ProviderOne
Provider System
User Manual

Managed Care

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Disclaimer:

A contract, known as the Core Provider Agreement, governs the relationship between the State of Washington and Medical Assistance providers. The Core Provider Agreement's terms and conditions incorporate federal laws, rules and regulations, state laws, rules and regulations, as well as program policies, numbered memoranda, and billing instructions, including the materials located in this presentation. Providers must submit a claim in accordance with the rules, policies, numbered memoranda, and billing instructions in effect at the time they provided the service.

Every effort has been made to ensure the accuracy of this material. However, in the unlikely event of an actual or apparent conflict between this material and a department rule, the department rule controls.

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Managed Care

Viewing Enrollments, Payment Summary, and Encounter Transaction Results Report (ETRR).

The following ProviderOne tasks are covered in this section:

- Viewing the Enrollment Roster and Transaction Details
- Viewing the Managed Care Capitation Report and Payment Details
- Downloading the Encounter Transaction Results Report (ETRR)

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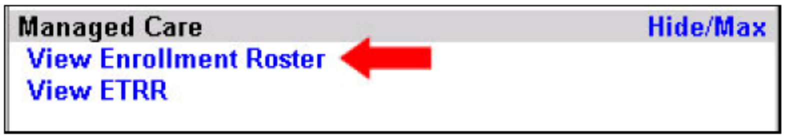
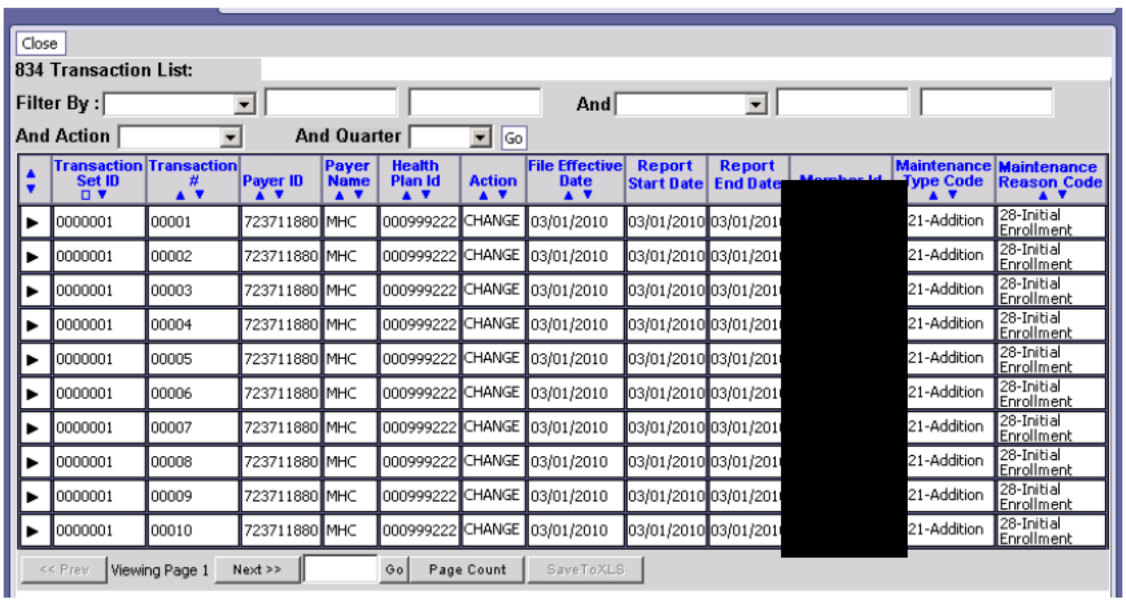
Viewing the Enrollment Roster and Client Enrollment Details

Accessing the 834 Transaction List (Enrollment Roster)

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View Enrollment Roster link.



ProviderOne displays the 834 Transaction List.


Close
834 Transaction List:
Filter By :
And
And Action
And Quarter
Go

	Transaction Set ID	Transaction #	Payer ID	Payer Name	Health Plan Id	Action	File Effective Date	Report Start Date	Report End Date	[redacted]	Maintenance Type Code	Maintenance Reason Code
▶	0000001	00001	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00002	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00003	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00004	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00005	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00006	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00007	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00008	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00009	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment
▶	0000001	00010	723711880	MHC	000999222	CHANGE	03/01/2010	03/01/2010	03/01/201	[redacted]	21-Addition	28-Initial Enrollment

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

Figure 1 - 834 Transaction List

About the 834 Transaction List

- Only transactions for clients enrolled in your MCO or clinic are viewable.
- Use list filters and sort icons to narrow the results.

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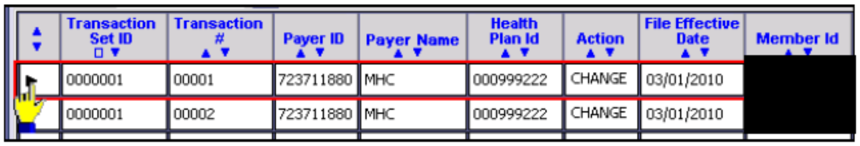
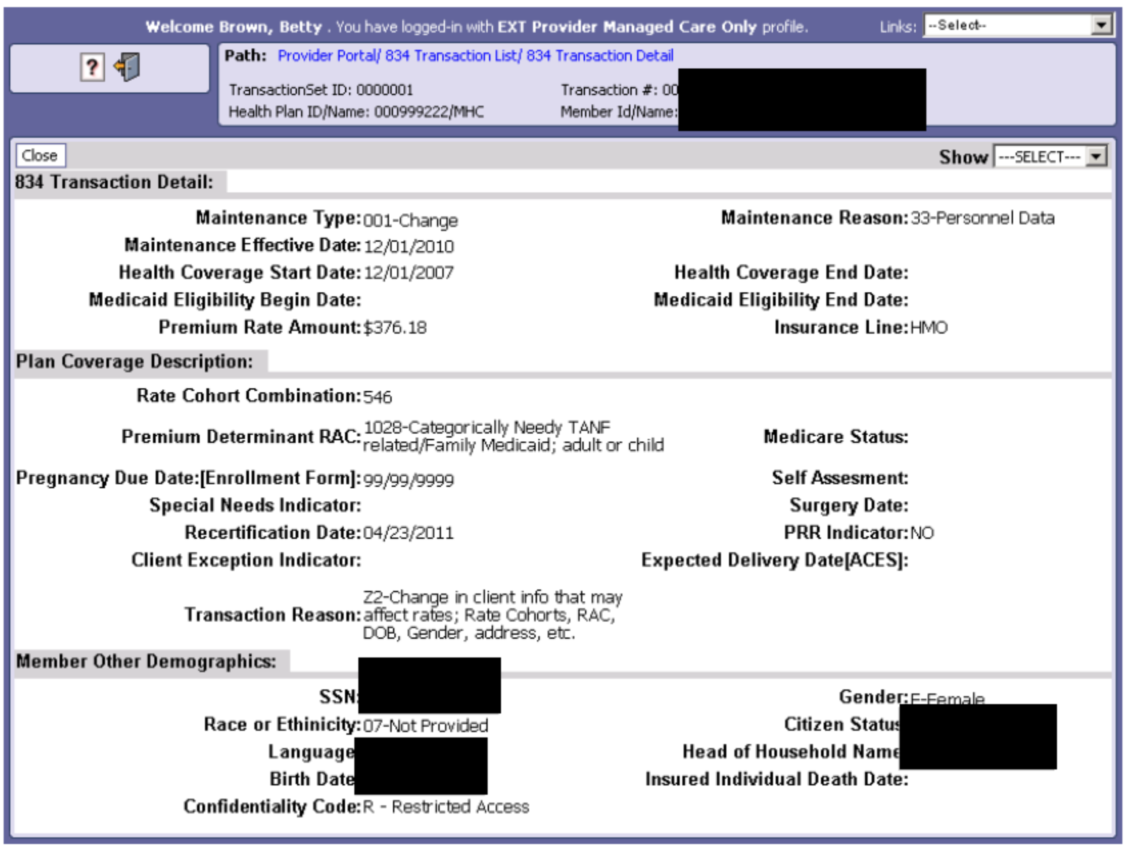
Viewing 834 Transaction Details

From the 834 Transaction List page, click the arrow hyperlink in the first column for the transaction you wish to view.



	Transaction Set ID	Transaction #	Payer ID	Payer Name	Health Plan Id	Action	File Effective Date	Member Id
	0000001	00001	723711880	MHC	000999222	CHANGE	03/01/2010	[redacted]
	0000001	00002	723711880	MHC	000999222	CHANGE	03/01/2010	

ProviderOne displays the 834 Transaction Detail page.



Welcome Brown, Betty . You have logged-in with EXT Provider Managed Care Only profile. Links: --Select--

Path: Provider Portal/ 834 Transaction List/ 834 Transaction Detail

TransactionSet ID: 0000001 Transaction #: 00[redacted]
Health Plan ID/Name: 000999222/MHC Member Id/Name:

Close Show ---SELECT---

834 Transaction Detail:

Maintenance Type: 001-Change
Maintenance Reason: 33-Personnel Data
Maintenance Effective Date: 12/01/2010
Health Coverage Start Date: 12/01/2007
Health Coverage End Date:
Medicaid Eligibility Begin Date:
Medicaid Eligibility End Date:
Premium Rate Amount: $376.18
Insurance Line: HMO

Plan Coverage Description:

Rate Cohort Combination: 546
Premium Determinant RAC: 1028-Categorically Needy TANF related/Family Medicaid; adult or child
Medicare Status:
Pregnancy Due Date:[Enrollment Form]: 99/99/9999
Self Assesment:
Special Needs Indicator:
Surgery Date:
Recertification Date: 04/23/2011
PRR Indicator: NO
Client Exception Indicator:
Expected Delivery Date[ACES]:
Transaction Reason: Z2-Change in client info that may affect rates; Rate Cohorts, RAC, DOB, Gender, address, etc.

Member Other Demographics:

SSN[redacted]
Gender: F-Female
Race or Ethinicity: 07-Not Provided
Citizen Status[redacted]
Language[redacted]
Insured Individual Death Date:
Confidentiality Code: R - Restricted Access

Figure 2 - 834 Transaction Detail

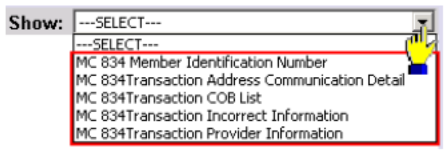
About the 834 Transaction Detail Page

- The header area identifies the current transaction being viewed.

Path: Provider Portal/ 834 Transaction List/ 834 Transaction Detail

TransactionSet ID: 0000001 Transaction #: 0[redacted]
Health Plan ID/Name: 000999222/MHC Member Id/Name

From the 834 Transaction Detail page, use the Show drop-down menu to view the following detail pages:

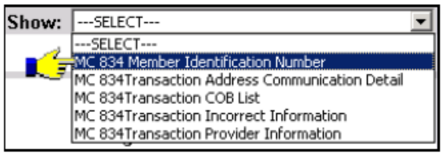


- 834 Member Identification Number
- 834 Transaction Address Communication Detail
- 834 Transaction COB List
- 834 Transaction Incorrect Information
- 834 Transaction Provider Information

When finished viewing the detail pages, return to the 834 Transaction List by clicking the 834 Transaction List hyperlink located in the Path.

Viewing the 834 Member Identification Number

Click the 834 Member Identification Number option from the Show drop-down menu.



ProviderOne displays the 834 Member Identification Number page.

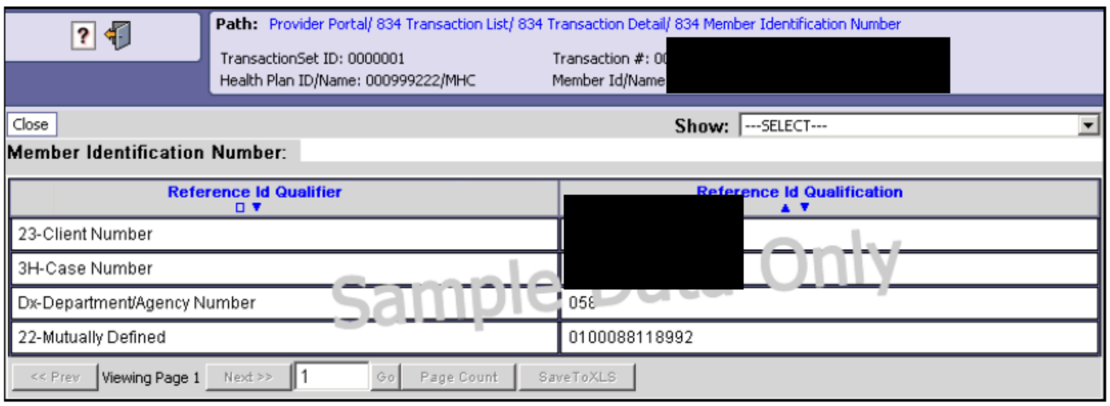
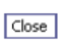


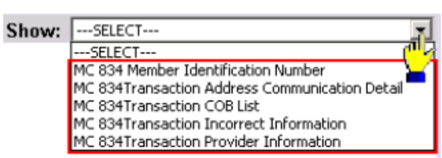
Figure 3 - 834 Member Identification Number

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the Member Identification Number page and return to the previous page in the Path, click the Close button.



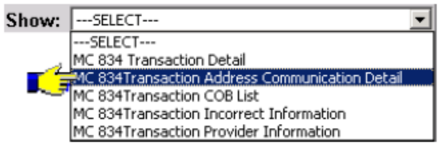
To view additional transaction detail pages, open the Show dropdown and select from the available options.



The page is intentionally left blank.

Viewing 834 Transaction Address Communication Details

Click the 834 Transaction Address Communication Detail option from the Show drop-down menu.



ProviderOne displays the 834 Transaction Address Communication Detail page.

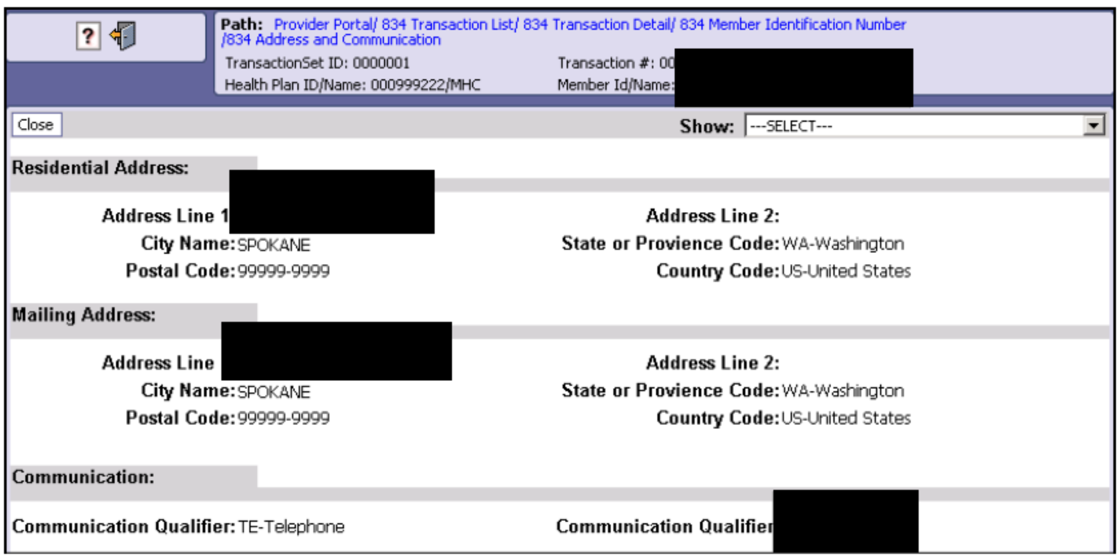
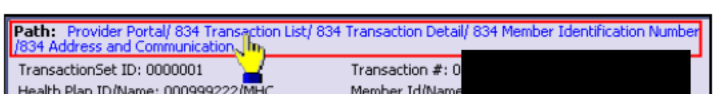


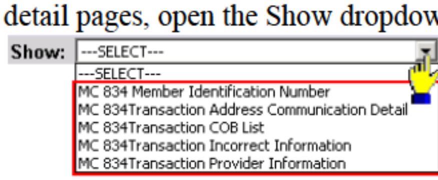
Figure 4 - 834 Transaction Address Communication Detail

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.



To close the 834 Transaction Address Communication Detail page and return to the previous page in the Path, click the Close button. 

To view additional transaction detail pages, open the Show dropdown and select from the available options.



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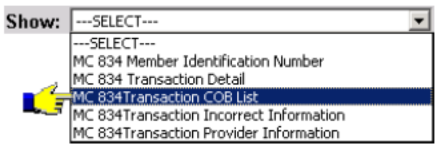
Viewing the 834 Transaction COB List

Click the 834 Transaction COB List option from the Show drop-down menu.



ProviderOne displays the 834 Transaction COB List.

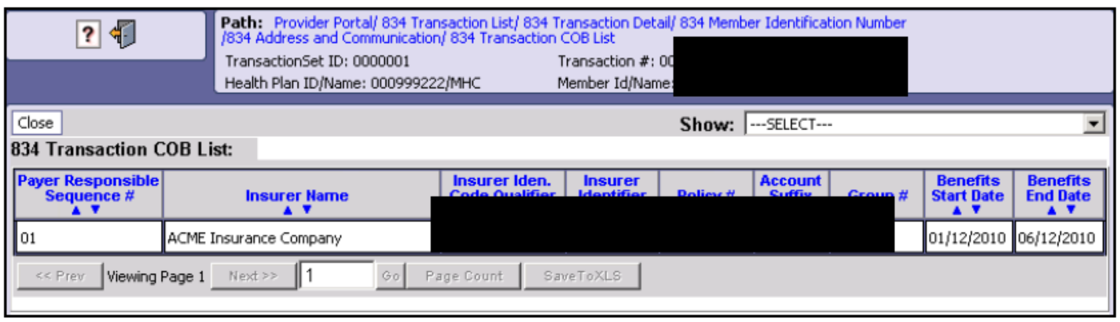
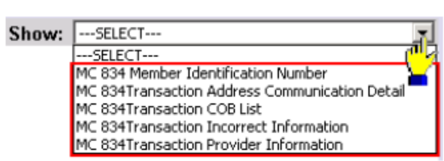


Figure 5 - 834 Transaction COB List

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the 834 Transaction COB List and return to the previous page in the Path, click the Close button. Close

To view additional transaction detail pages, open the Show dropdown and select from the available options.



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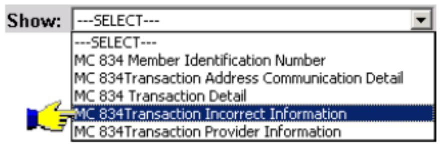
Viewing 834 Transaction Incorrect Information

Click the 834 Transaction Incorrect Information option from the Show drop-down menu.



ProviderOne displays the 834 Transaction Incorrect Information page.

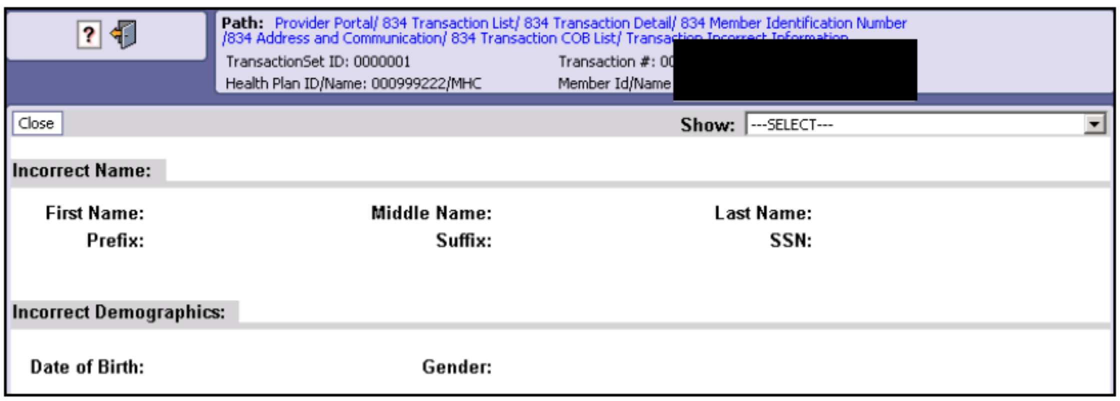
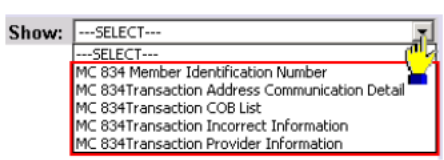


Figure 6 - 834 Transaction Incorrect Information

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the 834 Transaction Incorrect Information page and return to the previous page in the Path, click the Close button. Close

To view additional transaction detail pages, open the Show dropdown and select from the available options.



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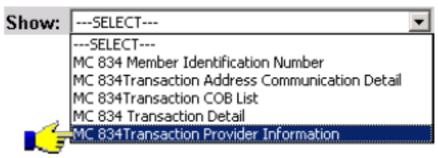
Viewing 834 Transaction Provider Information

Click the 834 Transaction Provider Information option from the Show drop-down menu.



ProviderOne displays the Provider Identification Number List.

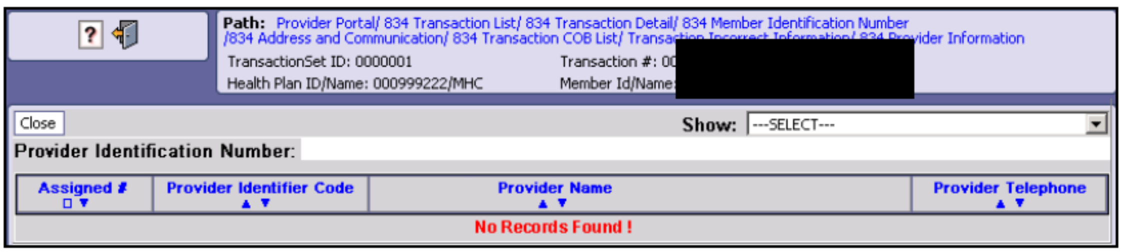
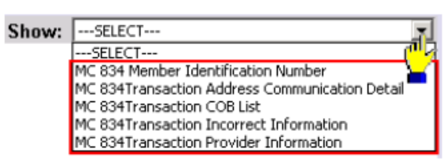


Figure 7 - 834 Provider Identification Number List

To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the Path.

To close the Provider Identification Number List and return to the previous page in the Path, click the Close button. Close

To view additional transaction detail pages, open the Show dropdown and select from the available options.



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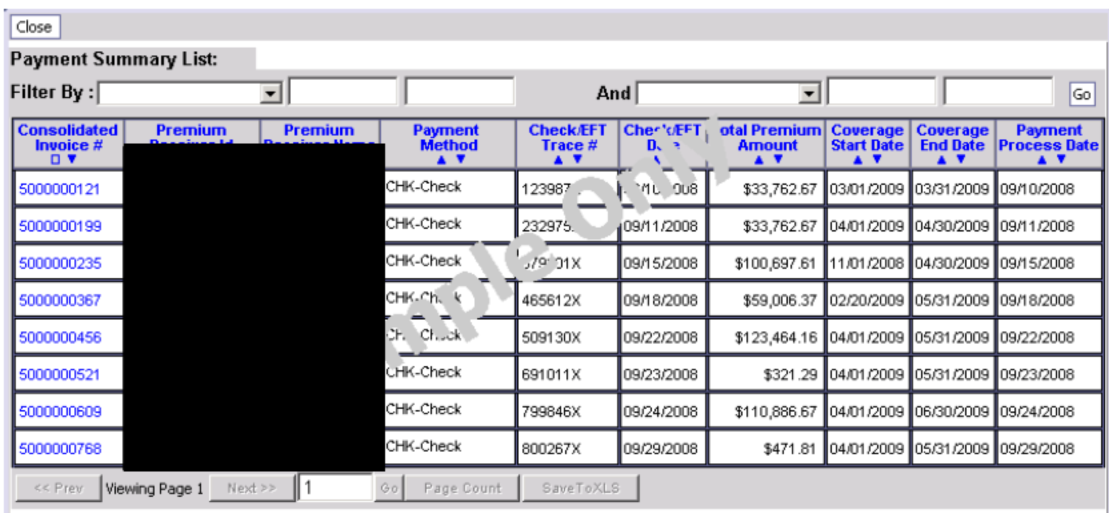
Viewing the Managed Care Capitation Report

- The Capitation Report is used by Managed Care organizations to view Managed Care payment summary information.
- ProviderOne displays the Capitation Report using the Payment Summary List and Payment Summary Detail pages.

Accessing the Payment Summary List

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View Capitation Report link.

ProviderOne displays the Payment Summary List.



Close

Payment Summary List:

Filter By : And Go

Consolidated Invoice #	Premium [redacted]	Premium [redacted]	Payment Method	Check/EFT Trace #	Check/EFT Date	Total Premium Amount	Coverage Start Date	Coverage End Date	Payment Process Date
5000000121	[redacted]	[redacted]	CHK-Check	123987[illegible]	[illegible]	$33,762.67	03/01/2009	03/31/2009	09/10/2008
5000000199	[redacted]	[redacted]	CHK-Check	232975[illegible]	09/11/2008	$33,762.67	04/01/2009	04/30/2009	09/11/2008
5000000235	[redacted]	[redacted]	CHK-Check	[illegible]01X	09/15/2008	$100,697.61	11/01/2008	04/30/2009	09/15/2008
5000000367	[redacted]	[redacted]	CHK-Check	465612X	09/18/2008	$59,006.37	02/20/2009	05/31/2009	09/18/2008
5000000456	[redacted]	[redacted]	CHK-Check	509130X	09/22/2008	$123,464.16	04/01/2009	05/31/2009	09/22/2008
5000000521	[redacted]	[redacted]	CHK-Check	691011X	09/23/2008	$321.29	04/01/2009	05/31/2009	09/23/2008
5000000609	[redacted]	[redacted]	CHK-Check	799846X	09/24/2008	$110,886.67	04/01/2009	06/30/2009	09/24/2008
5000000768	[redacted]	[redacted]	CHK-Check	800267X	09/29/2008	$471.81	04/01/2009	05/31/2009	09/29/2008

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

Figure 8 - Payment Summary List

About the Payment Summary List

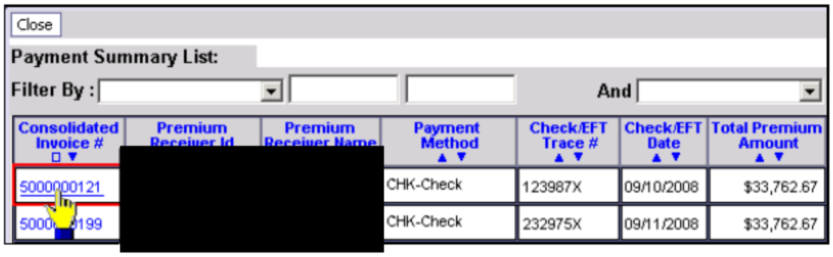
- Use the Filter and Sort features to narrow the list of records.
- Only records pertaining to your MCO or practice appear in this list.

To return to the Provider Portal, click the Close button.

This page is intentionally blank.

Viewing Payment Summary Details

From the Payment Summary List, click the hyperlink located in the Consolidated Invoice # column.



ProviderOne displays the Payment Summary Detail page for the selected record.

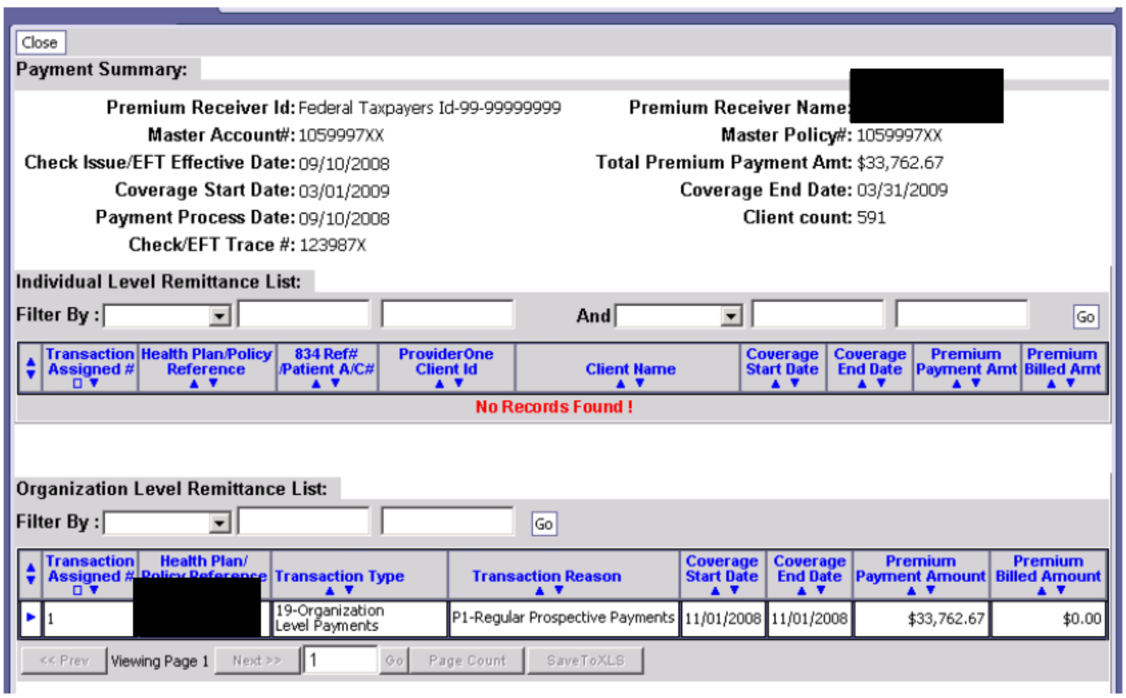
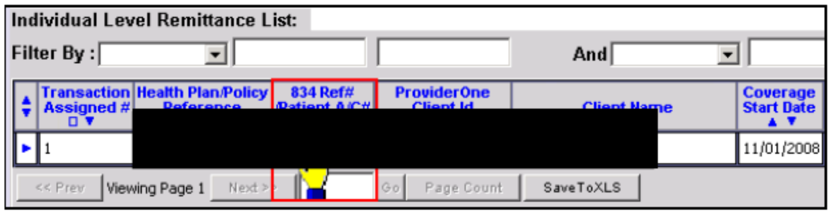


Figure 9 - Payment Summary Detail

About the Payment Summary Detail Page

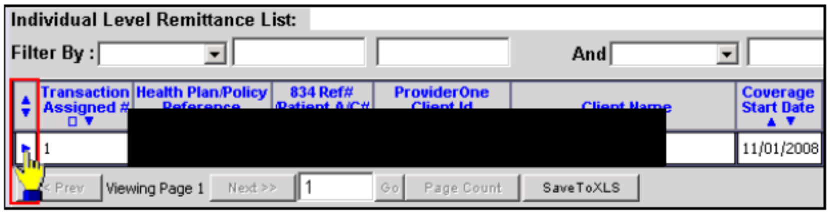
- Contents of the Individual Level Remittance List and the Organization Level Remittance List depend on the type of Payment record selected.
- The hyperlink in the Individual Level Remittance List, 834 Ref# / Patient A/C# column opens the 834 Transaction List for the selected transaction.



To close the Payment Summary page and return to the Payment Summary List, click the Close button. Close

Viewing the Individual Level Remittance Detail Page:

From the Payment Summary Detail page, click the arrow hyperlink in the first column of the Individual Level Remittance List for the record you wish to view.



ProviderOne displays the Individual Level Remittance Detail page.

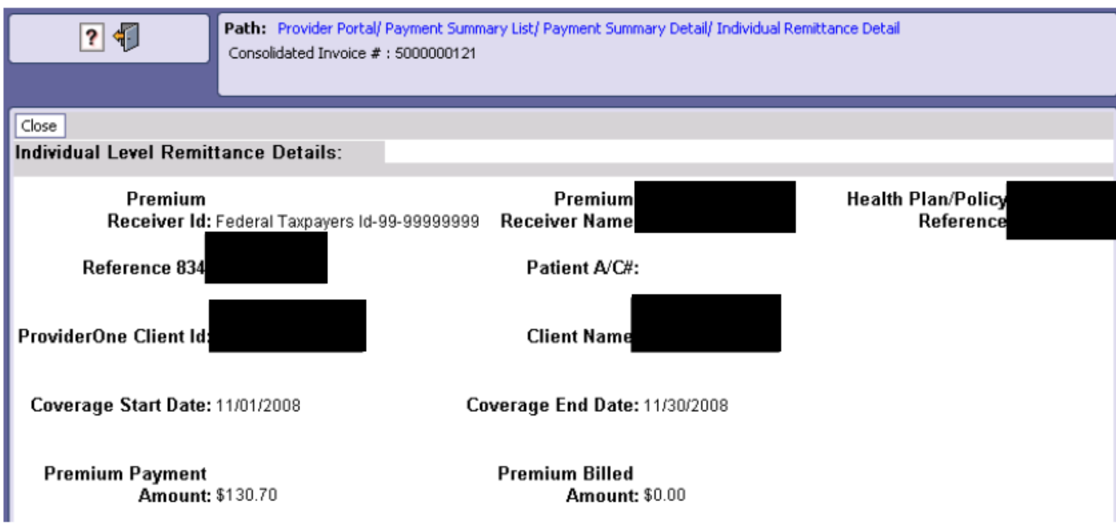
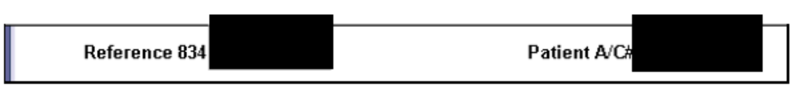
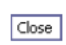


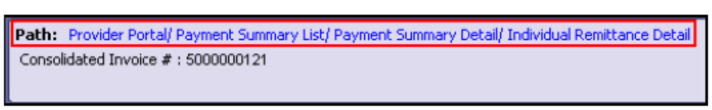
Figure 10 - Individual Level Remittance Detail

Click the Reference 834 or Patient A/C# hyperlinks to open the 834 Transaction List for this transaction.



To return to the Payment Summary Detail page, click the Close button. 

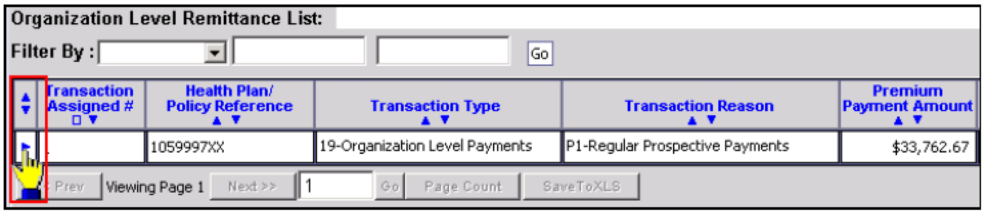
Use the Path to navigate to the Provider Portal, the Payment Summary List or other pages shown in the path.



This page is intentionally left blank.

Viewing the Organization Level Remittance Detail Page

From the Payment Summary Detail page, click the arrow hyperlink in the first column of the Individual Level Remittance List for the record you wish to view.



ProviderOne displays the Organization Level Remittance Detail page.

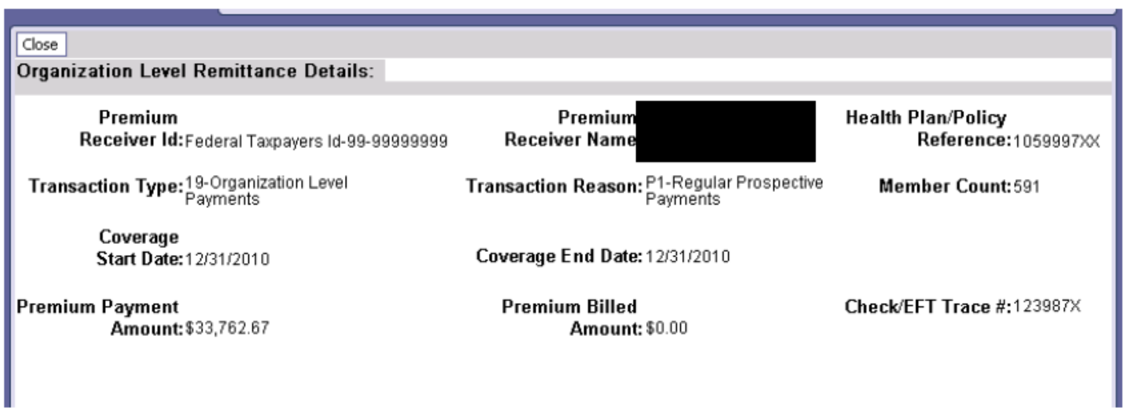
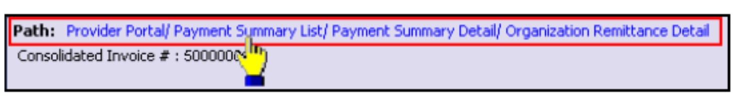


Figure 11 - Organization Level Remittance Detail

To close the Organization Level Remittance Details page and return to the Payment Summary Detail page, click the Close button. Close

Use the Path to navigate to the Provider Portal, the Payment Summary List or other pages shown in the path.



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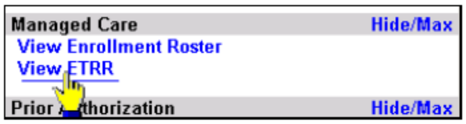
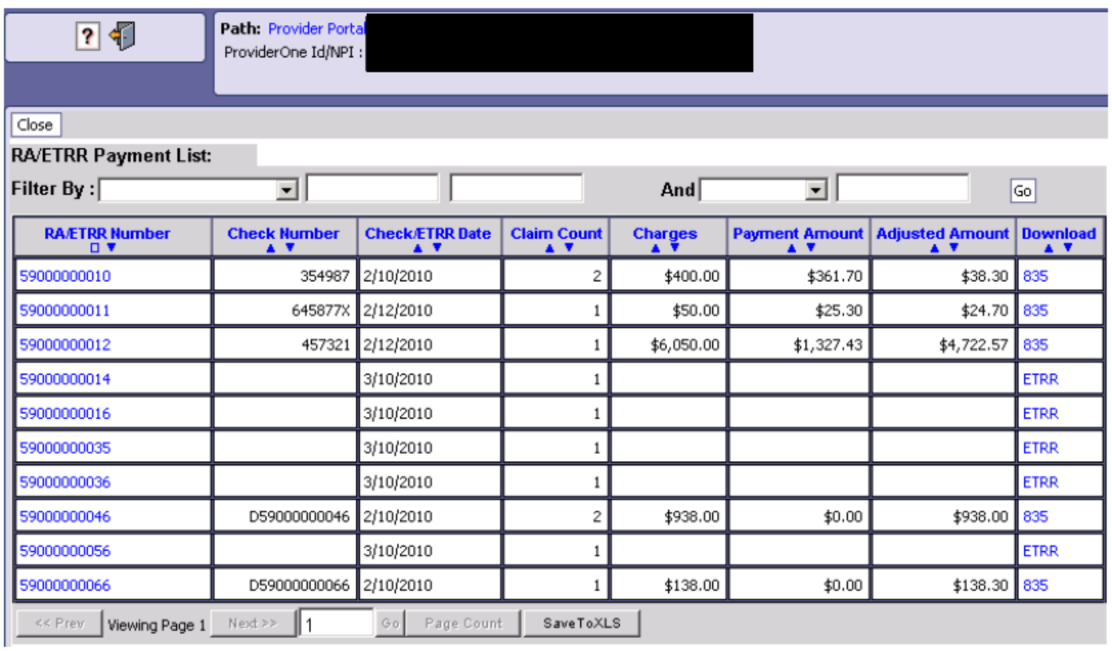
Downloading an Encounter Transaction Results Report - ETRR

Accessing the Encounter Transaction Results Report (ETRR)

Using the EXT Provider Managed Care Only user profile, from the Provider Portal, click the View ETRR link.



ProviderOne displays the RA Payment List.



RA/ETRR Number	Check Number	Check/ETRR Date	Claim Count	Charges	Payment Amount	Adjusted Amount	Download
59000000010	354987	2/10/2010	2	$400.00	$361.70	$38.30	835
59000000011	645877X	2/12/2010	1	$50.00	$25.30	$24.70	835
59000000012	457321	2/12/2010	1	$6,050.00	$1,327.43	$4,722.57	835
59000000014		3/10/2010	1				ETRR
59000000016		3/10/2010	1				ETRR
59000000035		3/10/2010	1				ETRR
59000000036		3/10/2010	1				ETRR
59000000046	D59000000046	2/10/2010	2	$938.00	$0.00	$938.00	835
59000000056		3/10/2010	1				ETRR
59000000066	D59000000066	2/10/2010	1	$138.00	$0.00	$138.30	835

Figure 12 – RA/ETRR Payment List

About the RA/ETRR Payment List

- The RA/ETRR Payment List is used to download ETRRs.
- Only ETRRs reported by your Managed Care Organization are viewable.
- Use the Filter and Sort features to refine your results.

Downloading and Viewing the ETRR

Click the ETRR link in the Download column and save the file to your local drive.

RA/ETRR Number	Check Number	Check/ETRR Date	Claim Count	Charges	Payment Amount	Adjusted Amount	Download
59000000010	354987	2/10/2010	2	$400.00	$361.70	$38.30	835
59000000011	645877X	2/12/2010	1	$50.00	$25.30	$24.70	835
59000000012	457321	2/12/2010	1	$6,050.00	$1,327.43	$4,722.57	835
59000000014		3/10/2010	1				ETRR
59000000016		3/10/2010	1				E

If you click the hyperlink in the RA/ETRR Number column, ProviderOne displays an error message and direct you to use the ETRR link in the Download column.

Viewing the ETRR

To view the downloaded file, you need to open it using Microsoft WordPad or a word processor with the ability to display documents formatted in Unicode UTF-8.

Click the Close button to return to the Provider Portal.

Table of Figures