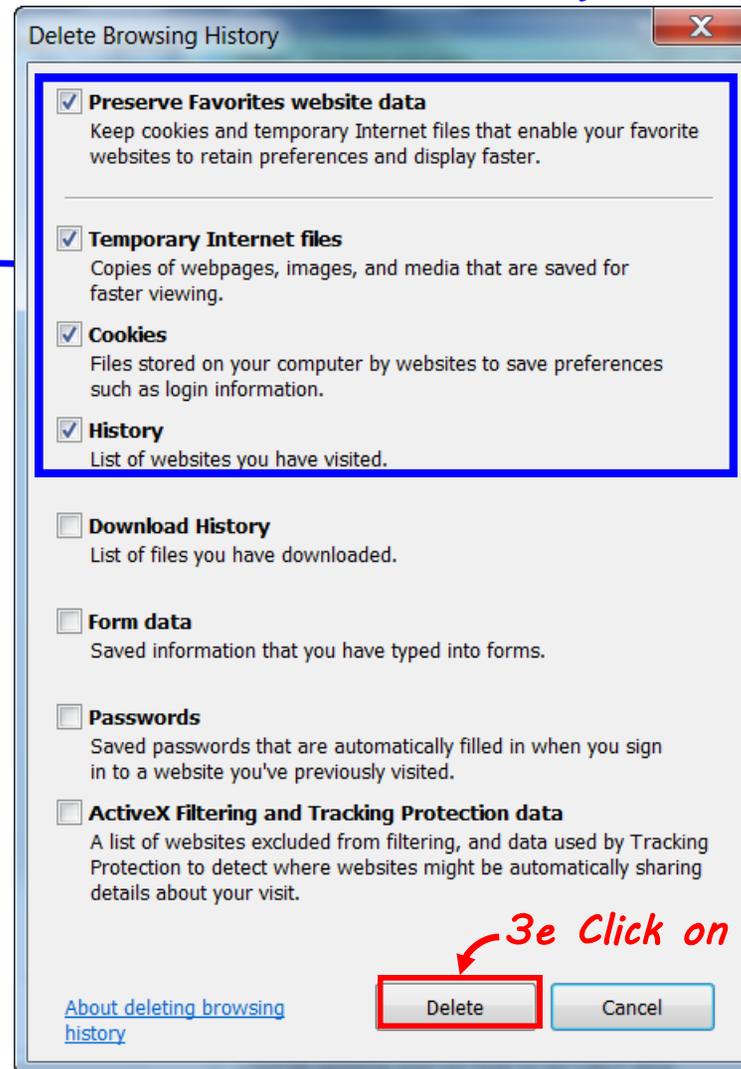**c.** Delete Browsing History page appears

d. All 4 boxes should be checked ☑

e. Click on Delete

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

f. On some browsers, a pop-up will appear telling you that your browser history has been deleted. Click on the X to close the pop-up

3c Delete Browsing History

Delete Browsing History

☑ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

3d

☑ **Temporary Internet files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies**
Files stored on your computer by websites to save preferences such as login information.

☑ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **ActiveX Filtering and Tracking Protection data**
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.

About deleting browsing history

3e Click on [Delete]   [Cancel]

3f Click on

Internet Explorer has finished deleting the selected browsing history.   [×]

g. General page appears

h. Click on Apply

i. Click on OK

3g General Page

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

wa.gov home page tabs

To add more home pages, type each address on its own line.

Use current | Use default

Browsing history

Delete temporary files, history, cookies, saved passwords, and web form information.

☑ Delete browsing history on exit

Delete... | Settings

Search

Change search defaults.

Settings

Tabs

Change how webpages are displayed in tabs.

Settings

Appearance

Colors | Languages | Fonts | Accessibility

OK | Cancel | Apply

3h Click on

3i Click on

1. Click on Internet Explorer   ←1 Click on

2. Enter web address https://www.waproviderone.org

2 Enter: **https://www.waproviderone.org**
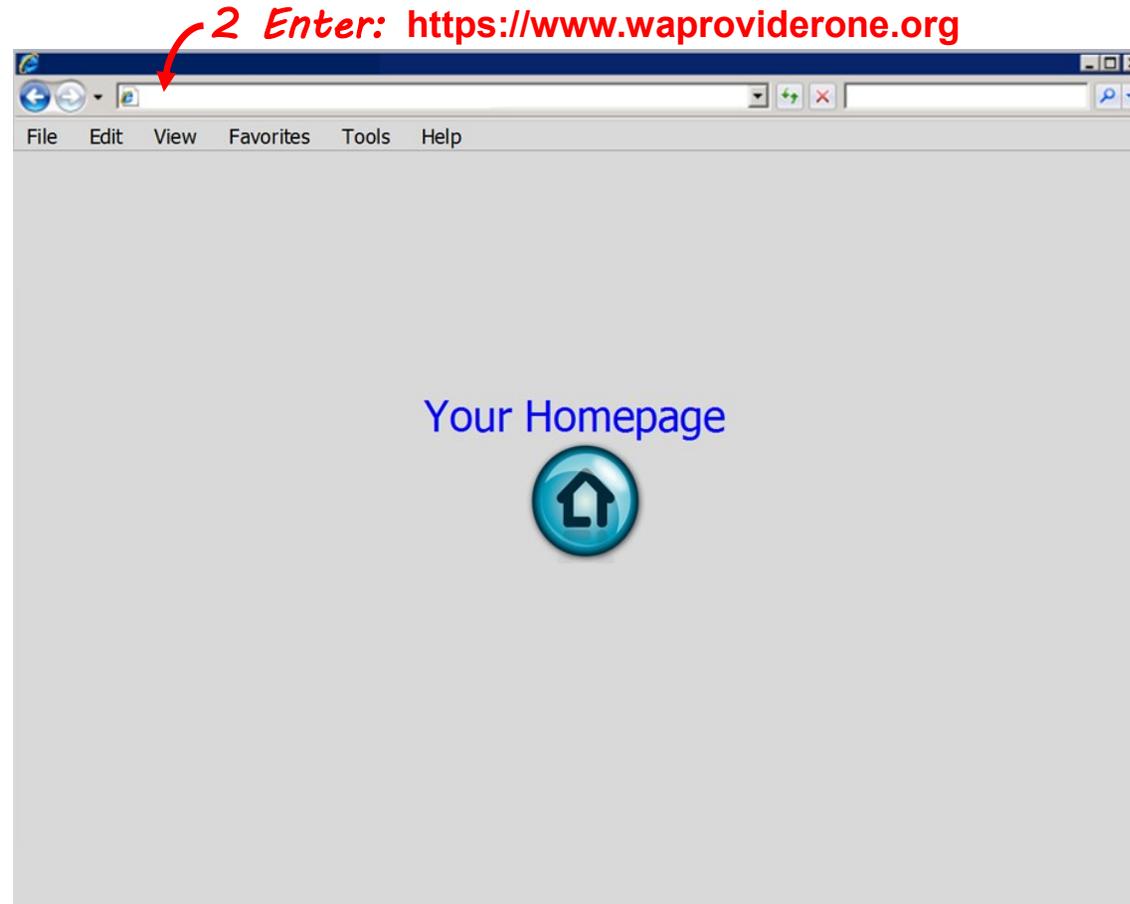
3. The Provider Portal appears

4. Log in

    a. Enter your Domain Name

    b. Enter your Username

    c. Enter your Password

5. Click on Login

3 Provider Home Page
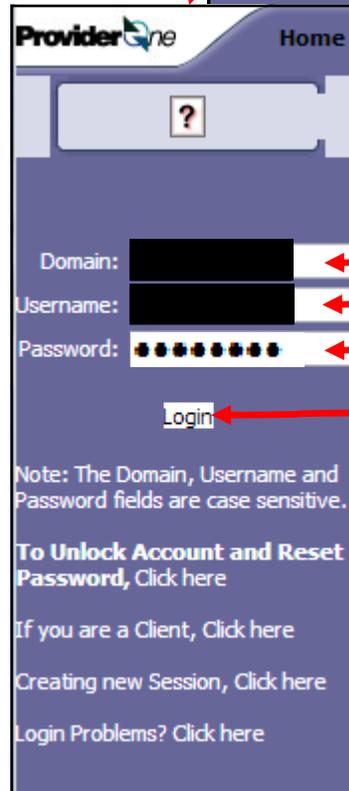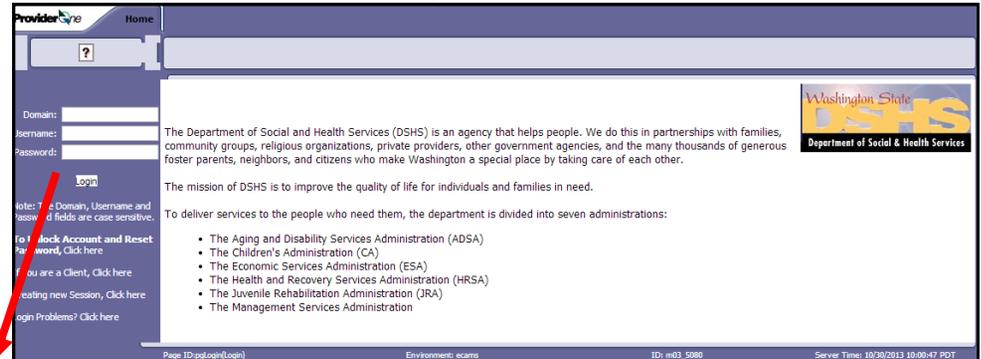
If you make a mistake entering your login information, a message will appear above the Domain line:

"Warning: Invalid Login Domain Name: XXXXXX Try Again"

               or

"Warning: Invalid Login User ID: Kaaj. Try Again"

               or

"Warning: Invalid Password. Try Again"

See "Log In Issues" for assistance if you are locked out.

4a Enter
4b Enter
4c Enter
5 Click on

The ProviderOne domain name, username, and password are case sensitive.

The first time you log into ProviderOne you will be required to:
- Change your temporary password.
- Create a security question.

6. The Change Password Page appears

    a. Enter new password

    b. Re-enter new password

Password Requirements
- Cannot be the same as your last 3 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:
  , . ! @ # $ % ^ & * ( ) _ + - < >

6 Change Password Page
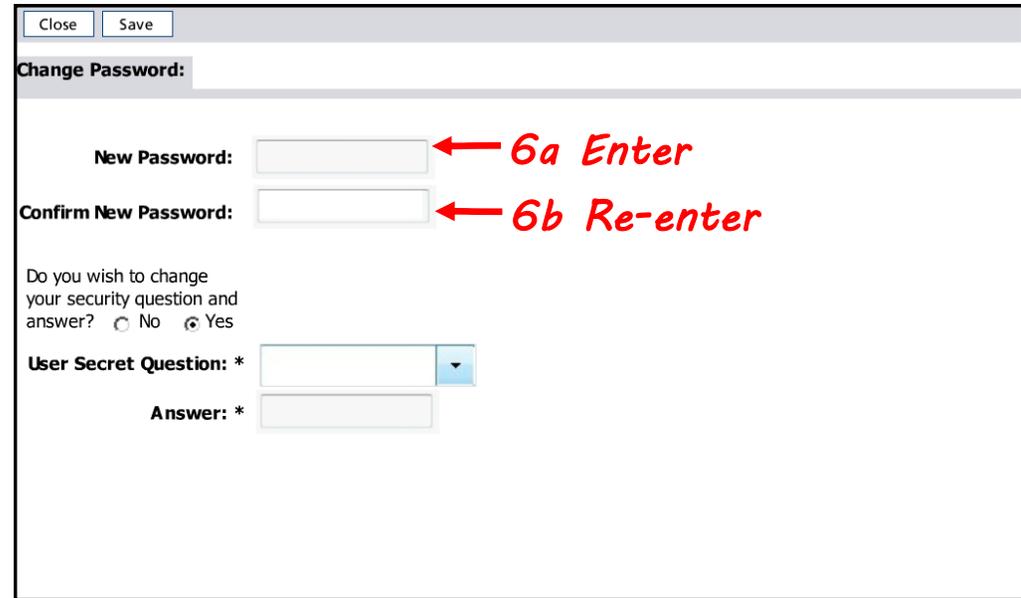
Close   Save

Change Password:

New Password: ← 6a Enter

Confirm New Password: ← 6b Re-enter

Do you wish to change your security question and answer? ○ No ● Yes

User Secret Question: *

Answer: *

7. Choose secret question

   a. Click on Yes

   b. Click on ▾ pull down menu

   c. Select a question from the pull down list

   d. Enter answer to the question in the box

   e. Click on Save

   f. Click on Close

You must set up a secret question the first time you log into ProviderOne. The questions are used if you forget your password.
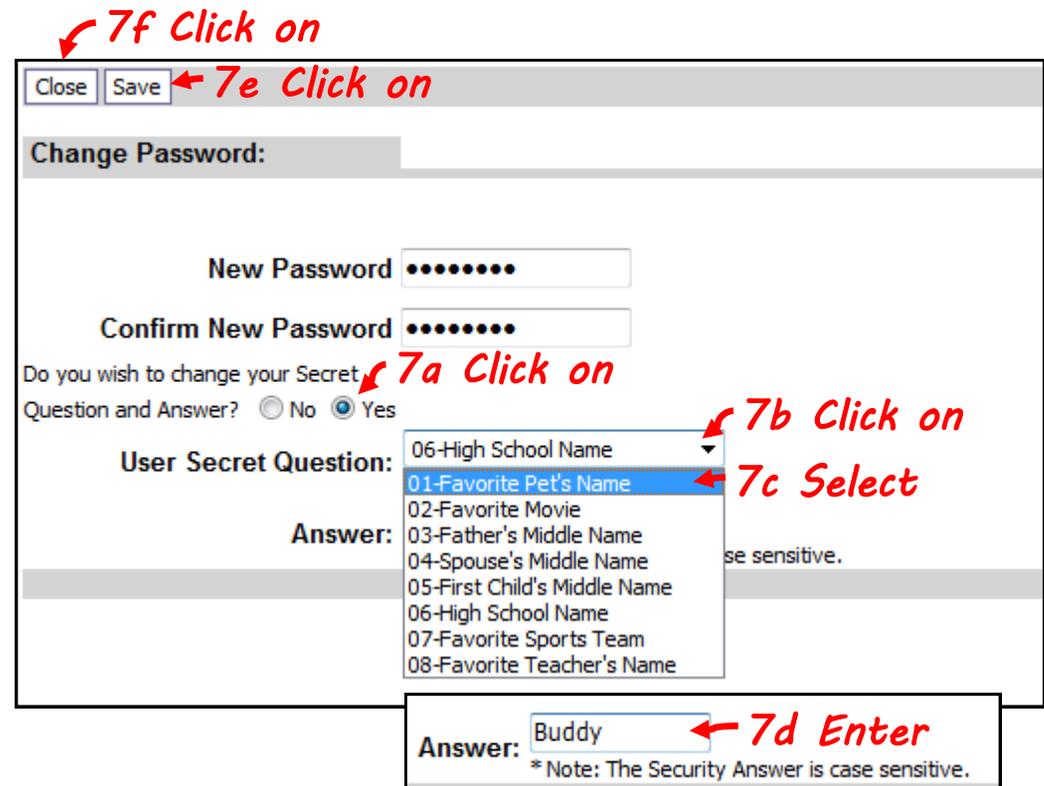
7f Click on

7e Click on

| Close | Save |

Change Password:

New Password ●●●●●●●●

Confirm New Password ●●●●●●●●

Do you wish to change your Secret Question and Answer? ○ No ◉ Yes

7a Click on

7b Click on

User Secret Question: 06-High School Name ▾

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
08-Favorite Teacher's Name

7c Select

Answer: ...se sensitive.

Answer: Buddy   **7d Enter**
* Note: The Security Answer is case sensitive.

See Note

Security Questions answers are case sensitive: For Example: the letter "B" in "Buddy", must be in capital letters.

8. Profile Page appears; "Info: Password updated successfully" will appear on the page

8 Profile Page

> Info : Password updated successfully
>
> **Welcome to the**
> **Medicaid Management Information System for**
>
> Washington State DSHS
> Department of Social & Health Services

9. Select the EXT Provider System Administrator profile:

 a. Click on ▾ pull down menu

 b. Select profile, EXT Provider System Administrator

 c. Click on the Go button

9a Click on

Select a profile to use during this session: `EXT Provider System Administrator ▾` * `Go`

 EXT Provider System Administrator
 EXT Provider System Administrator
 EXT Provider Social Services

9b Select

9c Click on

A "Profile" allows a user to access specific parts of ProviderOne. Profiles are assigned by ProviderOne or your System Administrator. Most providers will see two or three profiles:

- EXT Provider System Administrator is used to manage access to ProviderOne within your business.
- EXT Provider Social Services is used to bill, manage claims, and manage provider information for your business.
- EXT Provider Social Service Medical is used to bill and manage medical claims.

10. Provider Portal page appears

10 Provider Portal

> The Provider Portal is the "launching point" for all provider activities.
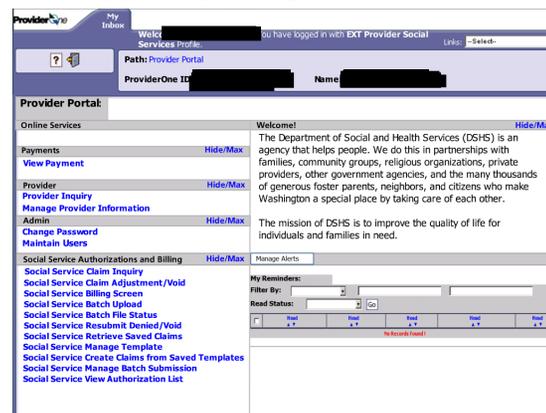
Skip this lesson If you received your login information from a Systems Administrator within your organization.

Update Security Data

If you received your login information from ProviderOne, follow these instructions the first time you log in.

1. Click on Maintain Users

You **must change your Date of Birth** within ProviderOne. The DOB is used as a security question if you are locked out of the system

You must be in the **EXP Systems Administrator** Profile for this task.

Provider Portal:

Online Services

Payments	Hide/Max
View Payment	

Provider	Hide/Max
Provider Inquiry	
Manage Provider Information	

Admin	Hide/Max
Change Password	
Maintain Users ← *1 Click on*	

Social Service Authorizations and Billing	Hide/Max
Social Service Claim Inquiry	
Social Service Claim Adjustment/Void	
Social Service Billing Screen	
Social Service Batch Upload	
Social Service Batch File Status	
Social Service Resubmit Denied/Void	
Saved Claims	
Template	
aims from Saved Templates	
Batch Submission	
horization List	

ProviderOne — My Inbox

Welcome ███████ You have logged in with **EXT** Provider System Administrator Profile. Links:

Path: Provider Portal

ProviderOne ID: ██████   Name: ██████

2. The Manage User Page appears.

2 Manage User Page

3 Click on →

3. Click on your name

4. The User Details Page appears

4 User Details Page

Update Security Data

Provider One

The User Details Page shows the security information for the provider's domain. The security information is used if you get "locked out" of ProviderOne. Once locked out, your ProviderOne account will be temporarily disabled until you or your System Administrator successfully unlocks it. If you enter an incorrect login password 3 times, you will be required to enter the "date of birth" noted on this page to unlock your account. Change the "date of birth" to your date so that it is easier to remember.

User Details Page

6 Click on

7 Click on →

Close	Save

User Details: Show: ---SELECT---

First Name: ████████   Middle Name: [   ]

Last Name: ████████   Lock User: ☐

Date of Birth: ████████ ← *5 Enter*   Domain: ████████

EID: ████████   User Type: Batch User

Username: ████████

Password: [   ]   Confirm Password: [   ]

Address Line 1: [   ]   Address Line 2: [   ]
(Enter Street Address or P.O. Box Only)

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

State/Province: [   ]   County: [   ]

Country: [   ]   Zip Code: [   ] [   ] | Address |

Start Date: 01/15/2013   Expiration Date: 12/31/2999

Status: Approved

Reason Code: None

Remarks: [   ]

5. Enter your date of birth

6. Click on Save

7. Click on Close

Dates are entered as: Mm/dd/yyyy

8. The Manage User Page appears

9. Click on close

8 Manage User Page

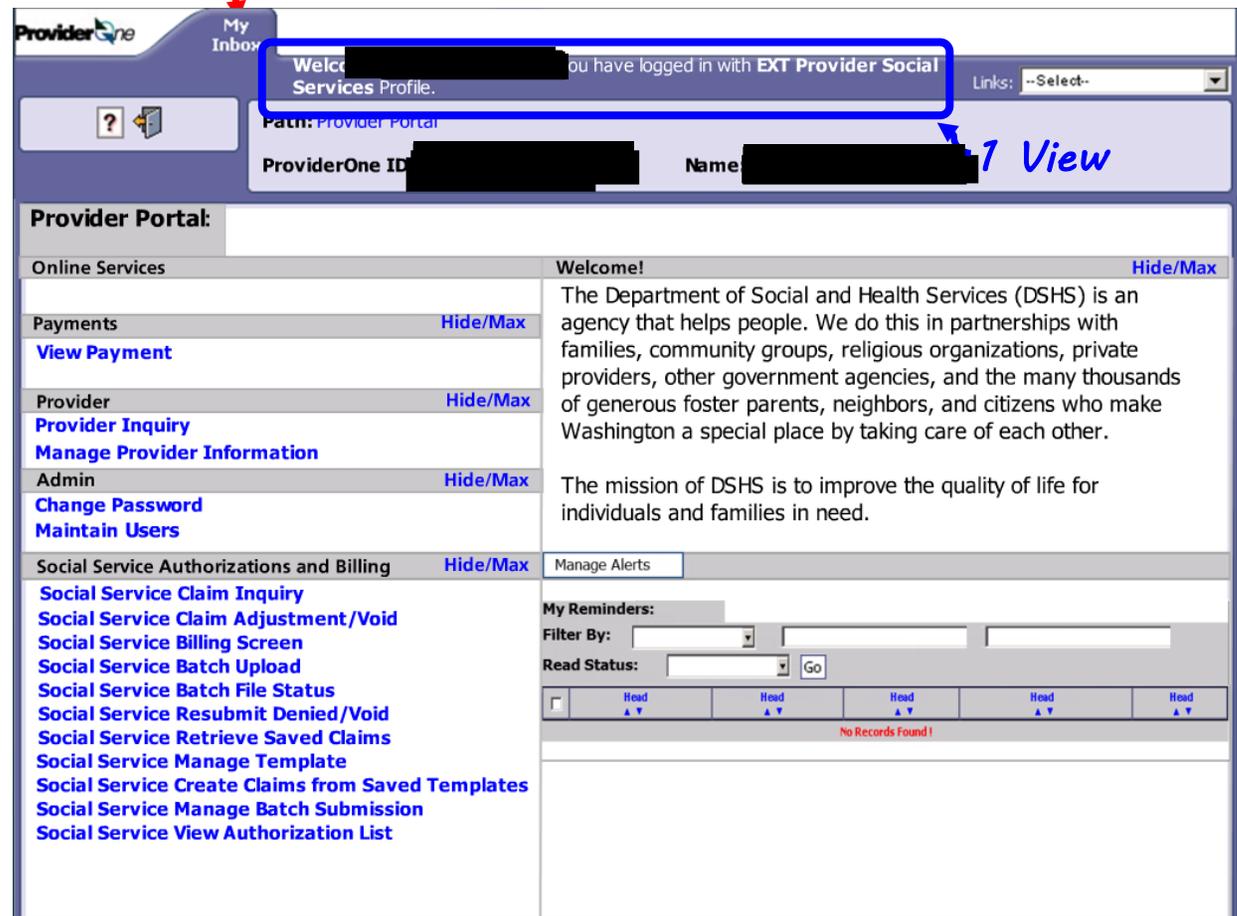*9 Click on*

10. Provider Portal page appears

10 Provider Portal

Notice at the top of the Provider Portal that the provider is logged in with the EXT System Administrator profile. This profile only allows you to manage users within the domain. To bill, manage claims, and other functions within ProviderOne, the provider will need to change their profile. To change profile:

1. **View** current profile

2. **Click on** My Inbox

2 Click on

Provider Portal

1 View

3. My Inbox page appears

4. Click on Change Profile

3 My Inbox

4 Click on → Change Profile

5. Profile Page appears

6. Select the EXT Provider Social Service profile:
- **a.** Click on ▾ pull down menu
- **b.** Select a profile
- **c.** Click on the Go button

5 Profile Page

6a Click on

6b Select →

6c Click on

You will use the EXT Provider Social Service or EXT Provider Social Service Medical profiles for billing and claims management

7. Portal Page appears

8. New profile appears

7 Portal Page

8 New Profile

Social Service Provider portal:

1. The top part of the page shows the User Information who is logged in, your profile, Provider Identification number, and path. The path is list of each page you visit in ProviderOne so you can easily return to pages you wish to visit again.

2. On Line Services are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate "How To" instructions.

3. Manage Alerts is located along the lower right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.

4. When you want to log out of ProviderOne Click on

Portal Page

1 User Info

Welc... ...ou have logged in with **EXT Provider Social Services** Profile.

Path: Provider Portal

ProviderOne ID   Name:

Provider Portal:

Online Services

Payments — Hide/Max
View Payment

Provider — Hide/Max
Provider Inquiry
Manage Provider Information

Admin — Hide/Max
Change Password
Maintain Users

Social Service Authorizations and Billing — Hide/Max
Social Service Claim Inquiry
Social Service Claim Adjustment/Void
Social Service Billing Screen
Social Service Batch Upload
Social Service Batch File Status
Social Service Resubmit Denied/Void
Social Service Retrieve Saved Claims
Social Service Manage Template
Social Service Create Claims from Saved Templates
Social Service Manage Batch Submission
Social Service View Authorization List

Welcome! — Hide/Max
The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

Manage Alerts

My Reminders:
Filter By:
Read Status: Go

No Records Found !

3 Alerts

2 On-Line Services

4 Click on

Social Service Medical Provider portal:

A. The top part of the page shows the User Information who is logged in, your profile, Provider Identification number, and path.

B. Manage Alerts is located along the right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.

C. Medical & Admin On Line Services are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate "How To" instructions.

D. Social Services On Line Services located along the lower right side of the page.

Annotations on screenshot:
- A User Info
- B Alerts
- C Medical & Admin
- D Social Service

Screen content:

Welcome [redacted] You have logged in with **EXT**
Provider Social Services Medical Profile   Links: --Select--
Path: Provider Portal
ProviderOne ID/ NPI: [redacted]   Name [redacted]

Provider Portal:

Online Services

Welcome!
The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

Claims   Hide/Max
Claims Inquiry
Claim Adjustment/Void
On-line Claims Entry
On-line Batch Claims Submission (837)
Resubmit Denied/Void Claim
Retrieve Saved Claims
Manage Templates
Create Claims from Saved Templates
Manage Batch Claim Submission

Client
Client Limit Inquiry
Benefit Inquiry

Payments
View Payment
View Capitation Payment

Managed Care
View Enrollment Roster
View ETRR

Prior Authorization
On-line Prior Authorization Submission
Prior Authorization Inquiry

Provider
Provider Inquiry
Manage Provider Information
Initiate New Enrollment
Track Application

HIPAA
Submit HIPPA Batch Transaction
Retrieve HIPPA Batch Responses

Admin
Change Password
Maintain Users

Manage Alerts

My Reminders
Filter By: [   ] [   ]
Read Status: [   ] Go

Alert Type	Alert Message	Alert Date	Due Date	Rea
	No Records Found!			

Social Service Authorizations and Billing   Hide/Max
Social Service Claim Inquiry
Social Service Claim Adjustment/Void
Social Service Billing Screen
Social Service Batch Upload
Social Service Batch File Status
Social Service Resubmit Denied/Void
Social Service Retrieve Saved Claims
Social Service Manage Template
Social Service Create Claims from Saved Templates
Social Service Manage Batch Submission
Social Service View Authorization List