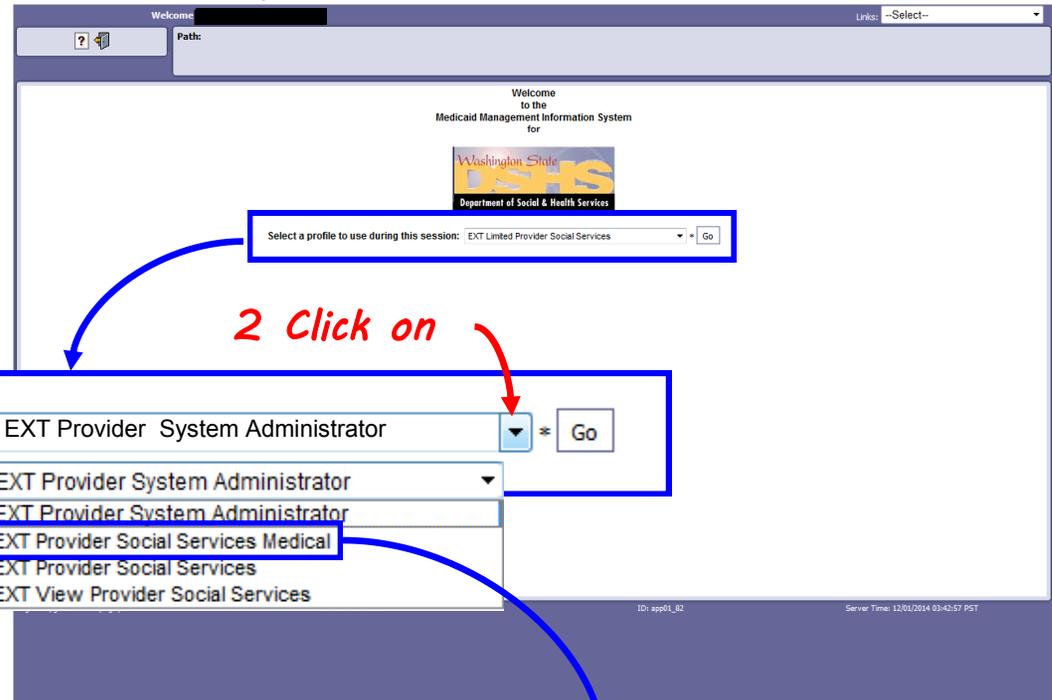


To bill and manage Social Service Medical claims in ProviderOne, you must have the use the **EXT Provider Social Services Medical** profile. Follow these steps to check is you have the profile.

1. From the [Profile Page](#), (this is the 1st page you see after logging in.)

2. Click on  pull down menu

1 Profile Page



3. [View](#) EXT Provider Social Service Medical.

- ♦ If you [see](#) this profile in you list, then **skip** this lesson.

- ♦ If you **do not see** this profile in your list **follow the steps in this How To Guide** to add the profile.

3

EXT Provider Social Services Medical

Note: The EXT Provider Social Services Medical profile is used to view authorizations, bill, manage claims, and manage your provider information. If it is not included in the list of available profiles on the Profile Page, you must add it to your list.

Some Social Service Medical providers who enrolled early may only have one “approved” profile: EXT Provider System Administrator. This How To Guide shows you the steps to add (and approve) the EXT Provider Social Services Medical profile. This profile allows you to bill and manage Social Service medical claims within ProviderOne.

1 Portal Page

Welcome [redacted] logged in with EXT Provider System Administrator Profile Links:

Note: You must be in the System Administrator profile to add a profile. To change your profile, see pg. 11.

1. From the **Portal Page**

2. **Click on** Maintain Users link

3. Maintain User page **appears** showing the users within the domain.

3 Maintain User Page

<input type="button" value="Close"/> <input type="button" value="Add"/> <input type="button" value="Approve"/> <input type="button" value="Reject"/>						
Manage User:						
Filter By		And		With Status:		
All	<input type="button" value="Go"/>					
<input type="checkbox"/>	Name	Domain Name	Organization	Status	Start Date	End Date
<input type="checkbox"/>	[redacted]	[redacted]	[redacted]	Approved	01/01/2013	12/31/2999
<input type="checkbox"/>	[redacted]	[redacted]	[redacted]	Approved	01/15/2013	12/31/2999

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

The System Administrator assigns profiles to users within their domain, including adding profile to themselves.

Manage User Page

4. Click on user 's name

4 Click On

	Name	Domain Name	Organization	Status	Start Date	End Date
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	Approved	01/01/2013	12/31/2999
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	Approved	01/15/2013	12/31/2999

5. User Details Page appears

6. Click on drop down menu

7. Select Associated Profiles

5 User Details Page

Path: Provider Portal/ UserList
 ProviderOne ID: [REDACTED] Name: [REDACTED]

Close Save Show: ---SELECT---

User Details:

First Name: [REDACTED] Middle Name: [REDACTED]
 Last Name: [REDACTED] Lock User:
 Date of Birth: [REDACTED] Domain: [REDACTED]
 EID: [REDACTED] User Type: Batch User
 Username: [REDACTED] Confirm Password: [REDACTED]
 Password: [REDACTED]

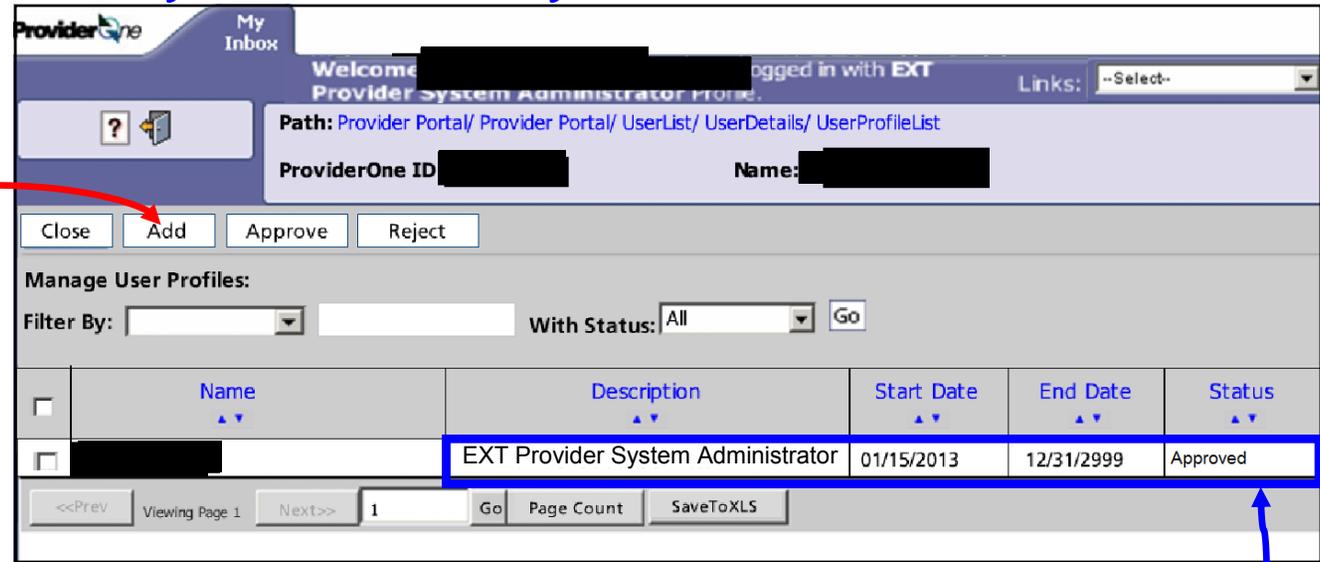
8. Manage User Profiles Page appears

8 Manage User Profiles Page

10 Click on

9. Showing existing assigned profiles

10. Click on Add

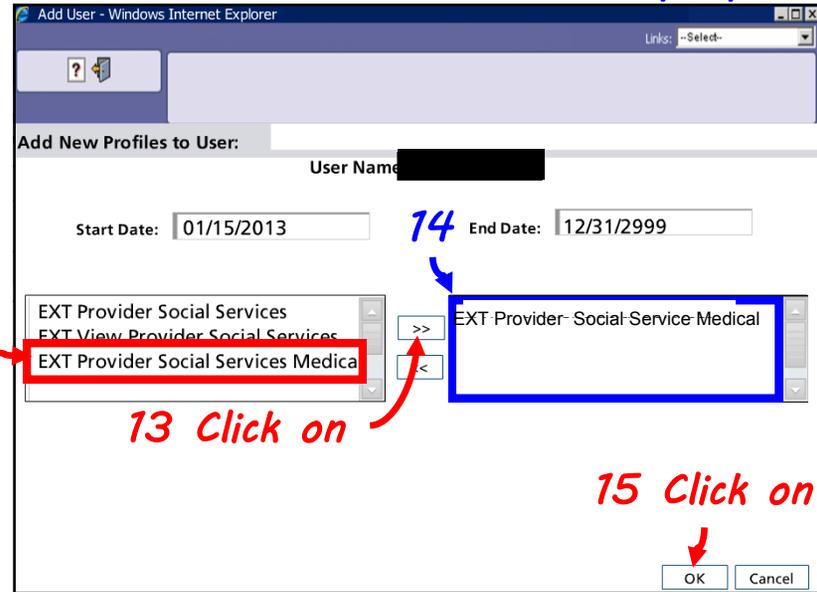


	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	[redacted]	EXT Provider System Administrator	01/15/2013	12/31/2999	Approved

9

11. Add New Profiles to User pop-up appears
12. **Select** Ext Provider Social Service Medical

11 Add New Profiles to User Pop-up



12 Select

13 Click on

14

15 Click on

13. Click on >>
14. Selected profile appears
15. Click on OK

Some users may see a long list of profile options. Select **EXT Provider Social Service Medical**.

This profile will allow you to view authorizations, ill and manage social service medical claims, and manage provider information.

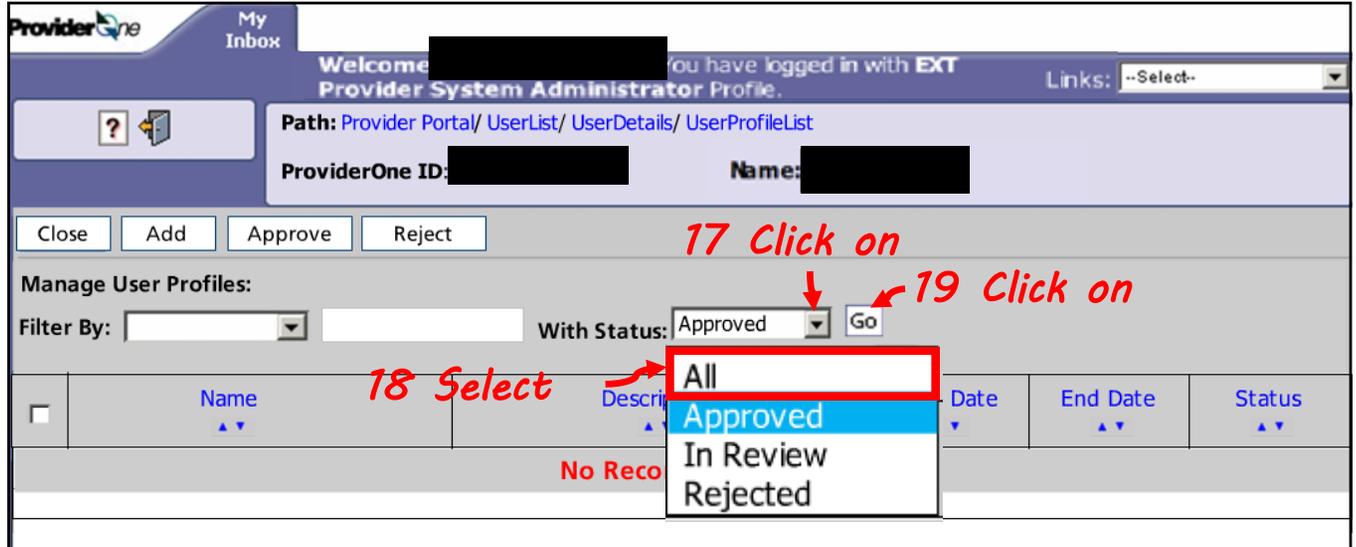
16. Manage User Profiles List appears

17. Click on  drop down menu

18. Select All

19. Click on Go

16 Manage User Profiles List



The screenshot shows the 'Manage User Profiles' page in the ProviderOne system. The page includes a navigation bar with 'My Inbox', a welcome message, and a path: 'Provider Portal/ UserList/ UserDetails/ UserProfileList'. Below the navigation bar are buttons for 'Close', 'Add', 'Approve', and 'Reject'. The main content area has a 'Filter By:' dropdown, a search input field, and a 'With Status:' dropdown set to 'Approved'. A 'Go' button is next to the status dropdown. A table with columns for 'Name', 'Description', 'Date', 'End Date', and 'Status' is visible. The 'All' option in the status dropdown is highlighted with a red box, and the text '18 Select' is written next to it. The text '17 Click on' is written above the status dropdown, and '19 Click on' is written above the 'Go' button. The text 'No Records' is visible in the table area.

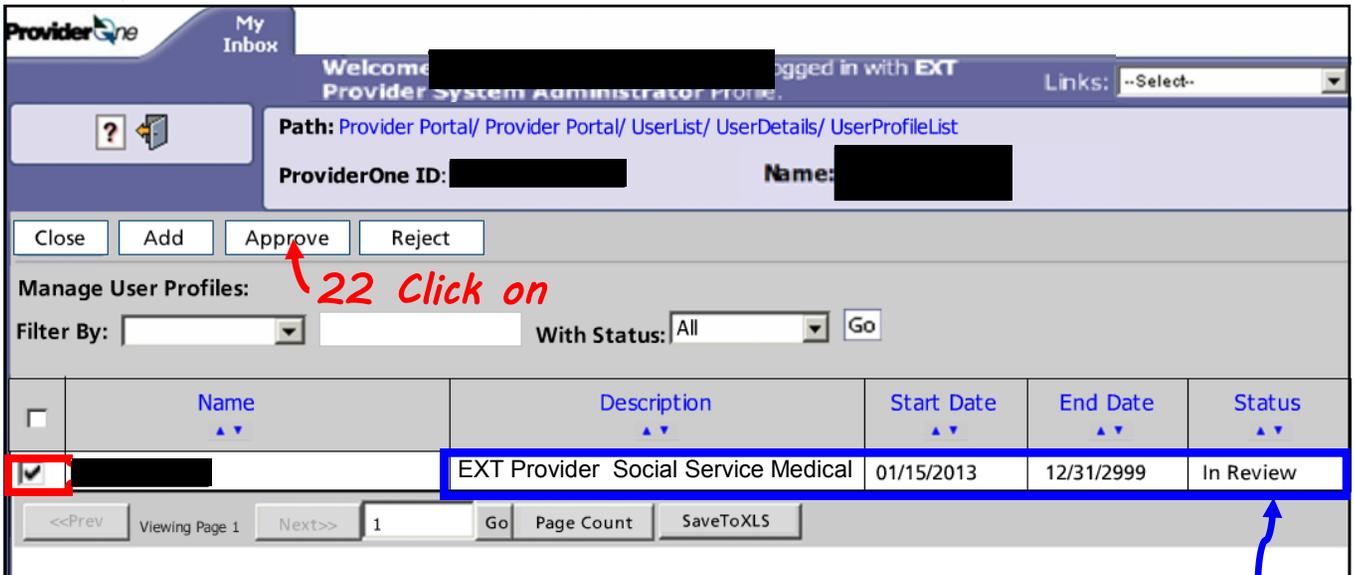
“All” shows all users within the domain regardless of their status. By default, ProviderOne will otherwise only show users in “Approved” status.

20. The list changes to show new profile with a status of In Review

21. Click on box next to name

22. Click on Approve

Manage User Profiles List



22 →

22 Click on Approve

	Name	Description	Start Date	End Date	Status
<input checked="" type="checkbox"/>	[REDACTED]	EXT Provider Social Service Medical	01/15/2013	12/31/2999	In Review

20

A profile must have a Status of Approved to be used in ProviderOne.

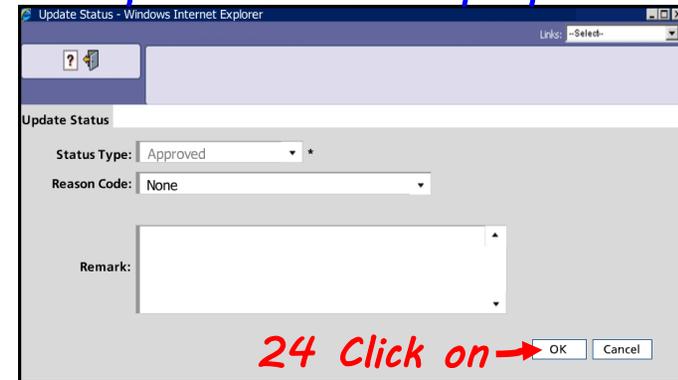
23. Update Status Pop-up appears

24. Click on OK

25. Status changes to Approved

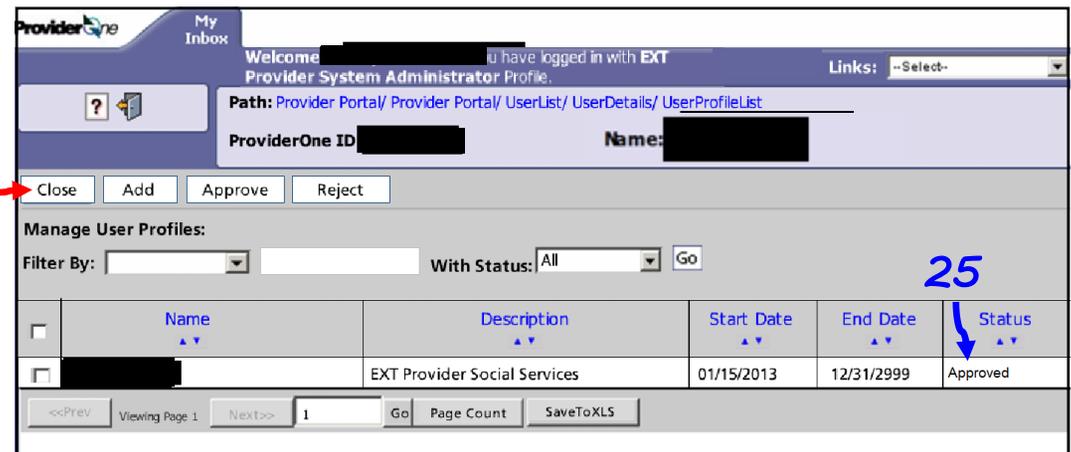
26. Click on Close

23 Update Status Pop-up



Manage User Profiles List

26 Click on →



The System Administrator can now use the EXP Provider Social Service Medical profile for billing and claims management.

Once you have added the EXT Provider Social Service Medical profile, this section shows you how to change your profile so you can bill and manage claims.

1. From any page, such as the Portal Page
2. Click on My Inbox

2 Click on

1 ProviderOne Page

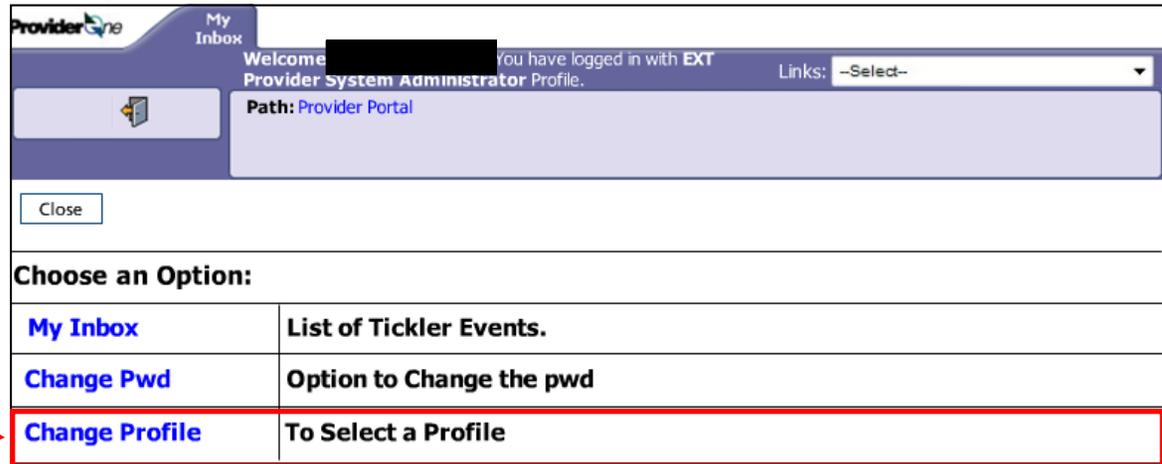


The screenshot shows the ProviderOne web application interface. At the top, there is a navigation bar with 'My Inbox' highlighted. Below this, a welcome message and user information are displayed. The main content area is divided into several sections: 'Online Services' with a list of links for claims management, 'Client' with links for inquiries and payments, 'Provider' with links for provider management, 'HIPAA', 'Admin', and 'Social Service Authorizations and Billing'. A table at the bottom right shows a search result for 'My Reminders' with the message 'No Records Found!'.

3. My Inbox page appears

4. Click on Change Profile

3 My Inbox



ProviderOne My Inbox

Welcome [redacted] You have logged in with EXT
Provider System Administrator Profile. Links: --Select--

Path: Provider Portal

Close

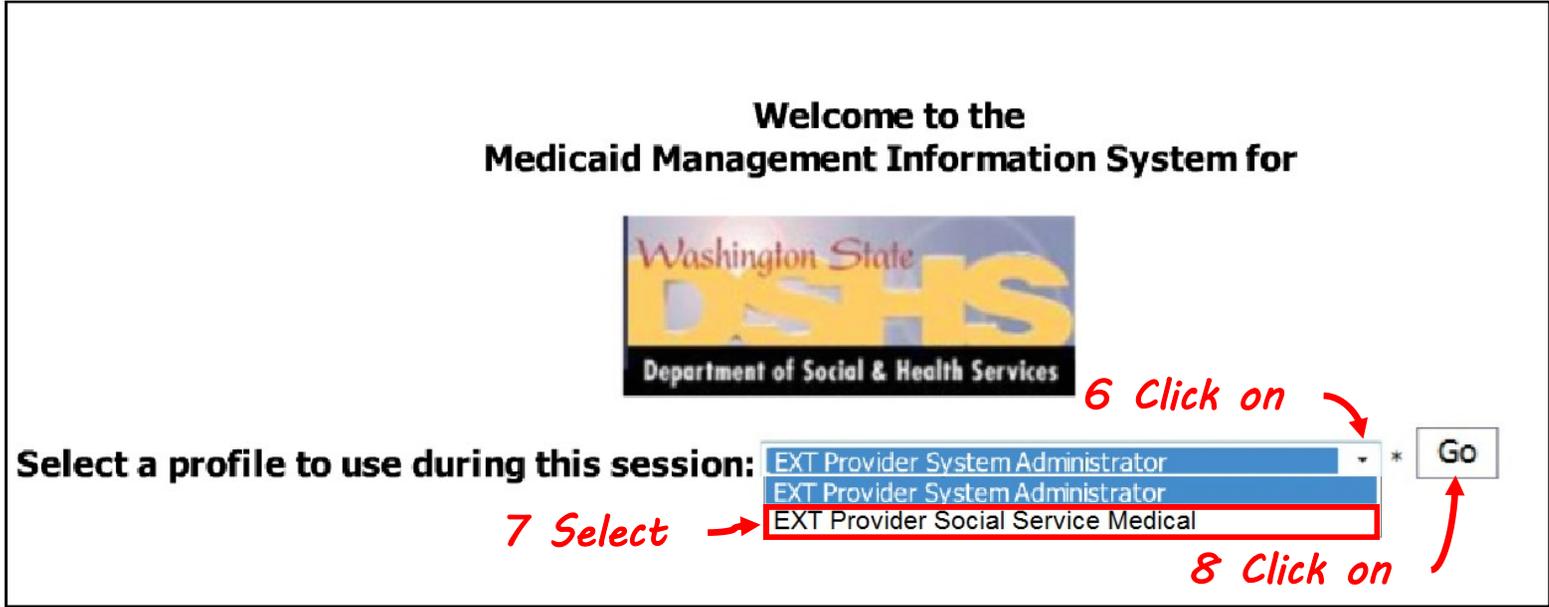
Choose an Option:

My Inbox	List of Tickler Events.
Change Pwd	Option to Change the pwd
Change Profile	To Select a Profile

4 Click on →

5. Profile Page appears
6. Click on ▾ pull down menu
7. Select EXT Provider Social Service Medical
8. Click on Go

5 Profile Page



Welcome to the
Medicaid Management Information System for



Washington State
DSHS
Department of Social & Health Services

Select a profile to use during this session:

EXT Provider System Administrator *
EXT Provider System Administrator
EXT Provider Social Service Medical

Go

6 Click on

7 Select

8 Click on

9. Profile Page **appears** showing new profile

ProviderOne Page

9

The screenshots show the ProviderOne interface. The top screenshot displays the 'Provider Portal' section with a list of 'Online Services' including 'Claims Inquiry', 'Claim Adjustment/Void', 'On-line Claims Entry', 'On-line Batch Claims Submission (837)', 'Resubmit Denied/Void Claim', 'Retrieve Saved Claims', 'Manage Templates', and 'Create Claims from Saved Templates'. A blue arrow points from the number '9' to the 'Create Claims from Saved Templates' link. The bottom screenshot shows a detailed menu of services including 'View ETRR', 'Prior Authorization', 'On-line Prior Authorization Submission', 'Provider Inquiry', 'HIPAA', 'Admin', and 'Social Service Authorizations and Billing'.