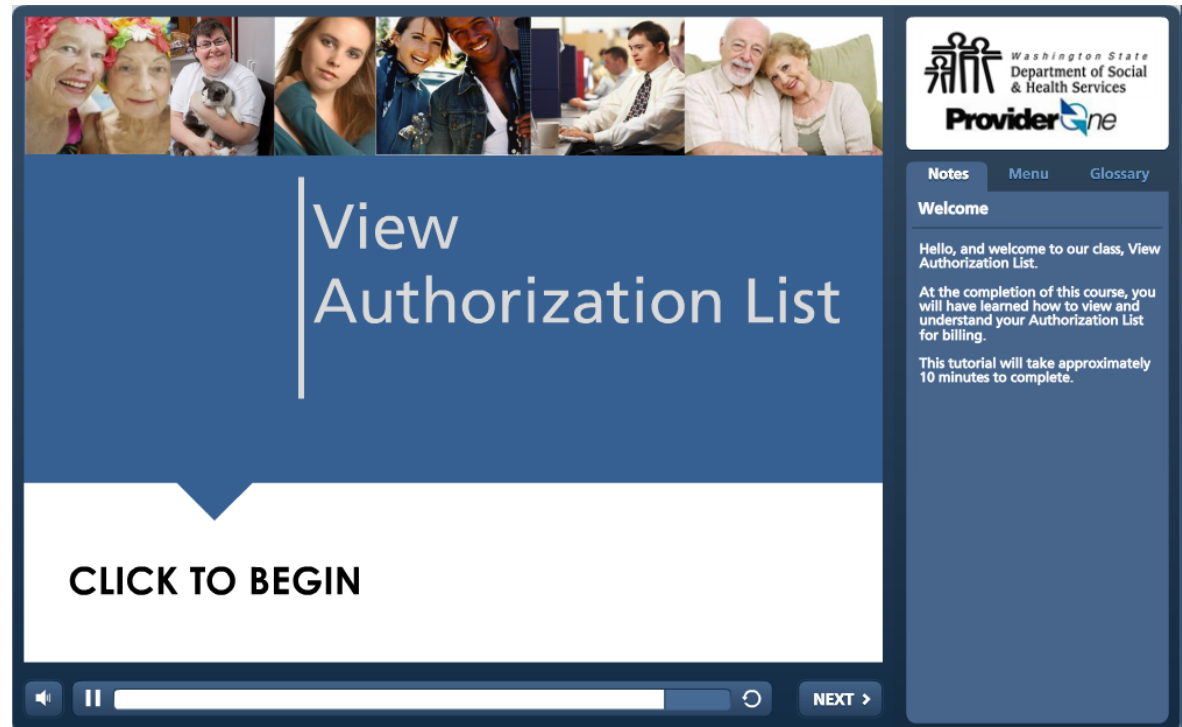


The Basic Billing “View Authorization List” How To provides instructions on:

- List Page Basics2
- Billing Importance6
- List Page Search9
- View Error..... 13
- View Authorization History 16
- View Client Responsibility.....23
- “Other Than Daily” Unit Types24
- Daily & Monthly Unit Types.....25



The screenshot shows a video player interface. At the top, there is a banner with several small images of people. Below the banner, the title "View Authorization List" is displayed in large white text on a blue background. A large blue arrow points downwards from the title area to a white button that says "CLICK TO BEGIN". At the bottom of the video player, there are standard controls: a volume icon, a play/pause button, a progress bar, a refresh icon, and a "NEXT >" button. On the right side of the video player, there is a sidebar with the Washington State Department of Social & Health Services logo and "ProviderOne" branding. Below the logo, there are tabs for "Notes", "Menu", and "Glossary". The "Notes" tab is selected, showing a "Welcome" message: "Hello, and welcome to our class, View Authorization List. At the completion of this course, you will have learned how to view and understand your Authorization List for billing. This tutorial will take approximately 10 minutes to complete."

1. From the [Provider Portal](#)
 - a. Check that you are in the [EXT Provider Social Service](#) profile
2. **Click on** Social Service View Authorization List

1 Provider Portal

1a

The screenshot shows the ProviderOne interface. At the top, there's a navigation bar with 'My Inbox' and a welcome message. Below that, the 'Provider Portal' section is visible, showing the user's 'ProviderOne ID' and 'Name'. The main content area is divided into two columns. The left column contains a navigation menu with several categories: 'Online Services', 'Payments', 'Provider', 'Admin', 'Social Service Authorizations and Billing', and 'My Reminders'. The right column contains a welcome message from the Department of Social and Health Services (DSHS) and a 'My Reminders' section. A callout box highlights the 'Social Service Authorizations and Billing' menu item and its sub-items, with 'Social Service View Authorization List' highlighted in red.

2 Click on →

3. Provider Authorization List Page appears

The default view shows:

- Only the active authorizations for the **current** month.
- To view your active authorizations for other months (IE the month you are billing for) use the same search process outlined on pg. 13).

3 Provider Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
3	1					SA722	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
2	1					S5136	Adult companioncare per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	\$100.00	06/22/2014	Approved	Error		
1	1					T1019	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	\$0.00	04/01/2014	Approved	Error		
2	1					T1020	Personal care ser per diem	U1	Micaid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	Error		
2	2					T1019	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	\$0.00	01/07/2014	Approved	No Error		
6	1					T1005	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
7	1					T1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
6	1					T1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description
3	1					SA722	Group home services		

The default view shows 10 authorizations per page.

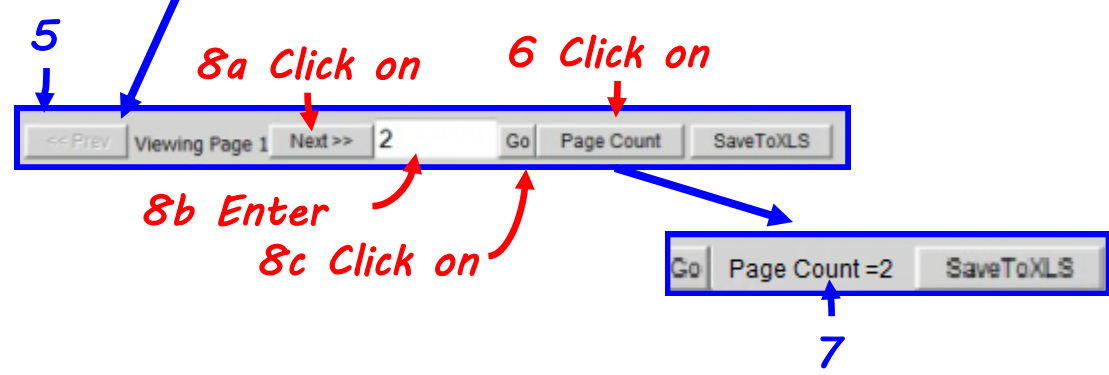
Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		

Provider Authorization List

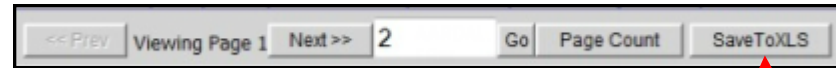
4. **Scroll** down to view more lines
5. The viewing page controls **appears** at the bottom of the screen
6. To find the total number of pages in the list, **click on** Page Count
7. The number of pages **appear**
8. To show the next page
 - a. **Click on** next,
 - or
 - b. **Enter** the page number and
 - c. **Click on** Go

ID	Description	Start Date	End Date	Quantity	Frequency	Status
SA722	Group home services	07/02/2014	10/05/2014	4.01	1 Day	Monthly Recurring
SS536	Adult Companioncare per diem	07/04/2014	07/22/2014	1	1 Day	Monthly Recurring
T1019	Personal care ser per 15 min	05/04/2014	09/04/2014	11	2 1/4 Hour	Monthly Recurring
T1020	Personal care ser per diem	07/01/2014	07/31/2014	100	1 Day	Monthly Recurring
T1019	Personal care ser per 15 min	02/01/2014	12/31/2014	11	1 1/4 Hour	Monthly Recurring
T1005	Respite care service 15 min	07/04/2014	07/04/2014	4.96	10 1/4 Hour	Monthly Recurring
T1005	Respite care service 15 min	07/03/2014	07/03/2014	4.96	10 1/4 Hour	Monthly Recurring
T1005	Respite care service 15 min	07/01/2014	07/02/2014	4.96	10 1/4 Hour	Monthly Recurring
T1005	Respite care service 15 min	07/01/2014	07/01/2014	4.96	10 1/4 Hour	Monthly Recurring
SA626	Payment, non-med equip, supplies test or maint	01/01/2013	12/31/2014	100	1 Each	Span Multiple

← 4 Scroll



9. To export the list as an Excel file, **click on** SaveToXLS



9 Click on

Note: The screen prompts to save the Excel document will differ depending on your computer programs. However, the resulting file will look the same.

10. The [Excel file](#) contains all the information, plus a bit more than the List Page

10 Excel File of Provider Authorization List

Note:

- You can copy data from the file and paste into a ProviderOne billing page or search fields, improving accuracy and reducing the potential for typing errors.
- Create a new Excel file prior to providing the service, authorizations can change.

Authoriza Line #	Suffix #	Client ID	Client Nar	Provider ID	Service Cc	Service De	Modifier	Modifier I	Start Date	End Date	Rate	Units	Unit Type	Billing Ty	Client Res	Last Upda	Business
2	1			SA717	Supportec				06/01/201	07/02/201	1500	1	Monthly	Monthly F0		07/02/201	Approved Nc
3	1			SA722	Group hor				07/02/201	10/05/201	4.01	1	Day	Monthly F0		06/22/201	Approved Nc
4	1			SS136	Adult com				07/04/201	07/22/201	1	1	Day	Monthly F0		06/22/201	Approved Eri
5	1			T1019	Personal c				05/04/201	09/04/201	11	2	1/4 Hour	Monthly F0		06/22/201	Approved Eri
6	1			T1020	Personal c	U1	M/caid cai		07/01/201	07/31/201	100	1	Day	Monthly F0		06/22/201	Approved Eri
7	1			T1019	Personal c				02/01/201	12/31/201	11	1	1/4 Hour	Monthly F0		06/22/201	Approved Nc
8	1			T1005	Respite ca				07/04/201	07/04/201	4.96	10	1/4 Hour	Monthly F0		06/22/201	Approved Nc
9	1			T1005	Respite ca				07/03/201	07/03/201	4.96	10	1/4 Hour	Monthly F0		06/22/201	Approved Nc
10	1			T1005	Respite ca				07/01/201	07/02/201	4.96	10	1/4 Hour	Monthly F0		06/22/201	Approved Nc
11	1			T1005	Respite ca				07/01/201	07/01/201	4.96	10	1/4 Hour	Monthly F0		06/22/201	Approved Nc
12	1			SA626	Payment;				01/01/201	12/31/201	100	1	Each	Span Mult0		06/22/201	Approved Nc
13	1			SA876	Communi				01/01/201	12/31/201	1000	1	Each	Span Mult0		06/22/201	Approved Eri
14	1			SS165	Home mo	UA	M/caid cai		01/01/201	12/31/201	1000	1	Each	Span Singi0		06/22/201	Approved Eri
15	1			SS165	Home mo	UA	M/caid cai		06/01/201	12/31/201	100	1	Each	Span Singi0		06/22/201	Approved Nc
16	1			SA876	Communi				01/01/201	12/31/201	100	1	Each	Span Mult0		06/22/201	Approved Eri
17	1			SS165	Home mo	UA	M/caid cai		01/01/201	12/31/201	1000	1	Each	Span Singi0		06/22/201	Approved Nc
18	1			SS165	Home mo	UA	M/caid cai		01/01/201	12/31/201	1000	1	Each	Span Singi0		06/22/201	Approved Nc
19	1			SS165	Home mo	UA	M/caid cai		01/01/201	12/31/201	100	1	Each	Span Singi0		06/22/201	Approved Nc
20	1			SS165	Home mo	UA	M/caid cai		01/01/201	12/31/201	100	1	Each	Span Singi0		06/22/201	Approved Nc
21	1			H2019	Ther beha				01/01/201	12/31/201	20	1	1/4 Hour	Monthly F0		06/22/201	Approved Nc
22	1			SS165	Home mo	UA	M/caid cai		07/01/201	07/10/201	550	1	Each	Span Singi0		07/02/201	Reviewing Nc
23	1			SA421	Non-medi				03/11/201	12/31/299	616	10000		Span Mult0		06/22/201	Approved Eri

To submit a claim in ProviderOne, the following authorization data is required:

1. From the **Provider Authorization List Page**

1 Provider Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	SA722	Group home services		
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	S5133	Adult companion care per diem		

2c *2b* *2a* *2d* *2e*

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	SA722	Group home services		
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	S5133	Adult companion care per diem		

2. The following fields are required for billing:

- a. **Provider ID**
- b. **Client ID**
- c. **Authorization #**
- d. **Service Code**
- e. **Modifier (if applicable)**

Basic Billing Screen

Social Service Billing Screen.
 Note asterisks (*) denote required fields.

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION
 BILLING PROVIDER
 * Provider ID: [Redacted]

SUBSCRIBER/CLIENT INFORMATION
 SUBSCRIBER/CLIENT
 * Client ID: [Redacted] 200

CLAIM INFORMATION
 CLAIM INFORMATION
 * Authorization Number: [Redacted]

BASIC LINE INFORMATION
 BASIC SERVICE LINE ITEMS

* Service Date From: [mm][dd][ccyy] * Service Date To: [mm][dd][ccyy]

* Service Code: SA722 Modifiers: 1: [] 2: [] 3: [] 4: [] * Units: []

Patient Account No: []

Add Service Line Item Update Service Line Item

Another important field is the Unit Type field. The Unit Type will influence how you can bill. See pages 23 & 24.

Provider Authorization List Page

3. Unit Type

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	36	Adult companion care per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	06/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	04/01/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	20	Personal care ser per diem	U1	Medicaid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	06/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	01/07/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	25	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	7	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	6	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]

Note: The Unit Type is important for billing. You can only use a date range for billing if:

- Unit Type is Daily or Monthly
- All services were provided consecutive (in a row)
- All services were provided within the same calendar month.

3

Another important field is the Error Status field.

Provider Authorization List Page

- An “Error” message indicates that there is an issue with this authorization **at some point within the life** of the authorization.

The screenshot shows the 'Provider Authorization List' page in the ProviderOne system. The table contains the following data:

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	36	Adult companionship care per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	6/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	6/10/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	20	Personal care ser per diem	U1	High care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	6/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	6/10/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	25	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	7	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	6/22/2014	Approved	No Error	[Redacted]	[Redacted]

The 'Error Status' dropdown menu is open, showing the following options: Error, No Error, No Error, No Error, No Error, No Error, No Error, No Error, No Error, No Error. A blue arrow labeled '4' points to the first 'Error' option.

Note: If an authorization is “in Error”, you must check to see if the error is in effect prior to performing the service. Follow the steps in “View Error” (pg. 12) to determine if the error status effects the time period you would like to provide the service.

This section shows you how to search the Authorization List Page

1. From the [Provider Authorization List Page](#)
2. Click on filter by drop down
3. Select filter type (IE: Client Name)
4. Enter filter data (IE Last and first name)
5. Click on Go

1 Provider Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
[Redacted]	1		[Redacted]	[Redacted]	[Redacted]	22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	0	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2		[Redacted]	[Redacted]	[Redacted]	38	Adult companionscare per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	1		[Redacted]	[Redacted]	[Redacted]	9	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	0	04/01/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2		[Redacted]	[Redacted]	[Redacted]	0	Personal care ser per diem	U	Micaid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2		[Redacted]	[Redacted]	[Redacted]	9	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	0	01/07/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	3		[Redacted]	[Redacted]	[Redacted]	5	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	0	06/22/2014	Approved	No Error	[Redacted]	[Redacted]

Provider Authorization List:

Filter By: Client Name [Redacted] [Redacted] And [Redacted]

Go

2 Click on

4 Enter

5 Click on

3 Select

- Authorization #
- Billing Type
- Business Status
- Client ID
- Client Name
- Client Responsibility
- Error Status
- Last Updated
- Line #
- Modifier
- Processing Status
- Provider ID
- Service Code
- Start/End Date
- Suffix #
- Unit Type

6. Filtered list appears
7. Results show authorizations for this client

6 Filtered List

Provider Authorization List:

Filter By: Client Name [redacted] And [redacted] And [redacted]

Go

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
[redacted]	3	1	[redacted]	[redacted]	[redacted]	SA722	Group home services			07/01/2014	07/31/2014	4.01	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error	[redacted]	[redacted]
[redacted]	2	1	[redacted]	[redacted]	[redacted]	S5136	Adult companioncare per diem			07/01/2014	07/31/2014	1	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error	[redacted]	[redacted]
[redacted]	2	1	[redacted]	[redacted]	[redacted]	T1019	Personal care			07/01/2014	07/31/2014	11	1	1/4 Hour	Monthly Recurring	\$0.00	01/07/2014	Approved	No Error	[redacted]	[redacted]

Authorization #	Line #	Suffix #	Client ID	Client Name
[redacted]	3	1	[redacted]	[redacted]
[redacted]	2	1	[redacted]	[redacted]
[redacted]	2	1	[redacted]	[redacted]

7

To return the list page to the default list:

8. Click on filter by drop down
9. Select blank filter
10. Clear filter data
11. Click on Go

6 Filtered List

The screenshot shows the 'Provider Authorization List' interface. A blue box highlights the filter section at the top, which includes a 'Filter By' dropdown menu and a 'Go' button. A table of authorization records is visible below, with columns for Authorization #, Line #, Suffix #, Client ID, Client Name, Provider ID, Service Code, Service Description, Modifier, Modifier Description, Start Date, End Date, Rate, Units, Unit Type, Billing Type, Client Responsibility, Last Updated, Business Status, Error Status, Case Manager Name, and Case Manager Phone Number. A red box highlights the 'Filter By' dropdown menu, which is open and showing a list of filter options. A red box highlights the 'Authorization #' option in the dropdown menu. Red arrows and text annotations indicate the steps: '8 Click on' points to the dropdown arrow, '10 Clear' points to the dropdown menu, '9 Select' points to the 'Authorization #' option, and '11 Click on' points to the 'Go' button.

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
	3	1				SA722	Group home services			07/01/2014	07/31/2014	4.01	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		

To return the Provider Portal:

12. Click on Close

or

13. Click on Provider Portal in Path

Close *12 Click on*

Path: [Provider Portal](#) / [Authorization List Page](#)
13 Click on

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
	3	1				SA722	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	2	1				S5136	Adult companioncare per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	\$100.00	06/22/2014	Approved	Error		
	1	1				T1019	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	\$0.00	04/01/2014	Approved	Error		
	2	1				T1020	Personal care ser per diem	U1	M/caid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	Error		
	2	1				T1019	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	\$0.00	01/07/2014	Approved	No Error		
	8	1				T1005	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	7	1				T1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	6	1				T1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		

This section covers how to determine when an “Error” will prevent a provider from providing and being paid for a service during a specific time period.

1 Provider Authorization List Page

1. From the [Provider Authorization List Page](#)
2. Authorization is in “Error”

Information you can check

1. Check the expiration date of your contacts in Manage Provider data, Step 8 Contract Information.
2. Check the expiration date you licenses.

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Status	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	Approved	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	36	Adult companionship care per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	Approved	6/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	Approved	6/10/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	20	Personal care ser per diem	U1	Medicaid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	Approved	6/22/2014	Approved	Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	19	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	Approved	6/10/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	25	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	Approved	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	7	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/03/2014	07/03/2014	4.96	10	1/4 Hour	Monthly Recurring	Approved	6/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/02/2014	4.96	10	1/4 Hour	Monthly Recurring	Approved	6/22/2014	Approved	No Error	[Redacted]	[Redacted]

You can use this search to view your active authorizations for a specific month (ie. The month you are billing for).

Note

If an authorization shows “Error”, you must check to see when the error is in effect prior to billing for the service.

To identify when an error is in effect for a specific month. Conduct a search for that month.

Provider Authorization List Page

3. Click on Filter By drop down
4. Select Start/End Date
5. Enter Start Date (first day in month)
6. Enter End Date (last day in month)

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
	3	1				22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	0	06/22/2014	Approved	No Error		
	2	1				36	Adult companionship care per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error		
	1	1				19	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	0	04/01/2014	Approved	Error		
	2	1				20	Personal care ser per diem	U1	Head care by 1 state list	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error		
	2	1				19	Personal care ser per 15 min			02/01/2014	12/31/2014	11	1	1/4 Hour	Monthly Recurring	0	01/07/2014	Approved	No Error		
	8	1				35	Respite care service 15 min			07/04/2014	07/04/2014	4.96	10	1/4 Hour	Monthly Recurring	0	06/22/2014	Approved	No Error		

3 Click on (dropdown arrow)

5 Enter (date input fields)

4 Select (Start/End Date in dropdown)

6 Enter (Go button)

Note

The date range must be:

- One month only
- Start date must be 1st day of month
- End date must be last day of month
- Dates are entered as: dd/mm/yyyy

- 7. Search results appear
- 8. For the search month, the authorizations show “No Error” so the provider can perform the authorized services and be paid by ProviderOne.

Provider Authorization List:

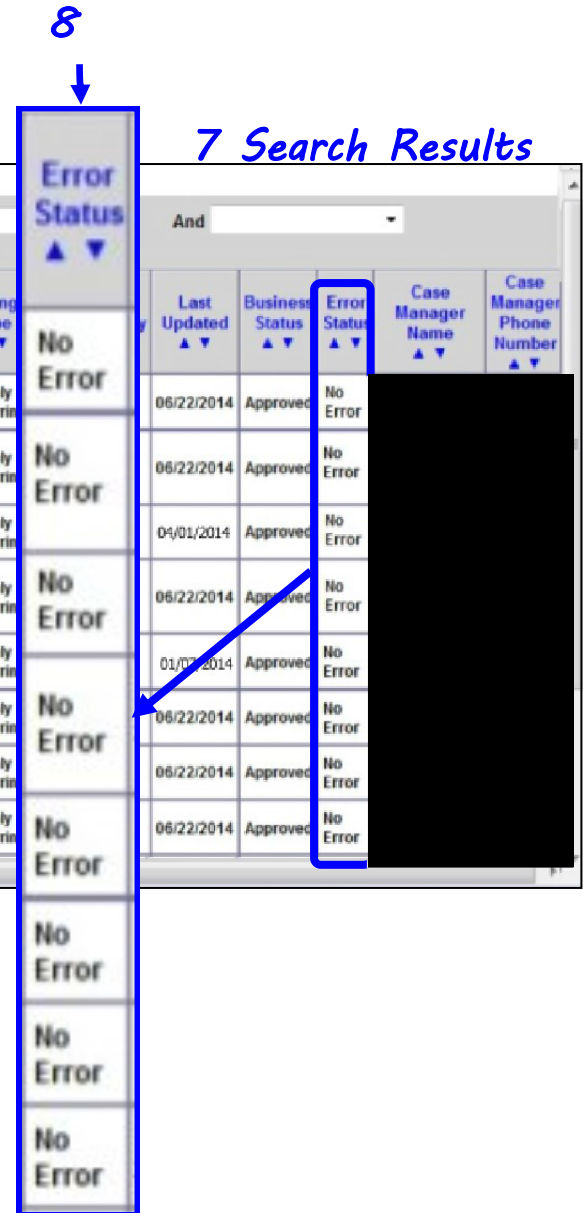
Filter By: Start/End Date 07/01/2014 07/31/2014 And

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Last Updated	Business Status	Error Status	Case Manager Name	Case Phone Number
[Redacted]	3	1	[Redacted]	[Redacted]	[Redacted]	A722	Group home services			07/01/2014	07/31/2014	4.01	1	Day	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	5136	Adult companioncare per diem			07/01/2014	07/31/2014	1	1	Day	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	1019	Personal care ser per 15 min			07/01/2014	07/31/2014	11	2	1/4 Hour	Monthly Recurring	01/01/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	1020	Personal care ser per diem	U1	M/icaid care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	1019	Personal care ser per 15 min			07/01/2014	07/31/2014	11	1	1/4 Hour	Monthly Recurring	01/07/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	8	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	7	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]
[Redacted]	6	1	[Redacted]	[Redacted]	[Redacted]	1005	Respite care service 15 min			07/01/2014	07/31/2014	4.96	10	1/4 Hour	Monthly Recurring	06/22/2014	Approved	No Error	[Redacted]	[Redacted]

8

7 Search Results

If the authorization line has a Error Status stating “Error”, contact your case manager to find out why the authorization is in error. Services for dates with “No Error” can be claimed regardless of whether other dates on the authorization have “Error” status.



When you receive an alert message that says your authorization has been changed, this section shows you how to find out what has changed.

1 Portal Page

1. From the Portal Page
2. Alert message appears informing you that an authorization has been changed

The screenshot shows the ProviderOne portal interface. At the top, there is a navigation bar with 'My Inbox' and a welcome message. Below this is a sidebar menu with categories like 'Online Services', 'Social Service Authorizations and Billing', and 'Admin'. The main content area displays a 'Welcome!' message and a 'My Reminders' section. A table titled 'Read Status:' is visible, with one row highlighted in blue. A blue arrow labeled '2' points from the 'Alert Message' section below to the highlighted row in the table.

Alert Type	Alert Message	Alert Date	Last Update	Alert
Compliance-Substance	An Authorization 100155200 is created/updated in ProviderOne	10/19/2014	10/20/2014	N
Compliance-Substance	An Authorization 100155200 is created/updated in ProviderOne	10/19/2014	10/20/2014	N
Compliance-Substance	An Authorization 100155200 is created/updated in ProviderOne	10/19/2014	10/20/2014	N
Compliance-Substance	An Authorization 100155200 is created/updated in ProviderOne	10/19/2014	10/20/2014	N

The alert date is one day after the actual change date of the authorization.

This section cover how to search and view an authorization's history and to identify how an authorization has changed.

Provider Portal

3. Click on Social Service View Authorization List

The screenshot shows the Provider Portal interface. The main content area is divided into two columns. The left column contains a 'Provider Portal' section with a list of 'Online Services'. The right column contains a 'Welcome!' message and a 'My Reminders' section. A blue arrow points from the 'Social Service Authorizations and Billing' menu item in the left column to a magnified view of this menu. In the magnified view, the 'Social Service View Authorization List' item is highlighted with a red box and a red arrow pointing to it.

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:

<input type="checkbox"/>	Alert Type	Alert Message	Alert Date	Due Date	Read

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](#)

4. Provider Authorization List Page appears
5. Click on Filter By drop down menu
6. Select Authorization #
7. Enter Authorization # from Alert Message

Provider Authorization List Page

5 Click on 7 Enter

6 Select

8. Click on drop down menu
9. Select Processing Status
10. Enter “%” (wildcard sign)
11. Click on Go

Provider Authorization List

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
	3	1				22	Group home services			07/02/2014	10/05/2014	4.01	1	Day	Monthly Recurring	0	06/22/2014	Approved	No Error		
	2	1				36	Adult companion care per diem			07/04/2014	07/22/2014	1	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error		
	1	1				19	Personal care ser per 15 min			05/04/2014	09/04/2014	11	2	1/4 Hour	Monthly Recurring	0	04/01/2014	Approved	Error		
	2	1				20	Personal care ser per diem	U1	Miscald care lev 1 state def	07/01/2014	07/31/2014	100	1	Day	Monthly Recurring	0	06/22/2014	Approved	Error		

Filter By: Authorization # [redacted] And Processing Status [dropdown] % And [dropdown]

Go

11 Click on

8 Click on 10 Enter

9 Select

- Line #
- Modifier
- Processing Status**
- Provider ID

- Authorization #
- Billing Type
- Business Status
- Client ID
- Client Name
- Client Responsibility
- Error Status
- Last Updated
- Line #
- Modifier
- Processing Status
- Provider ID
- Service Code
- Start/End Date

Wild Card
 The “%” sign is a wildcard. When used in a search the results will show all possible results for the filter.

12 Filtered Authorization List

12. The filtered list appears showing the Business Status as: Approved, Canceled, or In Review.

13. The list shows the Business Status as: Approved, Canceled, or In Review.

14. The list shows the Processing Status as: Active or Inactive.

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Code Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number	Processing Status
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	5A717	Supported living, per month			06/01/2014	06/15/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	06/14/2014	Approved	No Error	[Redacted]	[Redacted]	Active
[Redacted]	1	2	[Redacted]	[Redacted]	[Redacted]	5A717	Supported living, per month			06/16/2014	06/30/2014	1600	1	1/4 Hour	Monthly Recurring	\$0.00	06/14/2014	Approved	Error	[Redacted]	[Redacted]	Active
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	5A717	Supported living, per month			06/01/2014	12/31/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	07/14/2014	Canceled	No Error	[Redacted]	[Redacted]	Inactive
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	5A717	Supported living, per month			06/01/2014	06/15/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	06/10/2014	Canceled	Error	[Redacted]	[Redacted]	Inactive

Status
 Authorization must be:

- Business Status: **Approved**
- Processing Status: **Active**

To provide service and be paid.

13

Business Status

Approved

Approved

Canceled

Canceled

14

Processing Status

Active

Active

Inactive

Inactive

15. The Suffix # “2” shows that this authorization has been split into time periods

16. The rate for this authorization was changed for the period 06/15/2014 and 06/30/2014

Filtered Authorization List

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Code Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number	Processing Status
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	W717	Supported living, per month			06/01/2014	06/15/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	06/14/2014	Approved	No Error	[Redacted]	[Redacted]	Active
[Redacted]	1	2	[Redacted]	[Redacted]	[Redacted]	W717	Supported living, per month			06/16/2014	06/30/2014	1600	1	1/4 Hour	Monthly Recurring	\$0.00	06/14/2014	Approved	Error	[Redacted]	[Redacted]	Active
[Redacted]	2	1	[Redacted]	[Redacted]	[Redacted]	W717	Supported living, per month			06/01/2014	12/31/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	06/14/2014	Cancelled	No Error	[Redacted]	[Redacted]	Inactive
[Redacted]	1	1	[Redacted]	[Redacted]	[Redacted]	W717	Supported living, per month			06/01/2014	06/15/2014	1500	1	1/4 Hour	Monthly Recurring	\$0.00	06/30/2014	Cancelled	Error	[Redacted]	[Redacted]	Inactive

Authorization #	Line #	Suffix #
[Redacted]	1	1
[Redacted]	1	2

Start Date	End Date	Rate
06/01/2014	06/15/2014	1500
06/16/2014	06/30/2014	1600

Note:

- If the change effects the entire time period of the authorization it will not “split”. The old service line will become “inactive” and a new service line will become “active”.
- When billing, the provider only needs to list the “Authorization #” in the claim. ProviderOne will select which “Suffix #” and “Rate” to use based on the Date of Service. IE: All bills dated 06/16 to 06/30 will be have a “Rate” of \$1,600.

This section covers viewing client responsibility.

1. From the [Provider Authorization List Page](#)
2. **Click on** the monthly responsibility amount to view a breakdown of responsibility for the authorization.

Responsibility

The amount shown in the Client Responsibility field is the responsibility for the current or search month.

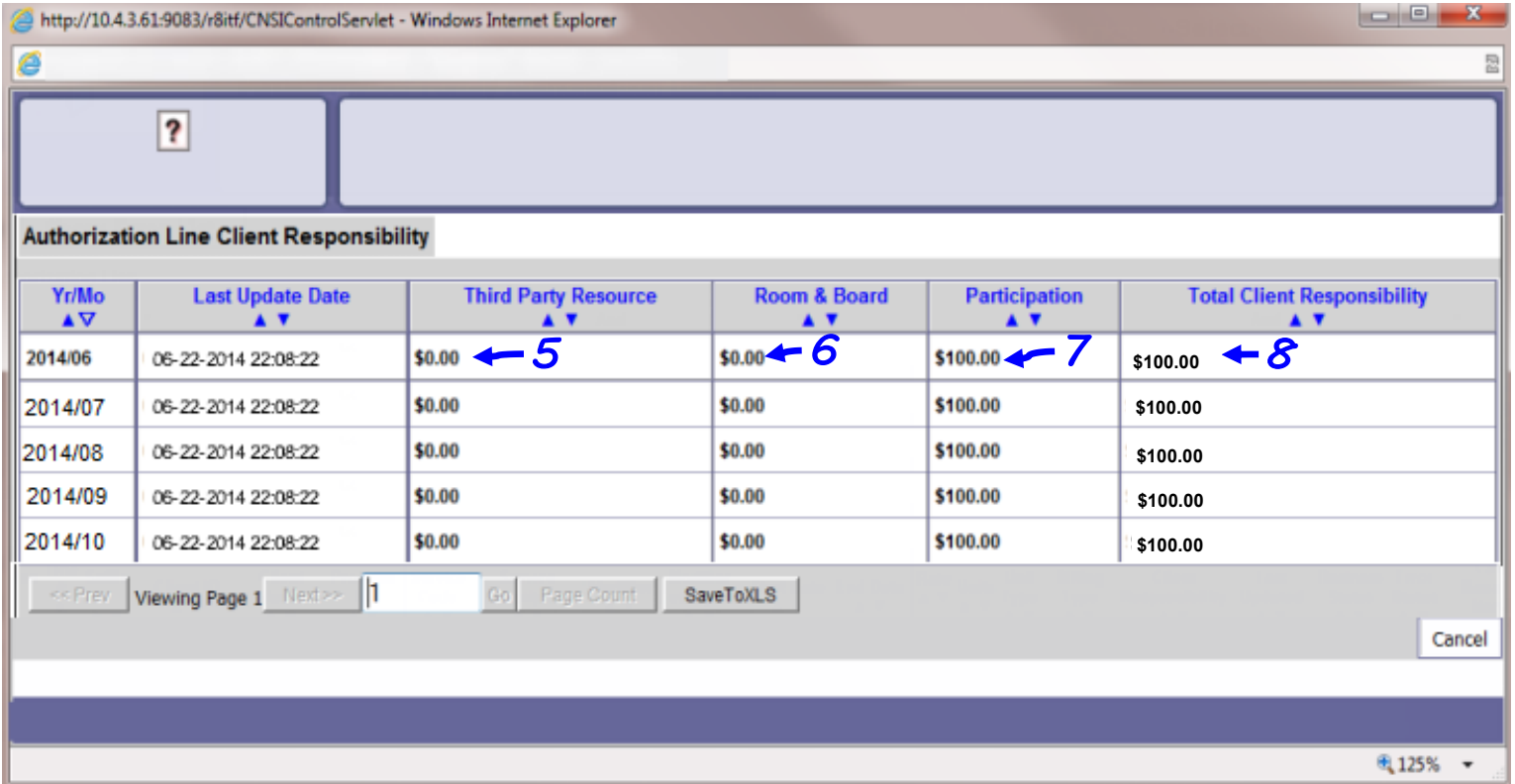
2 Click on

1 Provide Authorization List Page

Provider Authorization List:																		
Filter By :		Start/End Date		07/01/2014		And		Start/End Date				And						
Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier	Modifier Description	Unit	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	Case Manager Name	Case Manager Phone Number
	3	1				SA722	Group home services			1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	2	1				S5136	Adult companioncare per diem			1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	1	1				T1019	Personal care ser per 15 min			2	1/4 Hour	Monthly Recurring	\$0.00	04/01/2014	Approved	No Error		
	2	1				T1020	Personal care ser per diem	U1	Micaid care lev 1 state def	1	Day	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	2	1				T1019	Personal care ser per 15 min			1	1/4 Hour	Monthly Recurring	\$0.00	01/07/2014	Approved	No Error		
	8	1				T1005	Respite care service 15 min			10	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	7	1				T1005	Respite care service 15 min			4.96	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		
	6	1				T1005	Respite care service 15 min			4.96	1/4 Hour	Monthly Recurring	\$0.00	06/22/2014	Approved	No Error		

3. From the [Authorization Line Client Responsibility](#)
4. [Year and Month](#)
5. [Third Party Resource](#)
6. [Room & Board](#)
7. [Participation](#)
8. [Total Client Responsibility](#)

3 Authorization Line Client Responsibility



Yr/Mo	Last Update Date	Third Party Resource	Room & Board	Participation	Total Client Responsibility
2014/06	06-22-2014 22:08:22	\$0.00	\$0.00	\$100.00	\$100.00
2014/07	06-22-2014 22:08:22	\$0.00	\$0.00	\$100.00	\$100.00
2014/08	06-22-2014 22:08:22	\$0.00	\$0.00	\$100.00	\$100.00
2014/09	06-22-2014 22:08:22	\$0.00	\$0.00	\$100.00	\$100.00
2014/10	06-22-2014 22:08:22	\$0.00	\$0.00	\$100.00	\$100.00

Navigation: << Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS Cancel

Zoom: 125%

All claims are based on date of service (the day the service was provided).

Unit Types: 1/4 hour, 1/2 hour, hour, each, per visit, mile, daily, monthly

1. Each **service line** is a single day. (See date range for daily & monthly unit types)
2. The number of **Units** provided on each day of service can be more than 1 (except daily)

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: * Service Date To:

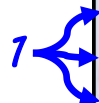
* Service Code: Modifiers: 1: 2: 3: 4: * Units:

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$70.00

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/20/2014	01/20/2014	T1019					4	Delete
2	01/21/2014	01/21/2014	T1019					6	Delete
3	01/22/2014	01/22/2014	T1019					4	Delete



2

Daily Unit Types

1. Date range from and to dates must be consecutive (in a row, with no breaks), within the same calendar month, and daily or monthly units.
2. The number of **Units** must equals the number of days in the range for daily unit types, or 1 unit for the month within the range for monthly
3. When you Add Service Line, the date range will be a single service line. A note will appear on you billing page telling you that the date range will be broken down into individual daily service line when the claim is pro-

Important

A date range, or span, can **only** be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units) or months (monthly units) within the range

You can not claim a daily unit type on the same day of service.

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: mm dd cyy * Service Date To: mm dd cyy

* Service Code: Modifiers: 1: 2: 3: 4: * Units:

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Add Service Line Item Update Service Line Item

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$333.90

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	01/20/2014	01/24/2014	T1020	U1				5	