Enrolling as a Tribal Health Services 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.”
This page is intentionally blank.
Table of Contents

Enrolling as a Tribal Health Services Provider ................................................................. 5
  Provider Enrollment Links ............................................................................................. 7
Accessing the Enrollment Business Process Wizard ...................................................... 9
Provider Basic Information ......................................................................................... 11
Add Locations ............................................................................................................. 15
Add Specializations ..................................................................................................... 25
View Required Credentials for Specializations ........................................................... 31
Add Licenses and Certifications .................................................................................... 33
Add Training and Education ......................................................................................... 39
Add Identifiers .............................................................................................................. 45
Add Contract Details ..................................................................................................... 51
Add Federal Tax Details ............................................................................................... 57
Add Invoice Details ....................................................................................................... 65
EDI Submission Method ............................................................................................... 71
Add EDI Billing Software Details ................................................................................ 73
Add EDI Submitter Details ........................................................................................... 81
Add EDI Contact Information ....................................................................................... 87
Add Servicing Provider Information ............................................................................ 93
Add Billing Provider Details ......................................................................................... 99
Add Payment Details .................................................................................................... 105
Add Tribal Health Details ............................................................................................ 113
Complete Enrollment Checklist .................................................................................. 115
Submit Enrollment Application for Review ............................................................... 117
This page is intentionally blank.
Enrolling as a Tribal Health Services Provider

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
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.
This page is intentionally blank.
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.

<table>
<thead>
<tr>
<th>Enrollment Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the Enrollment Applicable Form</td>
</tr>
<tr>
<td>○ Individual</td>
</tr>
<tr>
<td>○ Group Practice</td>
</tr>
<tr>
<td>○ Billing Agent/Clearinghouse</td>
</tr>
<tr>
<td>○ Fac/Agency/Orgr/Inst</td>
</tr>
<tr>
<td>○ Tribal Health Services</td>
</tr>
</tbody>
</table>

Select the Appropriate Enrollment form and click the Submit button.

ProviderOne displays the Basic Information page.
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.

![Image of Basic Information Page]

**Figure 2 - Basic Information Page**

**About the Basic Information Page**

- The first time this page 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.
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.
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.
This page is intentionally blank.
Add Locations

Accessing the Locations List

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

![Step # Add Locations]

ProviderOne displays the Locations List.

![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.
This page is intentionally blank.
Adding a Location

To add a new record, click the Add button.

ProviderOne displays the Add Provider Location form.

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”.

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.
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.

<table>
<thead>
<tr>
<th>Location Details:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Business Name: Care, Inc.</td>
</tr>
<tr>
<td>Contact First Name: Bill</td>
</tr>
<tr>
<td>Phone Number: (123)456-7890</td>
</tr>
<tr>
<td>Cell Phone Number:</td>
</tr>
</tbody>
</table>

**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.
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.
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.
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.
Adding a Specialization

To add a new record, click the Add button.

ProviderOne displays the Add Specialty/Subspecialty form.

Add Specialty/Subspecialty:

- Location:
- Administration:
- Provider Type:
- Specialty:
- Start Date:
- End Date:

Add Taxonomy Code:

Available Taxonomy Codes

Associated Taxonomy Codes

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.

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.
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.

<table>
<thead>
<tr>
<th>Specialty/Subspecialty</th>
<th>Provider Type</th>
<th>Administration</th>
<th>License</th>
</tr>
</thead>
<tbody>
<tr>
<td>84-Psychiatry &amp; Neurology/03400-Neurology</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Graduation of Residency of Psychiatric Program Certification</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/03400-Neurology</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Professional License</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/0402-Addiction Medicine</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Graduation of Residency of Psychiatric Program Certification</td>
</tr>
<tr>
<td>84-Psychiatry &amp; Neurology/0402-Addiction Medicine</td>
<td>20-Allopathic &amp; Osteopathic Physicians</td>
<td>MHD</td>
<td>Professional License</td>
</tr>
</tbody>
</table>

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

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

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.
Add Licenses and Certifications

Accessing the License/Certification List

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

Step 1: Add Licenses and Certifications

ProviderOne displays the License/Certification List.

![License/Certification List](image)

Figure 14 - 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.

![Add License/Certification form](image)

**Figure 15 - 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.

<table>
<thead>
<tr>
<th>License/Certification #</th>
<th>License/Certification Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>258930413</td>
<td>Professional License</td>
</tr>
</tbody>
</table>

ProviderOne displays the Manage License/Certification form.

![Image of Manage License/Certification form]

Figure 16 - 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.
This page is intentionally blank.
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.

![Training/Education List](image)

**Figure 17 - Training/Education List for Enrollment**

About the Training/Education List for Enrollment

- The first time this list displays it will be blank.
Adding a Training/Education Record

To add a new record, click the Add button.

ProviderOne displays the Add Training/Education form.

![Figure 18 - 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.

<table>
<thead>
<tr>
<th>Training/Education Type</th>
<th>Location Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSPS Training</td>
<td>00001</td>
</tr>
</tbody>
</table>

ProviderOne displays the Manage Training/Education form.

![Manage Training/Education Form]

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.
This page is intentionally blank.
Add Identifiers

Accessing the Provider Identifiers List

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

ProviderOne displays the 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.
Adding an Identifier

To add a new record, click the Add button. ProviderOne displays the Add New Identifier form.

![Figure 21 - Add New Identifier](image)

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.

![Identifier Type](image)

ProviderOne displays the Manage Identifier page.

![Manage Identifier](image)

Figure 22 - 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.
This page is intentionally blank.
Add Contract Details

Accessing the Payment Details List

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

ProviderOne displays the Contracts List.

![Figure 23 - Contracts List](image)

About the Contracts List

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

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.
This page is intentionally blank.
Adding a Contract

To add a new record, click the Add button.

ProviderOne displays the Add Contract form.

![Add Contract Form](image)

Figure 24 - 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 25 - 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.
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.
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.

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.

![Form W-9](image)

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.

Figure 28 - 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.

![Form W-4](image)

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

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

<table>
<thead>
<tr>
<th>Step #</th>
<th>Add Federal Tax Details</th>
<th>Required</th>
<th>02/06/2008</th>
<th>02/06/2008</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This page is intentionally blank.
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 30 - 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.
Adding an Invoice Preference

To add a new record, click the Add button.

ProviderOne displays the Invoice Preferences Enrollment form.

![Invoice Preferences Enrollment form](image.png)

**Figure 31 - Add Invoice Preferences**

**About the Add Invoice Preference Form**

- To apply the invoice preferences to all locations, select All from the Location dropdown. 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 32 - 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.
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.
EDI Submission Method

Accessing the EDI Submission Details Page

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

Step # : Add EDI Submission Method

ProviderOne displays the EDI Submission Details page.

<table>
<thead>
<tr>
<th>EDI Submission Details:</th>
<th>You may check multiple Modes of Submission. NPI is required for all selections.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If Web Batch and/or FTP Secured Batch are selected, you must complete and mail a new ProviderOne Trading Partner Agreement.</td>
</tr>
<tr>
<td>Mode of Submission:</td>
<td>Web Batch</td>
</tr>
<tr>
<td>Status:</td>
<td>In Review</td>
</tr>
</tbody>
</table>

- **Method**
  - Web Batch: For upload/download of files in ProviderOne
  - Billing Agent/Clearinghouse: For providers who use a 3rd party to bill
  - FTP Batch: For submitting files via an SFTP site
  - Web Interactive: For entering (keying) claims directly into ProviderOne

- Your EDI submission method is "Web Batch" if you currently upload and download batch files using WiMedWeb. This method is often used by providers who submit their own HIPAA batch transactions. It allows a maximum file size of 50MB.
- Your EDI submission method is "FTP Secured Batch" if you submit and retrieve batches at a secure web folder assigned to you by DSHS. This method was designed with clearinghouses and billing agents in mind. It allows a maximum file size of 100 MB.

Figure 33 - 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.
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.
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 34 - 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.

---

**Add EDI Billing Software Information**

- **Software Vendor Company Name:**
- **Software Product Name:**
- **Software Version:**
- **Software Protocol:**
  - **Element Delimiter:**
  - **Segment Delimiter:**
  - **Sub-Element Delimiter:**
- **Start Date:**
- **End Date:**

**Software Vendor Contact Information**

- **Contact Title:**
- **Contact First Name:**
- **Contact Last Name:**
- **Phone Number:**
- **Fax Number:**
- **Email Address:**
- **Address Line 1:**
- **Address Line 2:**
- **Address Line 3:**
- **City/Town:**
- **County:**
- **Zip Code:**

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

---

**Figure 35 - 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.
Modifying an EDI Billing Software Record

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

ProviderOne displays the Manage EDI Billing Software Information page.

Software Vendor Company Name: EZClaim Medical Billing Software
Software Product Name: EZClaim Advanced
Software Protocol: SFTP
Element Delimiter: * Default: Delimiter * (word)
Segment Delimiter: | Default: Delimiter - (bit)
Sub-Element Delimiter: [ colon: : ] Default: Delimiter (colon)
Start Date: 05/01/2009
End Date: 12/31/2009
Status: In Review

Software Vendor Contact Information:

Contact Title: 
Contact First Name: Jonathan
Contact Last Name: Sharp
Phone Number: (677) 650-0001
Email Address:
Address Line 1: 
Address Line 2: 
Address Line 3: 
State/Province: 
City/Town: 
County: 
Zip Code: 

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 36 - 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.
Add EDI Submitter Details

Accessing the Billing Agent/Clearinghouse/Submitter List

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

![Step #: Add EDI Submitter Details](image)

ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.

<table>
<thead>
<tr>
<th>Close</th>
<th>Add</th>
</tr>
</thead>
</table>

**Billing Agent/Clearinghouse/Submitter List:**

<table>
<thead>
<tr>
<th>Filter By:</th>
<th>ProviderOne ID</th>
<th>Billing Agent/Clearinghouse</th>
<th>Auth Transaction Responses</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>▼</td>
<td>▼</td>
<td></td>
<td>▼</td>
</tr>
</tbody>
</table>

*No Records Found!*

![Figure 37 - Billing Agent/Clearinghouse/Submitter List for Enrollment](image)

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

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

<table>
<thead>
<tr>
<th>Transaction Response</th>
<th>Authorized</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>271-Eligibility Response</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>277-Claim Status Response</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>277U-Uncollected Claims Status Response</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>278-Augmented Authorization Response</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>820-Premium Payment</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>834-Benefit Enrollment</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>835-Healthcare Claim Payment Advice</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 38 - 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.

---

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.
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.

<table>
<thead>
<tr>
<th>Close</th>
<th>Save</th>
</tr>
</thead>
</table>

Manage Billing Agent/Clearinghouse Association:

Billing Agent/Clearinghouse ProviderOne Id: 794089WA0
Start Date: 05/01/2009  ●  End Date: 12/31/2009

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

Authorized Transaction Responses:

<table>
<thead>
<tr>
<th>Transaction Response</th>
<th>Authorized</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>271-Benefit Response</td>
<td>Yes</td>
<td>05/01/2009</td>
<td>12/31/2009</td>
</tr>
<tr>
<td>277-Claim Status Response</td>
<td>Yes</td>
<td>05/01/2009</td>
<td>12/31/2009</td>
</tr>
<tr>
<td>277-Uninsured Claim Status Response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>278-Prior Authorization Response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>830-Premium Payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>834-Benefit Enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>835-Healthcare Claim Payment Advice</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 39 - Manage Billing Agent/Clearinghouse Association

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

![EDI Contact Information List](image)

Figure 40 - 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**: 
- **Email Address**: 
- **Fax Number**: 
- **Address Line 1**: 
- **Address Line 2**: 
- **Address Line 3**: 
- **State/Province**: 
- **City/Town**: 
- **County**: 
- **Zip Code**: 

**Electronic Transactions:**

**Available Transactions**

- 275-Eligibility Inquiry
- 271-Eligibility Response
- 276-Claim Status Inquiry
- 277-Claim Status Response
- 277U-Unilateral Claim Status Response
- 278-Prior Authorization Request
- 278-Prior Authorization Response
- 825-Claim Payment Advice
- 834-Benefit Enrollment
- 835-Healthcare Claim Payment Advice

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

**Associated Transactions**

- **OK**, **Cancel**

---

**Figure 41 - 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.

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

![EDI Contact Information List]

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.
Add Servicing Provider Information

Accessing the Servicing Providers List

From the Business Process Wizard, click the Add Servicing Provider Information link.

ProviderOne displays the Servicing Providers List.

About the Servicing Providers List

- The first time this list displays it will be blank.
Adding a Servicing Provider

To add a new record, click the Add button.

ProviderOne displays the Associate Servicing Provider page.

Enter the required information and click the OK button.

ProviderOne confirms the Servicing Provider and displays the Servicing Provider List.

If the Provider Does Not Exist in the Database

If the Provider does not exist in the Database you are prompted to add the Servicing Provider. See “How to Enroll a Servicing Provider” for details.

Click OK to start the enrollment process, Back to return to the previous page, or Cancel to return to the Servicing Provider List.

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.
Modifying a Servicing Provider Record

From the Servicing Providers List, click the link in the ProviderOne ID/Application # column.

ProviderOne displays the Manage Servicing Provider Association page.

Active Service Provider

After making your changes, click the Save button, or the Close button to close the window without saving.
Deleting a Servicing Provider

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

![Servicing Provider List]

What happens next:

- From the Servicing Providers 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.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Add Servicing Provider Information</th>
<th>Required</th>
<th>02/06/2008</th>
<th>02/06/2008</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This page is intentionally blank.
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.

![Billing Provider List](Figure 47 - 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.
Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

![Add Billing Provider Form]

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.

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.

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.
This page is intentionally blank.
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.

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.

![Image of Payment Details form]

Figure 51 - 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.
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.

About the Payment 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.
Add Tribal Health Details

Accessing the Tribal Health Services Details Page

From the Business Process Wizard, click the Add Tribal Health Details link.

ProviderOne displays the Tribal Health Services Details page.

![Figure 53 - Tribal Health Services Details](image)

After completing the form, click the OK button to save.

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

Accessing the Enrollment Checklist

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

ProviderOne displays the Provider Checklist.

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

Figure 54 - 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.

<table>
<thead>
<tr>
<th>Step #: Complete Enrollment Checklist</th>
<th>Required</th>
<th>02/06/2008</th>
<th>02/06/2008</th>
<th>Complete</th>
</tr>
</thead>
</table>

Submit Enrollment Application for Review

Accessing the Final Submission Page

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

ProviderOne displays the Final Submission page.

---

**Figure 55 - Final Submission**
Obtaining Documentation Source Documents

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


Printing the Documentation Cover Sheet

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

ProviderOne displays a PDF version of the cover sheet.

Figure 56 - 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.

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.
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.

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

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

ProviderOne displays the following Internet Explorer message.

![Windows Internet Explorer]

The application # 20080206964480 has been submitted for State review.

Please check this Web site to verify the status of your application.

Please ensure that all paper forms and applications sent by mail use the application #.

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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Enrollment Application for Review</th>
<th>Required</th>
<th>02/06/2008</th>
<th>02/06/2008</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Table of Figures

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 1</td>
<td>Enrollment Type</td>
<td>9</td>
</tr>
<tr>
<td>Figure 2</td>
<td>Basic Information Page</td>
<td>11</td>
</tr>
<tr>
<td>Figure 3</td>
<td>Basic Information – Application ID</td>
<td>12</td>
</tr>
<tr>
<td>Figure 4</td>
<td>Enrollment Business Process Wizard</td>
<td>13</td>
</tr>
<tr>
<td>Figure 5</td>
<td>Locations List for Enrollment</td>
<td>15</td>
</tr>
<tr>
<td>Figure 6</td>
<td>Add Provider Location</td>
<td>17</td>
</tr>
<tr>
<td>Figure 7</td>
<td>Location Details</td>
<td>19</td>
</tr>
<tr>
<td>Figure 8</td>
<td>Add Provider Location Address</td>
<td>20</td>
</tr>
<tr>
<td>Figure 9</td>
<td>Manage Provider Location Address</td>
<td>21</td>
</tr>
<tr>
<td>Figure 10</td>
<td>Specialty/Subspecialty List for Enrollment</td>
<td>25</td>
</tr>
<tr>
<td>Figure 11</td>
<td>Add Specialty/Subspecialty</td>
<td>27</td>
</tr>
<tr>
<td>Figure 12</td>
<td>Manage Specialty/Subspecialty</td>
<td>28</td>
</tr>
<tr>
<td>Figure 13</td>
<td>Required Credentials For Specialization</td>
<td>31</td>
</tr>
<tr>
<td>Figure 14</td>
<td>License/Certification List for Enrollment</td>
<td>33</td>
</tr>
<tr>
<td>Figure 15</td>
<td>Add License/Certification</td>
<td>35</td>
</tr>
<tr>
<td>Figure 16</td>
<td>Manage License/Certification</td>
<td>36</td>
</tr>
<tr>
<td>Figure 17</td>
<td>Training/Education List for Enrollment</td>
<td>39</td>
</tr>
<tr>
<td>Figure 18</td>
<td>Add Training/Education</td>
<td>41</td>
</tr>
<tr>
<td>Figure 19</td>
<td>Manage Training/Education</td>
<td>42</td>
</tr>
<tr>
<td>Figure 20</td>
<td>Provider Identifiers List</td>
<td>45</td>
</tr>
<tr>
<td>Figure 21</td>
<td>Add New Identifier</td>
<td>47</td>
</tr>
<tr>
<td>Figure 22</td>
<td>Manage Identifier</td>
<td>48</td>
</tr>
<tr>
<td>Figure 23</td>
<td>Contracts List</td>
<td>51</td>
</tr>
<tr>
<td>Figure 24</td>
<td>Add Contract</td>
<td>53</td>
</tr>
<tr>
<td>Figure 25</td>
<td>Manage Contract</td>
<td>54</td>
</tr>
<tr>
<td>Figure 26</td>
<td>Federal Tax Details Page</td>
<td>57</td>
</tr>
<tr>
<td>Figure 27</td>
<td>Form W-9</td>
<td>59</td>
</tr>
<tr>
<td>Figure 28</td>
<td>Form W-5</td>
<td>60</td>
</tr>
<tr>
<td>Figure 29</td>
<td>Form W-4</td>
<td>61</td>
</tr>
<tr>
<td>Figure 30</td>
<td>Invoice Preferences List</td>
<td>65</td>
</tr>
<tr>
<td>Figure 31</td>
<td>Add Invoice Preferences</td>
<td>67</td>
</tr>
<tr>
<td>Figure 32</td>
<td>Update Invoice Preferences</td>
<td>68</td>
</tr>
<tr>
<td>Figure 33</td>
<td>EDI Submission Details</td>
<td>71</td>
</tr>
<tr>
<td>Figure 34</td>
<td>EDI Billing Software Information for Enrollment</td>
<td>73</td>
</tr>
<tr>
<td>Figure 35</td>
<td>Add EDI Billing Software Information for Enrollment</td>
<td>75</td>
</tr>
<tr>
<td>Figure 36</td>
<td>Manage EDI Billing Software Information</td>
<td>76</td>
</tr>
<tr>
<td>Figure 37</td>
<td>Billing Agent/Clearinghouse/Submitter List for Enrollment</td>
<td>81</td>
</tr>
<tr>
<td>Figure 38</td>
<td>Associate Billing Agent/Clearinghouse</td>
<td>83</td>
</tr>
<tr>
<td>Figure 39</td>
<td>Manage Billing Agent/Clearinghouse Association</td>
<td>84</td>
</tr>
<tr>
<td>Figure 40</td>
<td>EDI Contact Information List</td>
<td>87</td>
</tr>
<tr>
<td>Figure 41</td>
<td>Add EDI Contact Information</td>
<td>89</td>
</tr>
</tbody>
</table>

---

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.
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.