ProviderOne Provider System User Manual

Managing Servicing Provider Information

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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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Managing Servicing Provider Information

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

- Accessing the Provider Business Process Wizard
- Modifying Provider Information
- Submitting the Modification Application to DSHS

Important Note: Servicing Providers do not manage their own information.

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Accessing the File Maintenance Business Process Wizard

From the Provider Portal, select the Manage Provider Information link.

Note: Servicing Providers do not maintain their own information.

Provider
Provider Inquiry
Manage Provider Information
Initiate New Enrollment

ProviderOne displays the View/Update Business Process Wizard

View/Update Provider Data - Individual:

Business Process Wizard - Provider Data Modification (Individual). In order to finalize submission

☐	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
☐	Step 1: Basic Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 2: Locations	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 3: Specializations	Required	07/02/2008	07/02/2008	Complete		
☐	Step 4: Ownership Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 5: Licenses and Certifications	Required	07/02/2008	07/02/2008	Complete		
☐	Step 6: Training and Education	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 7: Identifiers	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 8: Contract Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 9: Federal Tax Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 10: Invoice Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 11: EDI Submission Method	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 12: EDI Billing Software Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 13: EDI Submitter Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 14: EDI Contact Information	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 15: Billing Provider Details	Optional	07/02/2008	07/02/2008	Complete		
☐	Step 16: Payment Details	Not Required	07/02/2008	07/02/2008	Complete		
☐	Step 17: View Union Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 18: Submit Modification for Review	Required	07/02/2008	07/02/2008	Complete		

Figure 1 - View/Update Business Process Wizard

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View/Update Basic Information

Accessing the Provider Details Page

From the Business Process Wizard, click the Basic Information link.

ProviderOne displays the Provider Details page.

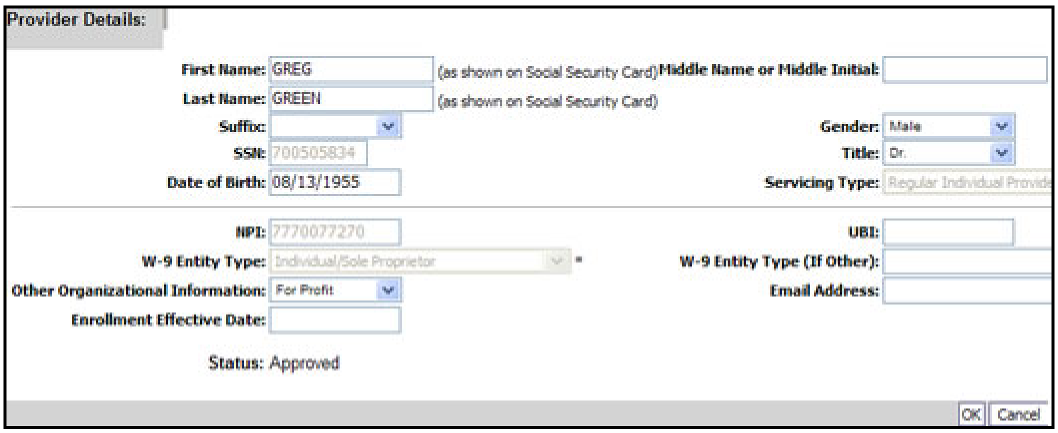

Figure 2 - Provider Details

After completing your modifications, click the OK button to save.

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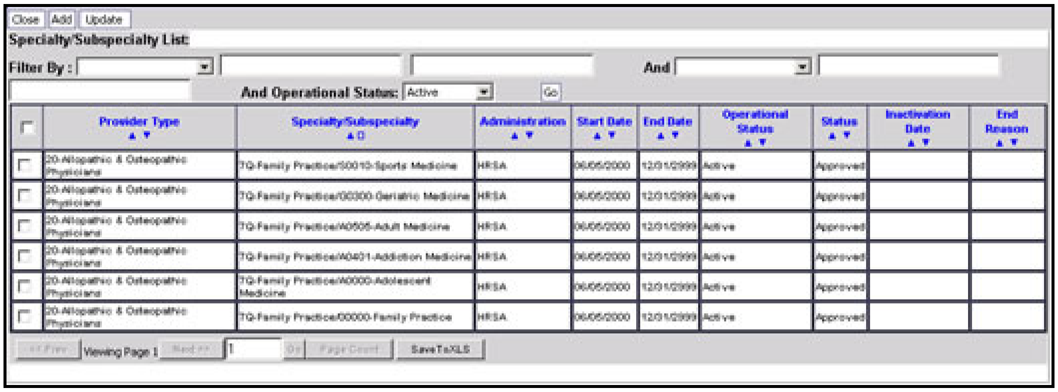
View/Add Specializations

Accessing the Specialty/Subspecialty List

From the Business Process Wizard, click the Specializations link.

ProviderOne displays the Specialty/Subspecialty List.


Close | Add | Update

Specialty/Subspecialty List:

Filter By : And

And Operational Status: Active Go

	Provider Type	Specialty/Subspecialty	Administration	Start Date	End Date	Operational Status	Status	Inactivation Date	End Reason
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/S0010-Sports Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/G0300-Geriatric Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0505-Adult Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0401-Addiction Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/A0000-Adolescent Medicine	HRSA	06/05/2000	12/31/2999	Active	Approved		
	20-Allopathic & Osteopathic Physicians	7Q-Family Practice/00000-Family Practice	HRSA	06/05/2000	12/31/2999	Active	Approved		

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Figure 3 - Specialty/Subspecialty List

About the Specialty/Subspecialty List for Enrollment

- This list displays all specializations by location.

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Adding a Specialization

To add a new record, click the Add button.

ProviderOne displays the Add Specialty/Subspecialty form.

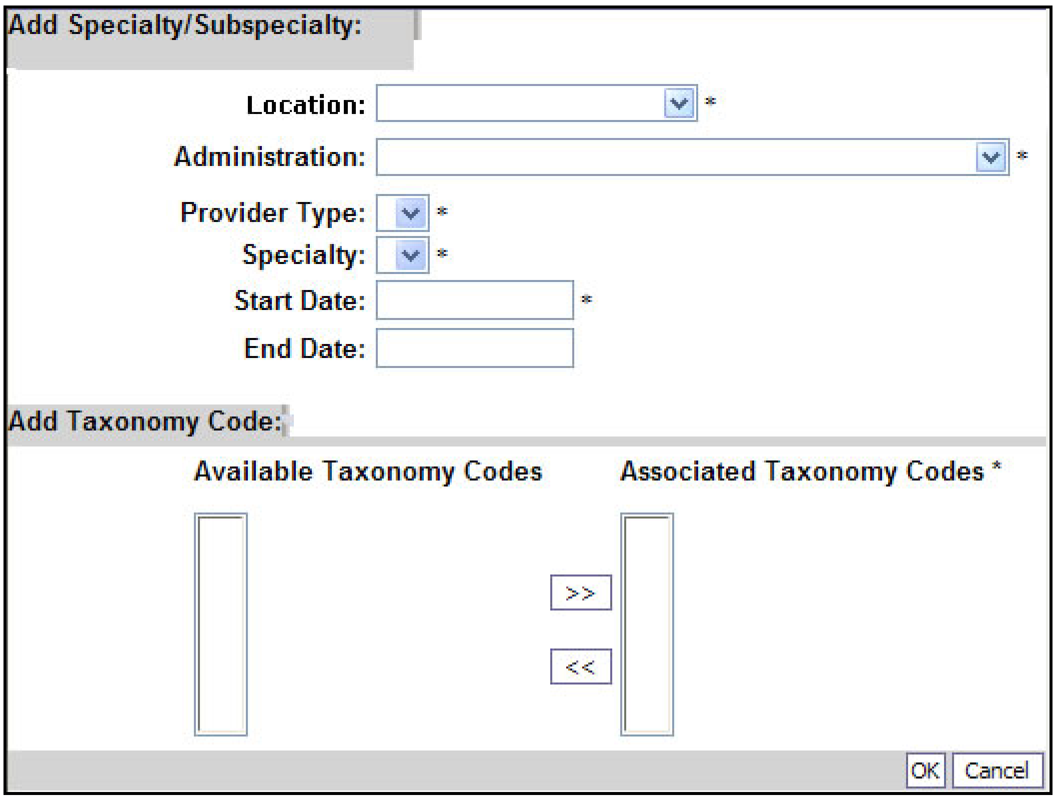


Figure 4 - Add Specialty/Subspecialty

About the Add Specialty/Subspecialty Form

- 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 displays 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 5 - Manage Specialty/Subspecialty

About the Manage Specialty/Subspecialty List

- The Start Date, End Date, and End Reason fields can be edited.

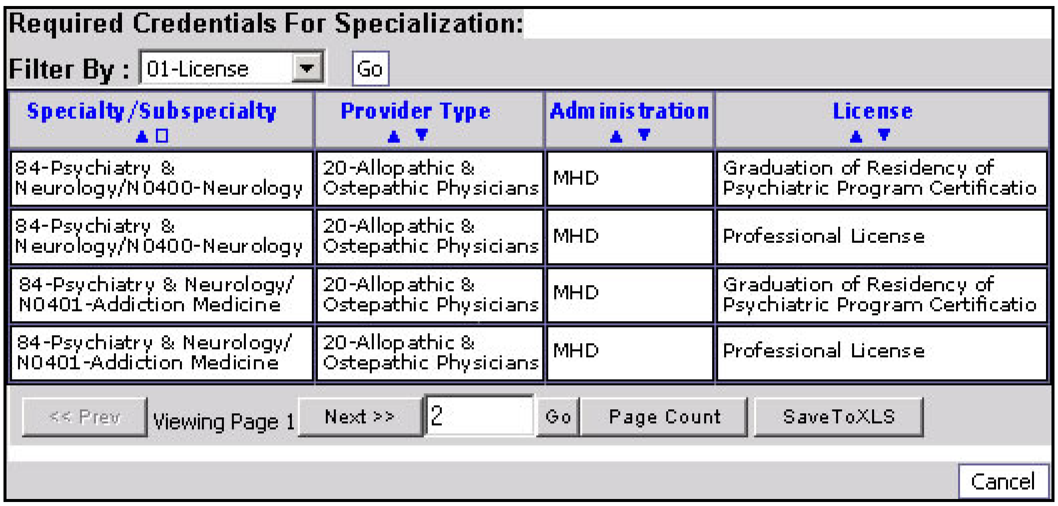
After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

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 6 - 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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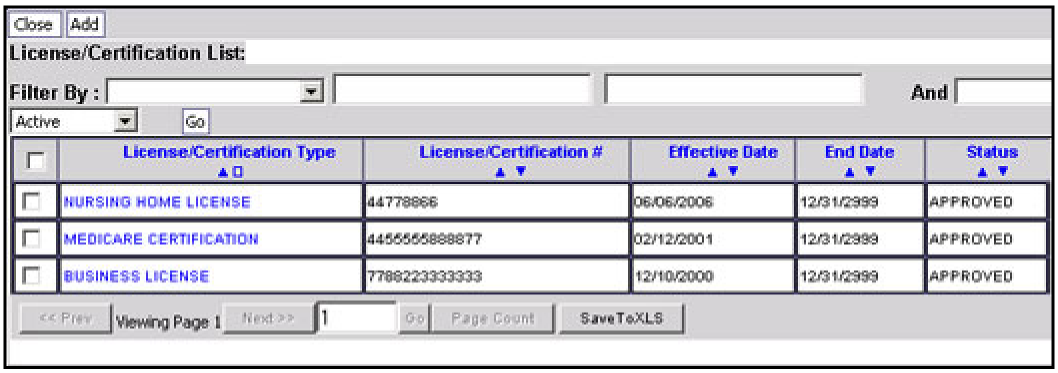
View/Update Licenses and Certifications

Accessing the License/Certification List

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

Step # : Licenses and Certifications

ProviderOne displays the License/Certification List.


Close Add
License/Certification List:
Filter By : And
Active Go

	License/Certification Type	License/Certification #	Effective Date	End Date	Status
	NURSING HOME LICENSE	44778866	06/06/2006	12/31/2999	APPROVED
	MEDICARE CERTIFICATION	4455555888877	02/12/2001	12/31/2999	APPROVED
	BUSINESS LICENSE	7788223333333	12/10/2000	12/31/2999	APPROVED

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Figure 7 - License/Certification List

About the License/Certification List for Enrollment

- This list displays all Licenses/Certifications by location.

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Adding a License/Certification

To add a new record, click the Add button.

ProviderOne displays the Add License/Certification form.

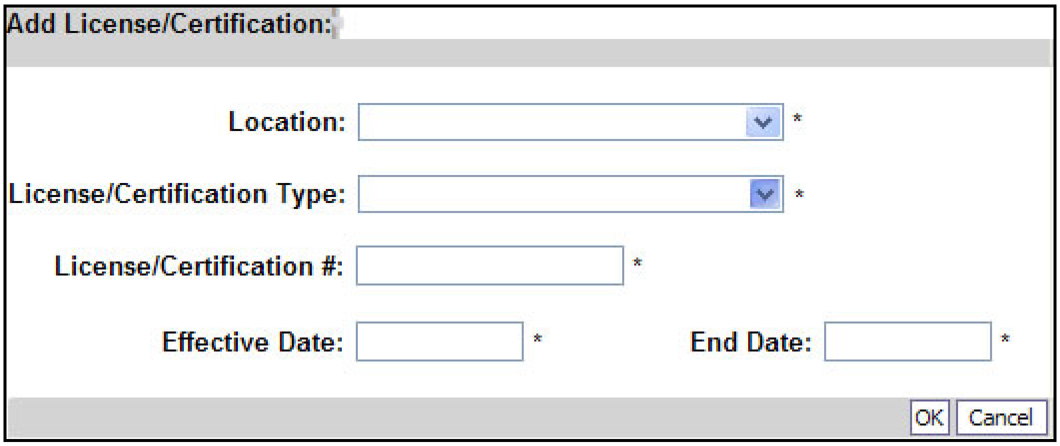

Figure 8 - Add License/Certification

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.

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.

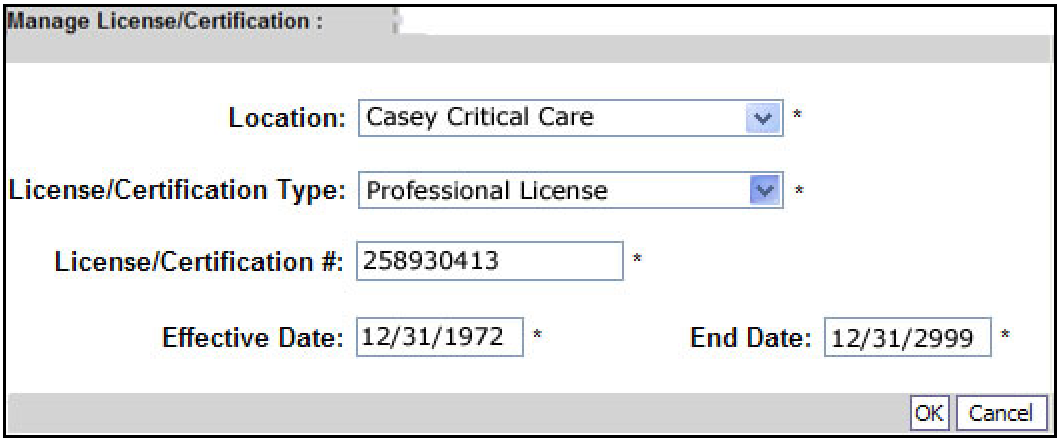

Figure 9 - Manage License/Certification

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

View/Update Training and Education

Accessing the Training/Education List

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

ProviderOne displays the Training/Education List.

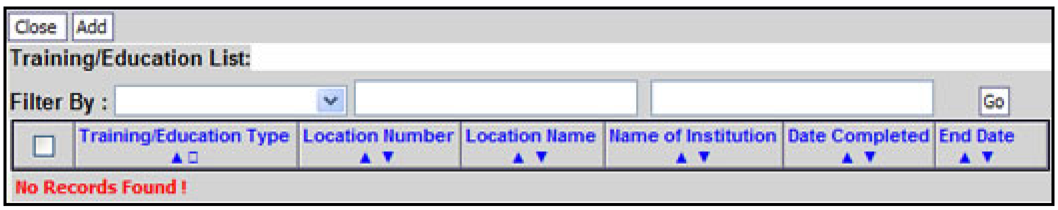

Figure 10 - Training/Education List

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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.

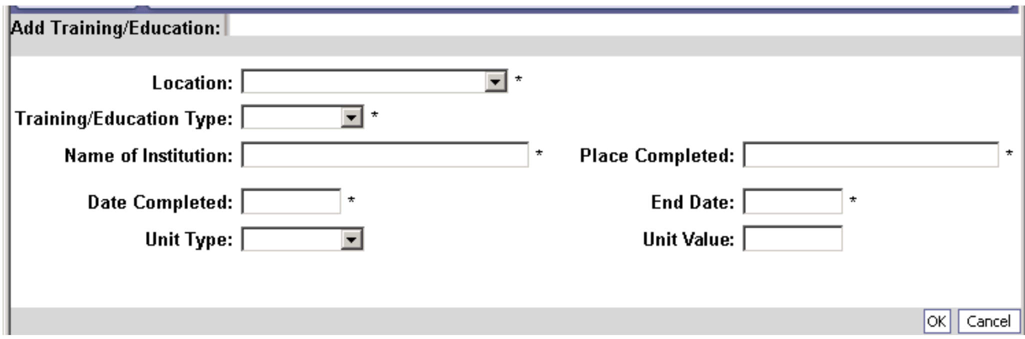

Figure 11 - Add Training/Education

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.

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.

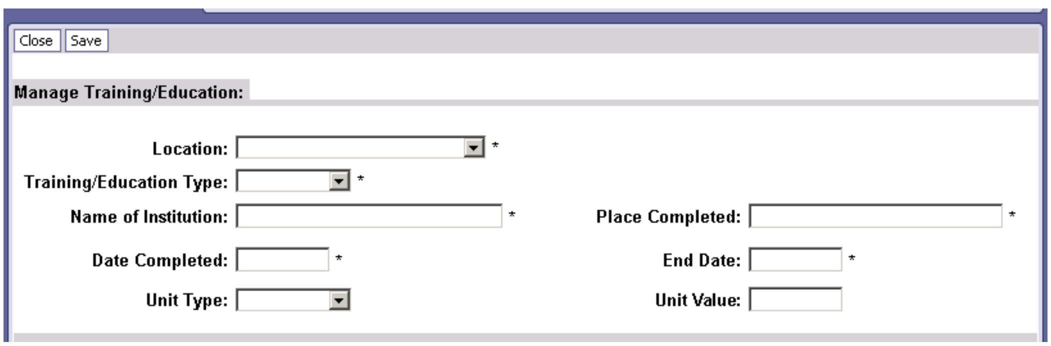

Figure 12 - Manage Training/Education

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

View/Update Provider Identifiers

Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

ProviderOne displays the Provider Identifiers List.

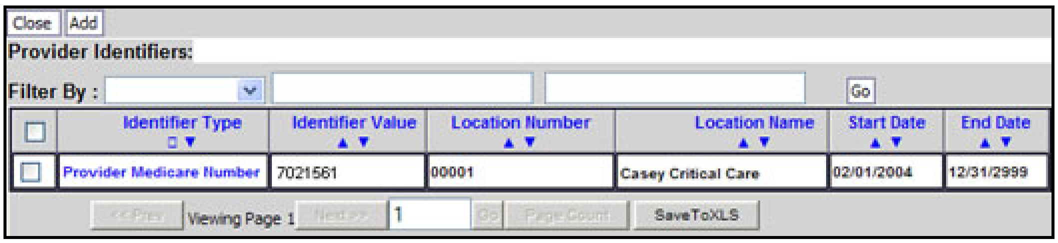

Figure 13 - Provider Identifiers List

About the Provider Identifiers List

- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.

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Adding an Identifier

To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.

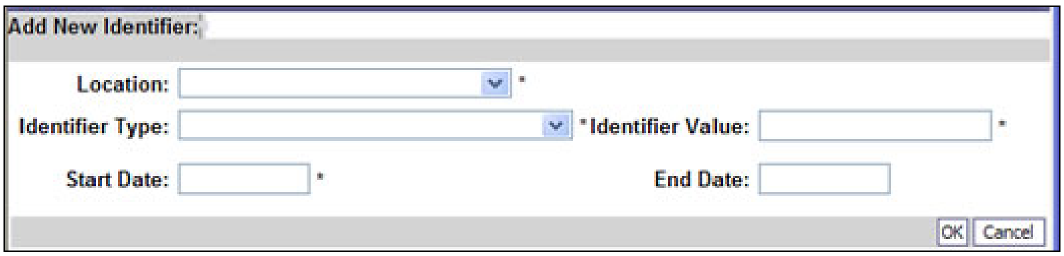


Figure 14 - Add New Identifier

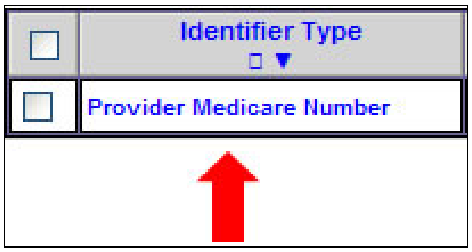
About the Add New Identifier Form

- 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.

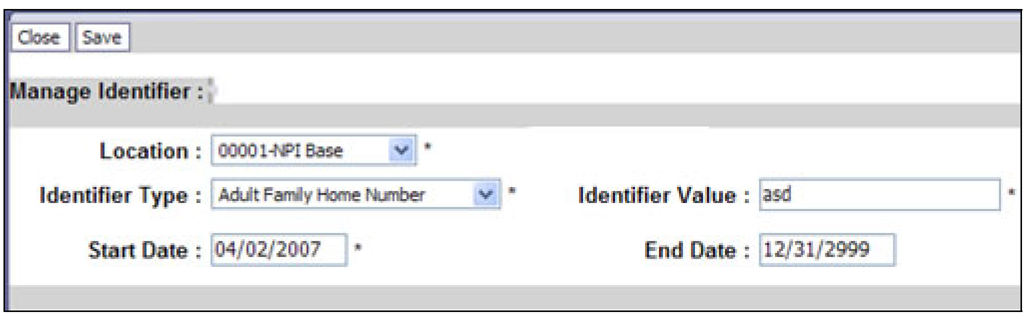


Figure 15 - Manage Identifier

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

View/Update 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 Federal Tax Details link.

ProviderOne displays the Federal Tax Details page.

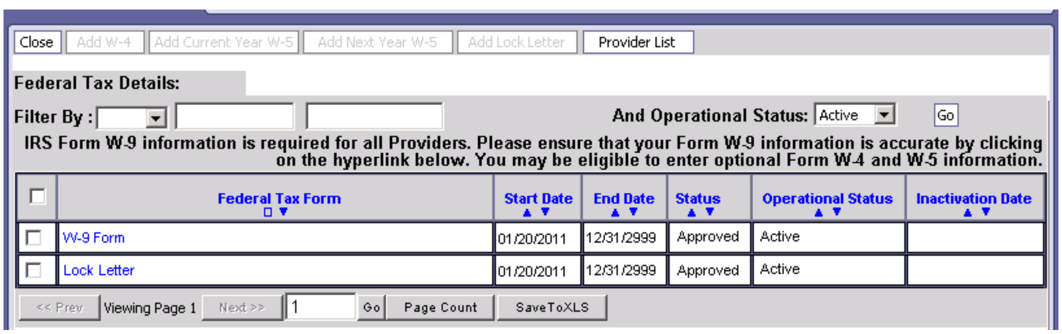


Figure 16 - Federal Tax Details Page

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.

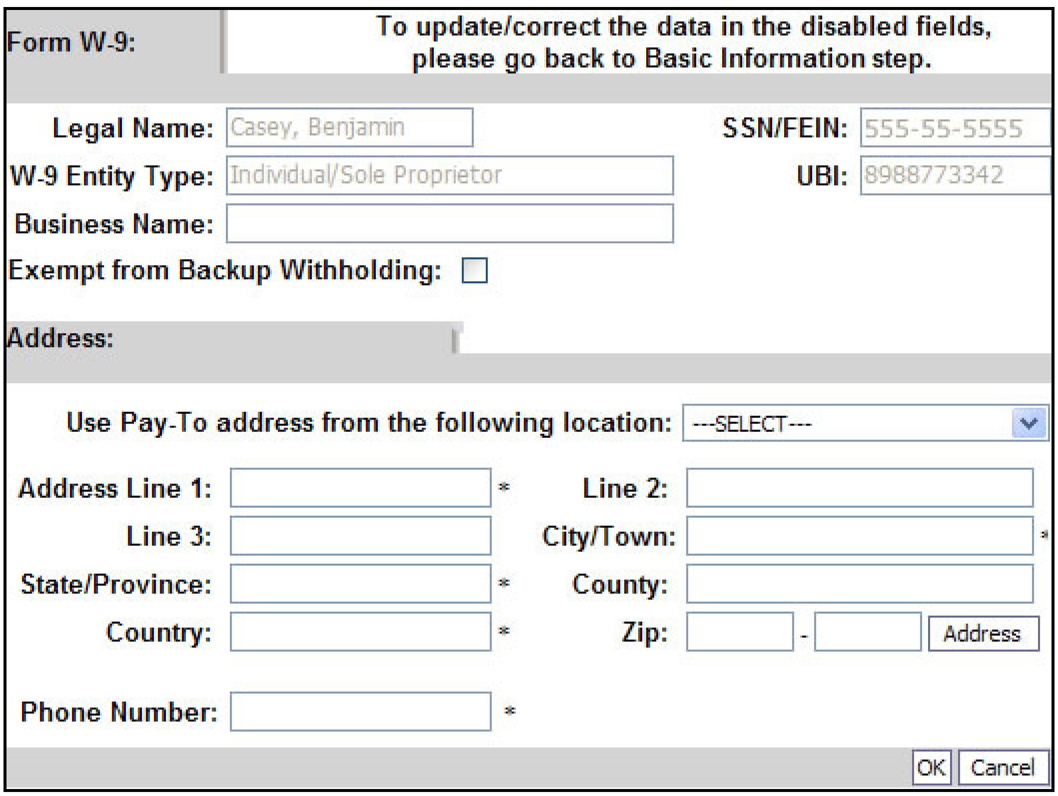


Figure 17 - Form W-9

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

ProviderOne displays the Form W-5 page.

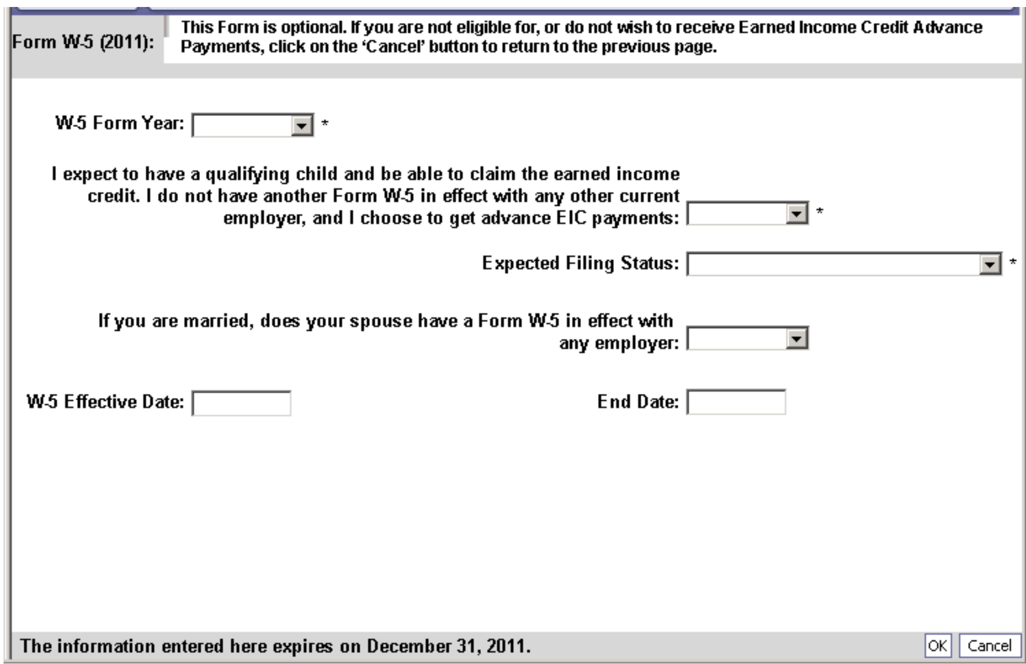


Figure 18 - Form W-5

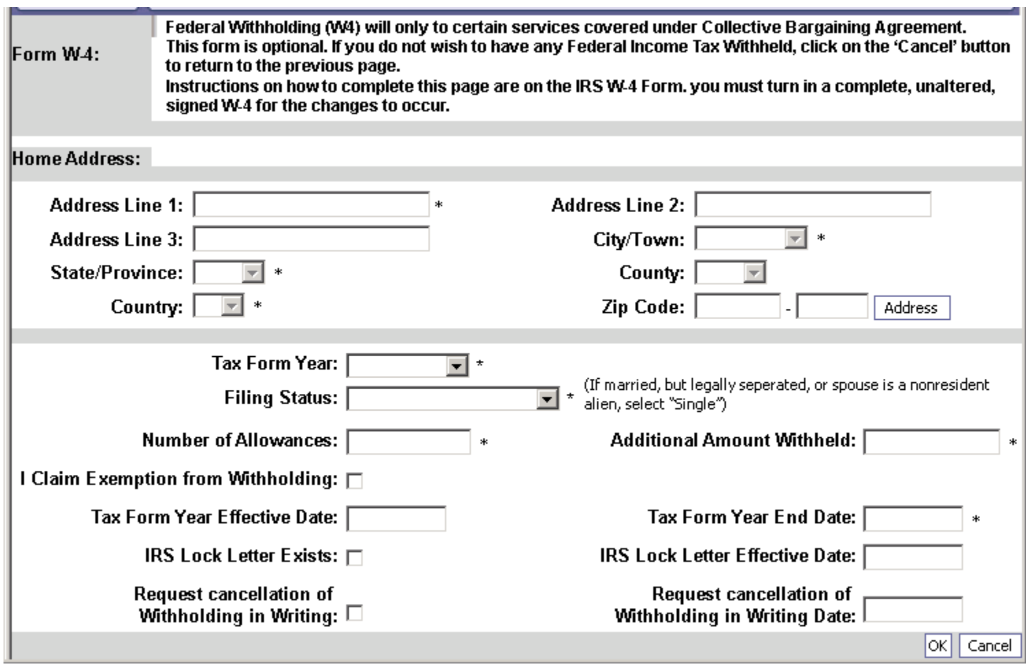
Complete the form and click the OK button to save the information.

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: Federal Withholding (W4) will only to certain services covered under Collective Bargaining Agreement. This form is optional. If you do not wish to have any Federal Income Tax Withheld, click on the 'Cancel' button to return to the previous page. Instructions on how to complete this page are on the IRS W-4 Form. you must turn in a complete, unaltered, signed W-4 for the changes to occur.

Home Address:

Address Line 1: *
Address Line 2:
Address Line 3:
City/Town: *
State/Province: *
County:
Country: *
Zip Code: -
Address

Tax Form Year: *
Filing Status: * (If married, but legally seperated, or spouse is a nonresident alien, select "Single")
Number of Allowances: *
Additional Amount Withheld: *
I Claim Exemption from Withholding:
Tax Form Year Effective Date:
Tax Form Year End Date: *
IRS Lock Letter Exists:
IRS Lock Letter Effective Date:
Request cancellation of Withholding in Writing:
Request cancellation of Withholding in Writing Date:
OK Cancel

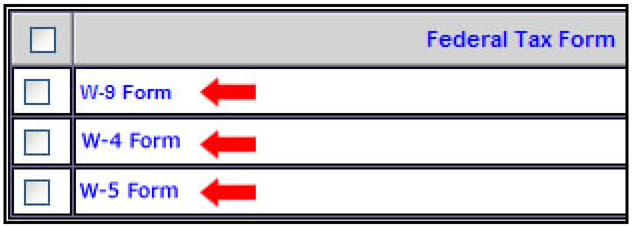
Figure 19 - Form W-4

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

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

View/Update Billing Provider Details

Accessing the Billing Provider List

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

ProviderOne displays Billing Provider List.

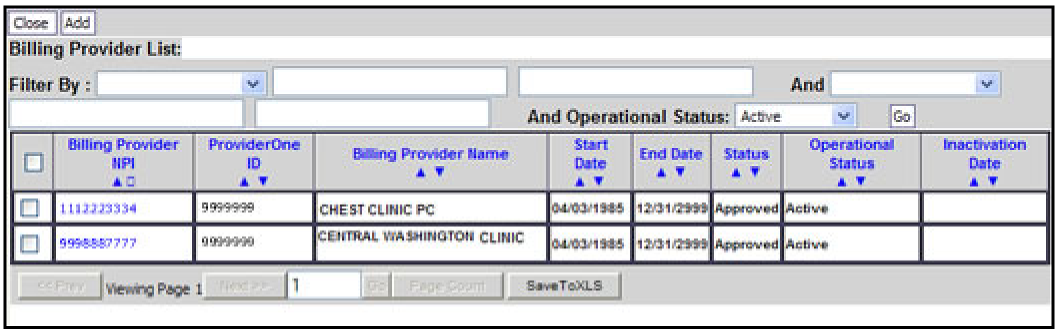


Figure 20 - Billing Provider List

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Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

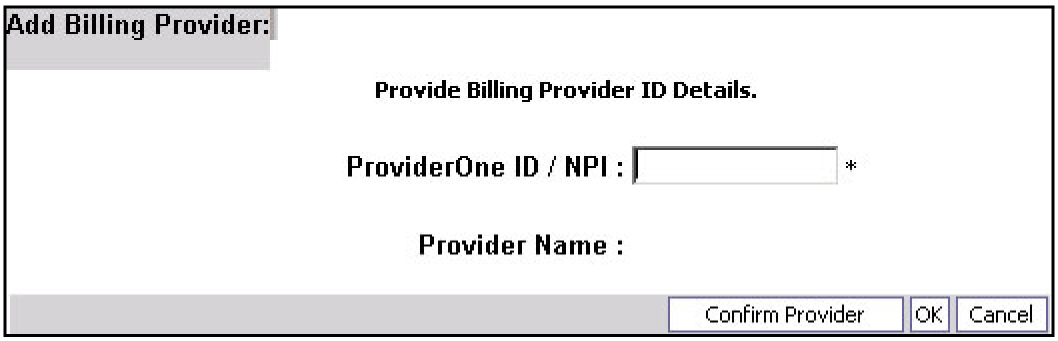


Figure 21 - Add Billing Provider

About the Add Billing Provider Form

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

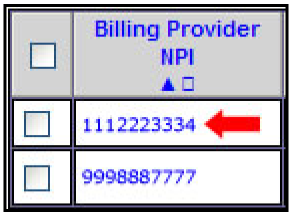
Enter the ProviderOne Id or NPI number of the Billing Provider and click the Confirm Provider button.

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.

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.

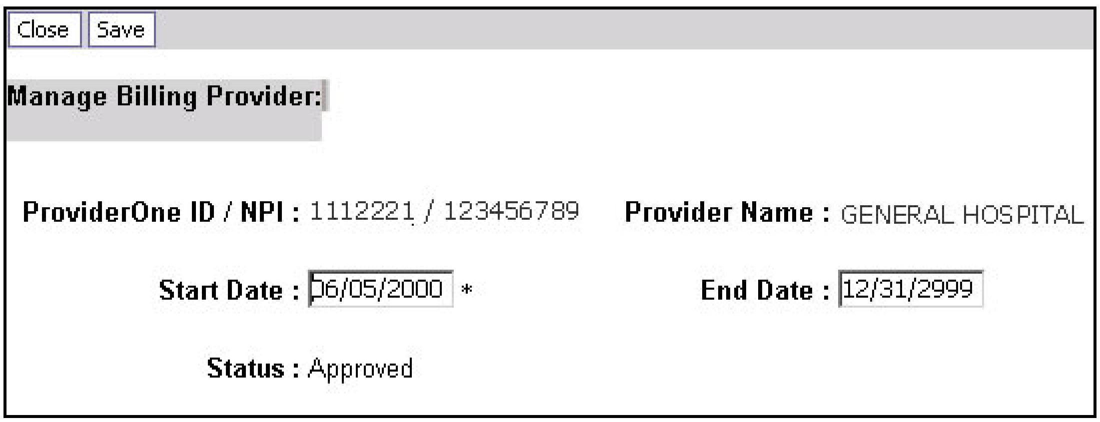


Figure 22 - Manage Billing Provider

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

View Union Information

Accessing the Payment Details List

From the Business Process Wizard, click the View Union Information link.

ProviderOne displays the Provider Union Details page.

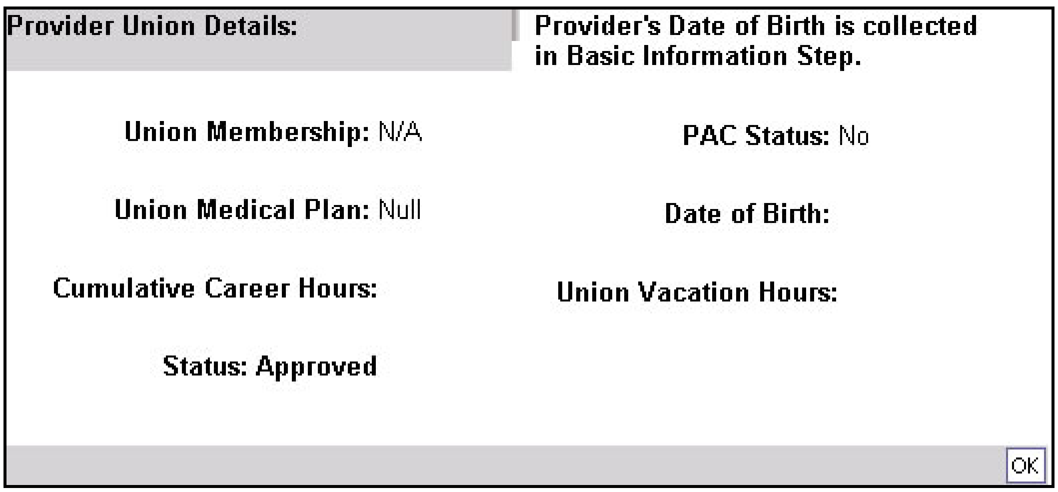


Figure 23 - Provider Union Details

When finished viewing, click the OK button to close the window.

This page is intentionally blank.

Submit Modification for Review

Accessing the Final Submission Page

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

Step # : Submit Modification for Review

ProviderOne displays the Final Submission page.

Close | Submit Provider Modification

Final Submission

ProviderOne ID: 2857403 **Enrollment Type:** Group Practice

The requested modifications submitted shall be verified and reviewed by the DSHS.
During this time, you may not make additional changes.
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 24 - Final Submission

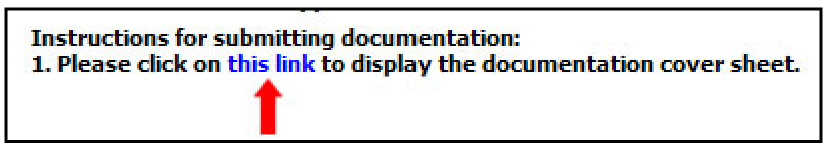
This page is intentionally blank.

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.

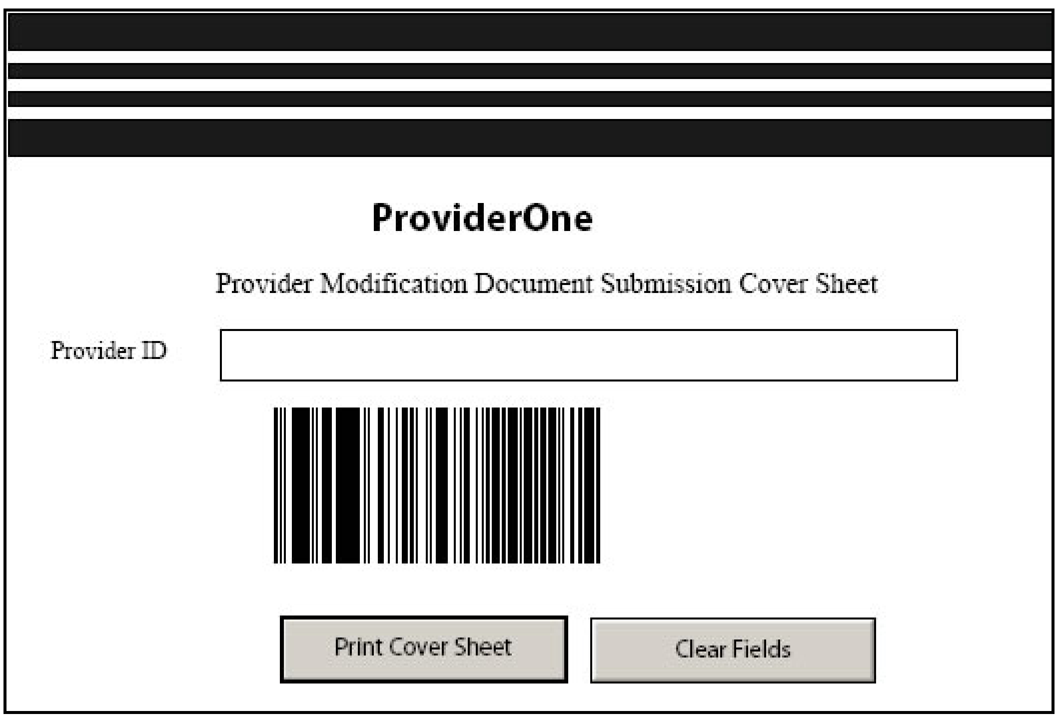


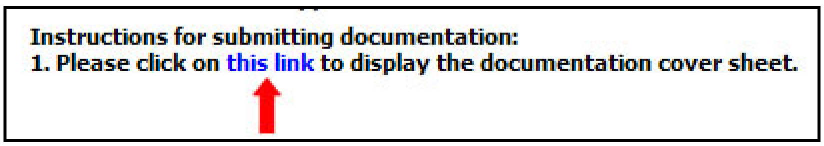
Figure 25 - Provider Modification Cover Sheet

Enter the Provider ID 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 Modification for Review link.

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



Submitting the Provider Modifications to DSHS

From the Final Submission page, click the Submit Provider Modification button.

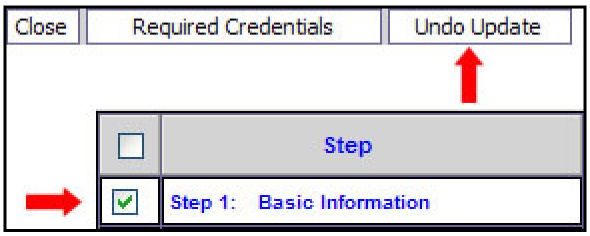
ProviderOne displays the following Internet Explorer message.

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

Undoing Provider Information Updates

The Undo Update option is only available prior to clicking the Submit Modification button.

To Undo a modification, check the Step and click the Undo Update button.



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