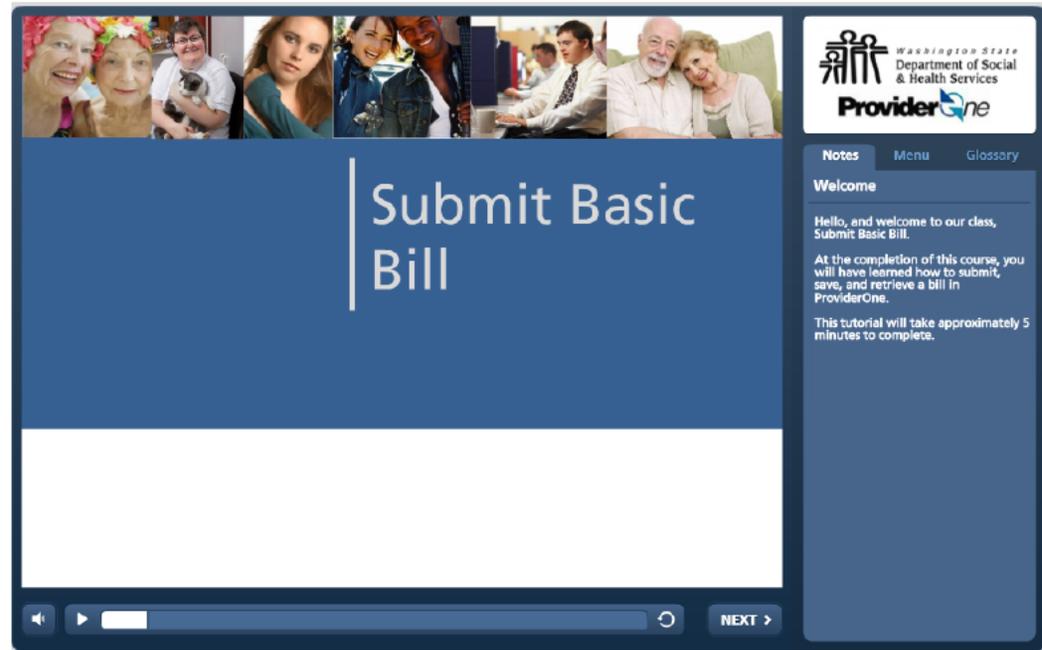


The Basic Billing “Submit Basic Bill” How To provides instructions on:

- Pay Periods2
- Submit Basic Bill5
- After Bill Submission14
- Unit Types15
- Date Range16
- Save Basic Bill17
- Retrieve Saved Bill18



Before logging into ProviderOne make sure your:

- Pop-up Blocker is turned off20
- Security is set to Medium24
- Browser History/Cache is deleted26

Please remember that after using ProviderOne you can reset your pop-up and security levels to your preferred level: but, change them back when you want to work in ProviderOne.

Pay Periods

With ProviderOne, you choose when you get paid.

- ProviderOne pays on **Fridays**.
- If you have EFT (Electronic Fund Transfer/Direct Deposit) your payment will be in your account on Friday.
- If you are paid by paper check, it will be mailed on Friday.
- When you are paid, your Remittance Advice (RA) will be posted in ProviderOne on Friday.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Possible Pay Days ↗

All claims submitted between Wednesday and Tuesday will be paid on **Friday**.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Claims Submitted →

Paid ↗

To be paid **weekly**, submit claims by Tuesday of each week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by ↑ Pay Days ↗

To be paid **every two weeks**:

- Choose your Friday **paydays**.
- Submit your claims within the **7 day period** ending in Tuesday of the payment week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by ↑ Pay Days ↗

To be paid **monthly**:

- Choose your Friday **payday**.
- Submit your claims within the **7 day period** ending in Tuesday of the payment week.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submitted by ↑ Pay Day ↗

Claiming for an **entire month** will result in a varying pay dates throughout the year depending on what day of the week the month ends and its relationship to the first Tuesday and Friday of the new month.

2015

Month Worked	Claim By	Pay Day
Jan	2/3	2/6
Feb	3/3	3/6
Mar	4/7	4/10
Apr	5/5	5/8
May	6/2	6/5
Jun	7/7	7/10
Jul	8/4	8/7
Aug	9/1	9/4
Sep	10/6	10/9
Oct	11/3	11/6
Nov	12/1	12/4
Dec	1/5	1/8

Jan - Feb

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Days Worked →

Claims Submitted →

Paid ↗

Feb - Mar

Sun	Mon	Tue	Wed	Thu	Fri	Sat
22	23	24	25	26	27	28
1	2	3	4	5	6	7

Days Worked →

Claims Submitted →

Paid ↗

Mar - Apr

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Days Worked →

Claims Submitted →

Paid ↗

This section is on how to Submit a Basic Bill. This process is direct entry, meaning that you will fill in all the needed billing information into a billing form. The direct entry process is the basis for building and submitting templates and for adjusting claims.

1. From the [Provider Portal](#)
 - a. Check that you are in the [EXT Provider Social Service](#) profile
2. **Click on** Social Service Billing Screen

NOTE: You must turn off your pop-up blocker before you begin billing.

See page 20 for the quick instructions on how to turn off your computer's pop-up blocker.

1 Provider Portal

1a

The screenshot shows the Provider Portal interface. At the top, there is a navigation bar with 'My Inbox' and a welcome message: 'Welcome [redacted] You have logged in with EXT Provider Social Services Profile.' Below this, the 'Provider Portal' section is visible, containing a list of 'Online Services' such as 'Payments', 'Provider Inquiry', 'Admin', and 'Social Service Authorizations and Billing'. A blue arrow points to the 'Social Service Billing Screen' link within the 'Social Service Authorizations and Billing' category. A red box highlights this link, and a red arrow points to it with the text '2 Click on'. Below the main content area, there is a 'My Reminders' section with a table showing 'No Records Found!'.

3 Basic Billing Screen

3. Basic Billing Screen appears
4. Enter Provider ID
5. Enter Client ID
6. Enter Authorization #

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED] ← 4 Enter

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED] ← 5 Enter

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED] ← 6 Enter

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: m.m dd ccyy * Service Date To: m.m dd ccyy
 * Service Code: Modifiers: 1: [] 2: [] 3: [] 4: [] * Units: []
 Patient Account No: []

The billing information is taken directly from the Authorization.

Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier
[REDACTED]	1	1	[REDACTED]	[REDACTED]	[REDACTED]	SA420	Personal Care	
[REDACTED]	1	1	[REDACTED]	[REDACTED]	[REDACTED]	T1020	Personal Care	U1

Basic Billing Screen

Close Save Claim Submit Claim Reset

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED]

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED]

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED]

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: m.m dd ccyy [REDACTED] * Service Date To: m.m dd ccyy [REDACTED]

* Service Code: SA420 Modifiers: 1: [REDACTED] 2: [REDACTED] 3: [REDACTED] 4: [REDACTED] * Units: [REDACTED]

Patient Account No: [REDACTED]

Add Service Line Item Update Service Line Item

7. Enter Service Code
8. Enter Modifier (if applicable, many service codes do not have a modifier)

The billing information is taken directly from the Authorization.

Authorization List Page

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier
[REDACTED]	1	1	[REDACTED]	[REDACTED]	[REDACTED]	SA420	Personal Care	
[REDACTED]	1	1	[REDACTED]	[REDACTED]	[REDACTED]	T1020	Personal Care	U1

9. Enter Service Date From

10. Enter Service Date To

A date range, or span, can only be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units)
- 1 monthly unit per range (max. date range is one calendar month, less than month date ranges will be prorated by ProviderOne).

11. Enter number of units worked

12. Click on Add Service Line

Basic Billing Screen

The screenshot shows the 'Social Service Billing Screen' in the ProviderOne system. The page includes a header with 'My Inbox' and a welcome message. Below the header are buttons for 'Close', 'Save Claim', 'Submit Claim', and 'Reset'. The main content area is divided into sections: 'Social Service Billing Screen', 'Basic Claim Information', 'PROVIDER INFORMATION', 'SUBSCRIBER/CLIENT INFORMATION', 'CLAIM INFORMATION', and 'BASIC LINE INFORMATION'. The 'BASIC SERVICE LINE ITEMS' section contains the following fields:

- * Service Date From: 03 | 26 | 2013 (Annotated with '9 Enter' pointing to the date)
- * Service Date To: 03 | 26 | 2013 (Annotated with '10 Enter' pointing to the date)
- * Service Code: SA420
- Modifiers: 1: [] 2: [] 3: [] 4: []
- * Units: 10 (Annotated with '11 Enter' pointing to the value)
- Patient Account No: []

At the bottom of the form are two buttons: 'Add Service Line Item' (Annotated with '12 Click on' pointing to it) and 'Update Service Line Item'.

Basic Billing Screen

If you use a date range, span:

- 1 claim service line for each day (daily units) will appear
- A note will appear saying the service line date range will be broken down into individual daily service lines.

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED]

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED]

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED]

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: [m.m dd ccyy] [REDACTED] * Service Date To: [m.m dd ccyy] [REDACTED]
 * Service Code: [REDACTED] Modifiers: 1: [REDACTED] 2: [REDACTED] 3: [REDACTED] 4: [REDACTED] * Units: [REDACTED]
 Patient Account No: [REDACTED]

Previously Entered Line Item Information
 Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 75.00

Line No.	Service Dates	Service Code	Modifiers	Units	
1	03/26/2013 - 03/26/2013	SA 420		10	Delete

13 →

13. Basic Service Line Items clears

14. Claims Service Line appears

14 →

15. Additional service lines must be for the **same authorization**. To add another Service Line for this authorization there are two options:

Option #1:

- Enter basic service line items
- Click on Add Service Line
- Service line appears
- Basic Service Line Items Clears

You can add up to 31 claim service lines per bill.

Basic Billing Screen

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED]

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED]

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED] ← 15

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: m.m dd cyy [REDACTED] Service Date To: m.m dd cyy [REDACTED]
 * Service Code: [REDACTED] Modifiers: 1: [REDACTED] 2: [REDACTED] 3: [REDACTED] 4: [REDACTED] * Units: [REDACTED]
 Patient Account No: [REDACTED]

b Click on →

Previously Entered Line Item Information
 Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 150.00

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	03/26/2013	03/26/2013	SA 420					10	Delete
2	03/27/2013	03/27/2013	SA 420					10	Delete

Each line must be for the **same authorization number**. Different Service Codes can be used as long as they are from the same authorization number.

Option #2: If the additional line is similar to the first

Basic Billing Screen

- Click on Service Line Number
- Basic Line Information appears
- Enter new data: i.e. change day of service
- Click on Add Service Line

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED]

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED]

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED]

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: m.m. [03] d [26] yyyy [2013] * Service Date To: m.m. [03] d [26] yyyy [2013]

* Service Code: SA420 Modifiers: 1: [] 2: [] 3: [] 4: [] * Units: 10

Patient Account No: [REDACTED]

d Click on → Add Service Line Item Update Service Line Item

Previously Entered Line Item Information
 Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$ 75.00

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	03/26/2013	03/26/2013	SA 420					10	

Option #2 (cont.)

e. New Service Line appears below previous line

d. Basic Service Line Items clears

You can add up to 31 claim service lines per bill. All lines must be for the same authorization number.

16. For both options: click on Submit Claim to submit the claim

Basic Billing Screen

16 Click on

d

e

Social Service Billing Screen:
 Note: asterisks (*) denote required fields. [Billing Instructions](#)

Basic Claim Information
 Provider Billing | Subscriber | Claim | Service

PROVIDER INFORMATION Submitter ID: [REDACTED]

BILLING PROVIDER
 * Provider ID: [REDACTED]

SUBSCRIBER/CLIENT INFORMATION

SUBSCRIBER/CLIENT
 * Client ID: [REDACTED]

CLAIM INFORMATION

CLAIM INFORMATION
 * Authorization Number: [REDACTED]

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: [m.m dd ccyy] [REDACTED] * Service Date To: [m.m dd ccyy] [REDACTED]
 * Service Code: [REDACTED] Modifiers: 1: [REDACTED] 2: [REDACTED] 3: [REDACTED] 4: [REDACTED] * Units: [REDACTED]
 Patient Account No: [REDACTED]

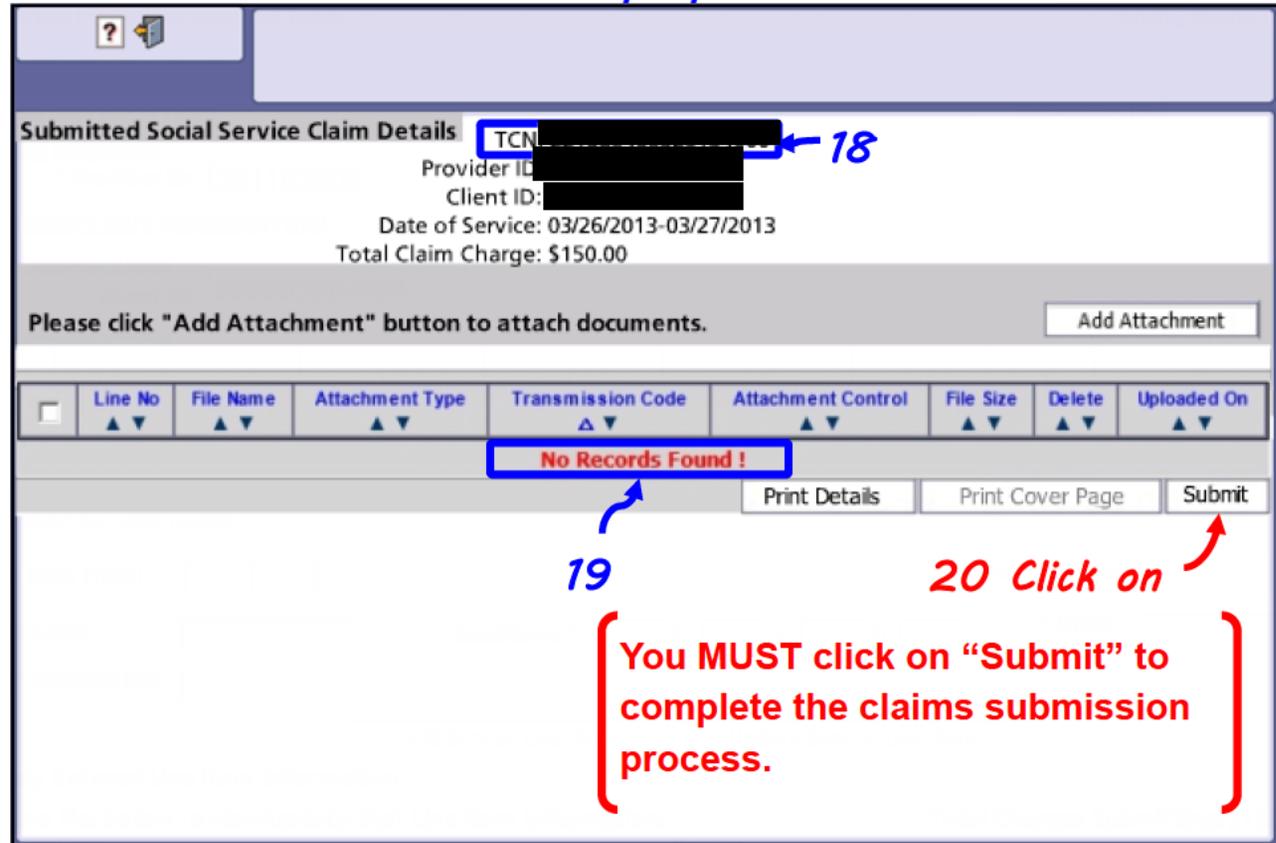
Add Service Line Item Update Service Line Item

Previously Entered Line Item Information
 Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$150.00

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	03/26/2013	03/26/2013	SA 420					10	Delete
2	03/27/2013	03/27/2013	SA 420					10	Delete

17. Submitted Claim Detail pop-up appears. See note
18. The Transaction Control Number (TCN) appears
19. No Records Found means that this claim has no attachment. Never add attachments.
20. Click on Submit.

17 Submitted Claim Detail Pop-up



Submitted Social Service Claim Details

TCN [REDACTED] ← 18

Provider ID: [REDACTED]

Client ID: [REDACTED]

Date of Service: 03/26/2013-03/27/2013

Total Claim Charge: \$150.00

Please click "Add Attachment" button to attach documents.

Line No	File Name	Attachment Type	Transmission Code	Attachment Control	File Size	Delete	Uploaded On
No Records Found!							

19

20 Click on

You MUST click on "Submit" to complete the claims submission process.

The Transaction Control Number (TCN)

- The TCN is assigned to the entire claim and includes all the individual claims service lines.
- Use the TCN to identify and track the claim.

NOTE: If the pop-up page does not appear, it means that your "Pop-up Blocker" has not been turned off and you need to close this billing page.

See page 20 for the quick instructions on how to turn off your computer's pop-up blocker.

You can track the progress of the claim using the Claims Inquiry link. To learn more about this function view the Claims Status Inquiry - View RA tutorial and/or How To Guide.

1. From the [Portal Page](#)
2. **Click on** Social Service Claim Inquiry

1 Portal Page

2 Click on

- Social Service Authorizations and Billing Hide/Max
- Social Service Claim Inquiry**
- Social Service Claim Adjustment/Void
- Social Service Billing Screen
- Social Service Batch Upload
- Social Service Batch File Status
- Social Service Resubmit Denied/Void
- Social Service Retrieve Saved Claims
- Social Service Manage Template
- Social Service Create Claims from Saved Templates
- Social Service Manage Batch Submission
- Social Service View Authorization List

Claim status is not immediately available after submission.

All claims are based on date of service (the day the service was provided).

Unit Types: 1/4 hour, 1/2 hour, hour, each, per visit, mile, daily, monthly
(see your authorization for the unit type)

1. Each **service line** is a single day. (See date range for daily & monthly unit types)
2. The number of **Units** provided on each day of service can be more than 1 (except daily)

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: * Service Date To:

* Service Code: Modifiers: 1: 2: 3: 4: * Units:

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$70.00

Line No	Service Dates		Service Code	Modifiers				Units	
	From	To		1	2	3	4		
1	01/20/2014	01/20/2014	T1019					4	Delete
2	01/21/2014	01/21/2014	T1019					6	Delete
3	01/22/2014	01/22/2014	T1019					4	Delete



2

1. Date range from and to dates must be consecutive (in a row, with no breaks), within the same calendar month, and daily or monthly units.
2. The number of **Units** must equals the number of days in the range for daily unit types, or 1 unit for the month within the range for monthly unit types.
3. When you Add Service Line, the date range will be a single service line. A note will appear on you billing page telling you that the date range will be broken down into individual daily service line when the claim is processed

A date range, or span, can only be used when:

- Unit Type = daily or monthly
- Days were worked consecutively (in a row with no breaks)
- The date range is within the same calendar month.
- # of units match the # of days (daily units)
- *1 monthly unit per range (max. date range is one calendar month, less than month date ranges will be prorated by ProviderOne.*

BASIC LINE INFORMATION

BASIC SERVICE LINE ITEMS

* Service Date From: mm dd cyyy 01 20 2014 * Service Date To: mm dd cyyy 01 24 2014

* Service Code: T1020 Modifiers: 1: U1 2: 3: 4: * Unit: 5

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Add Service Line Item Update Service Line Item

Click a Line No. below to view/update that Line Item Information. Total Charges Submitting: \$333.90

Line No	Service Dates		Service Code	Modifiers				Units	Delete
	From	To		1	2	3	4		
1	01/20/2014	01/24/2014	T1020	U1				5	

A note will appear saying the service line date range will be broken down into individual daily service lines.

While creating a bill, you may need to stop and save your work and complete it later.

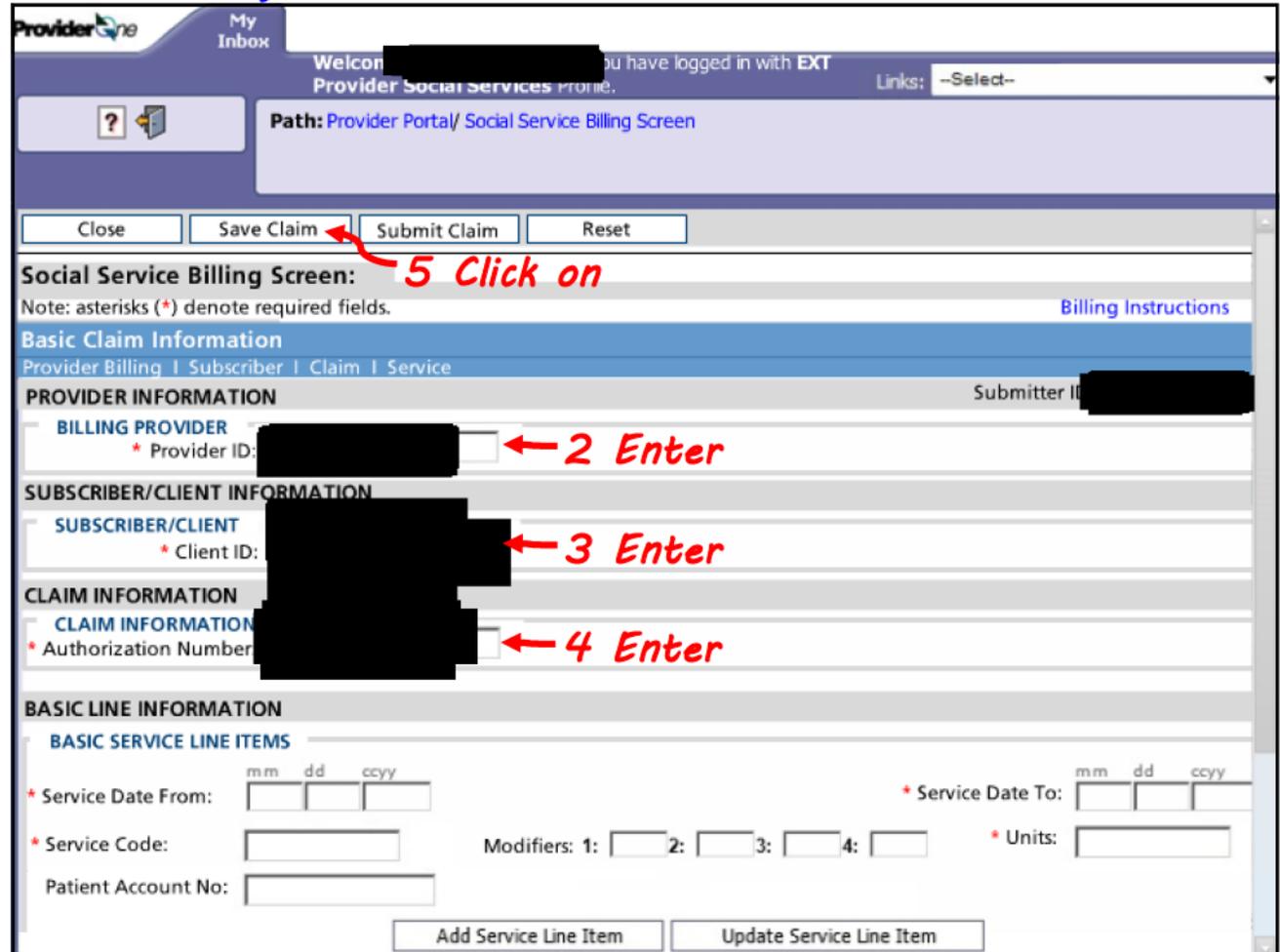
1. From the [Basic Billing Screen](#)
2. **Enter** Provider ID
3. **Enter** Client ID
4. **Enter** Authorization #
5. **Click on** Save Claim

At a minimum, to save a claim the:

- Provider ID,
- Client ID, and
- Authorization #

must be filled in.

1 Basic Billing Screen

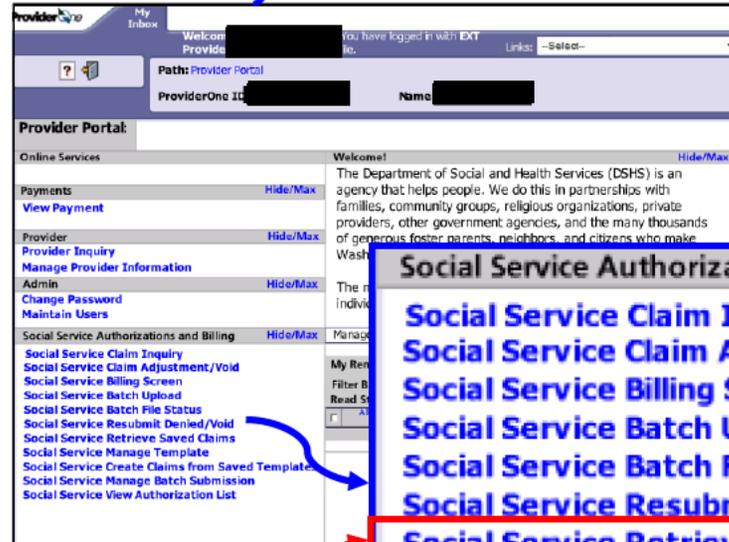


The screenshot shows the 'Social Service Billing Screen' in the ProviderOne system. At the top, there are navigation buttons: 'Close', 'Save Claim', 'Submit Claim', and 'Reset'. A red arrow points to the 'Save Claim' button with the annotation '5 Click on'. Below the buttons, the screen is divided into several sections: 'PROVIDER INFORMATION', 'SUBSCRIBER/CLIENT INFORMATION', 'CLAIM INFORMATION', and 'BASIC LINE INFORMATION'. In the 'PROVIDER INFORMATION' section, the 'BILLING PROVIDER' field has a red arrow pointing to the 'Provider ID' input field with the annotation '2 Enter'. In the 'SUBSCRIBER/CLIENT INFORMATION' section, the 'SUBSCRIBER/CLIENT' field has a red arrow pointing to the 'Client ID' input field with the annotation '3 Enter'. In the 'CLAIM INFORMATION' section, the 'CLAIM INFORMATION' field has a red arrow pointing to the 'Authorization Number' input field with the annotation '4 Enter'. The 'BASIC LINE INFORMATION' section includes fields for 'Service Date From', 'Service Date To', 'Service Code', 'Modifiers', and 'Units'. At the bottom, there are buttons for 'Add Service Line Item' and 'Update Service Line Item'.

To retrieve a saved claim.

1. From the [Portal Page](#)
2. **Click on** Social Service Retrieve Saved Claims
3. Saved Claims List [appears](#)
4. **Click on**  triangle next to desired saved claim

1 Portal Page

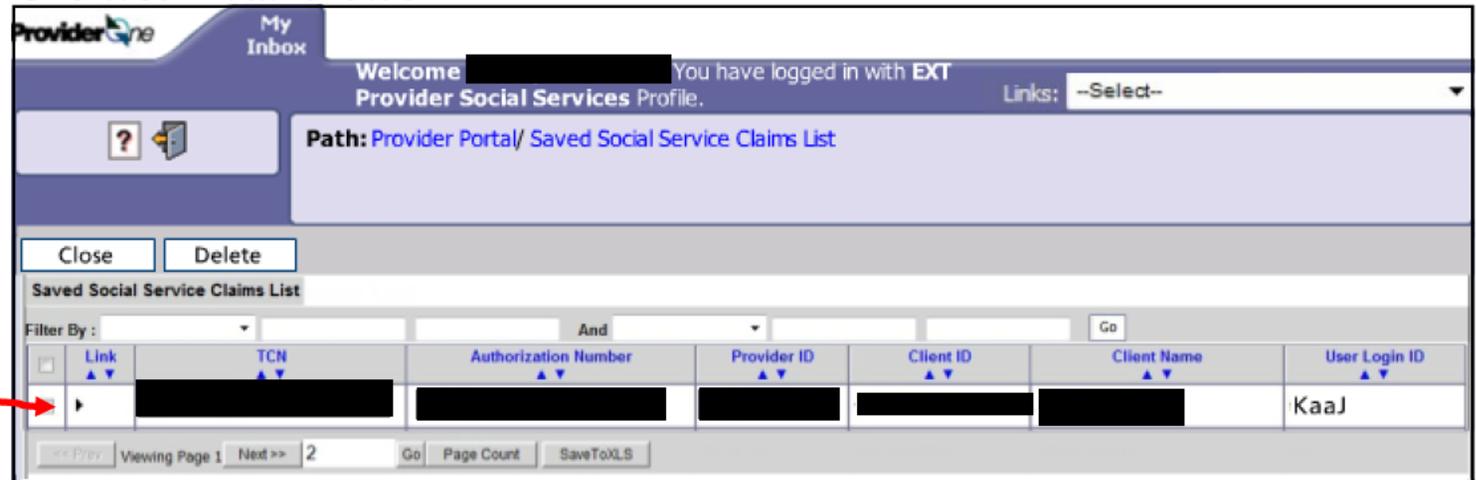


2 Click on

Social Service Authorizations and Billing Hide/Max

- [Social Service Claim Inquiry](#)
- [Social Service Claim Adjustment/Void](#)
- [Social Service Billing Screen](#)
- [Social Service Batch Upload](#)
- [Social Service Batch File Status](#)
- [Social Service Resubmit Denied/Void](#)
- [Social Service Retrieve Saved Claims](#)
- [Social Service Manage Template](#)
- [Social Service Create Claims from Saved Templates](#)
- [Social Service Manage Batch Submission](#)
- [Social Service View Authorization List](#)

3 Saved Claims List



4 Click on

5. Basic Billing Screen appears

6. Enter Basic Service Line information

7. Click on Add Service Line

8. Service Line Appears

9. Click on Submit Claim

5 Basic Billing Screen

The screenshot shows the 'Social Service Billing Screen' in the ProviderOne system. The page includes a navigation bar with 'My Inbox' and a welcome message. Below the navigation bar are buttons for 'Close', 'Save Claim', 'Submit Claim', and 'Reset'. The main content area is titled 'Social Service Billing Screen' and contains several sections: 'Basic Claim Information', 'PROVIDER INFORMATION', 'SUBSCRIBER/CLIENT INFORMATION', 'CLAIM INFORMATION', and 'BASIC SERVICE LINE ITEMS'. The 'BASIC SERVICE LINE ITEMS' section is highlighted with a red box and contains fields for 'Service Date From', 'Service Date To', 'Service Code', 'Modifiers', 'Units', and 'Patient Account No.'. Below this section are buttons for 'Add Service Line Item' and 'Update Service Line Item'. At the bottom, there is a table for 'Previously Entered Line Item Information' with columns for Line No., Service Dates, Service Code, Modifiers, Units, and a Delete link. A red arrow labeled '9 Click on' points to the 'Submit Claim' button. A red arrow labeled '6 Enter' points to the 'Service Code' field. A red arrow labeled '7 Click on' points to the 'Add Service Line Item' button. A blue arrow labeled '8' points to the first row in the table.

9 Click on

6 Enter

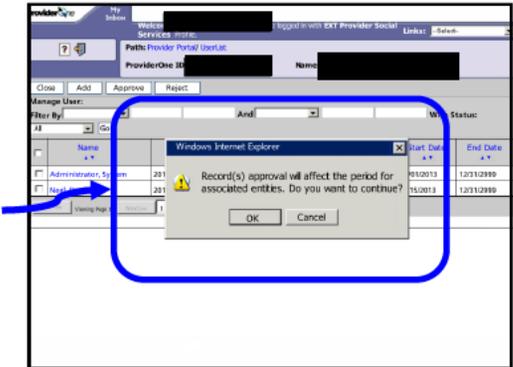
7 Click on

8

Line No.	Service Dates	Service Code	Modifiers	Units			
	From	To	1	2	3	4	
1	03/26/2013	03/26/2013	SA 420	10			Delete

ProviderOne uses “Pop-up Windows” (small screens or windows that appear in front of the window you are viewing). For ProviderOne to work, your computer must be set to allow pop-up windows. Different computers have different method to turn off the pop-up blocker, here are two common approaches.

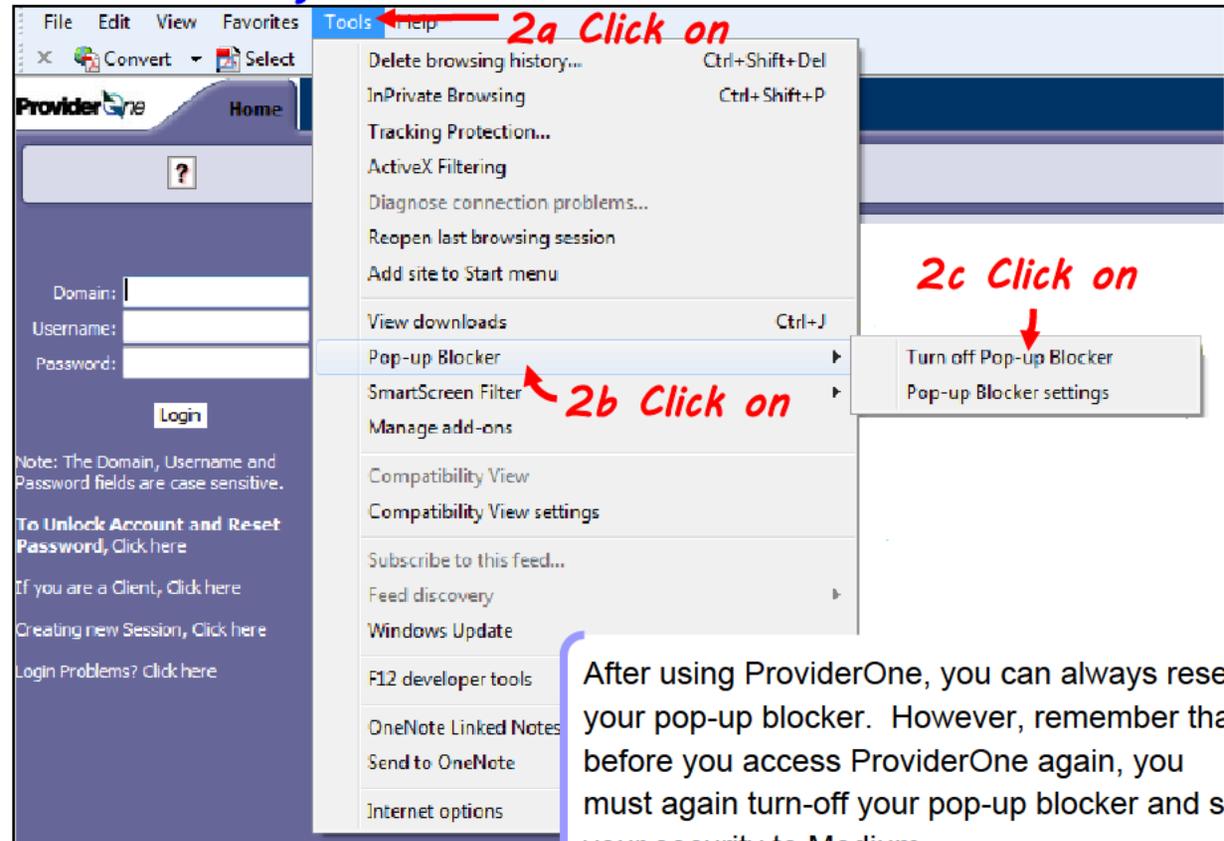
Pop-up Window



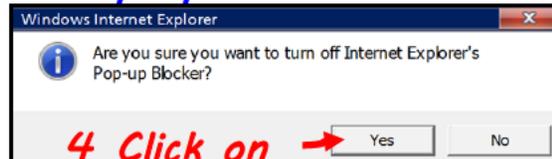
Option 1:

1. From an internet page
2. Turn off pop-up blocker
 - a. Click on Tools
 - b. Click on Pop-up Blocker
 - c. Click on Turn Off Pop-up Blocker
3. Pop-up window appears
4. Click on Yes

1 Internet Page



3 Pop-up Window



After using ProviderOne, you can always reset your pop-up blocker. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Option 2:

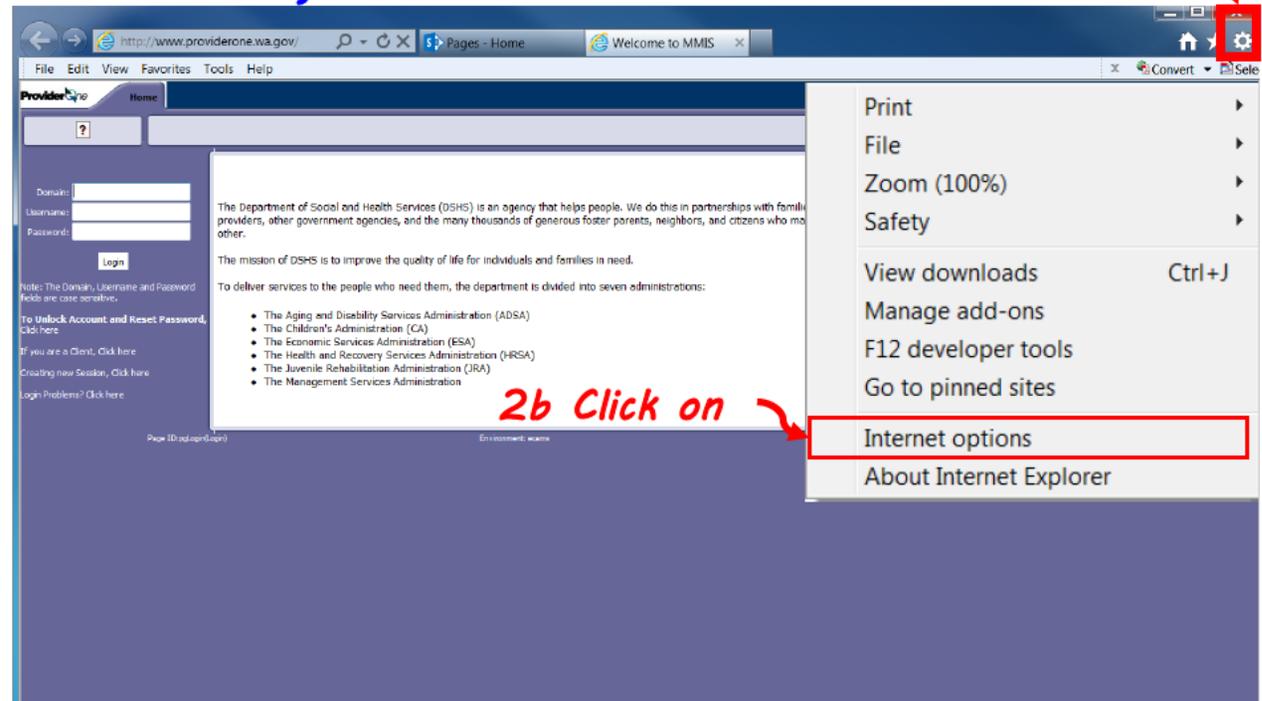
1. From an internet page

2. Turn off pop-up blocker

a. Click on 

b. Click on Internet Options

1 Internet Page



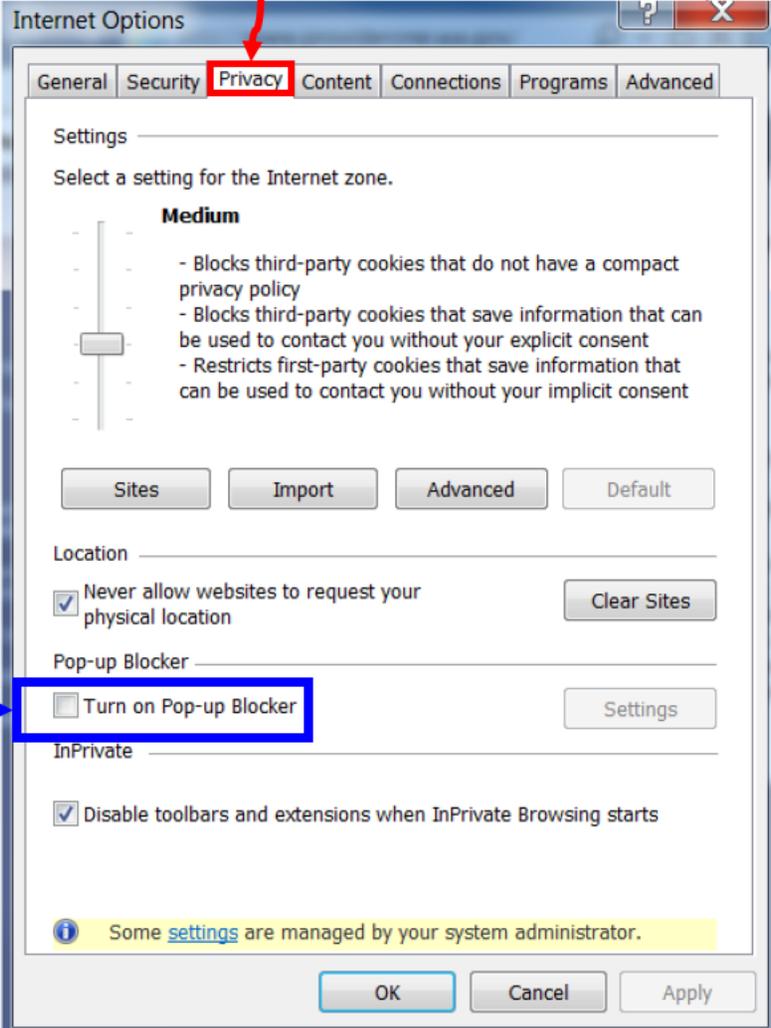
2a Click on

2b Click on

Option 2 (cont.):

- c. Internet Options appears
- d. Click on Privacy and Privacy page appears
- e. The should be empty.
- f. If the is click on the box to remove the check

2d Click on *2c Internet Options*



Internet Options

General Security **Privacy** Content Connections Programs Advanced

Settings

Select a setting for the Internet zone.

Medium

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

Sites Import Advanced Default

Location

Never allow websites to request your physical location Clear Sites

Pop-up Blocker

Turn on Pop-up Blocker Settings

InPrivate

Disable toolbars and extensions when InPrivate Browsing starts

2e/2f →

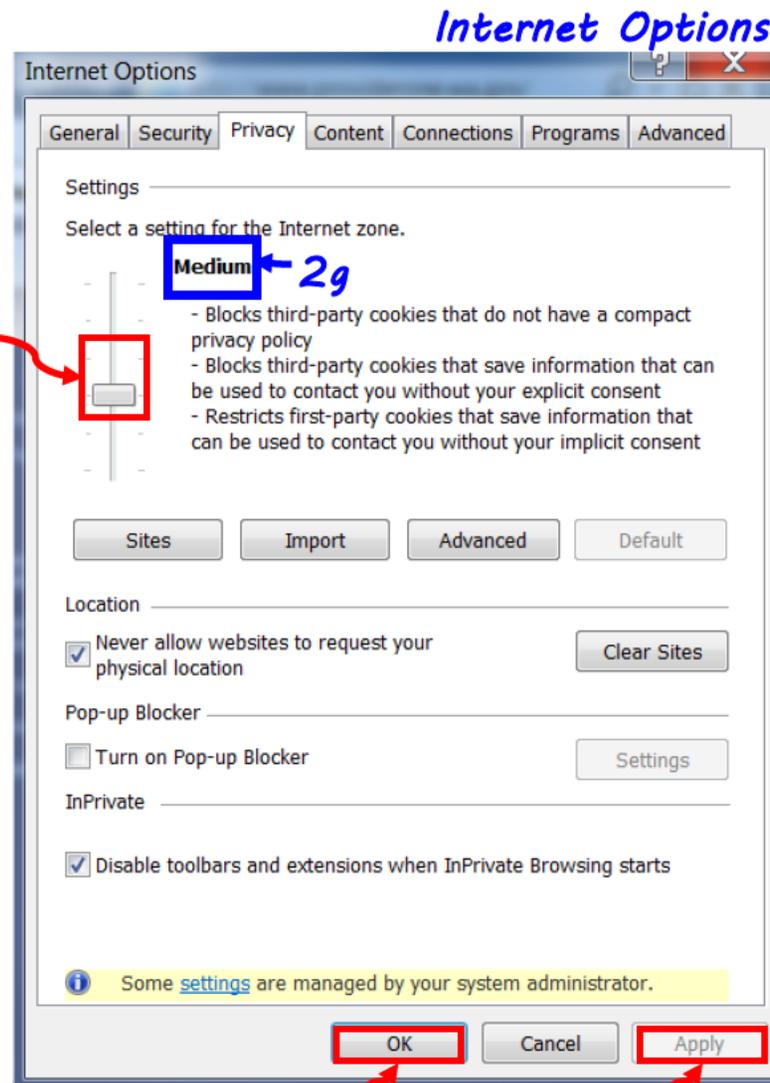
Some [settings](#) are managed by your system administrator.

OK Cancel Apply

Option 2 (cont.):

- g. Check on security setting.
The setting should be **Medium**
- h. **Slide** toggle up or down to set security
- i. **Click on** Apply if you made changes
- j. **Click on** OK to close the window

After using ProviderOne, you can always reset your pop-up blocker and security levels. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.



1. From an internet page

2. Security setting:

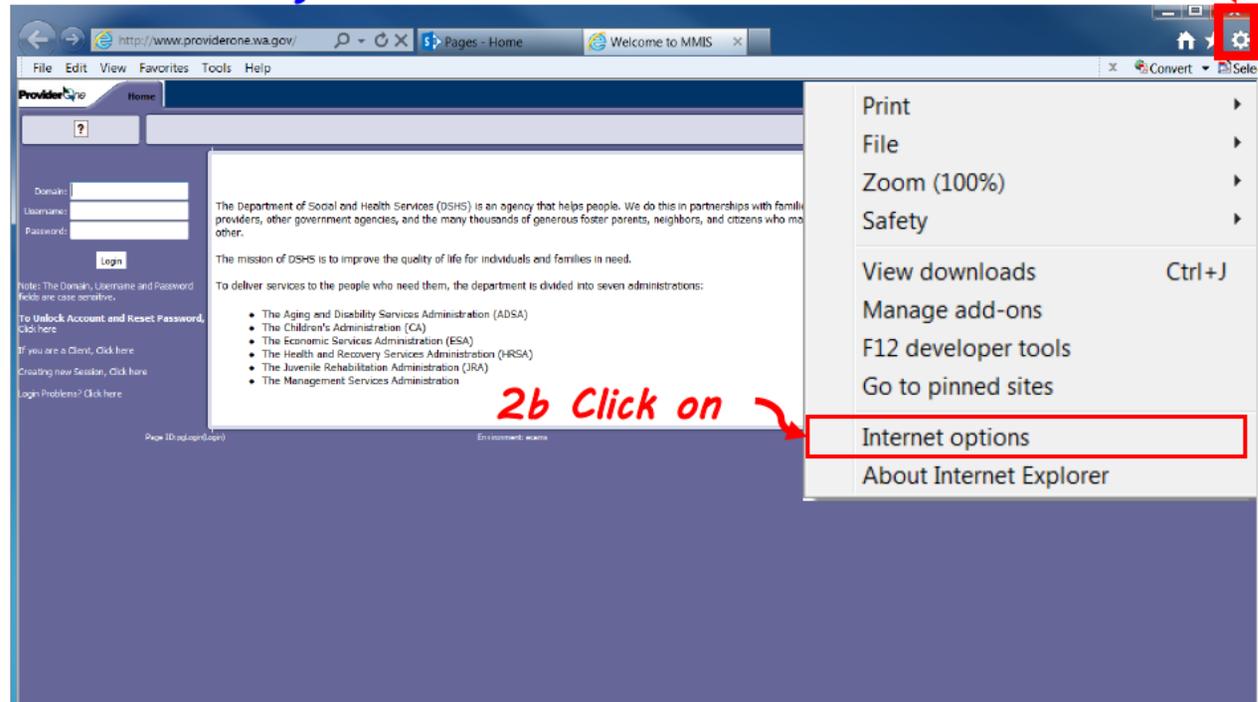
a. Click on 

b. Click on Internet Options

Clearing your browser history (Cache) can help access to and performance of ProviderOne.

1 Internet Page

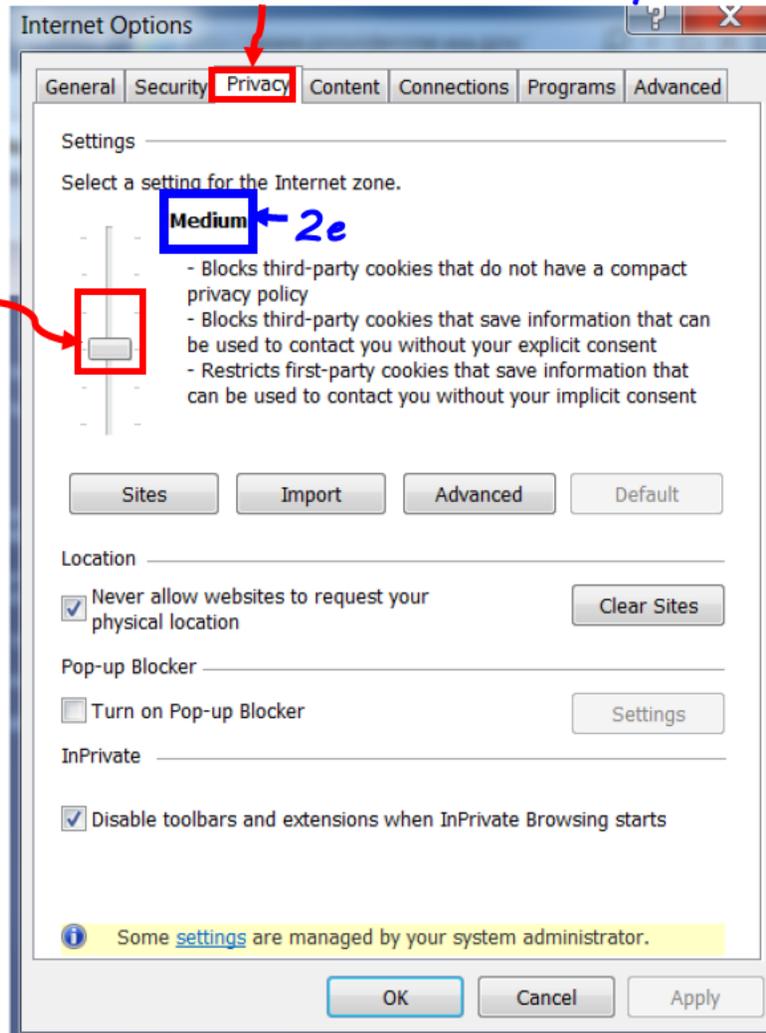
2a Click on 



- c. Internet Options appears
- d. Click on Privacy and Privacy page appears
- e. Check on security setting. The setting should be Medium
- f. Slide toggle up or down to set security

2f Slide

2d Click on c Internet Options

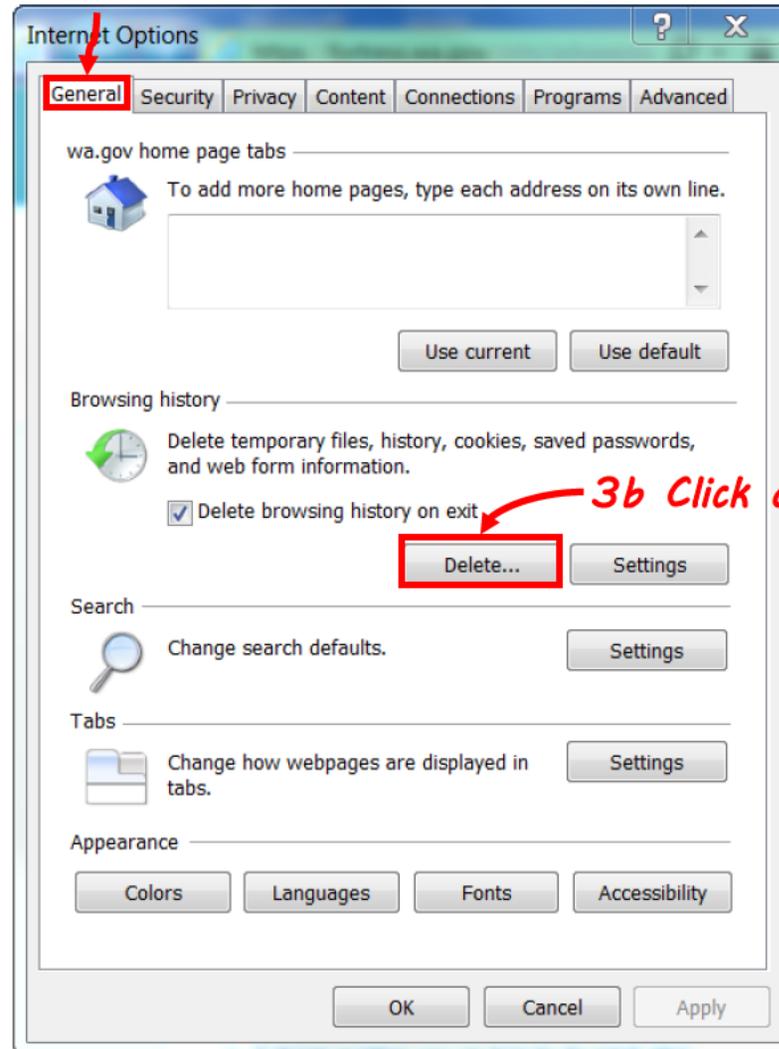


3. Clearing browser history/ cache

a. Click on General and General
page appears

b. Click on Delete

3a Click on



c. Delete Browsing History page appears

d. All 4 boxes should be checked

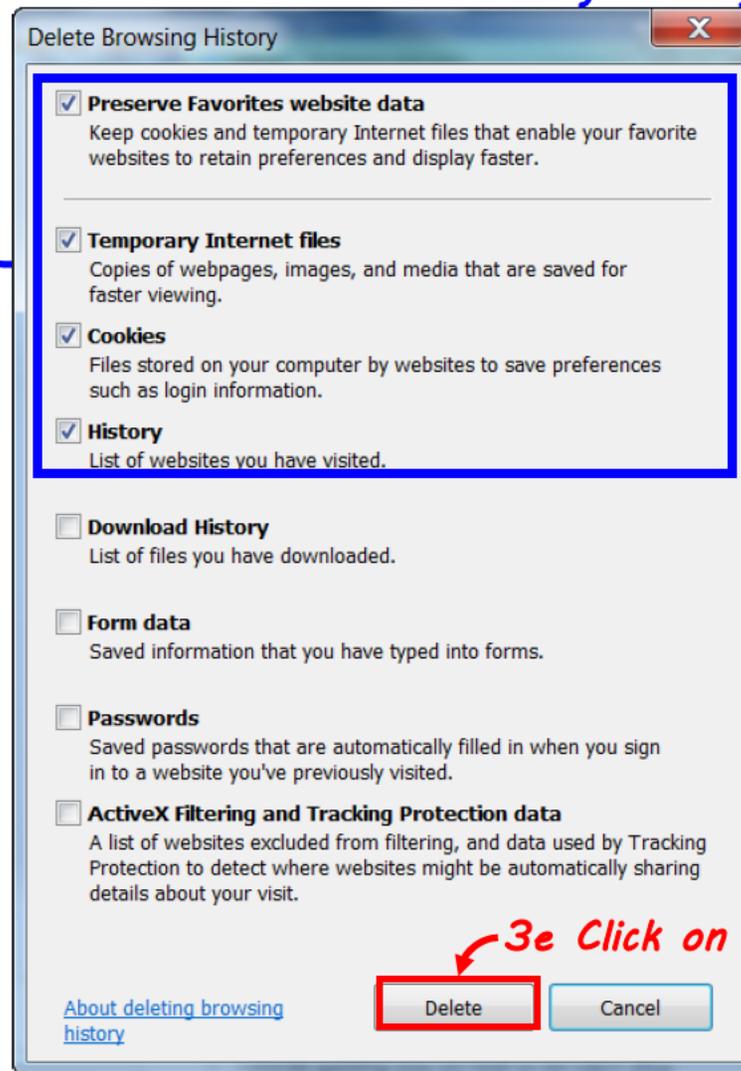
e. Click on Delete

Clearing your browser history (Cache) only removed the history of your passed web activity. It will not delete saved favorites, book marks, or saved passwords.

f. On some browsers, a pop-up will appear telling you that your browser history has been deleted. Click on the X to close the pop-up

3c Delete Browsing History

3d



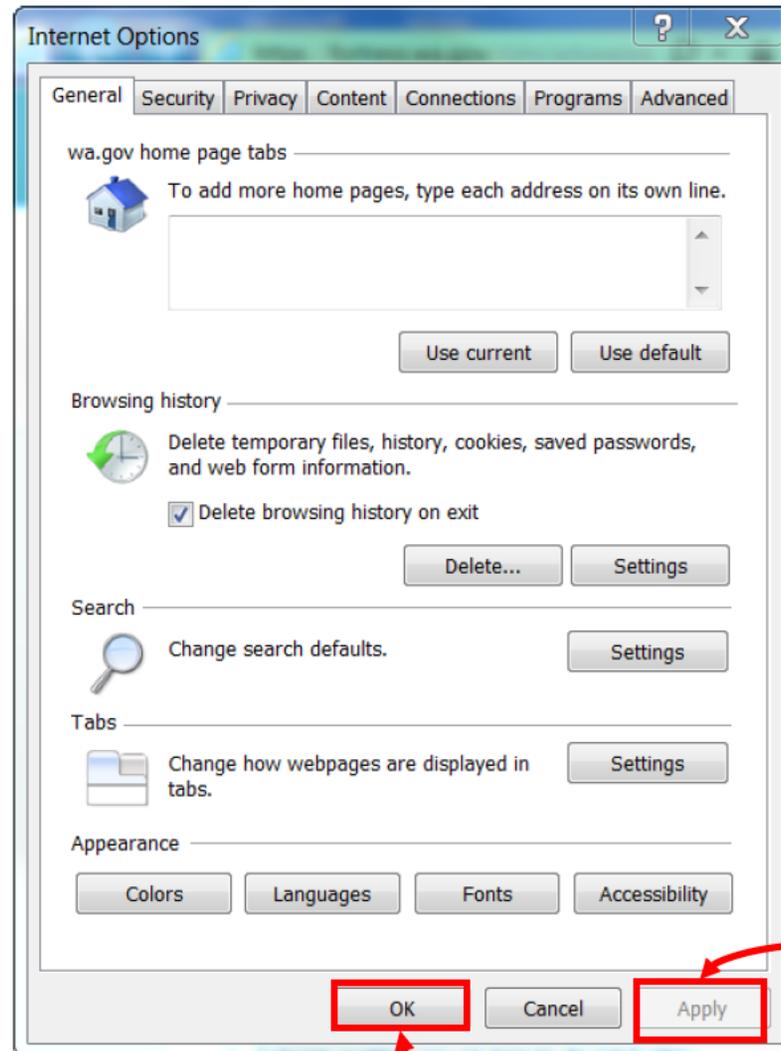
3f Click on

Internet Explorer has finished deleting the selected browsing history.



3g General Page

- g. General page appears
- h. Click on Apply
- i. Click on OK



3h Click on

3i Click on