# ProviderOne Provider System User Manual


**Enrolling as an Individual Billing Provider**

*If you need assistance choosing which provider type to enroll as, please contact:*

*Provider Enrollment at 800-562-3022 ext: 16137*

.

Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between DSHS and Medical Assistance providers. The Core Provider Agreement's terms and conditions incorporate federal laws, rules and regulations, state law, DSHS rules and regulations, and DSHS program policies, numbered memoranda, and billing instructions, including this Guide.

Providers must submit a claim in accordance with the DSHS rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls."

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# Table of Contents

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# Enrolling as an Individual Billing Provider

**An Individual Billing Provider is an individual who owns his/her own practice.**

The following ProviderOne topics and tasks are covered in this section:

- Accessing the Enrollment Business Process Wizard
- Entering Provider Basic Information
- Completing the Business Process Wizard Steps
- Submitting the Enrollment Application to DSHS

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# Provider Enrollment Links

## Start a New Provider Enrollment Application

https://www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp

## Resume or Track an Enrollment Application

https://www.waproviderone.org/ecams/jsp/common/pgTrackPrvdrApplctn.jsp

You will need your Application Id and either the Social Security Number (SSN) or Federal Employer Identification Number (FEIN) to login.

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# Accessing the Enrollment Business Process Wizard

## Selecting the Enrollment Type

Enter the following web address into your Internet Explorer Browser:
“https://www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp

ProviderOne displays the Enrollment Type page.

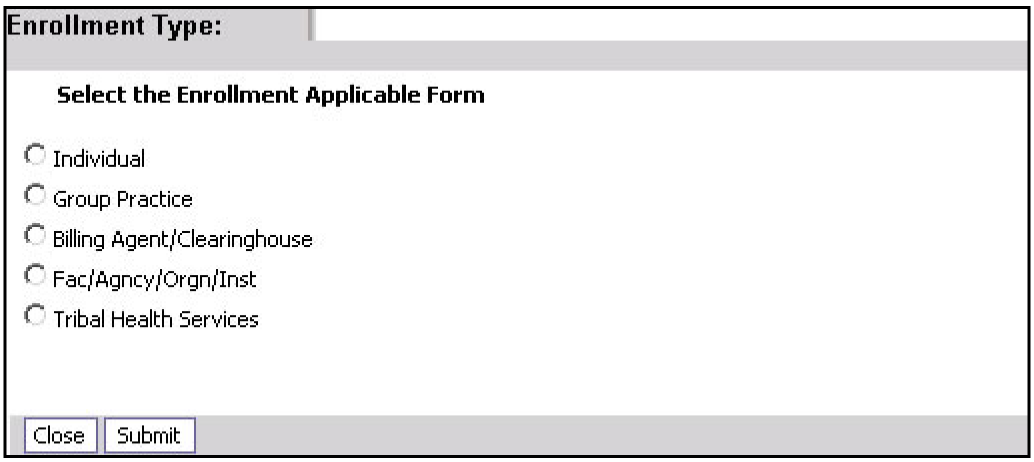


**Figure 1 - Enrollment Type**

Select the Appropriate Enrollment form and click the Submit button.

ProviderOne displays the Basic Information page.

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# Provider Basic Information

Entering your Provider Basic Information is the first step in the enrollment process.

Successful completion of this step will result in:

- Confirmation that a duplicate enrollment does not already exist
- Assignment of an Application Id
- Storage of the basic information in the Provider Enrollment Staging Area

ProviderOne displays the Basic Information page.

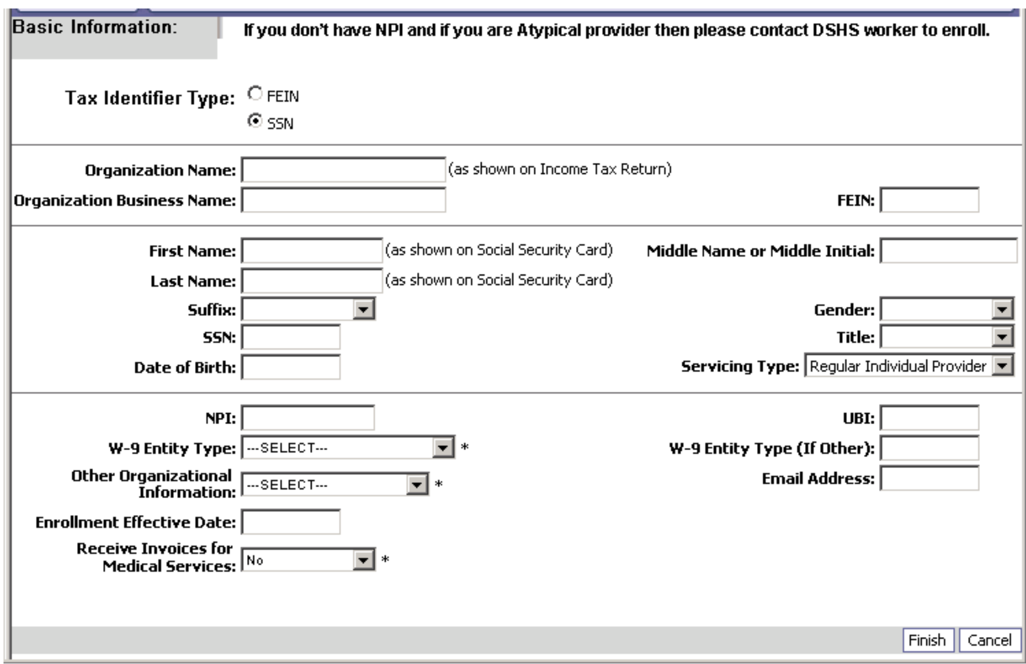


**Figure 2 - Basic Information Page**

### About the Basic Information Page

- The first time this pages displays, the Application Id in the header will be blank.
- The information collected on this screen will vary based on the type of Provider.

After completing all required input, click the Finish button.

ProviderOne displays the Basic Information – Application ID page.

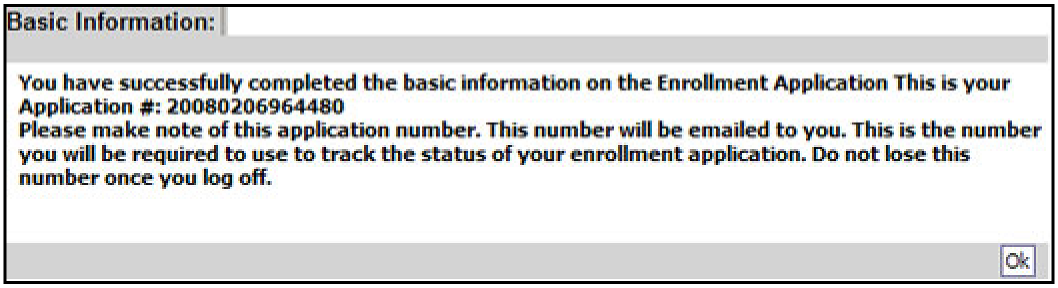


**Figure 3 - Basic Information – Application ID**

### About the Basic Information – Application ID Page:

- Print this page or copy the Application ID and store it in a safe place.  If you exit the enrollment process prior to completion and want to return you will need this number.

Click Ok.

ProviderOne displays the Provider Enrollment Business Process Wizard. The Provider Basic Information status is now set to Complete.

Close | Required Credentials

**Enroll Provider -Individual:**

| Step | Required | Start Date | End Date | Status | Step Remark |
|---|---|---|---|---|---|
| Step 1: Provider Basic Information | Required | 02/06/2008 | 02/06/2008 | Complete | |
| Step 2: Add Locations | Required | | | Incomplete | |
| Step 3: Add Specializations | Required | | | Incomplete | |
| Step 4: Add Ownership Details | Required | | | Incomplete | |
| Step 5: Add Licenses and Certifications | Optional | | | Incomplete | |
| Step 6: Add Training and Education | Optional | | | Incomplete | |
| Step 7: Add Identifiers | Optional | | | Incomplete | |
| Step 8: Add Contract Details | Optional | | | Incomplete | |
| Step 9: Add Federal Tax Details | Required | | | Incomplete | |
| Step 10: Add Invoice Details | Optional | | | Incomplete | |
| Step 11: Add EDI Submission Method | Optional | | | Incomplete | |
| Step 12: Add EDI Billing Software Details | Optional | | | Incomplete | |
| Step 13: Add EDI Submitter Details | Optional | | | Incomplete | |
| Step 14: Add EDI Contact Information | Optional | | | Incomplete | |
| Step 15: Add Billing Provider Details | Optional | | | Incomplete | |
| Step 16: Add Payment Details | Required | | | Incomplete | |
| Step 17: Complete Enrollment Checklist | Required | | | Incomplete | |
| Step 18: Submit Enrollment Application for Review | Required | | | Incomplete | |

**Figure 4 - Enrollment Business Process Wizard**

### About the Business Process Wizard

All steps marked as Required must have a status of Complete before the application can be submitted for review.

| Required | Start Date | End Date | Status |
|---|---|---|---|
| Required | 02/06/2008 | 02/06/2008 | Complete |

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# Add Locations

## Accessing the Locations List

From the Business Process Wizard, click the Add Locations link.


ProviderOne displays the Locations List.

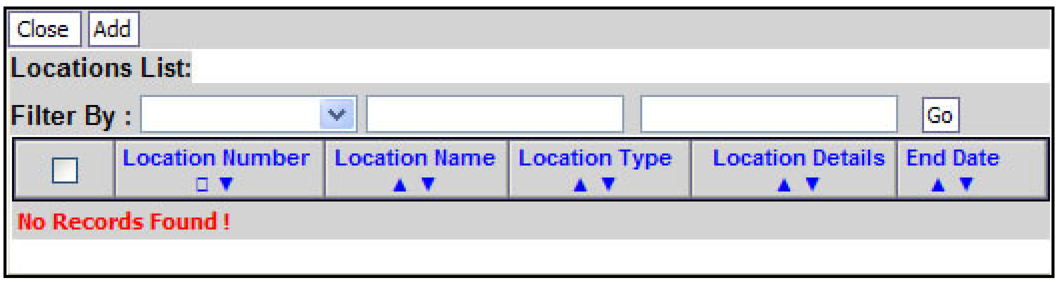


**Figure 5 - Locations List for Enrollment**

### About the Locations List

- The first time this list displays it will be blank.
- The Locations List displays all locations associated with the Provider.

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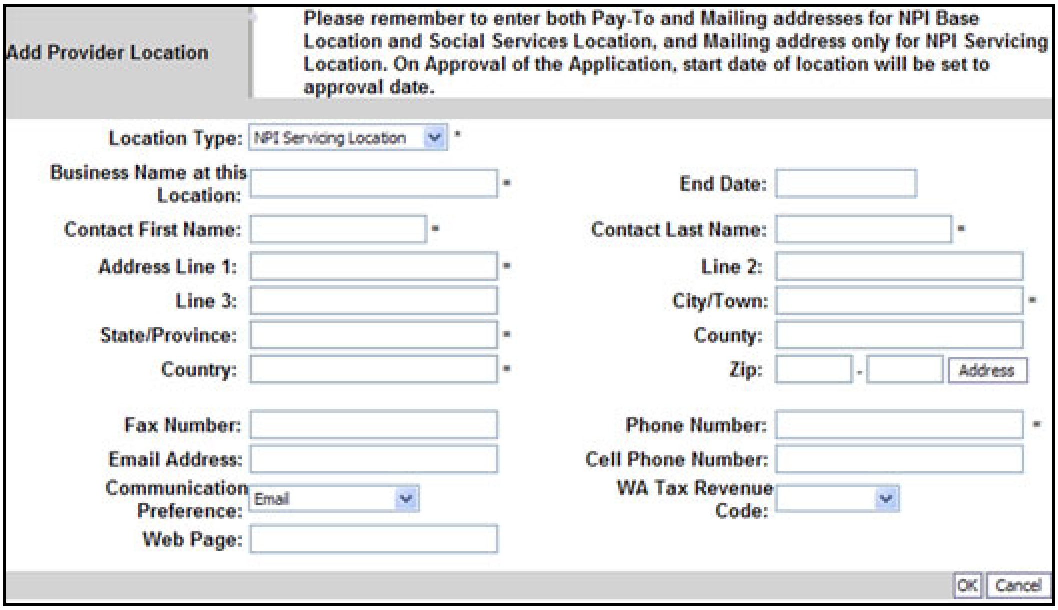
## Adding a Location

To add a new record, click the Add button.

ProviderOne displays the Add Provider Location form.


Add Provider Location

Please remember to enter both Pay-To and Mailing addresses for NPI Base Location and Social Services Location, and Mailing address only for NPI Servicing Location. On Approval of the Application, start date of location will be set to approval date.

Location Type: NPI Servicing Location *

Business Name at this Location: *

End Date:

Contact First Name: *

Contact Last Name: *

Address Line 1: *

Line 2:

Line 3:

City/Town: *

State/Province: *

County:

Country: *

Zip: - Address

Fax Number:

Phone Number: *

Email Address:

Cell Phone Number:

Communication Preference: Email

WA Tax Revenue Code:

Web Page:

OK Cancel

**Figure 6 - Add Provider Location**

### About the Add Provider Location Form

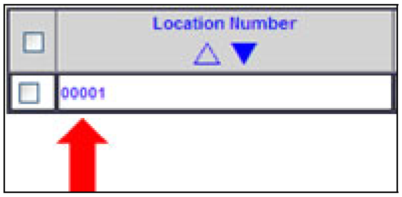
- Every Provider enrolling with an NPI must have an NPI Base Location. The NPI Base Location is used to anchor all of the Provider's NPI-related specializations and related details.
- For NPI Base Location, Managed Care Location, and for Social Services Locations, three addresses are required:
  - A "Location" address
  - A "Pay-To" address
  - A "Mailing" address
- For an NPI Servicing Location, two addresses are required:
  - A "Location" address
  - A "Mailing" address
- Mailing and pay-to addresses are subordinate to the location address.
- If a "Base Location" is not identified, the BPW step will be "Incomplete".

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Locations List.  The Locations List will display new locations.

## Modifying a Location Record

From the Locations List, click the link in the Location Number column.




ProviderOne displays the Location Details screen.

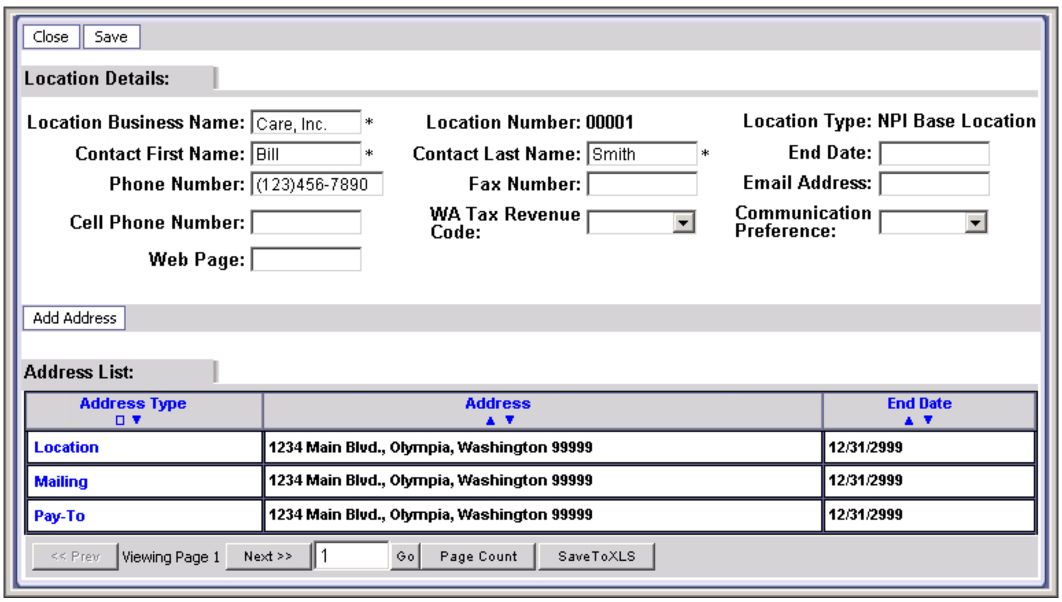



**Figure 7 - Location Details**

### About the Location Details Screen

- Use the Address List to add and edit location addresses.

After making your changes, click the Save button to save, or the Close button to close the window without saving.

## Add an Address to a Location

From the Location Details screen, click the Add Address button.

ProviderOne displays the Add Provider Location Address form.

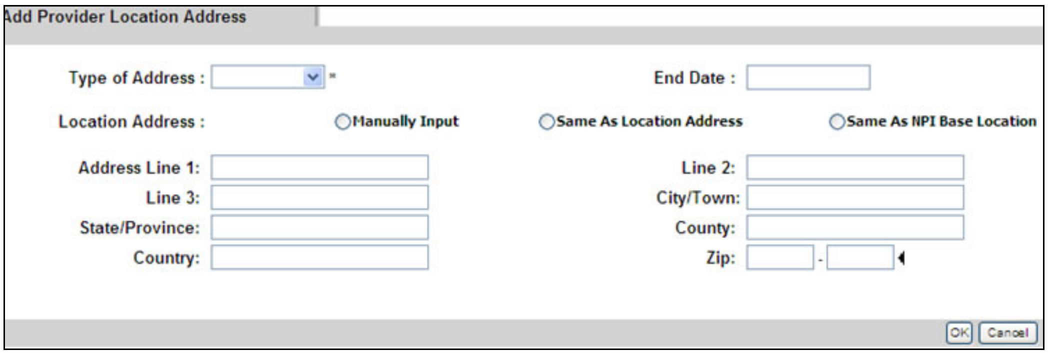



**Figure 8 - Add Provider Location Address**

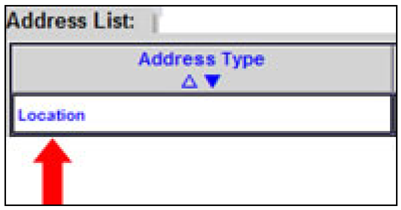
### About the Add Provider Location Address Form

- Selecting Same As Location Address or Same As NPI Base Location, copies the details of those locations to this form.

After completing the form, click the OK button to Save and return to the Location Details Screen or Click the Cancel button to close without saving.

## Edit a Location Address

From the Location Details screen, click the link in the Address Type column.




ProviderOne displays the Manage Provider Location Address form.

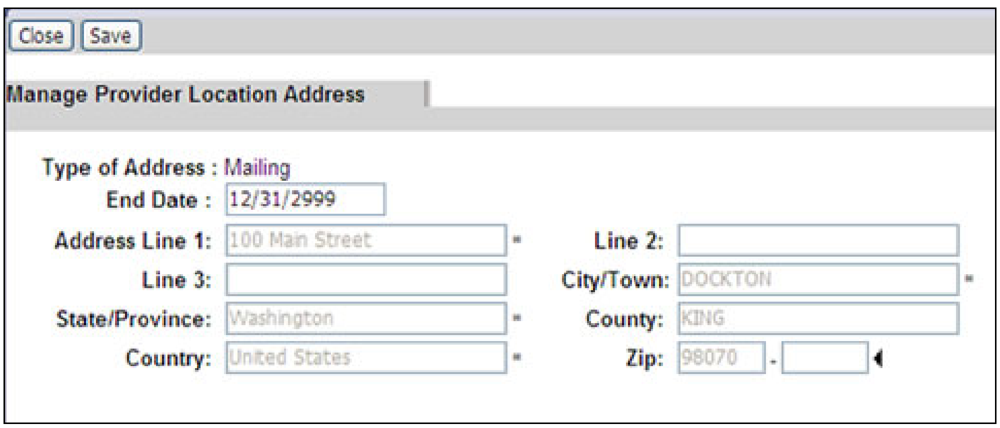



**Figure 9 - Manage Provider Location Address**

After completing the form, click the Save button to save and return to the Location Details screen or click the Close button to close without saving.

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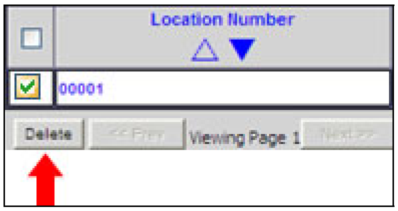
## Deleting a Location

From the Locations List, check the box next to the record you want to delete and click the Delete button.

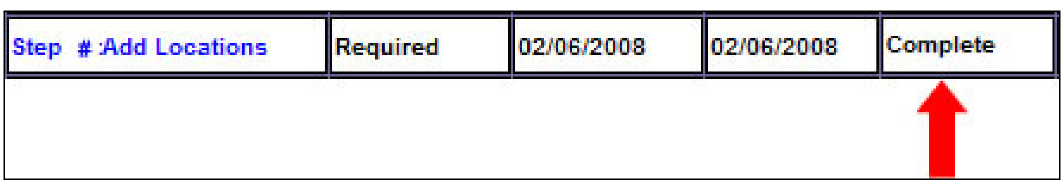



- When a location is deleted, all details associated with that location, including Address, Specialties, Licenses/Certifications will be deleted.

## What happens next:

From the Locations List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Specializations

## Accessing the Specialty/Subspecialty List

From the Business Process Wizard, click the Add Specializations link.


ProviderOne displays the Specialty/Subspecialty List.

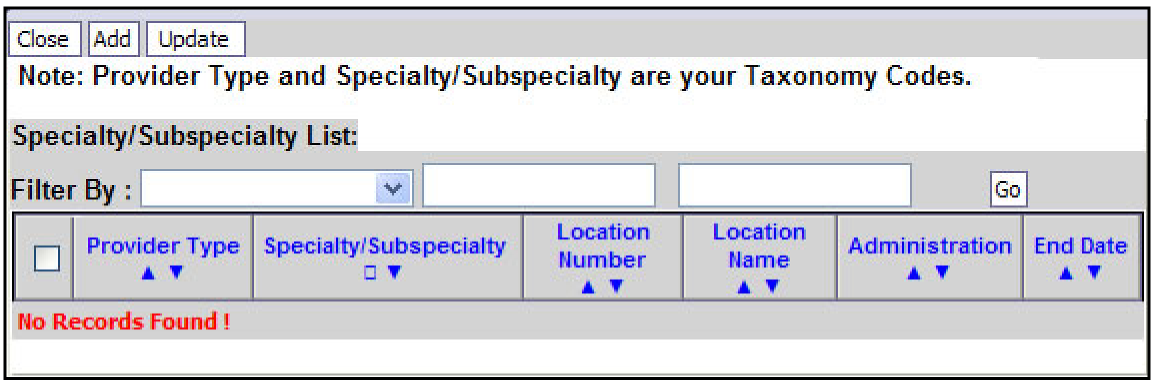



**Figure 10 - Specialty/Subspecialty List for Enrollment**

### About the Specialty/Subspecialty List for Enrollment

- The first time this list displays it will be blank.
- This list displays all specializations by location.

This page is intentionally blank.

## Adding a Specialization

To add a new record, click the Add button.

ProviderOne displays the Add Specialty/Subspecialty form.

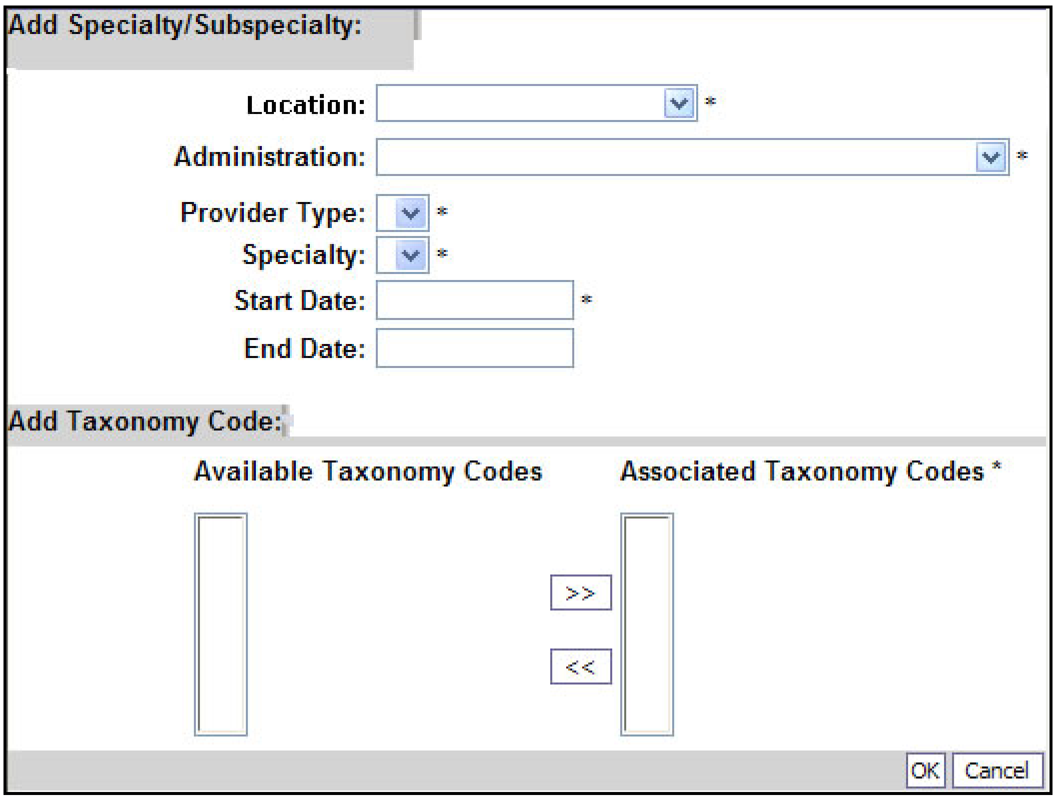



**Figure 11 - Add Specialty/Subspecialty**

### About the Add Specialty/Subspecialty Form

- At least one Specialty must be selected and added to a Provider Location.
- To add a Specialty to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Specialty/Subspecialty List.

## Modifying a Specialty/Subspecialty Record

From the Specialty/Subspecialty List, check the box next to the Specialty you wish to modify and click the Update button.


ProviderOne displays the Manage Specialty/Subspecialty list.

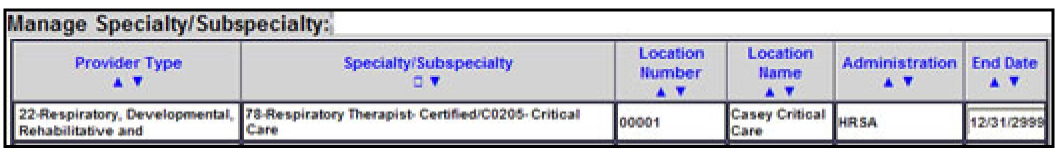



**Figure 12 - Manage Specialty/Subspecialty**

### About the Manage Specialty/Subspecialty List

- Only the End Date can be modified.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a Specialty/Subspecialty

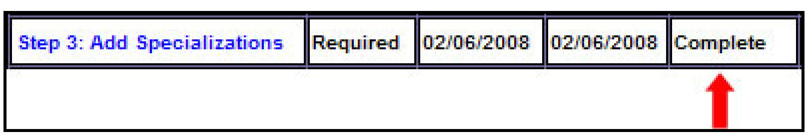
Specialties and Subspecialties can only be deleted during the enrollment process.

From the Specialty/Subspecialty List, check the box next to the record you want to delete and click the Delete button.


## What Happens Next:

From the Specialty/Subspecialty List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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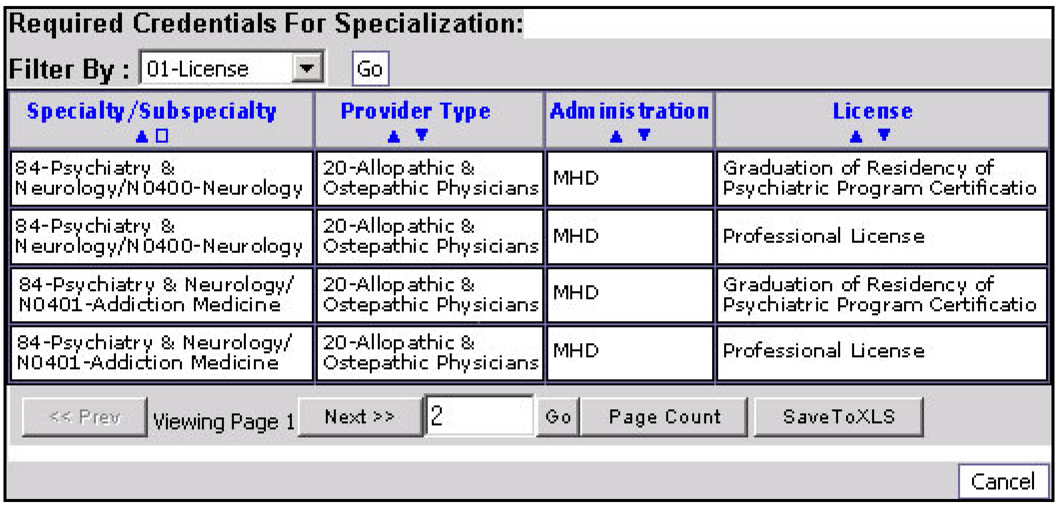
# View Required Credentials for Specializations

## Accessing the Required Credentials For Specialization List

From the Business Process Wizard, click the Required Credentials button.


ProviderOne displays the Required Credentials For Specializations list.




| Specialty/Subspecialty | Provider Type | Administration | License |
|---|---|---|---|
| 84-Psychiatry & Neurology/N0400-Neurology | 20-Allopathic & Osteopathic Physicians | MHD | Graduation of Residency of Psychiatric Program Certificatio |
| 84-Psychiatry & Neurology/N0400-Neurology | 20-Allopathic & Osteopathic Physicians | MHD | Professional License |
| 84-Psychiatry & Neurology/N0401-Addiction Medicine | 20-Allopathic & Osteopathic Physicians | MHD | Graduation of Residency of Psychiatric Program Certificatio |
| 84-Psychiatry & Neurology/N0401-Addiction Medicine | 20-Allopathic & Osteopathic Physicians | MHD | Professional License |



**Figure 13 - Required Credentials For Specialization**

To view License, Identifier and Training requirements, use the Filter By drop-down.


When finished, click the Cancel button to close the window.

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# Add Ownership Details

## Accessing the Owners List

From the Business Process Wizard, click the Add Ownership Details link.


ProviderOne displays the Owners list.


**Figure 14 - Owners List**

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## Adding an Owner

To add a new record, click the Add button.

ProviderOne displays the Add Provider Owner form.

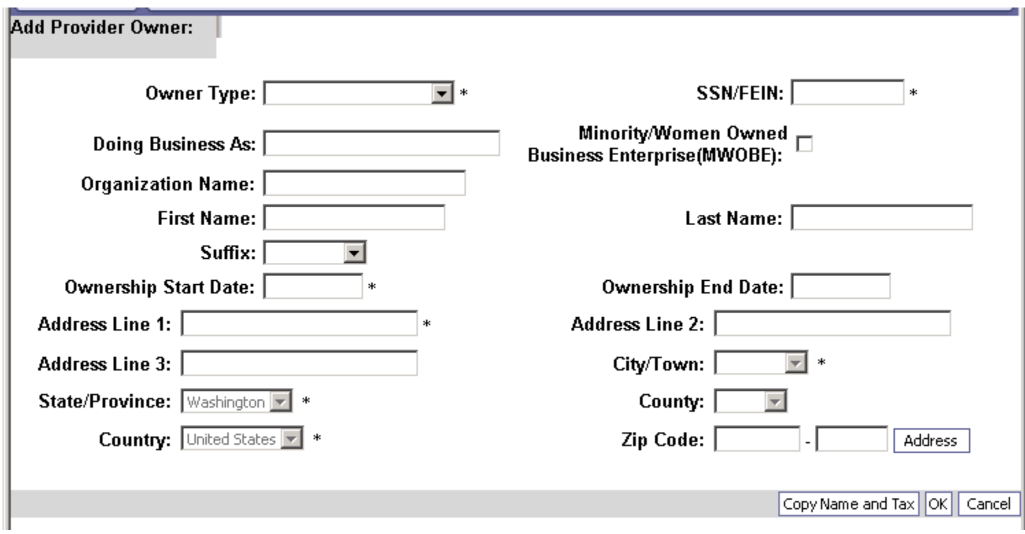



**Figure 15 - Add Provider Owner**

### About the Add Provider Owner Form

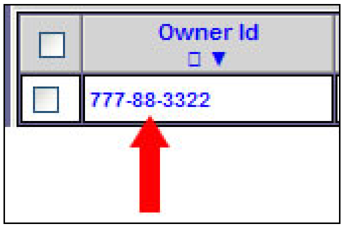
- If Owner Type is Organization, use FEIN.
- If Owner Type is Individual, use SSN (do not use dashes).
- The Start Date is the first day of ownership.
- To copy the First Name, Last Name, and SSN/FEIN fields from the Basic Information page to this page, click the Copy Name and Tax button.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Owners list. The Owners List will display new owners.

## Modifying an Owner Record

From the ProviderOne Owners list, click the link in the Owner Id column.




ProviderOne displays the Provider Owner Details form.

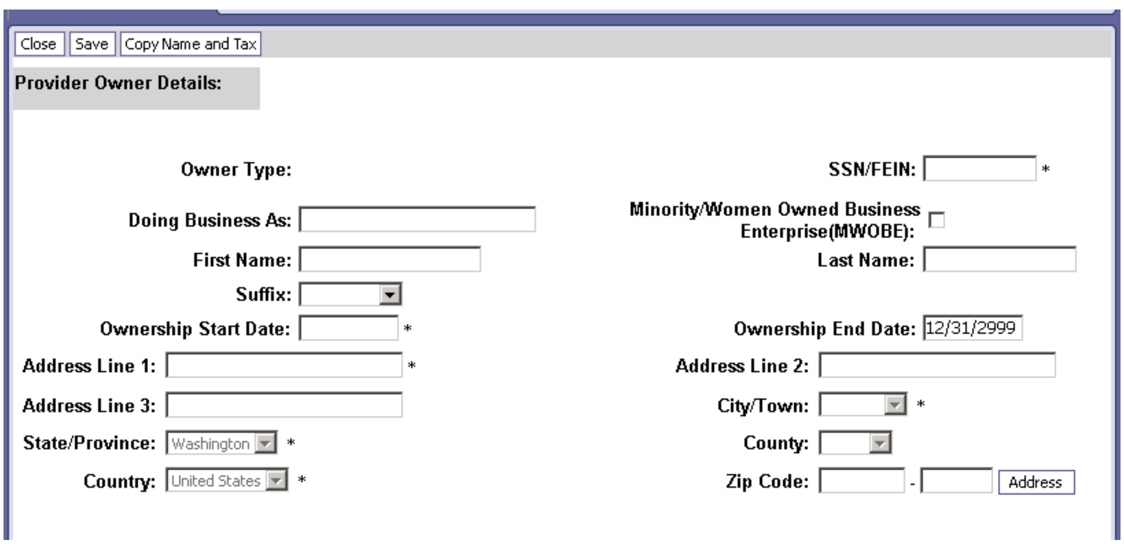



**Figure 16 - Provider Owner Details**

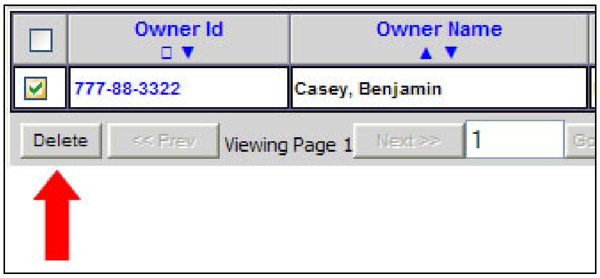
### About the Provider Owner Details Form

- To change the address, click the Address button.
- To copy the First Name, Last Name, and SSN/FEIN fields from the Basic Information page to this page, click the Copy Name and Tax button.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting an Owner Record

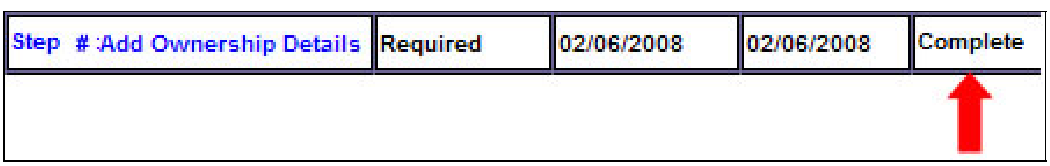
From the Owner list, check the box next to the record you want to delete and click the Delete button.




## What happens next:

From the Owners List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Licenses and Certifications

## Accessing the License/Certification List

From the Business Process Wizard, click the Add Licenses and Certifications link.


ProviderOne displays the License/Certification List.

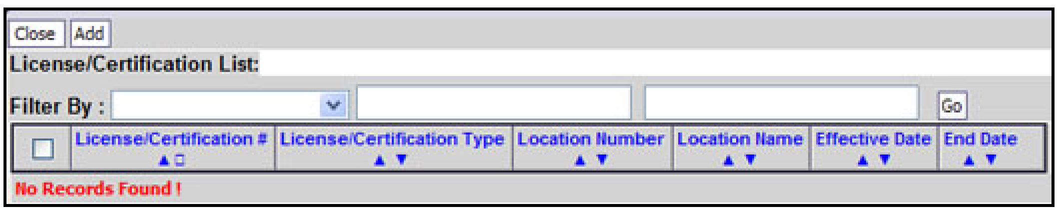



**Figure 17 - License/Certification List for Enrollment**

### About the License/Certification List for Enrollment

- The first time this list displays it will be blank.
- This list displays all Licenses/Certifications by location.

This page is intentionally blank.

## Adding a License/Certification

To add a new record, click the Add button.

ProviderOne displays the Add License/Certification form.

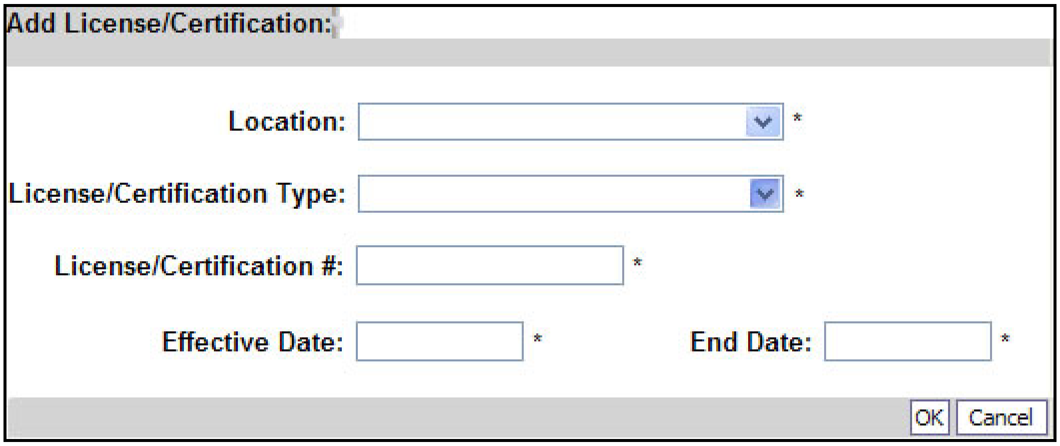



**Figure 18 - Add License/Certification**

### About the Add License/Certification Form

- To add a License/Certification to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the License/Certification List.

## Modifying a License/Certification Record

From the License/Certification List, click the hyperlink in the License/Certification# column.


ProviderOne displays the Manage License/Certification form.

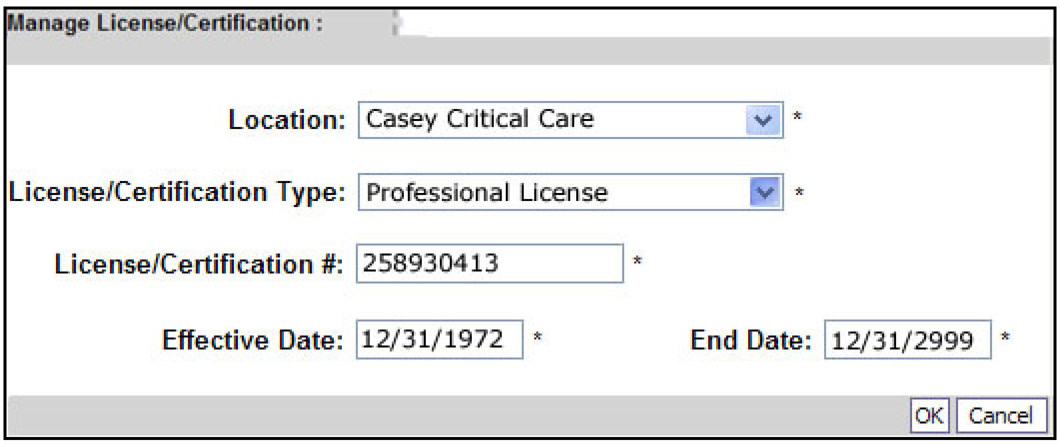


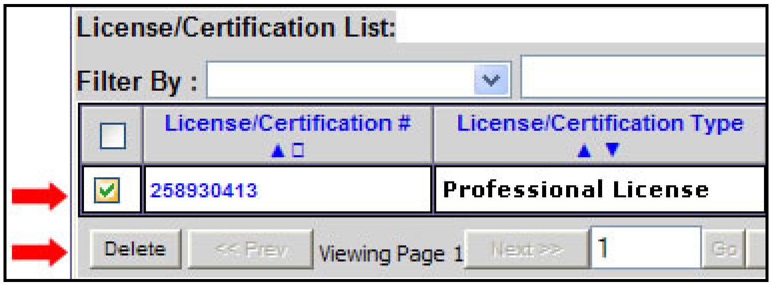

**Figure 19 - Manage License/Certification**

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a License/Certification

Licenses and Certifications can only be deleted during the enrollment process.

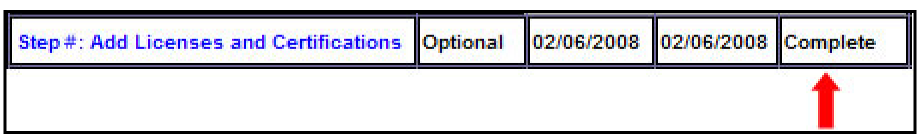
From the License/Certification List, check the box next to the record you want to delete and click the Delete button.




## What Happens Next:

From the License/Certification List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Training and Education

## Accessing the Training/Education List

From the Business Process Wizard, click the Add Training and Education link.


ProviderOne displays the Training/Education List.

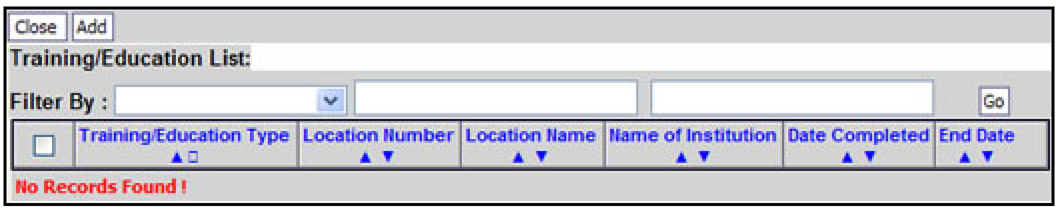


**Figure 20 - Training/Education List for Enrollment**

### About the Training/Education List for Enrollment

- The first time this list displays it will be blank.

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## Adding a Training/Education Record

To add a new record, click the Add button.

ProviderOne displays the Add Training/Education form.

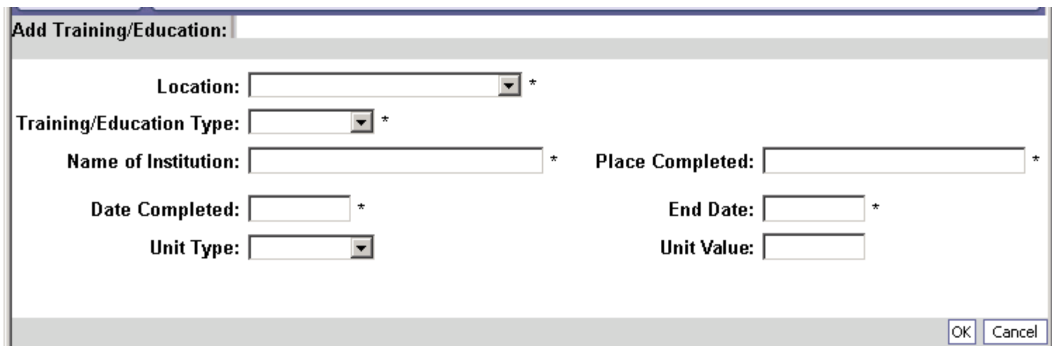



**Figure 21 - Add Training/Education**

### About the Add Training/Education Form

- To add a Training/Education to all Provider Locations, select All from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Training/Education List.

## Modifying a Training/Education Record

From the Training/Education List, click the hyperlink in the Training/Education Type column.


ProviderOne displays the Manage Training/Education form.

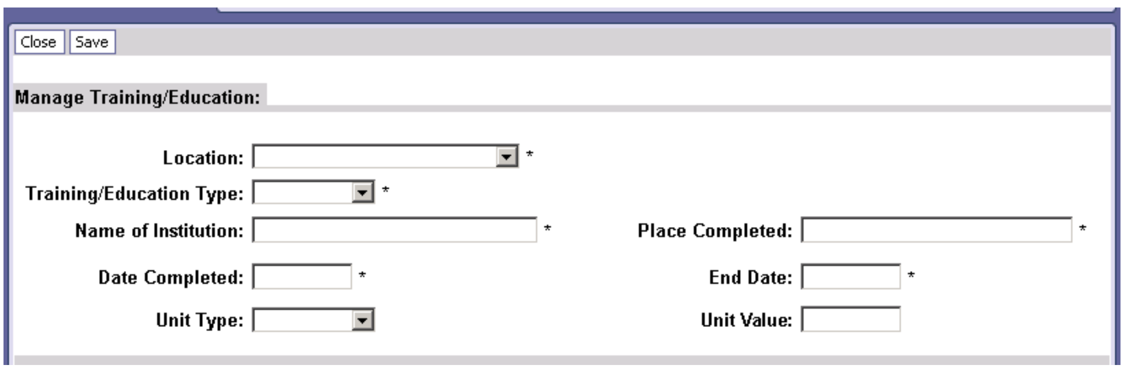


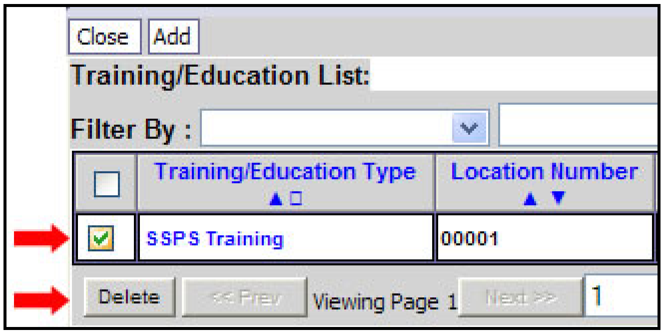

**Figure 22 - Manage Training/Education**

After making your changes, click the Save button to save, or the Close button to close the window without saving.

## Deleting a Training/Education

Licenses and Certifications can only be deleted during the enrollment process.

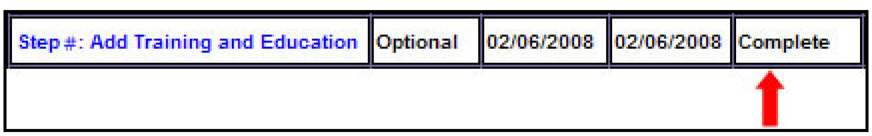
From the Training/Education List, check the box next to the record you want to delete and click the Delete button.




## What Happens Next:

From the Training/Education List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Identifiers

## Accessing the Provider Identifiers List

From the Business Process Wizard, click the Add Identifiers link.


ProviderOne displays the Provider Identifiers List.

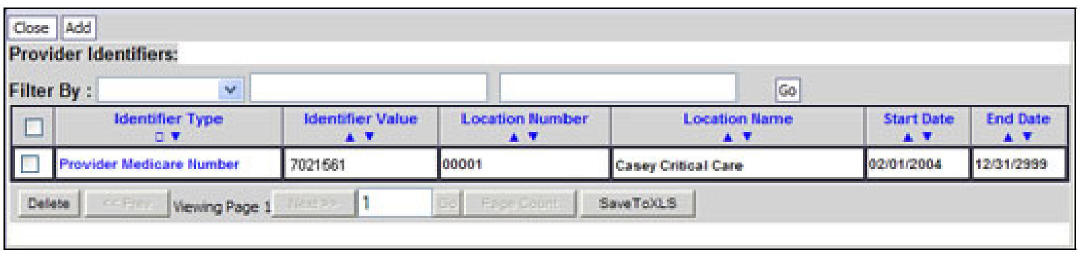



**Figure 23 - Provider Identifiers List**

### About the Provider Identifiers List

- The first time this list displays it will be blank.
- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.

This page is intentionally blank.

## Adding an Identifier

To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.

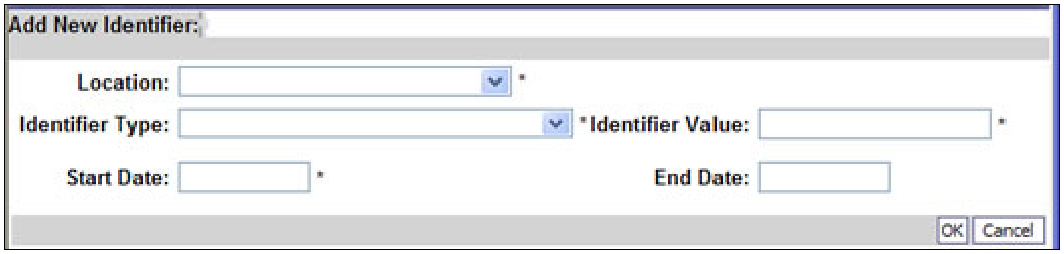



**Figure 24 - Add New Identifier**

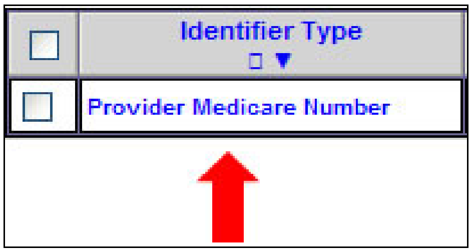
### About the Add New Identifier Form

- The Location drop-down will display all current Provider locations.
- To apply the Identifier to All locations, click the All option from the Location drop-down list.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

## Modifying a Provider Identifier Record

From the ProviderOne Provider Identifiers list, click the link in the Identifier Type column.




ProviderOne displays the Manage Identifier page.

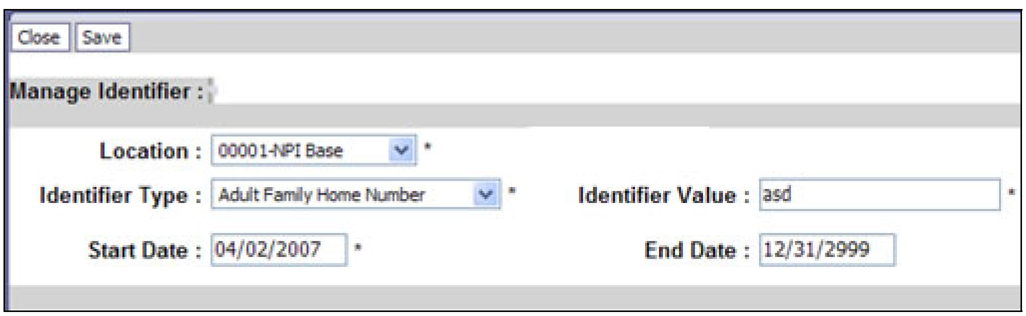
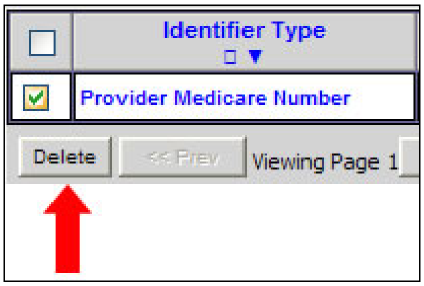



**Figure 25 - Manage Identifier**

After making your changes, click the Save button. Click the Close button to close the Manage Identifier page.

## Deleting a Provider Identifier Record

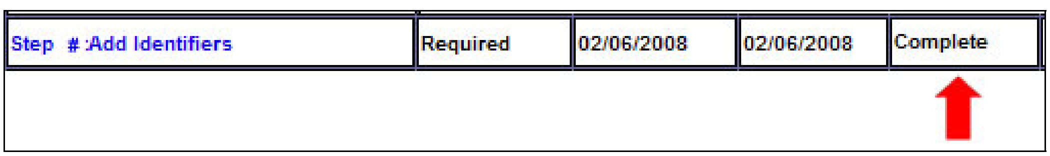
From the Provider Identifiers list, check the box next to the record you want to delete and click the Delete button.




## What happens next:

From the Provider Identifiers list, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Contract Details

## Accessing the Payment Details List

From the Business Process Wizard, click the Add Contracts link.


ProviderOne displays the Contracts List.

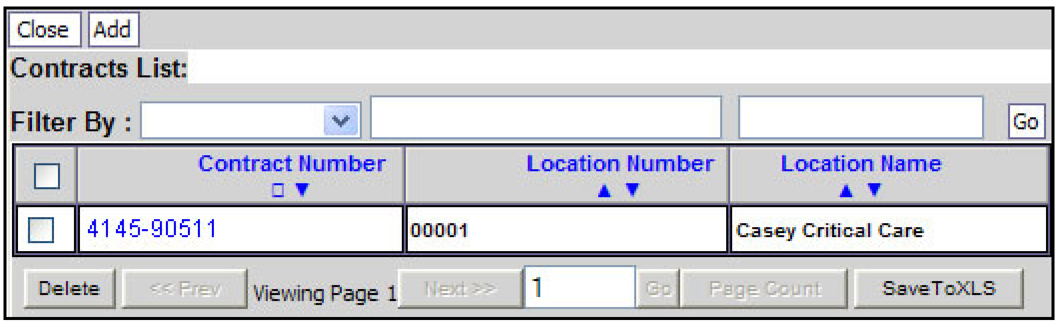



**Figure 26 - Contracts List**

### About the Contracts List

- The first time this list displays it will be blank.
- Provider Contracts are listed by location.

This page is intentionally blank.

## Adding a Contract

To add a new record, click the Add button.

ProviderOne displays the Add Contract form.

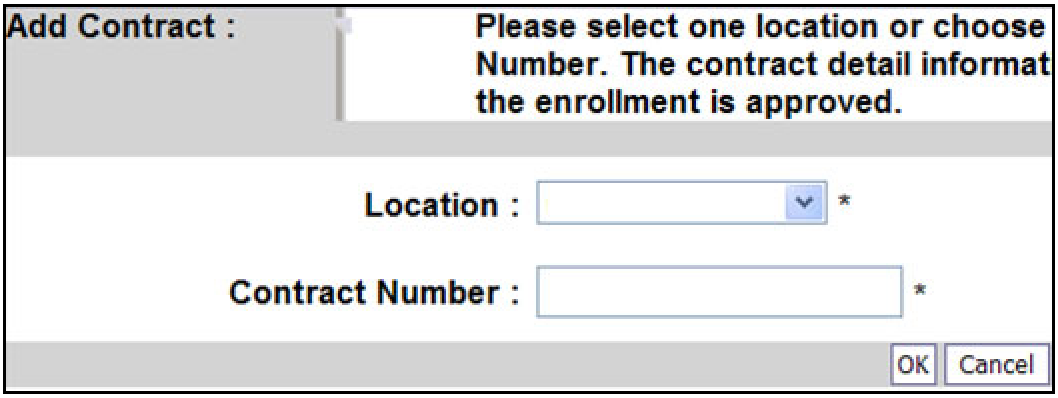



**Figure 27 - Add Contract**

### About the Add Contract Form

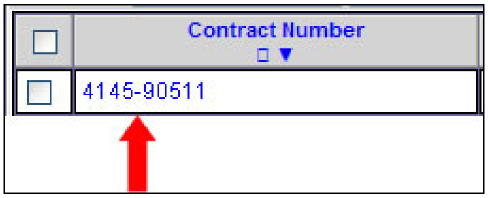
- Duplicate numbers are not allowed within a location.
- To apply the contract to all locations, click the All option from the Location drop-down.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Contracts list.  The list will display new contracts.

## Modifying a Contract Record

From the Contracts List, click the link in the Contract Number column.




ProviderOne displays the Manage Contract form.

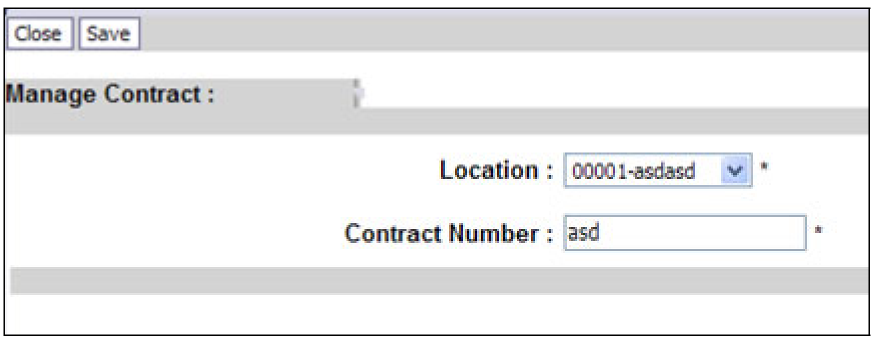



**Figure 28 - Manage Contract**

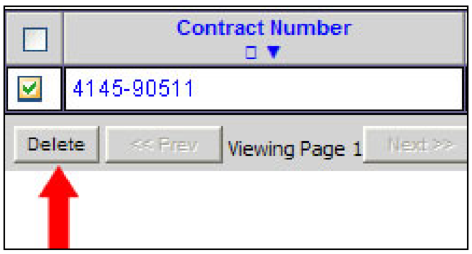
### About the Manage Contract Form

- Duplicate contract numbers are not allowed within a location.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a Contract Record

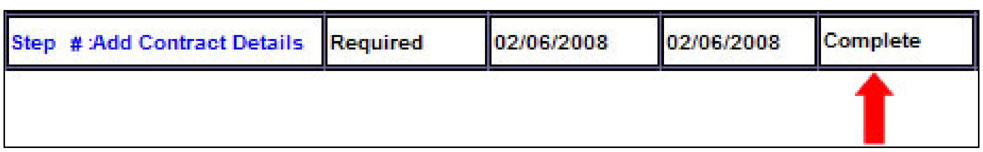
From the Contracts List, check the box next to the record you want to delete and click the Delete button. The data is removed from the Enrollment Staging Area and will not be written to the ProviderOne database.




## What happens next:

From the Contracts List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



This page is intentionally blank.

# Add Federal Tax Details

W-9 information is required and is collected for all Providers.

W-4 information is collected for Providers who have the appropriate Specializations.

W-5 information is optionally collected for Providers who complete a W-4 form.

## Accessing the Federal Tax Details Page

From the Business Process Wizard, click the Add Federal Tax Details link.


ProviderOne displays the Federal Tax Details page.

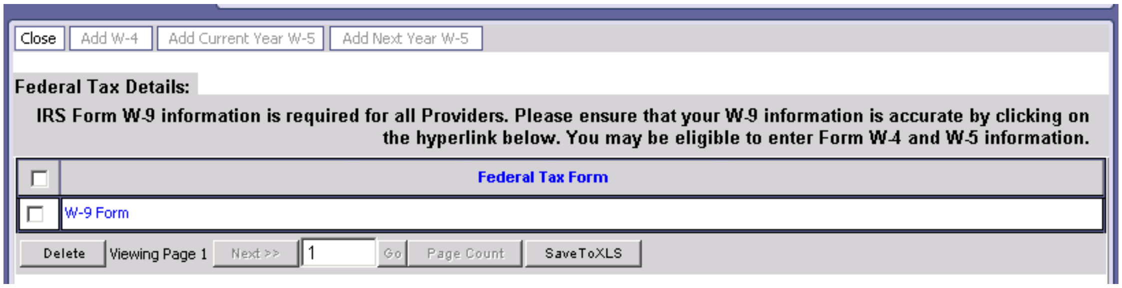



**Figure 29 - Federal Tax Details Page**

### About the Federal Tax Details Page

- The W-9 Form is required for all Providers.
- If you are eligible for W-4 or W-5, the buttons will be active.
- If you are not eligible for W-4 or W-5, the buttons will be inactive.

This page is intentionally blank.

## Adding Form W-9 Information

To access the W-9 Form, click the W-9 hyperlink.


ProviderOne displays the Form W-9 page.

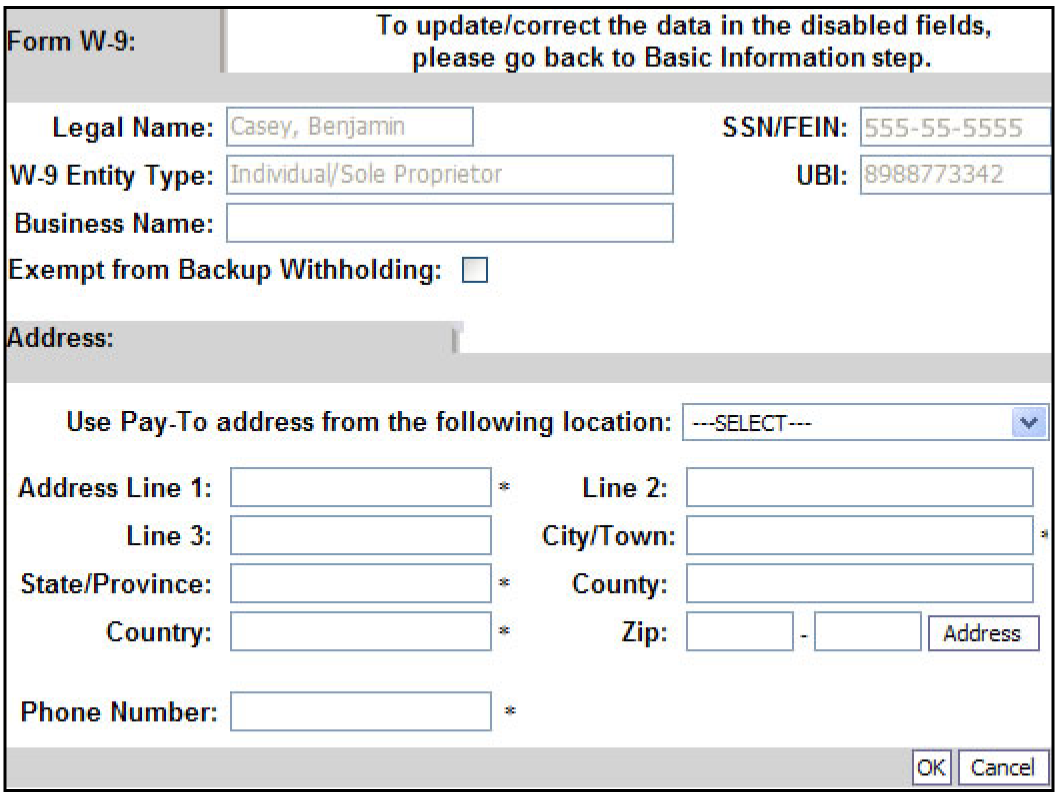



**Figure 30 - Form W-9**

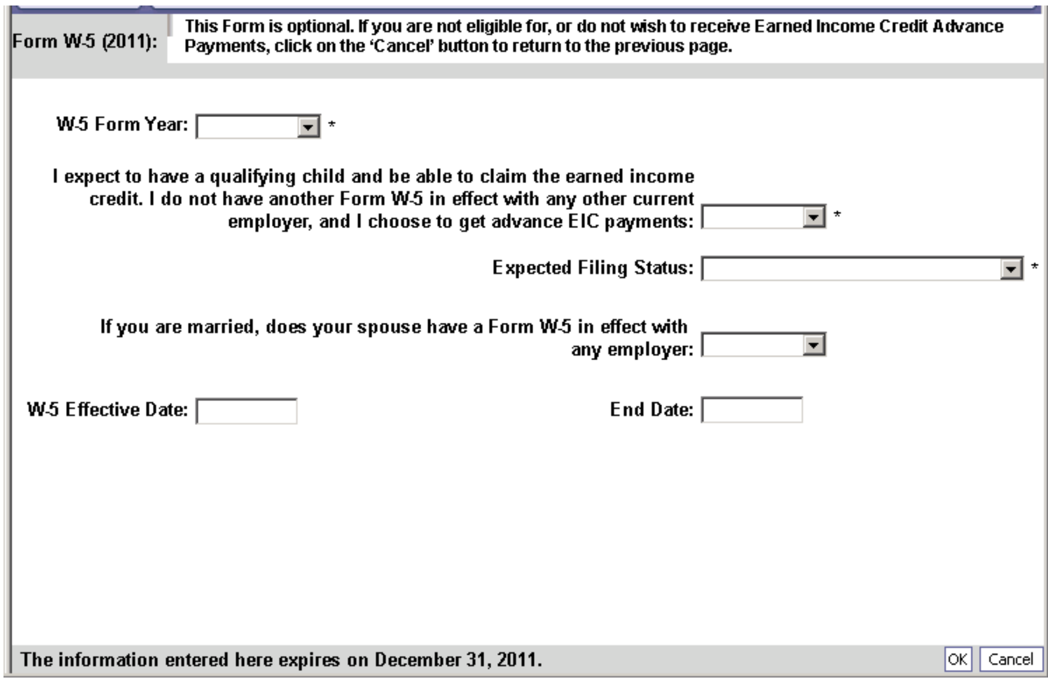
Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page.

## Adding Form W-5 Information (if eligible)

Click the Add Current Year W-5 or Add Next Year W-5 button.

ProviderOne displays the Form W-5 page.


Form W-5 (2011): This Form is optional. If you are not eligible for, or do not wish to receive Earned Income Credit Advance Payments, click on the 'Cancel' button to return to the previous page.

W-5 Form Year: *

I expect to have a qualifying child and be able to claim the earned income credit. I do not have another Form W-5 in effect with any other current employer, and I choose to get advance EIC payments: *

Expected Filing Status: *

If you are married, does your spouse have a Form W-5 in effect with any employer:

W-5 Effective Date:

End Date:

The information entered here expires on December 31, 2011.

OK Cancel

**Figure 31 - Form W-5**

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W5 Form record is added.

## Adding Form W-4 Information (if eligible)

Click the Add W-4 button.

ProviderOne displays the Form W-4 page.

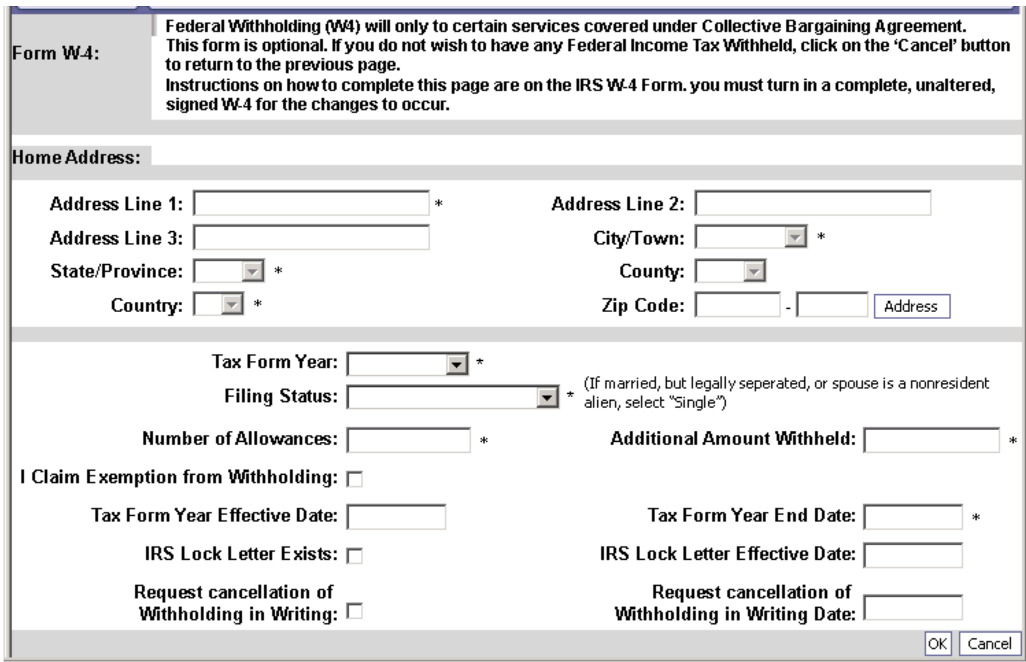


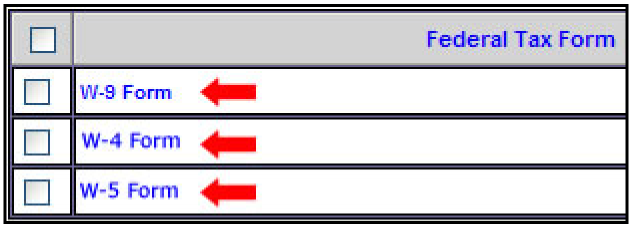

**Figure 32 - Form W-4**

Complete the form and click the OK button to save the information.

ProviderOne displays the Federal Tax Details page, a W4 Form record added.

## Modifying a Tax Form Record

From the Federal Tax Details list, click the link in the hyperlink of the form you wish to modify.



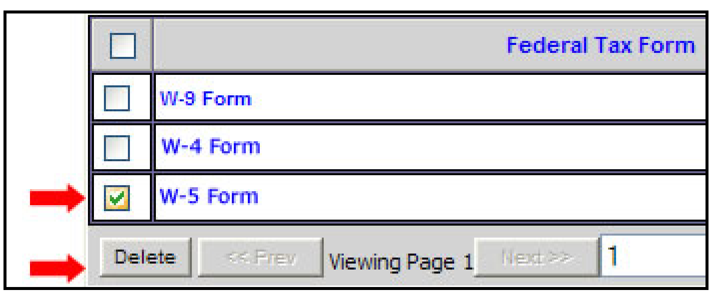

ProviderOne displays the appropriate Tax Form page.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a Tax Form Record

Do not delete the W-9 Form record.

From the Federal Tax Details list, check the box next to the record you want to delete and click the Delete button.



## What happens next:

From the Provider Identifiers list, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.

| | | | | |
|---|---|---|---|---|
| Step#: Add Federal Tax Details | Required | 02/06/2008 | 02/06/2008 | Complete |

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# Add Invoice Details

## Accessing the Invoice Preferences List

From the Business Process Wizard, click the Add Invoice Details link.


ProviderOne displays the Invoices Preferences for Enrollment list.

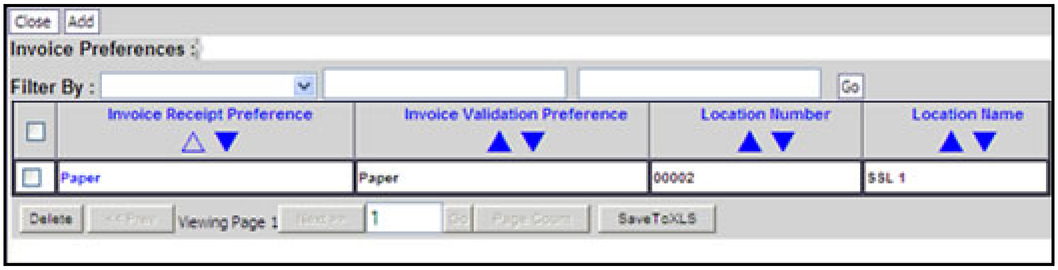



**Figure 33 - Invoice Preferences List**

### About the Invoice Preference List

- The first time this list displays it will be blank.
- Invoice preferences apply to Provider locations.
- Each row of the Invoice Preferences list refers to a single Provider location.
- Each Provider location can have one, and only one, Invoice Preference record.

This page is intentionally blank.

## Adding an Invoice Preference

To add a new record, click the Add button.

ProviderOne displays the Invoice Preferences Enrollment form.

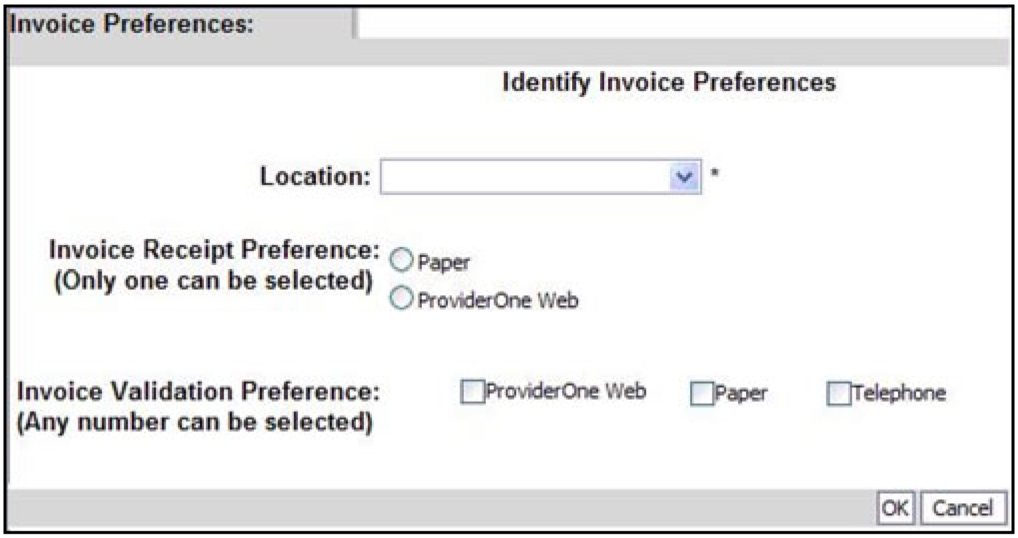



**Figure 34 - Add Invoice Preferences**

### About the Add Invoice Preference Form

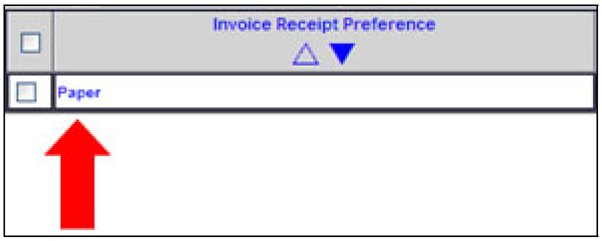
- To apply the invoice preferences to all locations, select All from the Location drop-down. ProviderOne will automatically create a separate record for each location.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Adding Invoices Enrollment list. The Invoice Preferences List will be updated.

## Modifying an Invoice Preference Record

From the ProviderOne Invoice Preferences list, click the link in the Invoice Receipt Preference column.




ProviderOne displays the Update Invoice Preferences form.

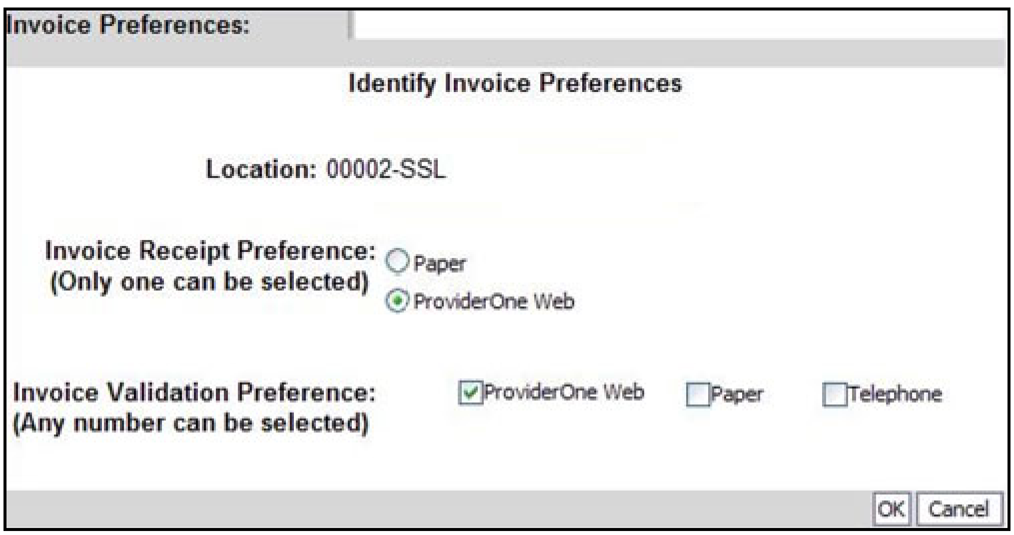



**Figure 35 - Update Invoice Preferences**

### About the Update Invoice Preference Form

- Once a record is created, the location value cannot be changed.

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

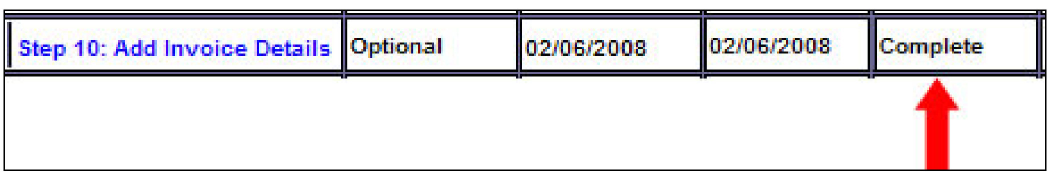
## Deleting an Invoice Preference Record

From the Invoices Preferences list, check the box next to the record you want to delete and click the Delete button.


## What happens next:

From the Invoices Preference List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# EDI Submission Method

## Accessing the EDI Submission Details Page

From the Business Process Wizard, click the Add EDI Submission Details link.


ProviderOne displays the EDI Submission Details page.


**Figure 36 - EDI Submission Details**

## Selecting EDI Submission Method(s)

Place a check in the box next to the EDI Submission Method(s) you will use and click the OK button.

## What Happens Next:

ProviderOne displays the Business Process Wizard.  The status is now set to Complete.

| | | | | |
|---|---|---|---|---|
| Step # : Add EDI Submission Method | Optional | 02/06/2008 | 02/06/2008 | Complete |

# Add EDI Billing Software Details

## Accessing the EDI Billing Software Information List

From the Business Process Wizard, click the Add EDI Billing Software Details link.


ProviderOne displays the EDI Billing Software Information list.


**Figure 37 - EDI Billing Software Information for Enrollment**

### About the EDI Billing Software Information for Enrollment List

- The first time this list displays it will be blank.

This page is intentionally blank.

## Adding an EDI Billing Software Record

To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.

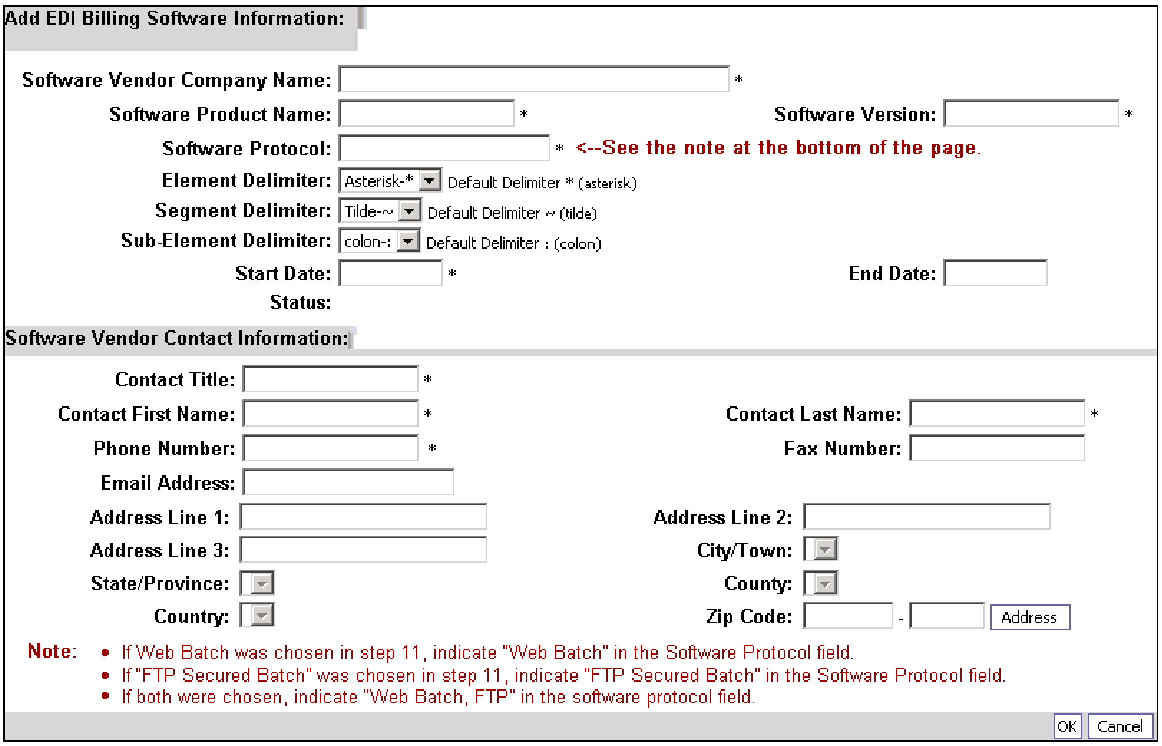



**Figure 38 - Add EDI Billing Software Information for Enrollment**

### About the Add EDI Billing Software Information for Enrollment Page

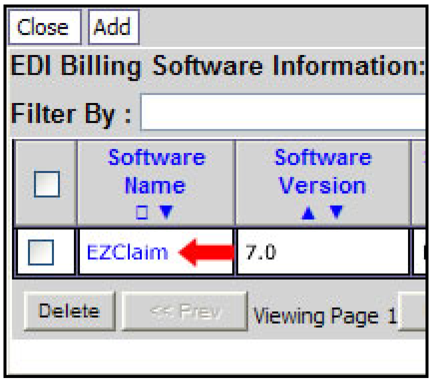
- To add an Address, click the Address button. The Add Address form will display.

After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving.

This page is intentionally blank.

## Modifying an EDI Billing Software Record

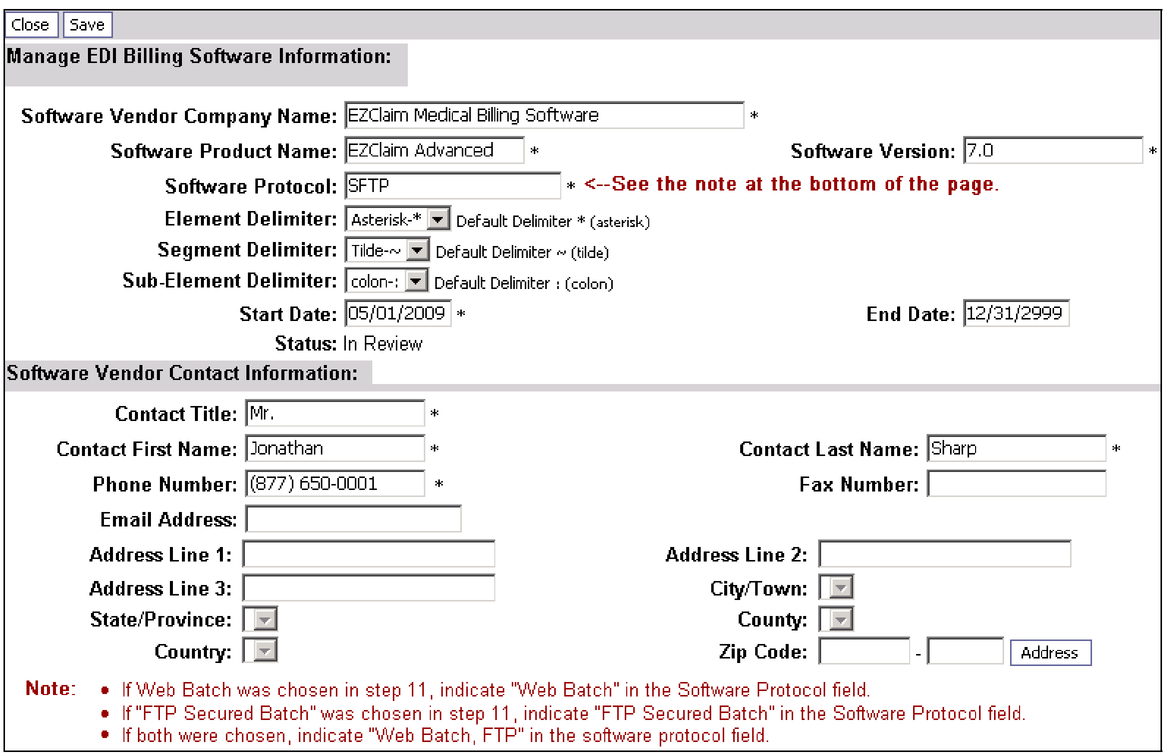
From the EDI Billing Software Information for Enrollment List, click the hyperlink in the Software Name column.


Close Add
EDI Billing Software Information:
Filter By :

| | Software Name | Software Version |
|---|---|---|
| ☐ | EZClaim | 7.0 |

Delete << Prev Viewing Page 1

ProviderOne displays the Manage EDI Billing Software Information page.


Close Save

**Manage EDI Billing Software Information:**

Software Vendor Company Name: EZClaim Medical Billing Software *
Software Product Name: EZClaim Advanced * Software Version: 7.0 *
Software Protocol: SFTP * <--See the note at the bottom of the page.
Element Delimiter: Asterisk-* Default Delimiter * (asterisk)
Segment Delimiter: Tilde-~ Default Delimiter ~ (tilde)
Sub-Element Delimiter: colon-: Default Delimiter : (colon)
Start Date: 05/01/2009 * End Date: 12/31/2999
Status: In Review

**Software Vendor Contact Information:**

Contact Title: Mr. *
Contact First Name: Jonathan * Contact Last Name: Sharp *
Phone Number: (877) 650-0001 * Fax Number:
Email Address:
Address Line 1: Address Line 2:
Address Line 3: City/Town:
State/Province: County:
Country: Zip Code: - Address

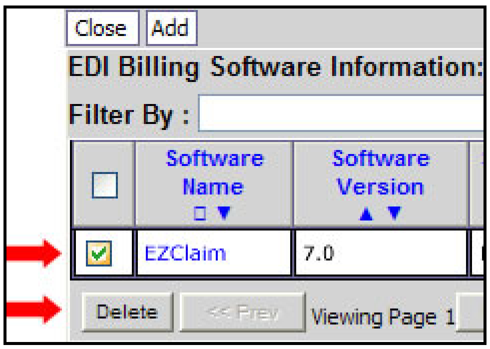
Note:
- If Web Batch was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

**Figure 39 - Manage EDI Billing Software Information**

After making your changes, click the Save button to save and the Close button to exit the screen.

## Deleting a Billing Software Record

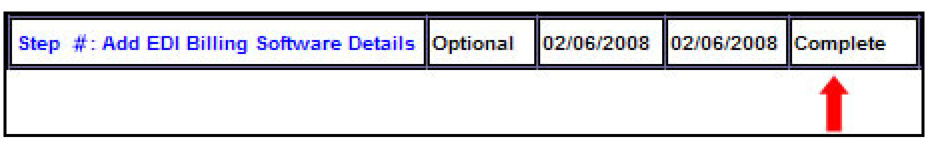
From the EDI Billing Software Information for Enrollment List check the box next to the record you want to delete and click the Delete button.




## What Happens Next:

From the EDI Billing Software Information for Enrollment List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



This page is intentionally blank.

# Add EDI Submitter Details

## Accessing the Billing Agent/Clearinghouse/Submitter List

From the Business Process Wizard, click the Add EDI Submitter Details link.


ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.

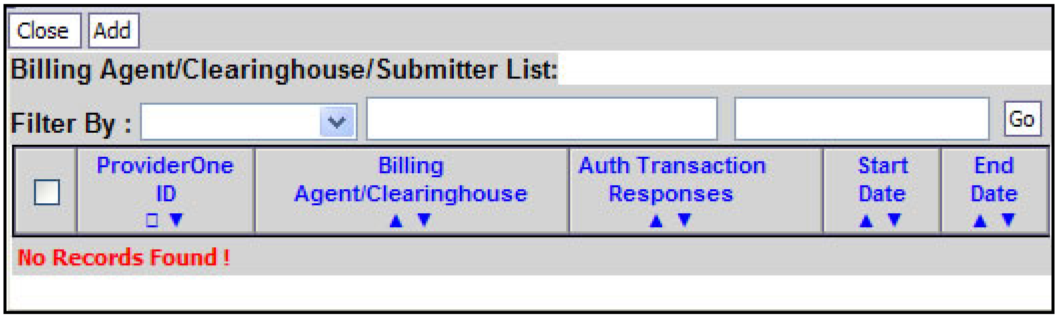



**Figure 40 - Billing Agent/Clearinghouse/Submitter List for Enrollment**

### About the EDI Billing Agent/Clearinghouse/Submitter List for Enrollment

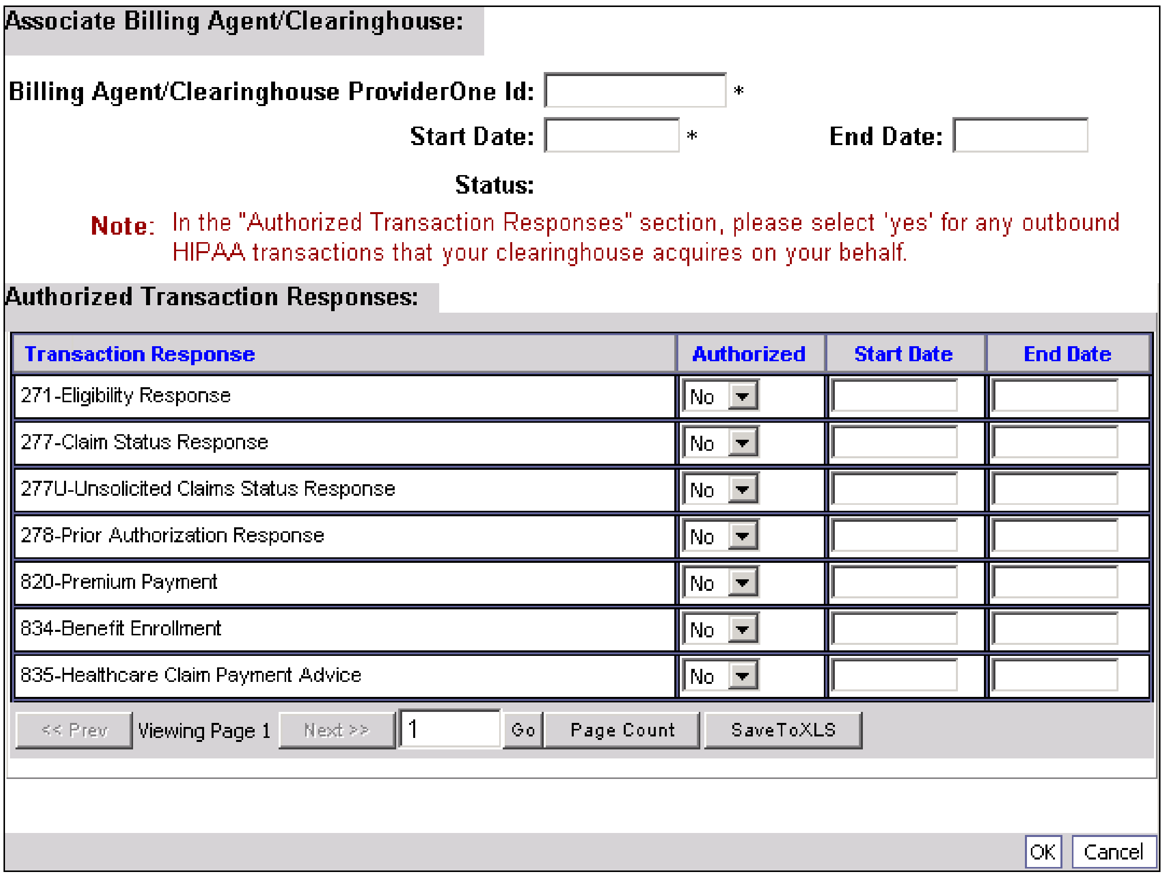
- The first time this list displays it will be blank.

This page is intentionally blank.

## Associate a Billing Agent/Clearinghouse

To add a new record, click the Add button.

ProviderOne displays the Associate Billing Agent/Clearinghouse page.


**Associate Billing Agent/Clearinghouse:**

**Billing Agent/Clearinghouse ProviderOne Id:** *

**Start Date:** * **End Date:**

**Status:**

**Note:** In the "Authorized Transaction Responses" section, please select 'yes' for any outbound HIPAA transactions that your clearinghouse acquires on your behalf.

**Authorized Transaction Responses:**

| Transaction Response | Authorized | Start Date | End Date |
|---|---|---|---|
| 271-Eligibility Response | No | | |
| 277-Claim Status Response | No | | |
| 277U-Unsolicited Claims Status Response | No | | |
| 278-Prior Authorization Response | No | | |
| 820-Premium Payment | No | | |
| 834-Benefit Enrollment | No | | |
| 835-Healthcare Claim Payment Advice | No | | |

<< Prev Viewing Page 1 Next >> 1 Go Page Count SaveToXLS

OK Cancel

**Figure 41 - Associate Billing Agent/Clearinghouse**

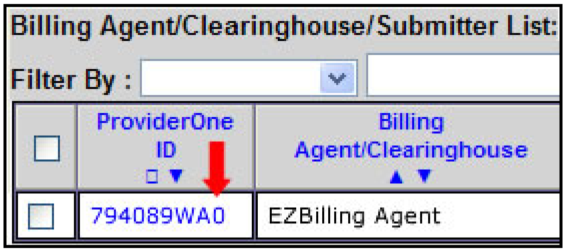
### About the Associate Billing Agent/Clearinghouse Page

- A Transaction Response type can be assigned to only one Submitter.

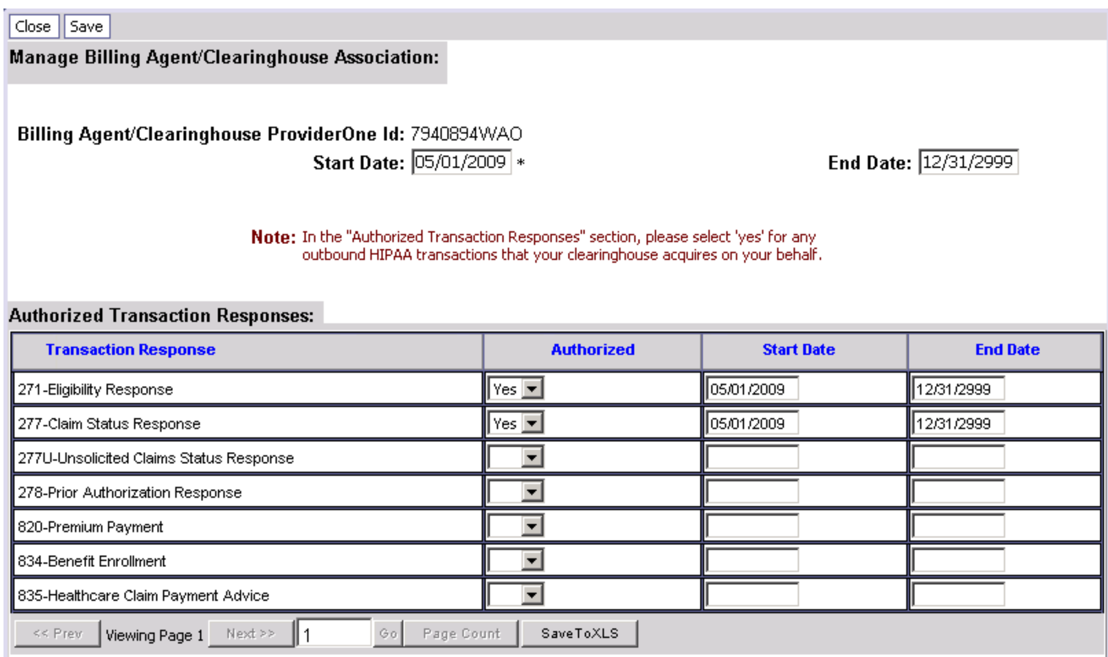
After entering a Billing Agent/Clearinghouse ProviderOne Id, change the Authorized column to Yes for each transaction you wish to assign to the Submitter. Enter a Start Date and an End Date. When you are finished, click the OK button to save.

## Modifying an EDI Billing Agent/Clearinghouse Submitter Record

From the EDI Billing Agent/Clearinghouse/Submitter List, click the hyperlink in the ProviderOne ID column.




ProviderOne displays the Manage Billing Agent/Clearinghouse page.



Close | Save

**Manage Billing Agent/Clearinghouse Association:**

**Billing Agent/Clearinghouse ProviderOne Id:** 7940894WAO

**Start Date:** 05/01/2009 * **End Date:** 12/31/2999

**Note:** In the "Authorized Transaction Responses" section, please select 'yes' for any outbound HIPAA transactions that your clearinghouse acquires on your behalf.

**Authorized Transaction Responses:**

| Transaction Response | Authorized | Start Date | End Date |
|---|---|---|---|
| 271-Eligibility Response | Yes | 05/01/2009 | 12/31/2999 |
| 277-Claim Status Response | Yes | 05/01/2009 | 12/31/2999 |
| 277U-Unsolicited Claims Status Response | | | |
| 278-Prior Authorization Response | | | |
| 820-Premium Payment | | | |
| 834-Benefit Enrollment | | | |
| 835-Healthcare Claim Payment Advice | | | |

<< Prev | Viewing Page 1 | Next >> | 1 | Go | Page Count | SaveToXLS

**Figure 42 - Manage Billing Agent/Clearinghouse Association**

After making your changes, click the Save button to save and the Close button to exit the screen.

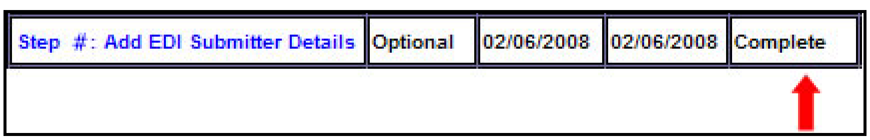
## Deleting a Billing Agent/Clearinghouse Association Record

From the Billing Agent/Clearinghouse/Submitter List, check the box next to the record you want to delete and click the Delete button.


## What Happens Next:

From the Billing Agent/Clearinghouse/Submitter List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



This page is intentionally blank.

# Add EDI Contact Information

## Accessing the EDI Contact List

From the Business Process Wizard, click the Add EDI Contact Information link.


ProviderOne displays the EDI Contact Information List.


**Figure 43 - EDI Contact Information List**

### About the EDI Contact Information List

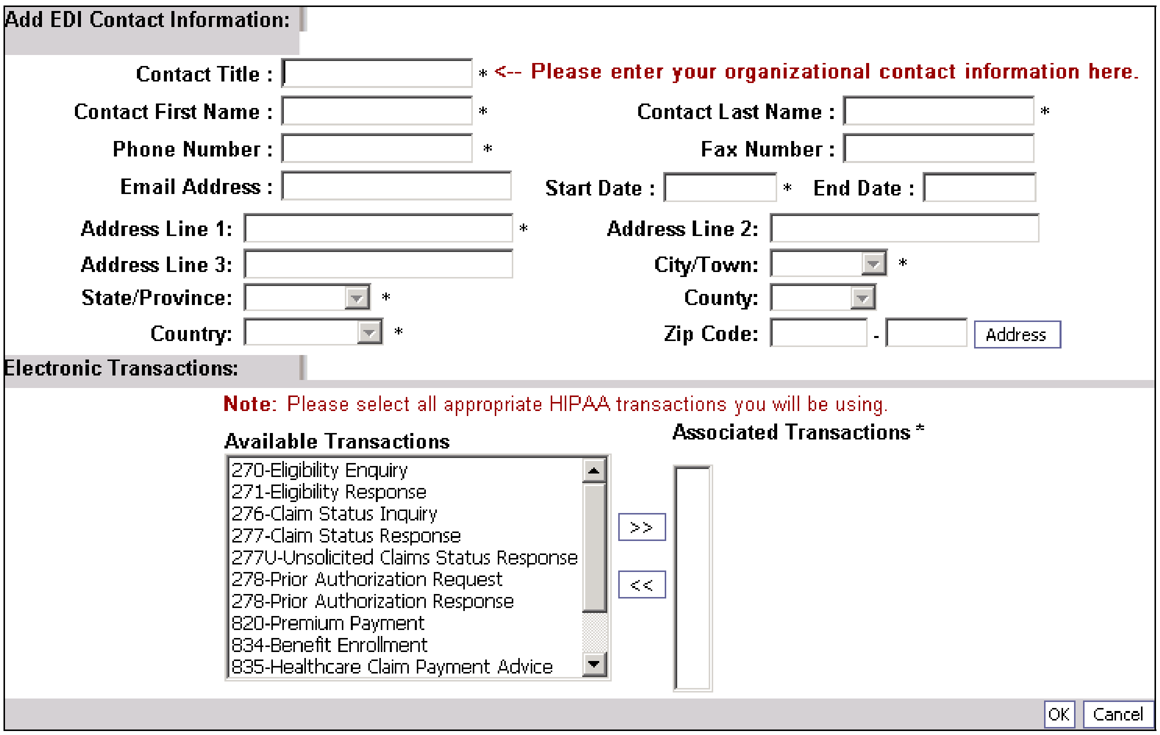
- The first time this list displays it will be blank.

This page is intentionally blank.

## Add an EDI Contact

To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.



Add EDI Contact Information:

Contact Title : * <-- Please enter your organizational contact information here.
Contact First Name : * Contact Last Name : *
Phone Number : * Fax Number :
Email Address : Start Date : * End Date :
Address Line 1: * Address Line 2:
Address Line 3: City/Town: *
State/Province: * County:
Country: * Zip Code: - Address

Electronic Transactions:

Note: Please select all appropriate HIPAA transactions you will be using.

Available Transactions
270-Eligibility Enquiry
271-Eligibility Response
276-Claim Status Inquiry
277-Claim Status Response
277U-Unsolicited Claims Status Response
278-Prior Authorization Request
278-Prior Authorization Response
820-Premium Payment
834-Benefit Enrollment
835-Healthcare Claim Payment Advice

>>
<<

Associated Transactions *

OK Cancel

**Figure 44 - Add EDI Contact Information**

### About the Add EDI Contact Information Page

- Identify a Contact and assign Transactions.

After creating the Contact and assigning transactions, click the OK button to save.

This page is intentionally blank.

## Modifying an EDI Contact

From the EDI Contact Information List, click the hyperlink in the Contact Name column.


ProviderOne displays the Manage EDI Contact Information page.

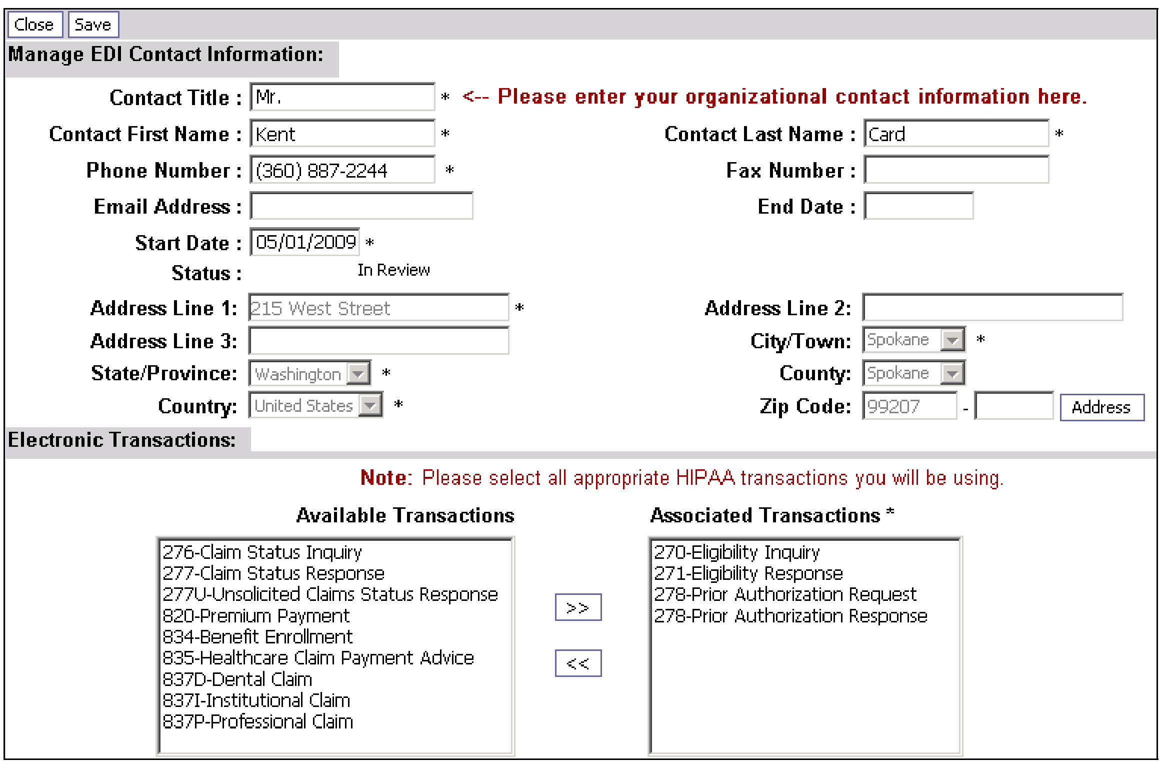


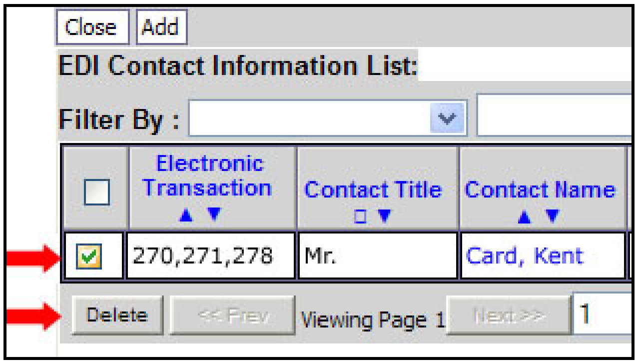

**Figure 45 - Manage EDI Contact Information**

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

This page is intentionally blank.

## Deleting an EDI Contact Record

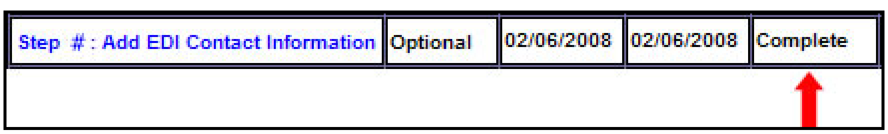
From the EDI Contact Information List, check the box next to the record you want to delete and click the Delete button.




## What Happens Next:

From the EDI Contact Information List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Billing Provider Details

## Accessing the Payment Details List

From the Business Process Wizard, click the Add Billing Provider Details link.


ProviderOne displays Billing Provider List.

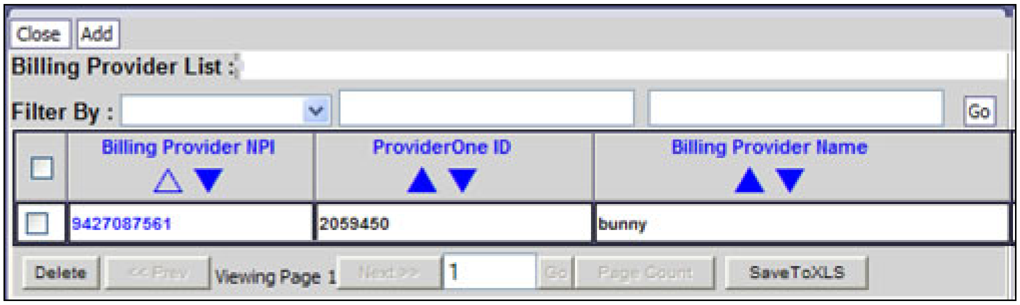


**Figure 46 - Billing Provider List**

### About the Billing Provider List

- The first time this list displays it will be blank.
- Each row represents a ProviderOne Billing Provider.

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## Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

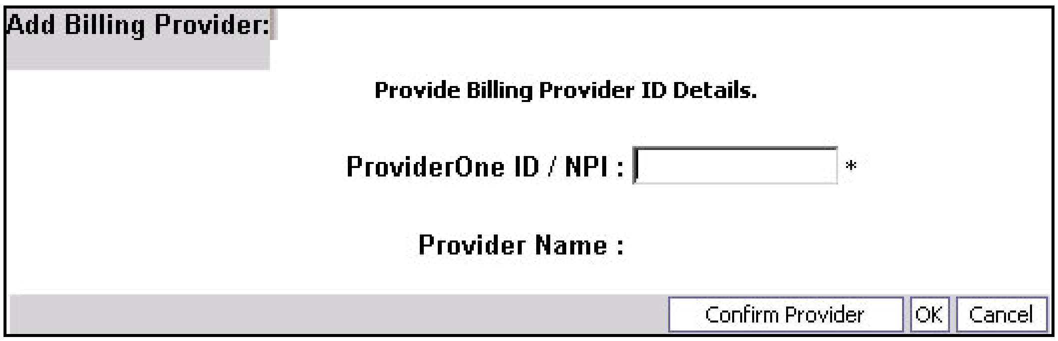



**Figure 47 - Add Billing Provider**

### About the Payment Details Form

- You must know the ProviderOne Id, or NPI of the Billing Provider.

Enter the ProviderOne Id, or NPI number of the Billing Provider and click the Confirm Provider button.

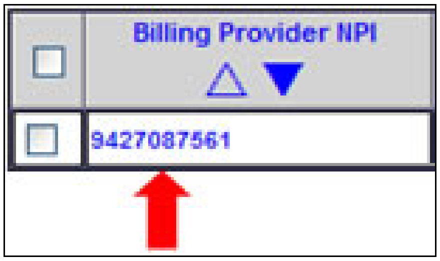
If ProviderOne confirms the Billing Provider and displays the Provider Name.  If a valid Provider is not found, ProviderOne displays an error message.

Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Billing Providers List.  The list will display new Billing Providers.

## Modifying a Billing Provider Record

From the Billing Provider List, click the link in the Billing Provider NPI column.




ProviderOne displays the Manage Billing Provider form.

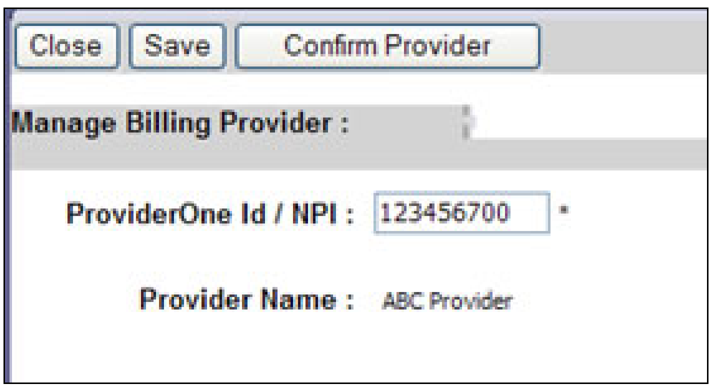
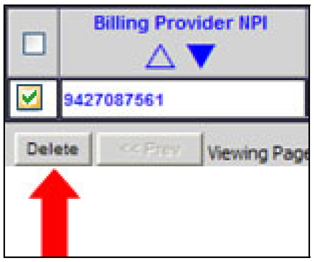



**Figure 48 - Manage Billing Provider**

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a Billing Provider

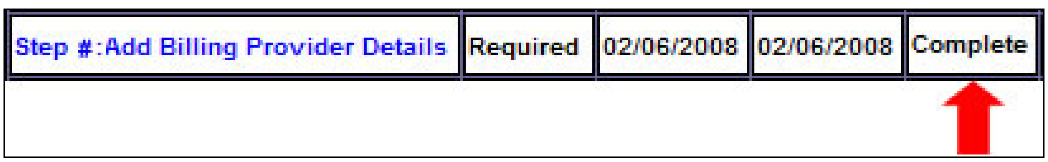
From the Billing Provider List, check the box next to the record you want to delete and click the Delete button. The data is removed from the Enrollment Staging Area and will not be written to the ProviderOne database.




## What happens next:

From the Billing Provider List, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Add Payment Details

## Accessing the Payment Details List

From the Business Process Wizard, click the Add Payment Details link.


ProviderOne displays the Payment Details list.

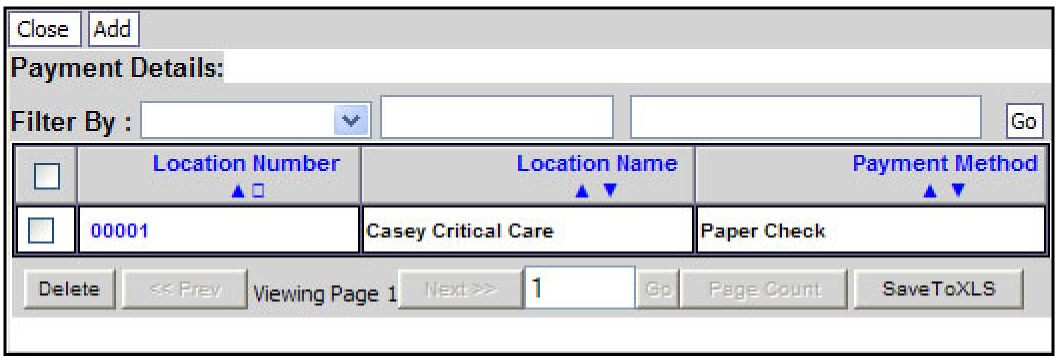



**Figure 49 - Payment Details List**

### About the Payment Details List

- The first time this list displays it will be blank.
- Provider payment methods are listed by location.
- Only one payment method is allowed per location.

This page is intentionally blank.

## Adding a Payment Method

To add a new record, click the Add button.

ProviderOne displays the Payment Details form.

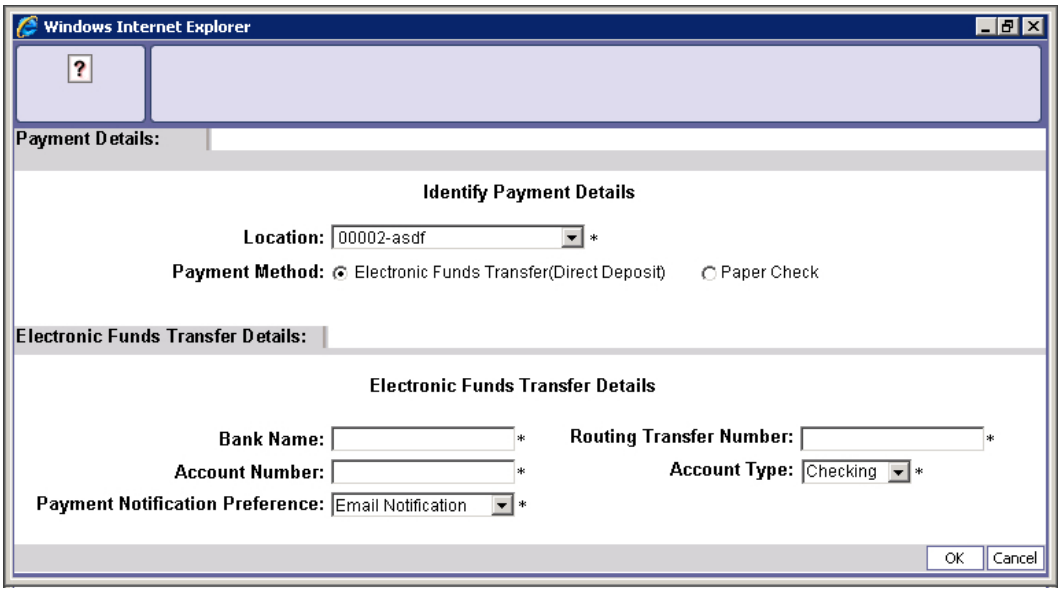



**Figure 50 - Payment Details**

### About the Payment Details Form

- Selecting Electronic Funds Transfer displays the Electronic Funds Transfer Details section.
- Routing Transit number must start with 0, 1, 2, or 3.
- The Email Notification preference cannot be selected if the email address has not been defined for the location.

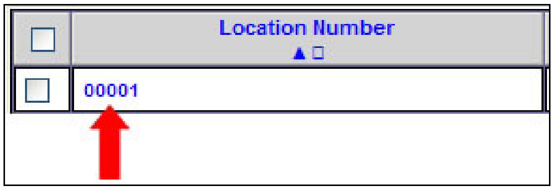
Click the OK button to save the information and close the window, or Cancel to close the window without saving.

ProviderOne validates the information entered, saves and returns to the Payments Details list.  The list will display new payment methods.

This page is intentionally blank.

## Modifying a Payment Detail Record

From the ProviderOne Payment Details list, click the link in the Location Number column.




ProviderOne displays the Payment Details form.

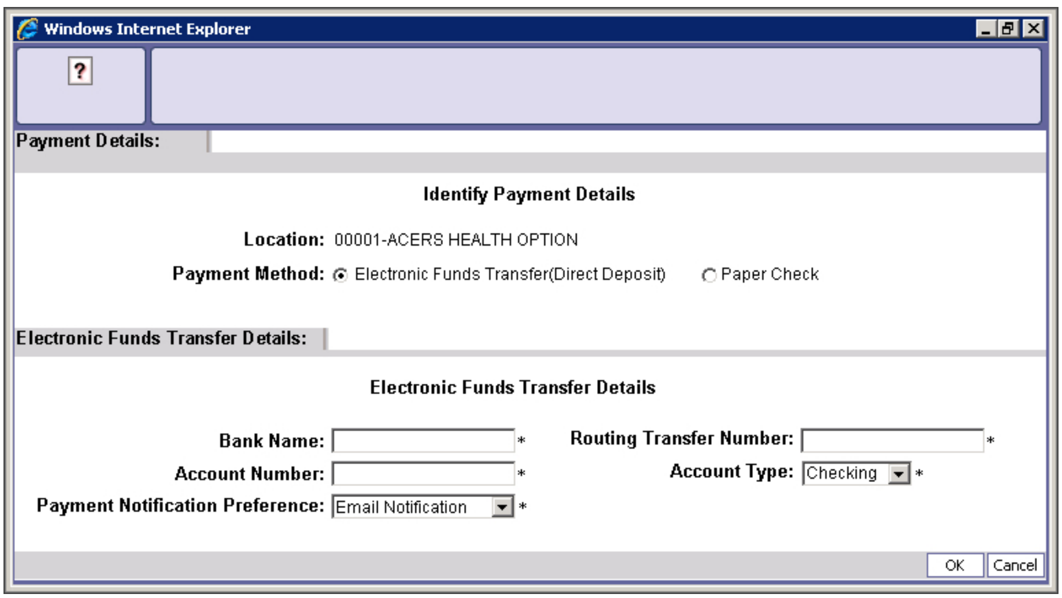



**Figure 51 - Payment Details Form**

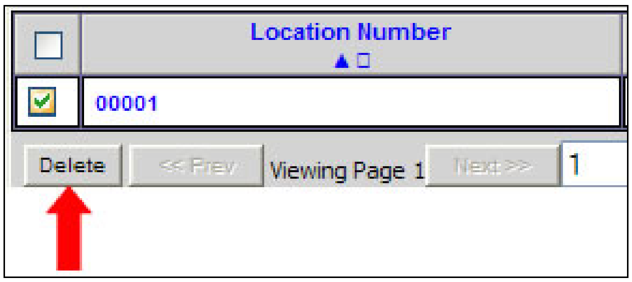
### About the Provider Owner Details Form

- This page allows the payment method to be edited for the location listed.
- The Electronic Funds Transfer Details section will only be viewable if the Payment Method is set to Electronic Funds Transfer.
- When changing from EFT to Paper all information pertaining to the EFT for this location will be lost.


After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

## Deleting a Payment Method Record

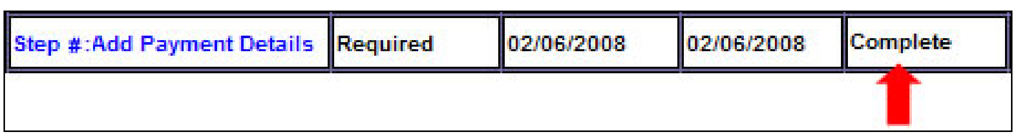
From the Payment Details list, check the box next to the record you want to delete and click the Delete button.  The data is removed from the Enrollment Staging Area and will not be written to the ProviderOne database.




## What happens next:

From the Payment Details list, click the Close button and proceed to the next step in the Business Process Wizard.

ProviderOne displays the Business Process Wizard.  The status is now set to Complete.



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# Complete Enrollment Checklist

## Accessing the Enrollment Checklist

From the Business Process Wizard, click the Complete Enrollment Checklist link.

Step #: Complete Enrollment Checklist

ProviderOne displays the Provider Checklist.

Close | Save

**Provider Checklist:**

| Question | Answer | Comments |
|---|---|---|
| Have you or any employee ever had an Assessment taken against you ? | Not Completed | |
| Have you or any employee ever had an Administrative Sanction taken against you ? | Not Completed | |
| Have you or any employee ever had a Suspension of Payment taken against you? | Not Completed | |
| Have you or any employee ever had a Restitution Order taken against you ? | Not Completed | |
| Have you or any employee ever had a Program Exclusion taken against you ? | Not Completed | |
| Have you or any employee ever had a Program Debarment taken against you ? | Not Completed | |
| Have you or any employee ever had a Pending Criminal Judgment taken against you ? | Not Completed | |
| Have you or any employee ever had a Pending Civil Judgment taken against you ? | Not Completed | |
| Have you or any employee had a Judgement Pending Under False Claims Act taken against you ? | Not Completed | |
| Have you or any employee ever had a Criminal Fine taken against you ? | Not Completed | |
| Have you or any employee ever had a Civil Monetary Penalty taken against you ? | Not Completed | |
| Has Applicant, or employees, ever been convicted or any health related crimes ? | Not Completed | |
| Has Applicant, or employees, ever been convicted of a crime involving the abuse of a child or an elderly adult ? | Not Completed | |

**Figure 52 - Provider Checklist**

### About the Provider Checklist

- Every question must be answered with Yes or No.
- All Yes questions must have a corresponding comment.

After completing the Provider Checklist, click the Save button.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.

| | | | | |
|---|---|---|---|---|
| Step #: Complete Enrollment Checklist | Required | 02/06/2008 | 02/06/2008 | Complete |

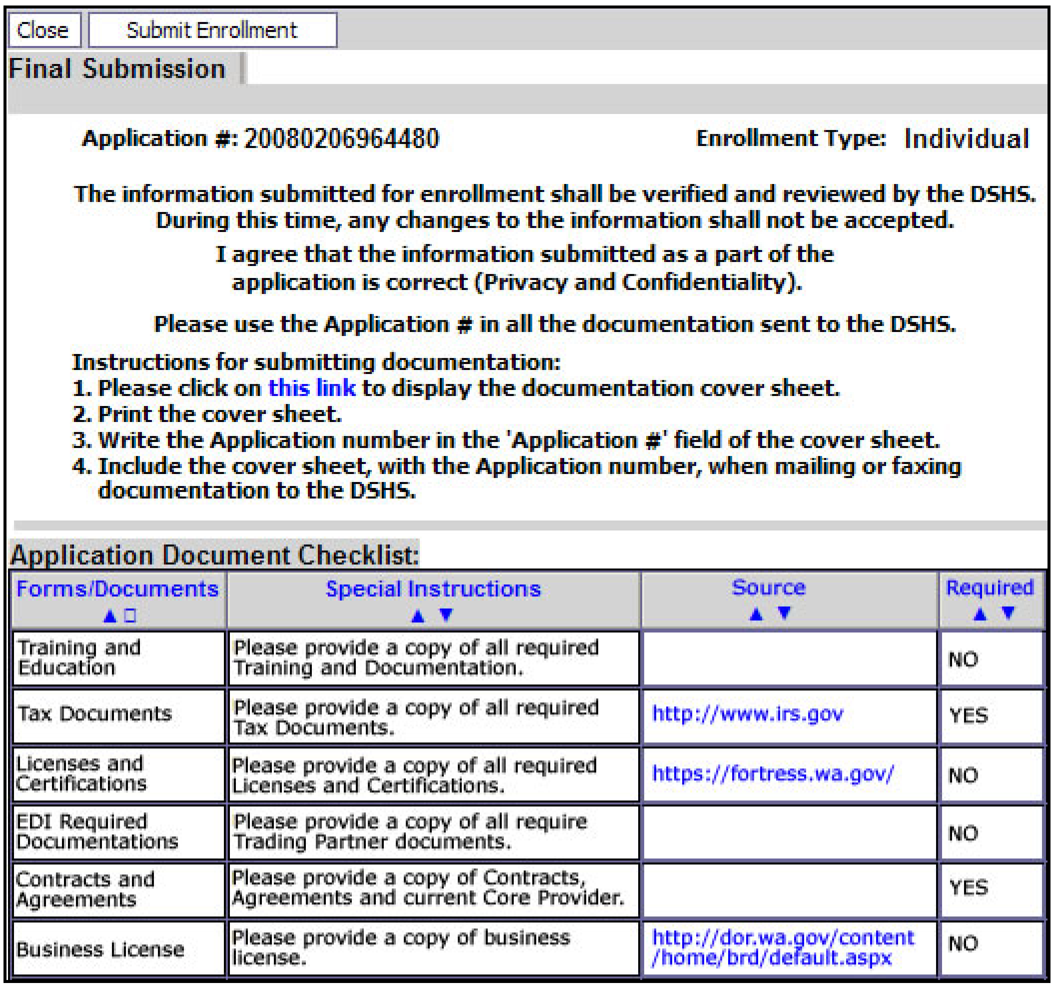
# Submit Enrollment Application for Review

## Accessing the Final Submission Page

From the Business Process Wizard, click the Submit Enrollment Application for Review link.

Step # : Submit Enrollment Application for Review

ProviderOne displays the Final Submission page.



Close | Submit Enrollment

Final Submission

**Application #:** 20080206964480 **Enrollment Type:** Individual

**The information submitted for enrollment shall be verified and reviewed by the DSHS. During this time, any changes to the information shall not be accepted.**

**I agree that the information submitted as a part of the application is correct (Privacy and Confidentiality).**

**Please use the Application # in all the documentation sent to the DSHS.**

**Instructions for submitting documentation:**
**1. Please click on this link to display the documentation cover sheet.**
**2. Print the cover sheet.**
**3. Write the Application number in the 'Application #' field of the cover sheet.**
**4. Include the cover sheet, with the Application number, when mailing or faxing documentation to the DSHS.**

Application Document Checklist:

| Forms/Documents | Special Instructions | Source | Required |
|---|---|---|---|
| Training and Education | Please provide a copy of all required Training and Documentation. | | NO |
| Tax Documents | Please provide a copy of all required Tax Documents. | http://www.irs.gov | YES |
| Licenses and Certifications | Please provide a copy of all required Licenses and Certifications. | https://fortress.wa.gov/ | NO |
| EDI Required Documentations | Please provide a copy of all require Trading Partner documents. | | NO |
| Contracts and Agreements | Please provide a copy of Contracts, Agreements and current Core Provider. | | YES |
| Business License | Please provide a copy of business license. | http://dor.wa.gov/content/home/brd/default.aspx | NO |

**Figure 53 - Final Submission**

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## Obtaining Documentation Source Documents

To download source documents, click the hyperlink in the Source column.

| | | | |
|---|---|---|---|
| Tax Documents | Please provide a copy of all required Tax Documents. | http://www.irs.gov | YES |

## Printing the Documentation Cover Sheet

Click the this link hyperlink to display the documentation cover sheet.

**Instructions for submitting documentation:**
**1. Please click on this link to display the documentation cover sheet.**

ProviderOne displays a PDF version of the cover sheet.

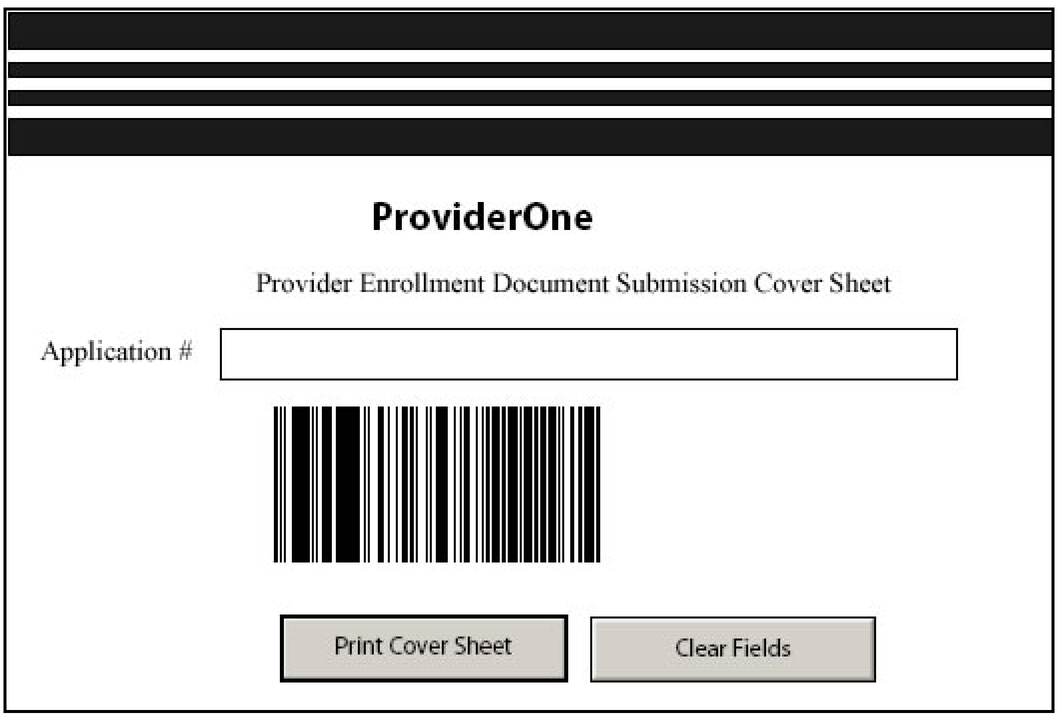


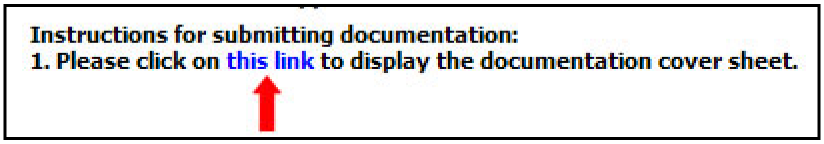

**Figure 54 - Enrollment Document Cover Sheet**

Enter the Application# and print the cover sheet. Include this cover sheet with the documentation listed in the Application Document Checklist.

## Re-printing the Documentation Cover Sheet

From the Business Process Wizard, click the Submit Enrollment Application for Review link.


Click the this link hyperlink to display the documentation cover sheet. Follow the steps on the previous page.



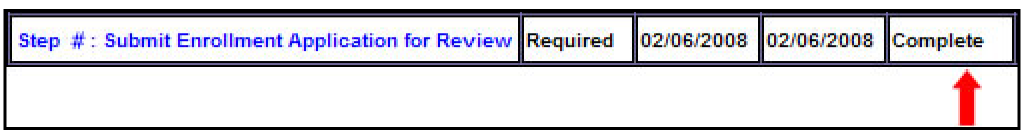
## Submitting the Enrollment Application

From the Final Submission page, click the Submit Enrollment Button.

ProviderOne displays the following Internet Explorer message.


Click OK to close the message and then click the Close button.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.



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# Table of Figures