

## Provider inquiry in ProviderOne

Effective July 1st 2012, the Health Care Authority (HCA) implemented the federal requirement for ordering, prescribing, and referring providers in accordance with [42 CFR 455.410](#). This requires that all claims for services that were ordered, prescribed, or referred contain the National Provider Identifier (NPI) of the physician or healthcare provider requesting the services. The ordering, prescribing, or referring provider **must** be contracted with Apple Health (Medicaid).

To help make this process easier, ProviderOne has a provider inquiry feature where you can search for providers who are contracted with the agency.

To access this link, log into ProviderOne using one of the following profiles:

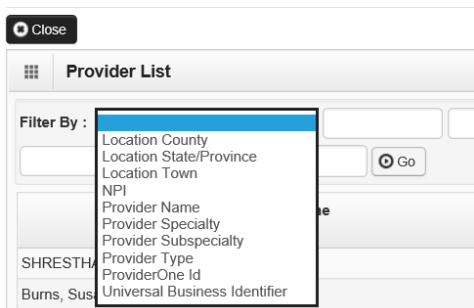
- EXT Provider Claims Submitter
- EXT Provider File View Only
- EXT Provider Managed Care Only
- EXT Provider Eligibility Checker-Claims Submitter
- EXT Provider Super User

At the provider portal, click on the **Provider Inquiry** hyperlink under the provider section:




### Search options

The system returns the Provider List page. You can search for a provider by NPI, by provider name (last name, first name separated by a comma), or ProviderOne ID. Once you choose your filter using the **Filter By** dropdown, enter the information in the blank field to the right and click the **Go** button. If the system returns the provider's name, NPI, and phone number that confirms the provider is enrolled as an active Medicaid provider. If the provider is not loaded in ProviderOne as a Medicaid provider, the system will return a message stating **No Records Found**.



### Things to remember

- The provider inquiry will not return any information for:
  - Clinics or group providers
  - Hospitals
  - Pharmacies; or

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- Tribal providers
  - Use the NPI for the ordering, prescribing, or referring physician or healthcare provider in the appropriate field on your claim:
    - For 837P and 837I EDI transactions, see the [HIPAA webpage](#) for the appropriate companion guide for loop and segment detail.
    - For Direct Data Entry (DDE) claims:
      - Professional claims – in the **Referring Provider Information** field
      - Institutional claims – in the **Attending Physician Information** field

The taxonomy code for an ordering, prescribing, or referring physician or healthcare provider is NOT required on the claim.

- The ProviderOne URL for submitting claims: [www.waproviderone.org](http://www.waproviderone.org)
- This publication is located on the [Fact sheets webpage](#)
- Other ProviderOne training materials can be found on the [Learn ProviderOne](#)
- Basic information about Apple Health (Medicaid) and billing through DDE can be found in the [ProviderOne Billing and Resource Guide](#).