ProviderOne Provider System User Manual

Managing Tribal Health Services 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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2

Table of Contents

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4

Managing Tribal Health Services 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

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6

Accessing the File Maintenance Business Process Wizard

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

Provider
Provider Inquiry
Manage Provider Information ⟵
Initiate New Enrollment
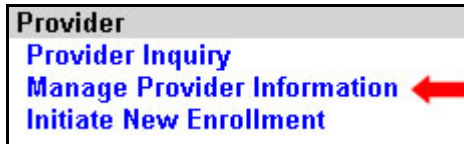
ProviderOne displays the View/Update Business Process Wizard

	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	Required	07/02/2008	07/02/2008	Complete		
☐	Step 5: Training and Education	Required	07/02/2008	07/02/2008	Complete		
☐	Step 6: Identifiers	Required	07/02/2008	07/02/2008	Complete		
☐	Step 7: Contract Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 8: Federal Tax Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 9: Invoice Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 10: EDI Submission Method	Required	07/02/2008	07/02/2008	Complete		
☐	Step 11: EDI Billing Software Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 12: EDI Submitter Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 13: EDI Contact Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 14: Servicing Provider Information	Required	07/02/2008	07/02/2008	Complete		
☐	Step 15: Billing Provider Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 16: Payment Details	Required	07/02/2008	07/02/2008	Complete		
☐	Step 17: Tribal Health Details	Required	07/02/2008	07/02/2008	Complete		

Figure 1 - View/Update Business Process Wizard

Click the Step hyperlink to access the Provider Information

ProviderOne displays the appropriate information pages.

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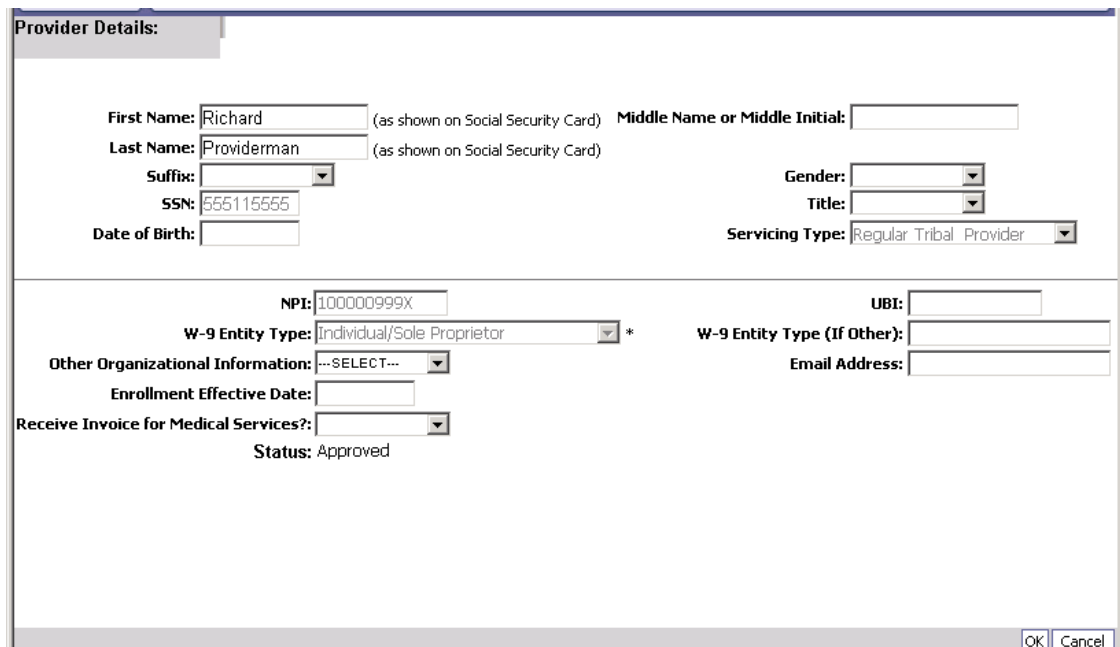## View/Update Basic Information

Accessing the Provider Details Page

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

Step # : Basic Information

ProviderOne displays the Provider Details page.

Figure 2 - Provider Details

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

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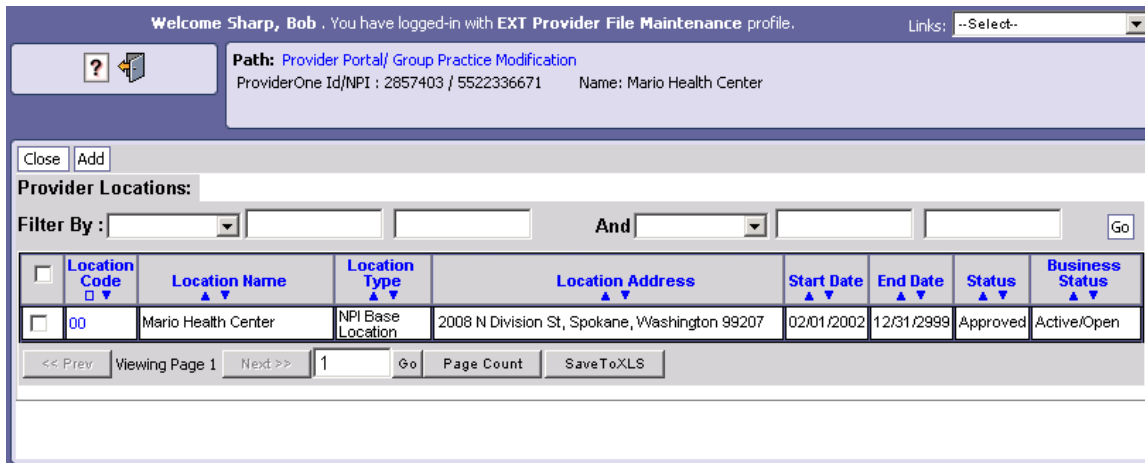## View/Update Locations

Accessing the Locations List

From the Business Process Wizard, click the Locations link.

Step # : Locations

ProviderOne displays the Locations List.

Figure 3 - Provider Locations

About the Locations List

- The Locations List displays all locations associated with the Provider.

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12

Adding a Location

To add a new record, click the Add button.

ProviderOne displays the Add Provider Location form.

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

Location Type: [▾] *	**End Date:** [ ]
Business Name at this Location: [ ]	**Contact Last Name:** [ ] *
Contact First Name: [ ] *	**Line 2:** [ ]
Address Line 1: [ ]	**City/Town:** [ ] *
Line 3: [ ]	**County:** [ ]
State/Province: [ ]	**Zip:** [ ] - [ ] [Address]
Country: [ ]	**Phone Number:** [ ] *
Fax Number: [ ]	**Cell Phone Number:** [ ]
Email Address: [ ]	**WA Tax Revenue Code:** [▾]
Communication Preference: [Email ▾]	
Web Page: [ ]	
	[OK] [Cancel]

Figure 4 - 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:

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- o A "Location" address
- o A "Mailing" address

- Mailing and pay-to addresses are subordinate to the location address.

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

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14

Modifying a Location Record

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

ProviderOne displays the Location Details screen.

Figure 5 - Location Details

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15

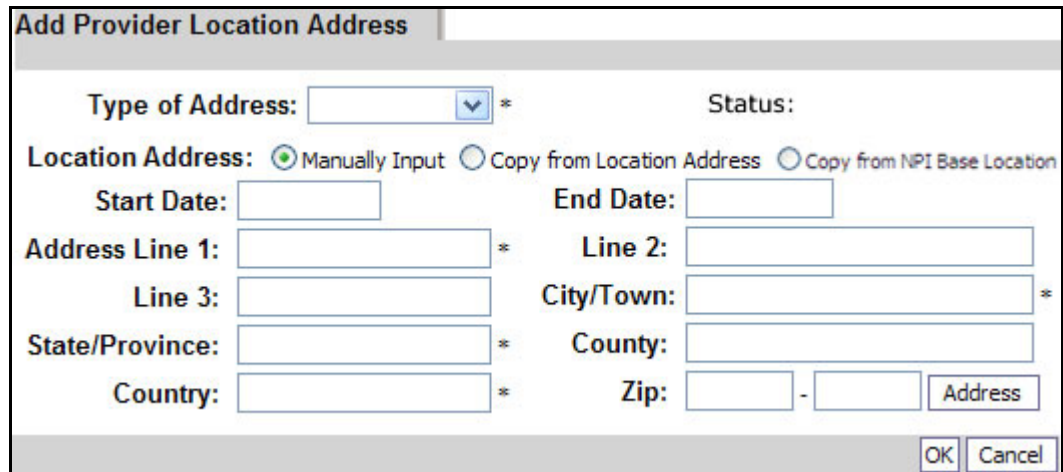**About the Location Details Screen**

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

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

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16

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 6 – 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.

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Edit a Location Address

From the Location Details screen, click the link in the Address Type column.
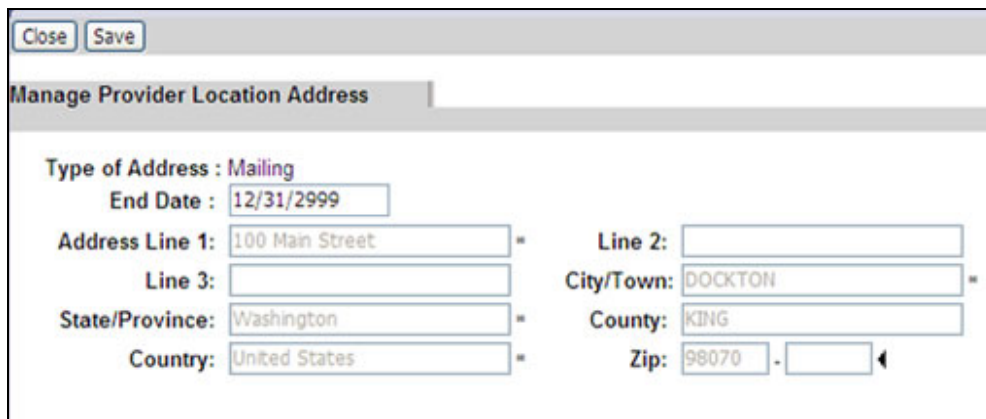
ProviderOne displays the Manage Provider Location Address form.

Figure 7 - Manage Provider Location Address

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

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View/Add Specializations
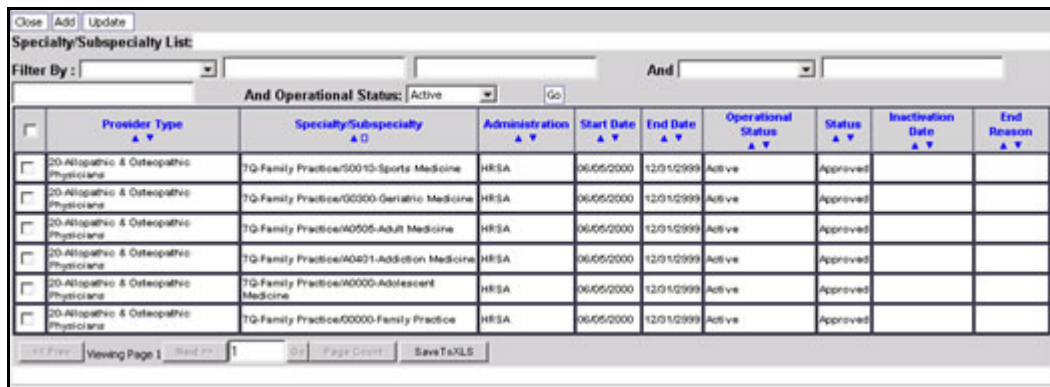
Accessing the Specialty/Subspecialty List

From the Business Process Wizard, click the Specializations link.

Step # : Specializations

ProviderOne displays the Specialty/Subspecialty List.

Figure 8 - 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.
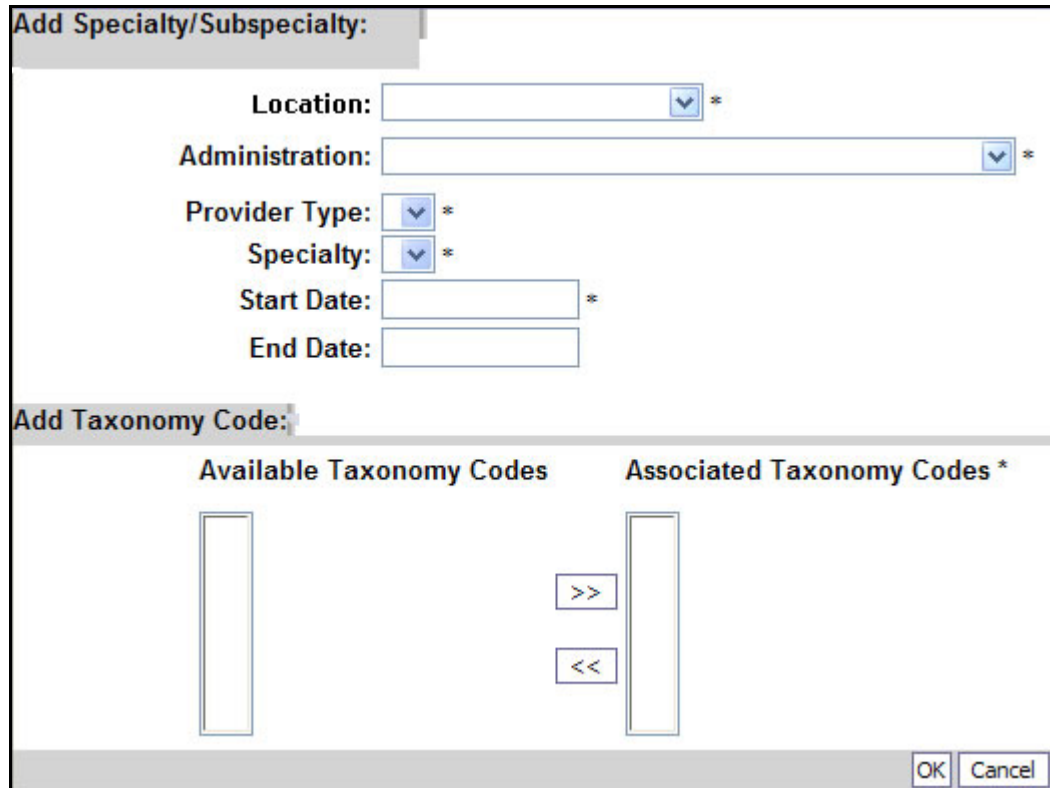
Figure 9 - Add Specialty/Subspecialty

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.

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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 10 - 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.

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22

View Required Credentials for Specializations

Accessing the Required Credentials For Specialization List

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

| Close | Required Credentials | ⬅ |

ProviderOne displays the Required Credentials For Specializations list.

Required Credentials For Specialization:

Filter By : 01-License ▼ Go

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

| << Prev | Viewing Page 1 | Next >> | 2 | Go | Page Count | SaveToXLS |

Cancel

Figure 11 - Required Credentials For Specialization

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

Required Credentials For Specialization:

Filter By : 01-License ▼ Go

01-License
02-Identifier
03-Training

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

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View/Update Licenses and Certifications

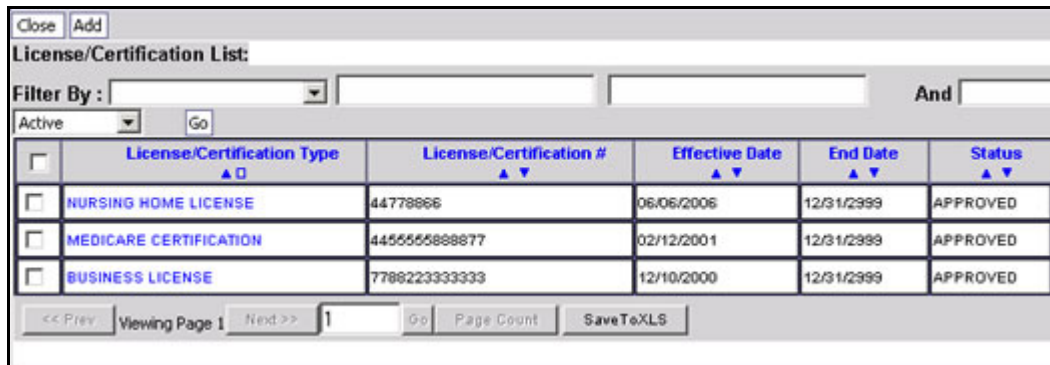### Accessing the License/Certification List

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

Step # : Licenses and Certifications

ProviderOne displays the License/Certification List.

Figure 12 - License/Certification List

About the License/Certification List for Enrollment

■ This list displays all Licenses/Certifications by location.

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26

Adding a License/Certification

To add a new record, click the Add button.

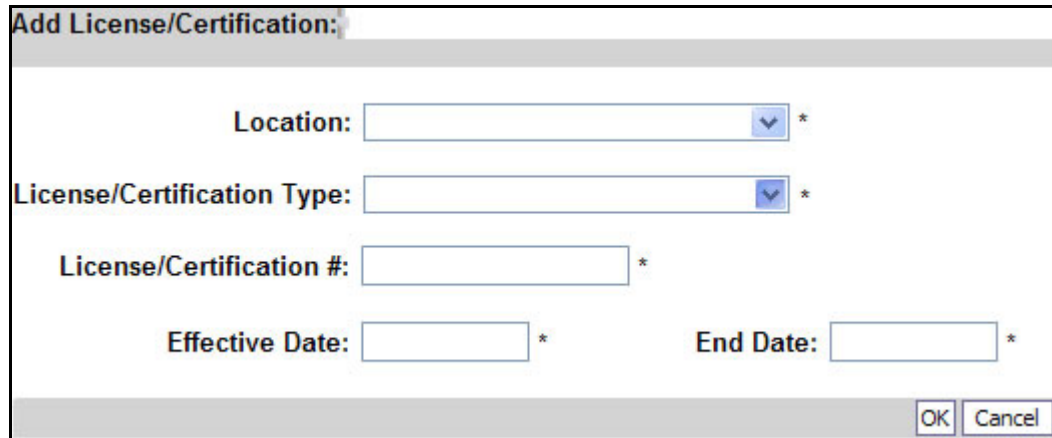ProviderOne displays the Add License/Certification form.

Figure 13 - 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.

	License/Certification # ▲ ☐	License/Certification Type ▲ ▼
☐	258930413 ⬅	**Professional License**

ProviderOne displays the Manage License/Certification form.

Manage License/Certification :

Location: Casey Critical Care ▼ *

License/Certification Type: Professional License ▼ *

License/Certification #: 258930413 *

Effective Date: 12/31/1972 *   End Date: 12/31/2999 *

OK Cancel

Figure 14 - Manage License/Certification

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

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28

View/Update Training and Education

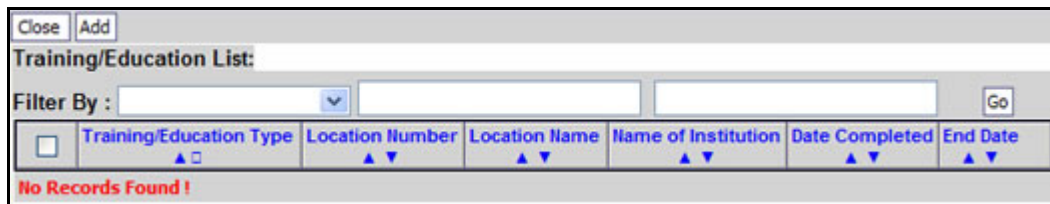### Accessing the Training/Education List

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

Step # : Training and Education

ProviderOne displays the Training/Education List.

Close	Add					
Training/Education List:						
Filter By :	[dropdown]		[ ]		[ ]	Go
☐	Training/Education Type ▲ ☐	Location Number ▲ ▼	Location Name ▲ ▼	Name of Institution ▲ ▼	Date Completed ▲ ▼	End Date ▲ ▼
No Records Found !						

Figure 15 - Training/Education List

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Adding a Training/Education Record

To add a new record, click the Add button.
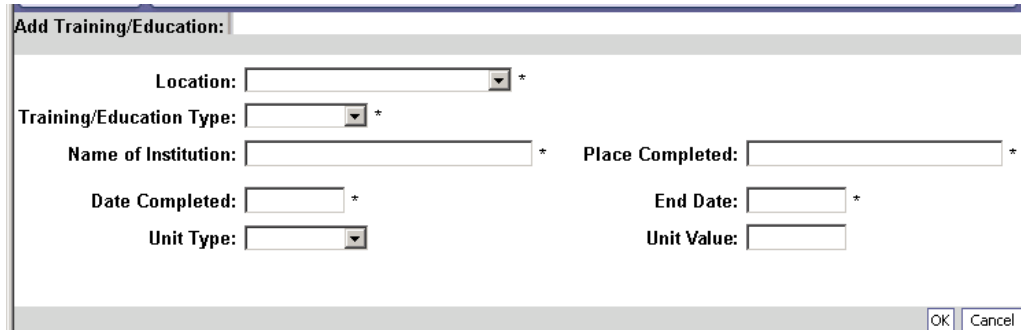
ProviderOne displays the Add Training/Education form.

Add Training/Education:	
Location: [▼] *	
Training/Education Type: [▼] *	
Name of Institution: [ ] *	**Place Completed:** [ ] *
Date Completed: [ ] *	**End Date:** [ ] *
Unit Type: [▼]	**Unit Value:** [ ]
	OK Cancel

Figure 16 - 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.

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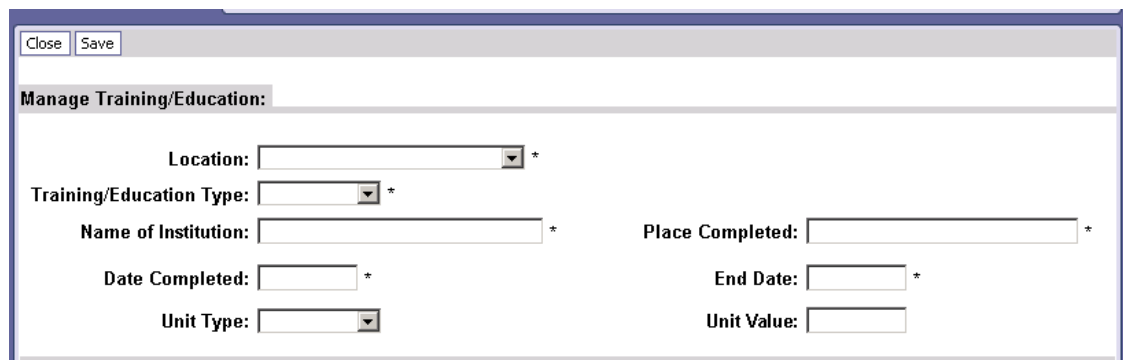
31

Modifying a Training/Education Record

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

	Training/Education Type ▲ ☐	Location Number ▲ ▼
☐	SSPS Training	00001

ProviderOne displays the Manage Training/Education form.

Manage Training/Education:

Location: ▼ *

Training/Education Type: ▼ *

Name of Institution: _____ *   Place Completed: _____ *

Date Completed: _____ *   End Date: _____ *

Unit Type: ▼   Unit Value: _____

Figure 17 - Manage Training/Education

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

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32

View/Update Provider Identifiers

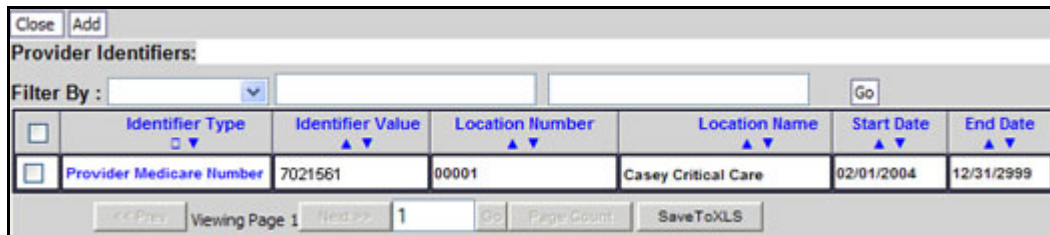### Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

Step # : Identifiers

ProviderOne displays the Provider Identifiers List.

	Identifier Type ▢ ▼	Identifier Value ▲ ▼	Location Number ▲ ▼	Location Name ▲ ▼	Start Date ▲ ▼	End Date ▲ ▼
☐	Provider Medicare Number	7021561	00001	Casey Critical Care	02/01/2004	12/31/2999

Close | Add
Provider Identifiers:
Filter By : [▼] [ ] [ ] Go

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

Figure 18 - 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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34

Adding an Identifier

To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.
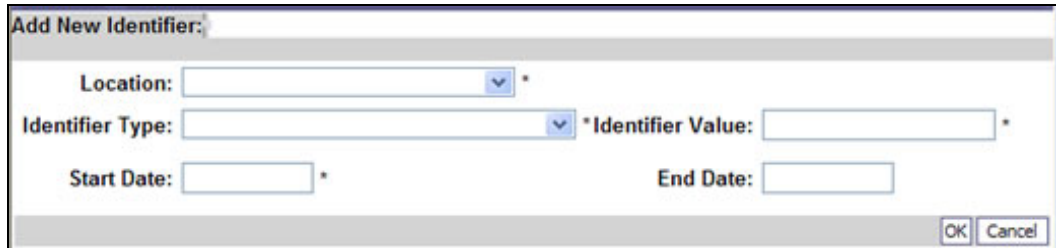
Figure 19 - Add New Identifier

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.

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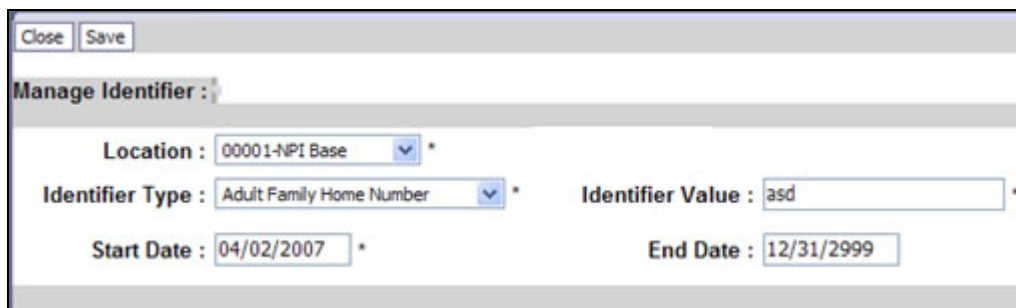
From the ProviderOne Provider Identifiers list, click the link in the Identifier Type column.
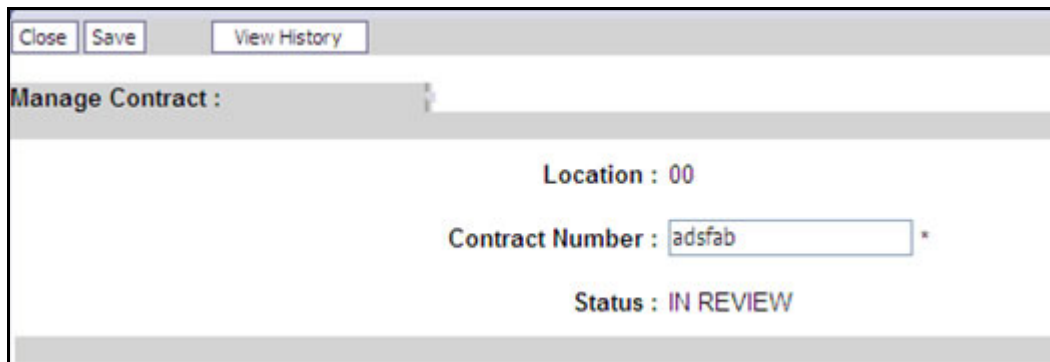

ProviderOne displays the Manage Identifier page.

Figure 20 - Manage Identifier

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

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36

View/Update Contract Details

Accessing the Contracts List

From the Business Process Wizard, click the Contract Details link.

Step # : Contract Details

ProviderOne displays the Contracts List.

	Contract Number ▢ ▼	Location Number ▲ ▼	Location Name ▲ ▼
☐	4145-90511	00001	Casey Critical Care

Close | Add
Contracts List:
Filter By: [▼] [ ] [ ] Go

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

Figure 21 - Contracts List

About the Contracts List

■ Provider Contracts are listed by location.

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38

Adding a Contract

To add a new record, click the Add button.

ProviderOne displays the Add Contract form.
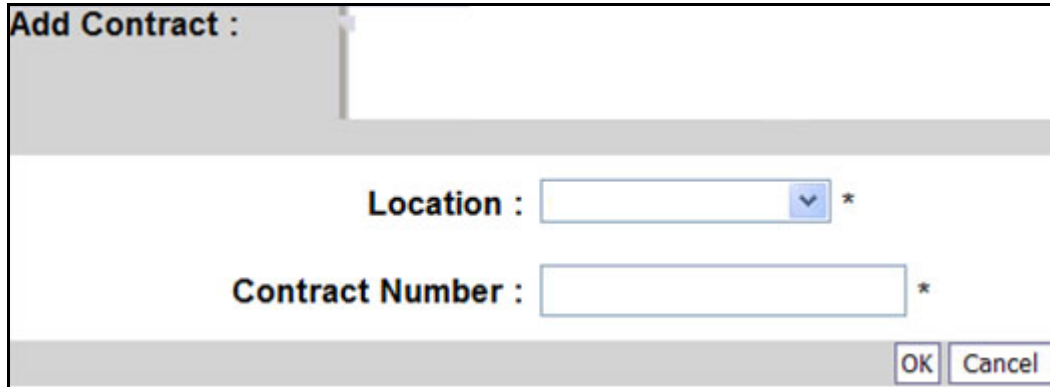
Figure 22 - Add Contract

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.

Modifying a Contract Record

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

ProviderOne displays the Manage Contract form.

Figure 23 - Manage Contract

About the Manage Contract Form

■ Duplicate contract numbers are not allowed within a location.

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

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40

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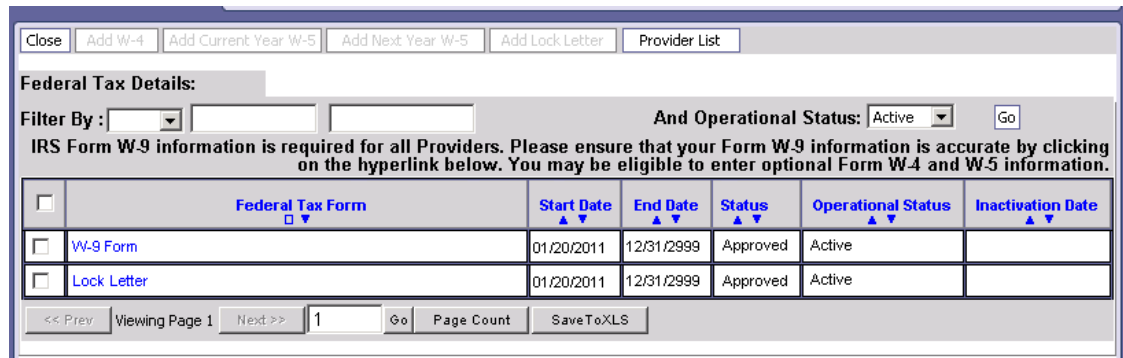
From the Business Process Wizard, click the Federal Tax Details link.

Step # : Federal Tax Details

ProviderOne displays the Federal Tax Details page.

	Federal Tax Form	Start Date	End Date	Status	Operational Status	Inactivation Date
☐	W-9 Form	01/20/2011	12/31/2999	Approved	Active	
☐	Lock Letter	01/20/2011	12/31/2999	Approved	Active	

Figure 24 - 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.

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42

Adding Form W-9 Information

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

ProviderOne displays the Form W-9 page.

Figure 25 - Form W-9

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

ProviderOne displays the Federal Tax Details page.

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43

Adding Form W-5 Information (if eligible)

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

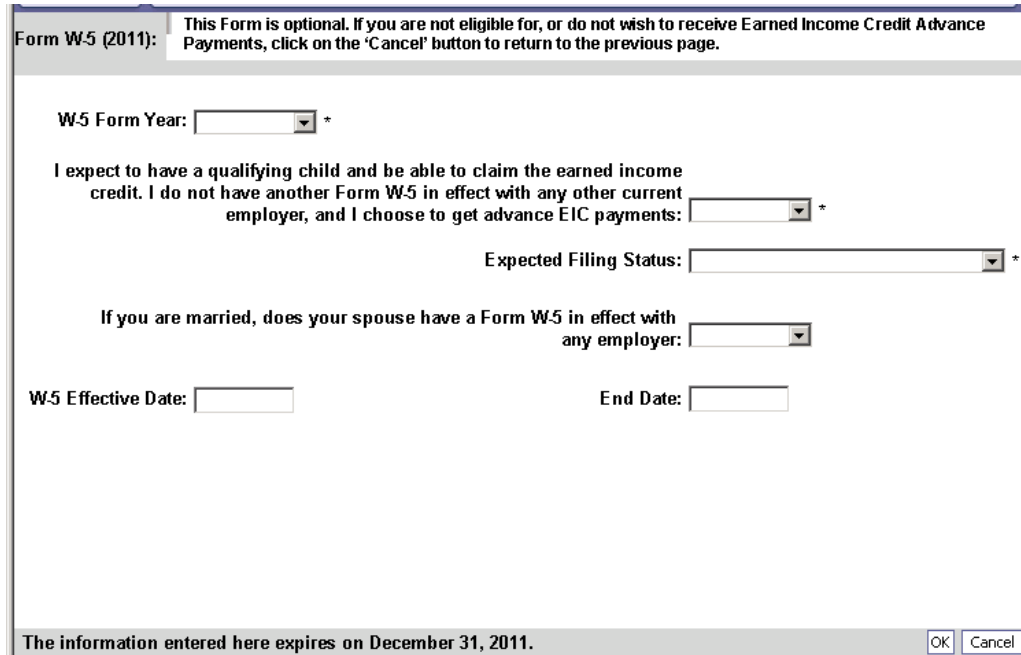ProviderOne displays the Form W-5 page.

Figure 26 - 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.

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44

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 27 - 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.

	Federal Tax Form
☐	W-9 Form
☐	W-4 Form
☐	W-5 Form

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.

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.

46

View/Update Invoice Details

Accessing the Invoice Preferences List
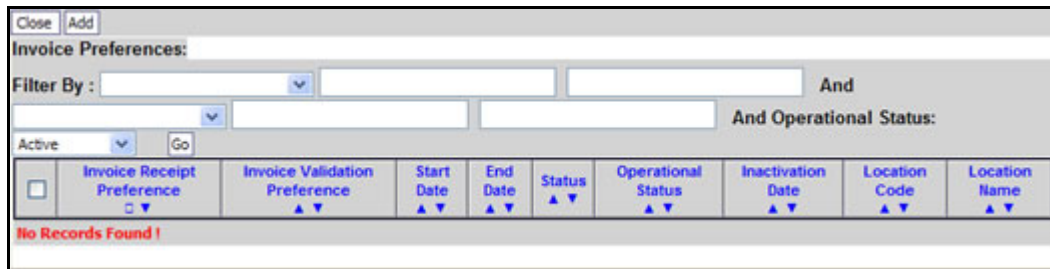
From the Business Process Wizard, click the Invoice Details link.

Step # : Invoice Details

ProviderOne displays the Invoices Preferences list.

Figure 28 - Invoice Preferences List

About the Invoice Preference List

- 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.

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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48

Adding an Invoice Preference

To add a new record, click the Add button.

ProviderOne displays the Invoice Preferences Enrollment form.
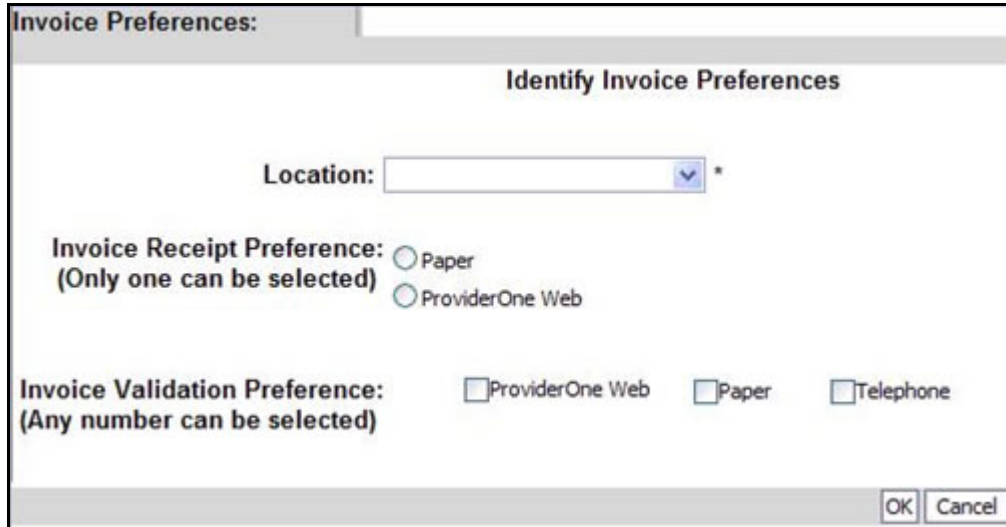
Figure 29 - Add Invoice Preferences

About the Add Invoice Preference Form

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

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

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49
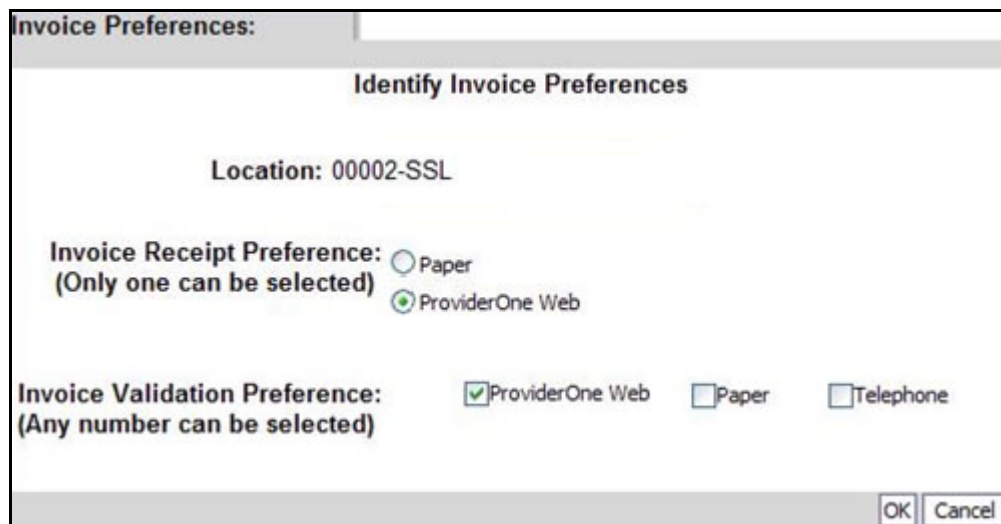
Modifying an Invoice Preference Record

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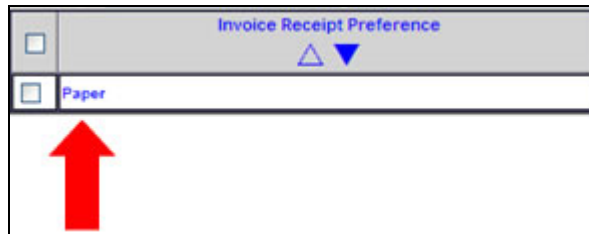
ProviderOne displays the Update Invoice Preferences form.

Figure 30 - 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.

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.

50

View/Update EDI Submission Method

Accessing the EDI Submission Details Page

From the Business Process Wizard, click the EDI Submission Method link.

Step # : EDI Submission Method

ProviderOne displays the EDI Submission Method list.

Figure 31 - EDI Submission Method

Adding a Submission Method

From the EDI Submission Method list, click the Add button.

ProviderOne displays the EDI Submission Details page.

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51

Figure 32 - EDI Submission Details

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

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52

Modifying an EDI Submission Method

From the EDI Submission Method list, click the hyperlink in the EDI Submission Method column.

ProviderOne displays the EDI Submission Details page.

EDI Submission Details:

You may check multiple Modes of Submission. NPI is required for all selections.

If Web Batch and/or FTP Secured Batch are selected, you must complete and mail a new ProviderOne Trading Partner Agreement.

Mode of Submission: ☐ Web Batch ☐ Billing Agent/Clearinghouse ☐ FTP Secured Batch ☐ Web Interactive

Status: In Review

Method	When to Use
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 WaMedWeb. 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.

OK Cancel

Figure 33 - EDI Submission Details

After completing your modifications, click the OK button to save the changes and close the window.

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54

View/Update EDI Billing Software Details

Accessing the EDI Billing Software Information List

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

Step # : EDI Billing Software Details

ProviderOne displays the EDI Billing Software Information list.

	Software Name	Software Version	Software Vendor Name	Vendor Contact Title	Vendor Contact Name	Vendor Contact Phone Number	End Date
☐							
			No Records Found !				

Close Add — EDI Billing Software Information: — Filter By: [ ] [ ] [ ] Go

Figure 34 - EDI Billing Software Information

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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56

Adding an EDI Billing Software Record

To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.

Figure 35 - Add EDI Billing Software Information

After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving.
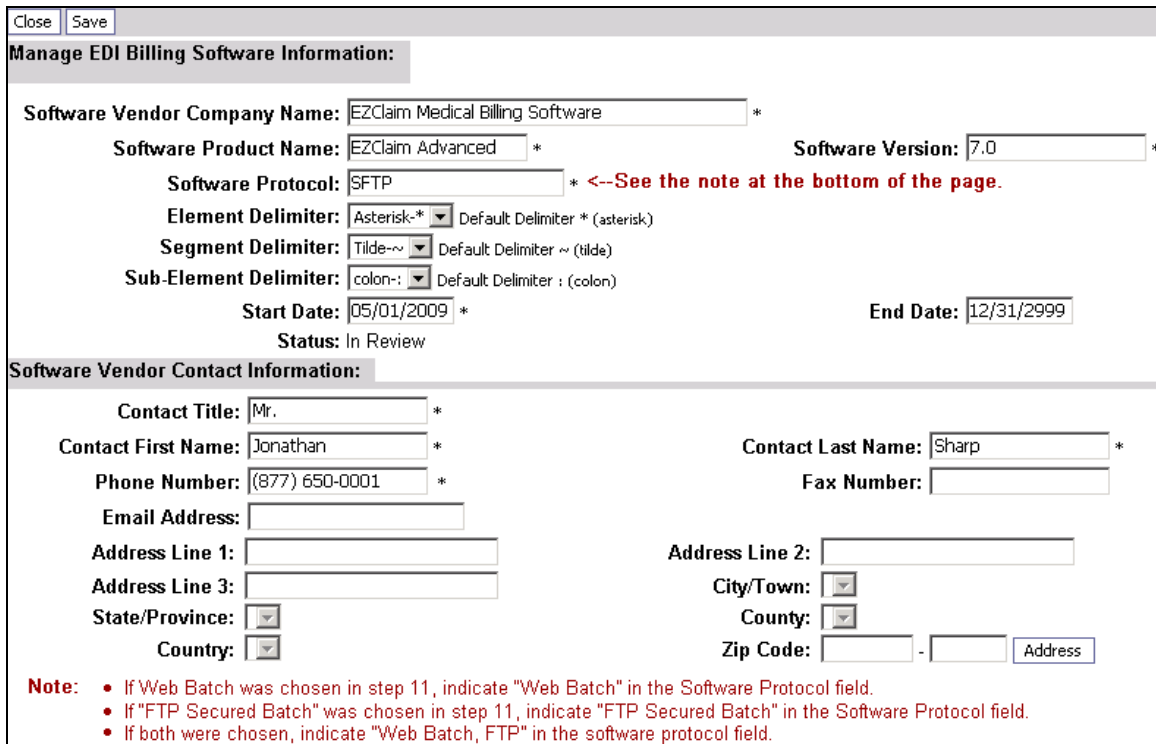
Every effort has been made to ensure this Guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

57

Modifying an EDI Billing Software Record

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

ProviderOne displays the Manage EDI Billing Software Information page.

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.

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.

58

View/Update EDI Submitter Details

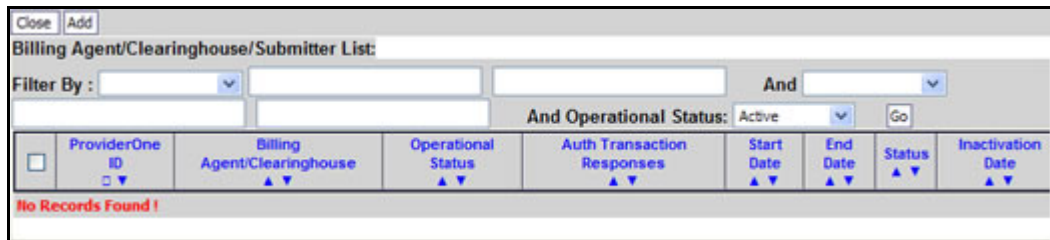### Accessing the Billing Agent/Clearinghouse/Submitter List

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

Step # : EDI Submitter Details

ProviderOne displays the Billing Agent/Clearinghouse/Submitter List.

Figure 37 - Billing Agent/Clearinghouse/Submitter List

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59

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Associate a Billing Agent/Clearinghouse

To add a new record, click the Add button.

ProviderOne displays the Associate Billing Agent/Clearinghouse page.

Associate Billing Agent/Clearinghouse:

Billing Agent/Clearinghouse ProviderOne Id: [   ] *

Start Date: [   ] * **End Date:** [   ]

Status:

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

Authorized Transaction Responses:

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

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

OK | Cancel

Figure 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.

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.

Figure 39 - Manage Billing Agent/Clearinghouse Association

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

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.

62

View/Update EDI Contact Information

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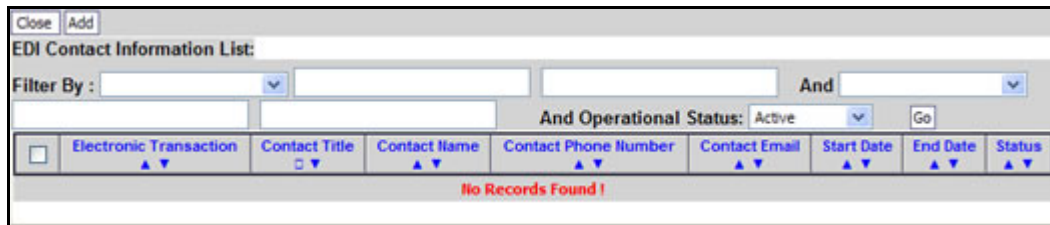
From the Business Process Wizard, click the EDI Contact Information link.

Step # : EDI Contact Information

ProviderOne displays the EDI Contact Information List.

Figure 40 - EDI Contact Information List

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63

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64

Add an EDI Contact

To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.

Figure 41 - Add EDI Contact Information

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

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66

Modifying an EDI Contact

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

EDI Contact Information List:

Filter By : [dropdown] [   ]

	Electronic Transaction ▲ ▼	Contact Title □ ▼	Contact Name ▲ ▼
☐	270,271,278	Mr.	Card, Kent

ProviderOne displays the Manage EDI Contact Information page.

Close	Save

Manage EDI Contact Information:

Contact Title : [Mr.] * <-- Please enter your organizational contact information here.

Contact First Name : [Kent] *   Contact Last Name : [Card] *

Phone Number : [(360) 887-2244] *   Fax Number : [   ]

Email Address : [   ]   End Date : [   ]

Start Date : [05/01/2009] *

Status :   In Review

Address Line 1: [215 West Street] *   Address Line 2: [   ]

Address Line 3: [   ]   City/Town: [Spokane ▼] *

State/Province: [Washington ▼] *   County: [Spokane ▼]

Country: [United States ▼] *   Zip Code: [99207] - [   ] [Address]

Electronic Transactions:

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

Available Transactions
```
276-Claim Status Inquiry
277-Claim Status Response
277U-Unsolicited Claims Status Response
820-Premium Payment
834-Benefit Enrollment
835-Healthcare Claim Payment Advice
837D-Dental Claim
837I-Institutional Claim
837P-Professional Claim
```

[>>]
[<<]

Associated Transactions *
```
270-Eligibility Inquiry
271-Eligibility Response
278-Prior Authorization Request
278-Prior Authorization Response
```

Figure 42 - Manage EDI Contact Information

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

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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.

68

View/Update Servicing Provider Information

A Servicing Provider relationship may only be established between a Group Provider and a Servicing Provider when both have NPIs.

Accessing the Servicing Providers List

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

Step # : Servicing Provider Information

ProviderOne displays the Servicing Providers List.

Figure 43 - Servicing Provider List

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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.
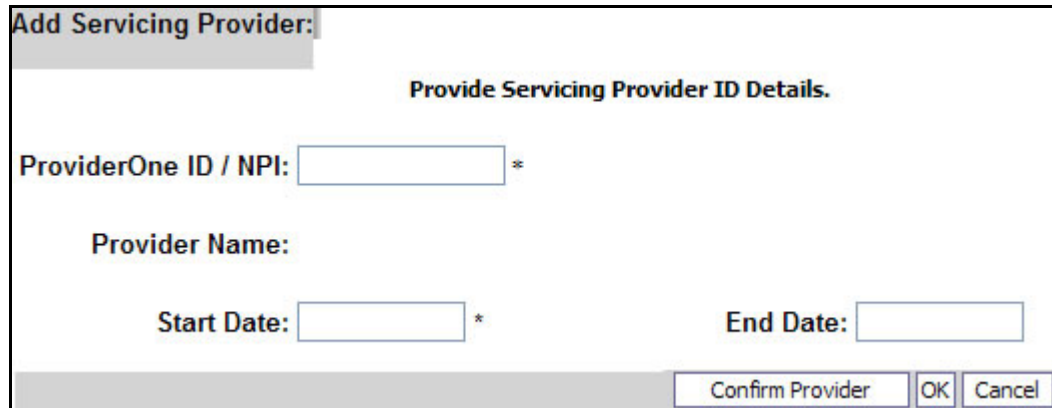
70

Adding a Servicing Provider Association

To add a new record, click the Add button.

ProviderOne displays the Add Servicing Provider page.

Add Servicing Provider:

Provide Servicing Provider ID Details.

ProviderOne ID / NPI: [   ] *

Provider Name:

Start Date: [   ] *   End Date: [   ]

Confirm Provider   OK   Cancel

Figure 44 - Add Servicing Provider

Enter the ProviderOne Id/NPI information and click the Confirm Provider button. After ProviderOne confirms the Provider, click the OK button.

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71

Modifying a Servicing Provider Association

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

	ProviderOne ID ▲ ▼	Servicing Provider Name ▲ ▼
☐	3050186 ⬅	Mario, Robert
☐	2370695	Sorenson, Herman

ProviderOne displays the Manage Servicing Provider page.

Close | Save

Manage Servicing Provider :

ProviderOne ID / NPI : 3050186

Provider Name : Mario, Robert

Status : Approved

Start Date : 03/28/2007 *   End Date : 12/31/2999

Figure 45 - Manage Servicing Provider

After making your changes, click the Save button, or the Close button to close the window 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.

72

Modifying Servicing Provider Information

This section applies to Servicing Only Individual and Tribal Health Service Providers.

From the Servicing Providers List, click the link in the Servicing Provider Name column.

	ProviderOne ID ▲ ▼	Servicing Provider Name ▲ ▼
☐	3050186	Mario, Robert
☐	2370695	Sorenson, Herman

ProviderOne displays the View/Update Business Process Wizard for the Servicing Provider. See "Managing Servicing Provider Information" for details.

View/Update Provider Data - Individual:

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

☐	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 46 - View/Update Business Process Wizard - Servicing Provider

After completing the modifications, click the Close button to return to the Servicing Provider List.

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74

View/Update Billing Provider Details
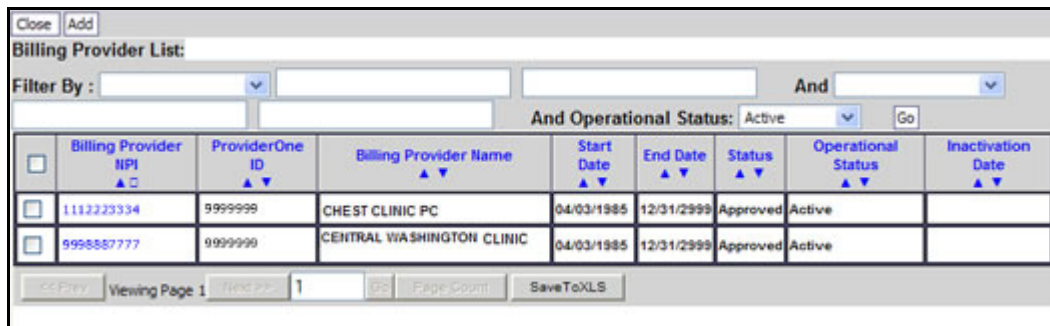
Accessing the Billing Provider List

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

Step # : Billing Provider Details

ProviderOne displays Billing Provider List.

Figure 47 - Billing Provider List

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76

Adding a Billing Provider

To add a new record, click the Add button.

ProviderOne displays the Add Billing Provider form.

Add Billing Provider:

Provide Billing Provider ID Details.

ProviderOne ID / NPI : [   ] *

Provider Name :

Confirm Provider | OK | Cancel
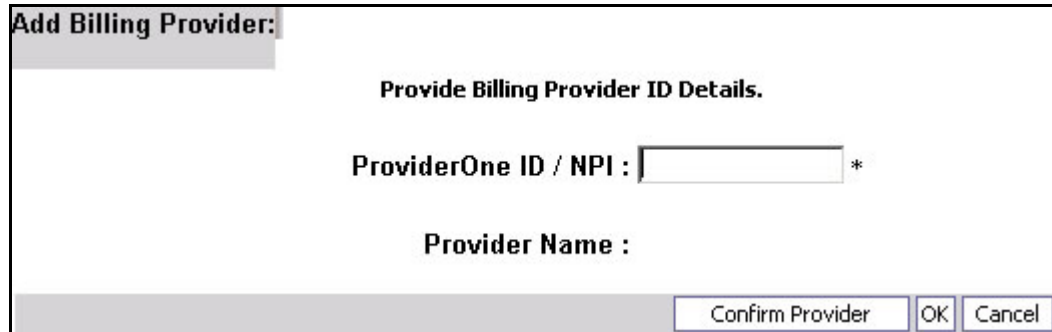
Figure 48 - Add Billing Provider

About the Payment Details Form

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

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

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

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

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.

77

Modifying a Billing Provider Record

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

Figure - Billing Provider List

ProviderOne displays the Manage Billing Provider form.

Figure - Manage Billing Provider form

Figure 49 - Manage Billing Provider

After making your changes, click the Save button to save, or the Close button to close the window 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.

78

View/Update Payment Details

Accessing the Payment Details List
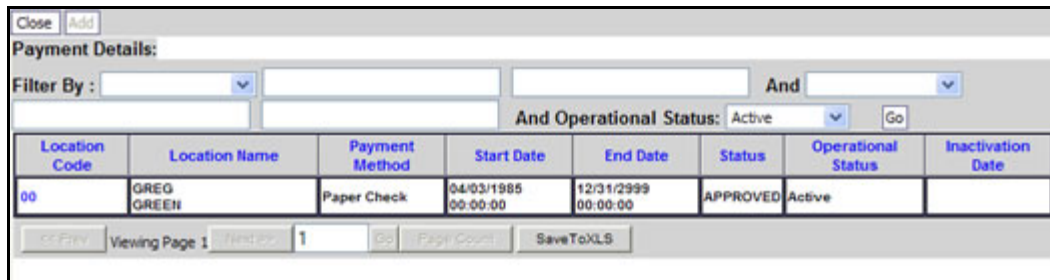
From the Business Process Wizard, click the Payment Details link.

Step # : Payment Details

ProviderOne displays the Payment Details list.

Figure 50 - Payment Details

About the Payment Details List

- Only one payment method is allowed per location.

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80

Viewing and Editing a Payment Method

To view and/or edit a Payment Method, click the hyperlink in the Location Code column.

Location Code
00 ←

ProviderOne displays the Payment Details form.

Payment Details:

Identify Payment Details

Location: 00001-ACERS HEALTH OPTION

Payment Method: ⦿ Electronic Funds Transfer(Direct Deposit)   ○ Paper Check

Electronic Funds Transfer Details:

Electronic Funds Transfer Details

Bank Name: [   ] *   **Routing Transfer Number:** [   ] *

Account Number: [   ] *   **Account Type:** [Checking ▼] *

Payment Notification Preference: [Email Notification ▼] *

[OK] [Cancel]
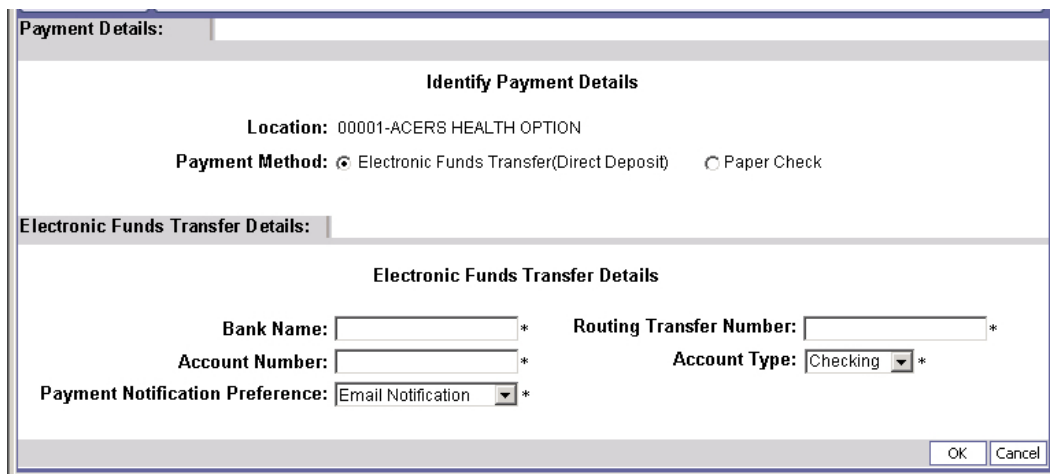
Figure 51 - Payment Details

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.

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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82

View/Update Tribal Health Details

Accessing the Tribal Health Services Details Page
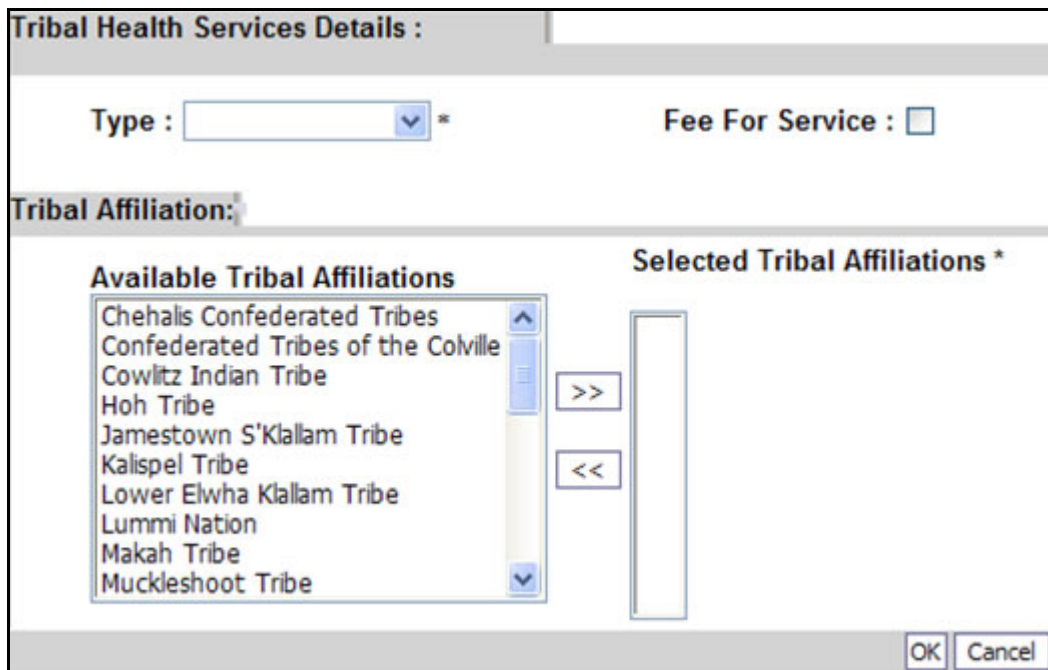
From the Business Process Wizard, click the Tribal Health Details link.

Step # : Tribal Health Details

ProviderOne displays the Tribal Health Services Details page.

Figure 52 - Tribal Health Services Details

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

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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.

84

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.

Figure 53 - Final Submission

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86

Obtaining Documentation Source Documents

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

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

Printing the Documentation Cover Sheet

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

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

ProviderOne displays a PDF version of the cover sheet.

ProviderOne

Provider Modification Document Submission Cover Sheet

Provider ID

Print Cover Sheet   Clear Fields
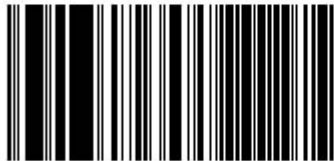
Figure 54 - Provider Modification Cover Sheet

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

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87

Re-printing the Documentation Cover Sheet

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

| Step # : Submit Modification for Review |

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 Provider Modifications to DSHS

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

ProviderOne displays the following Internet Explorer message.

Windows Internet Explorer

The modification request has been submitted for State review.
Please check this Web site to verify the status of your request.

OK

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

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.

88
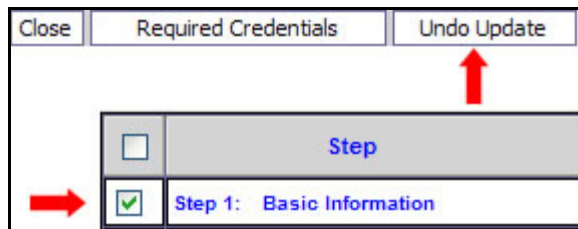
Undoing Provider Information Updates

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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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.

90

Table of Figures