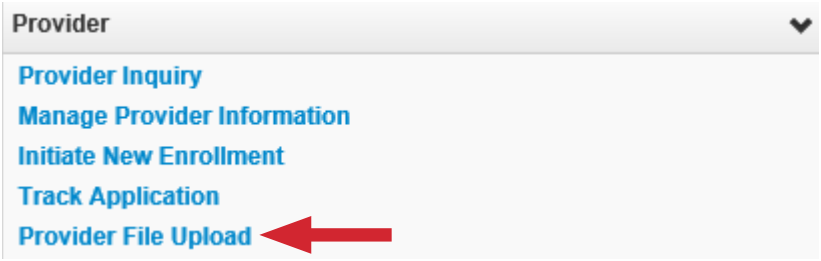
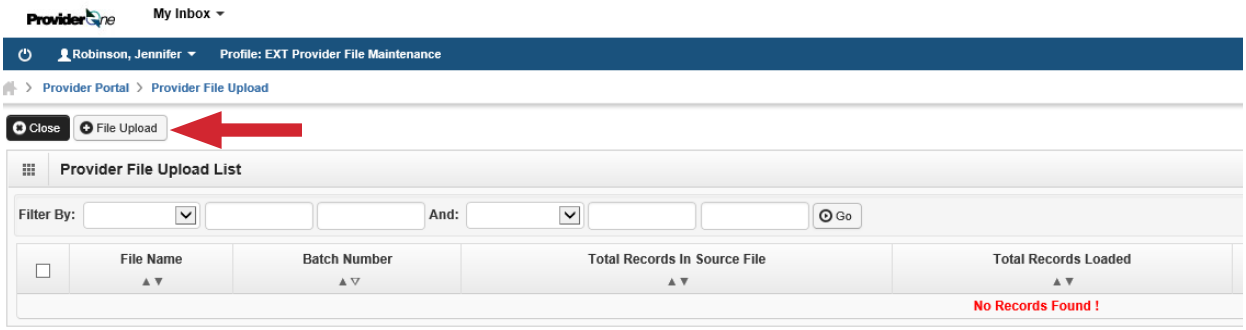
Instructions for Roster File Upload and Reviewing Roster Errors

1. **Login to your ProviderOne profile using one of the following Profiles:**
   - EXT Provider File Maintenance
   - EXT Provider Super User

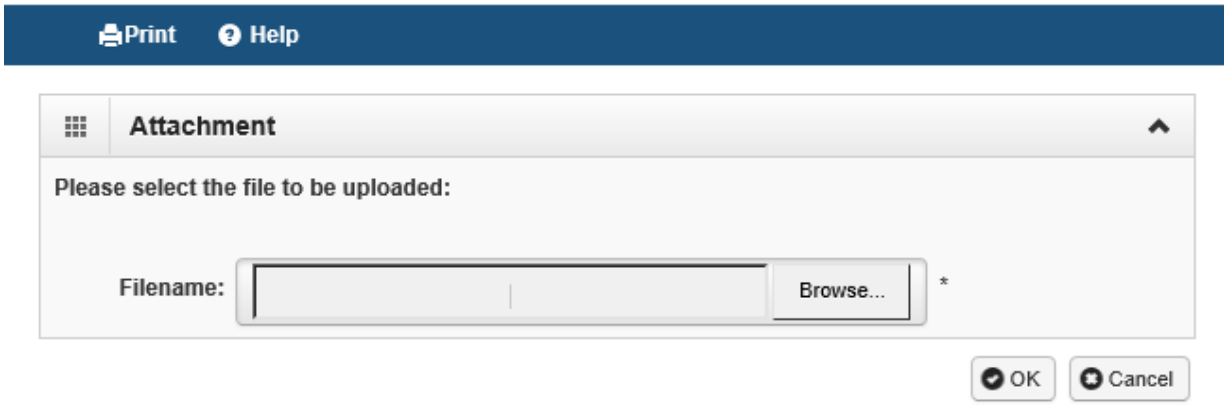
2. **Click on 'Provider File Upload'**



3. **Click the 'File Upload' button**



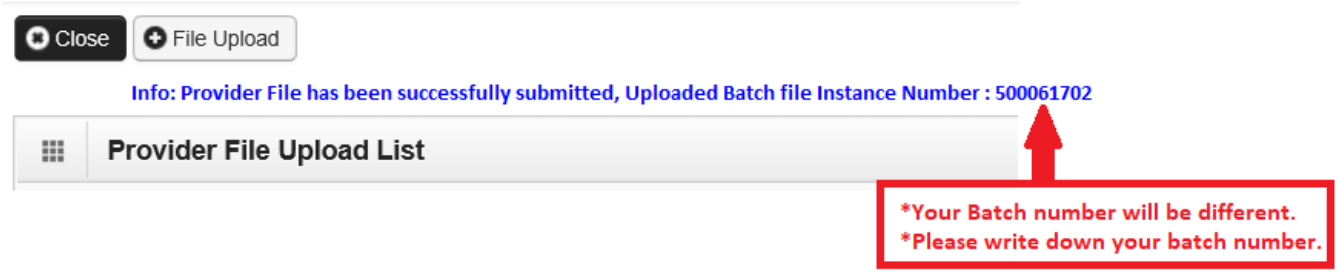
4. **The following screen will appear.**
   - → Click the 'Browse' button and locate the completed Roster you have saved on your computer
   - → Click 'OK'



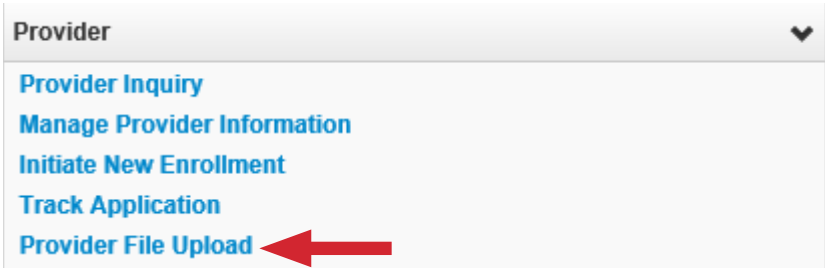
5. **You will then be navigated back to the following screen.**

   → In brightblue, the screen will list the Batch number (also called an Instance Number).
   Write down and keep your batch number!

   → In blue, you will see: Info: Provider File has been successfully submitted, Uploaded Batch file Instance Number: XXXXXXX (Instead of XXXXXX, you will receive an actual batch number)



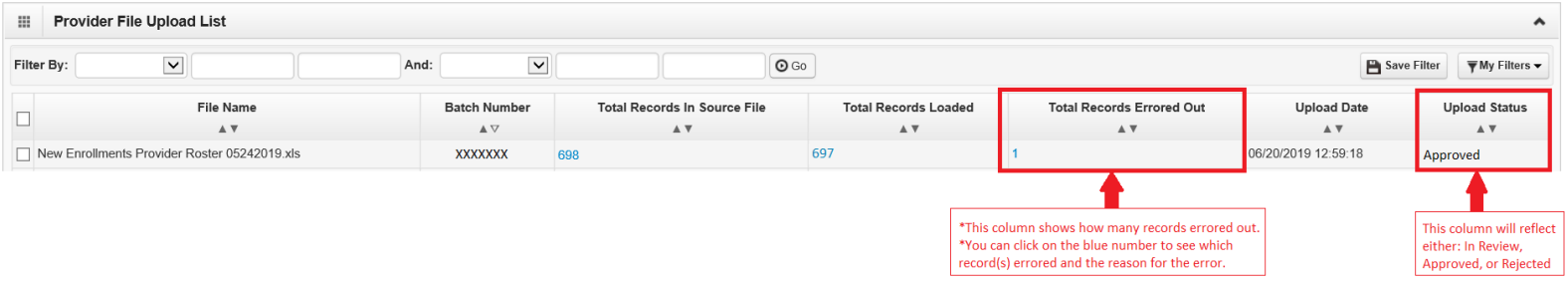
6. **Once you have written down your batch number, you may logout.** It may take 1 to 3 business days before the batch is approved. You may log back in periodically to see if the upload was Approved or Rejected. To see if the batch was approved or rejected, you will log back into ProviderOne and click on 'Provider File Upload'



7. **This will take you back to the Provider File Upload List page.**

   → This page will tell you the status of the Roster. The very last column titled 'Upload Status' will state whether the Roster is still 'In Review' –or- has been 'Approved' –or- 'Rejected'

   → The column titled 'Total Records Errored Out' will reflect those providers that could not be loaded due to incorrect data. Clicking on the bluelink inside of the 'Total Records Errored Out' column, will give you information on what a` nd why a record errored.



8. **If you have any Errored Records, you will need to review those records, correct the data, and upload a new Roster.**
   - → The new Roster will **only** need to include those servicing only providers that you received an error message on.
   - → To help troubleshoot those error messages, please use the "Troubleshooting Roster Error Messages" document

For any issues with loading Rosters or reviewing errored records, submit an inquiry via the WA State HCA support portal: support.hca.wa.gov. Ensure to include a copy of the roster file used and batch number in the ticket.