

# ProviderOne Provider System User Manual



## **Enrolling as a Billing Agent/Clearinghouse**

*If you need assistance choosing  
which provider type to enroll as,  
please contact:*

*Provider Enrollment at  
800-562-3022 ext: 16137*

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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."



# ProviderOne Provider System User Manual

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# Enrolling as a Billing Agent / Clearinghouse

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

- [Accessing the Enrollment Business Process Wizard](#)
- [Entering Provider Basic Information](#)
- [Completing the Business Process Wizard Steps](#)
- [Submitting the Enrollment Application to DSHS](#)

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## **Provider Enrollment Links**

### Start a New Provider Enrollment Application

<https://www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp>

### Resume or Track an Enrollment Application

<https://www.waproviderone.org/ecams/jsp/common/pgTrackPrvdrApplctn.jsp>

You will need your Application Id and either the Social Security Number (SSN) or Federal Employer Identification Number (FEIN) to login.

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## Accessing the Enrolment Business Process Wizard

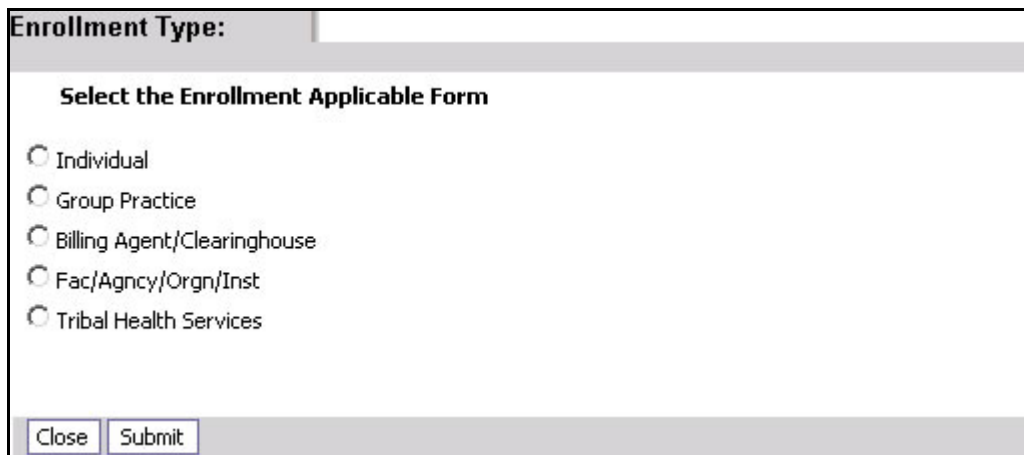
### Selecting the Enrollment Type



Enter the following web address into your Internet Explorer Browser:  
“<https://www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp>”



ProviderOne displays the Enrollment Type page.



The screenshot shows a web form titled "Enrollment Type:". Below the title is a section header "Select the Enrollment Applicable Form". There are five radio button options listed: "Individual", "Group Practice", "Billing Agent/Clearinghouse", "Fac/Agency/Orgn/Inst", and "Tribal Health Services". At the bottom of the form are two buttons: "Close" and "Submit".

**Figure 1 - Enrollment Type**



Select the Appropriate Enrollment form and click the Submit button.



ProviderOne displays the Basic Information page.

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## Step 1: Provider Basic Information

Entering your Provider Basic Information is the first step in the enrollment process.

Successful completion of this step will result in:

- Confirmation that a duplicate enrollment does not already exist
- Assignment of an Application Id
- Storage of the basic information in the Provider Enrollment Staging Area



ProviderOne displays the Basic Information page.

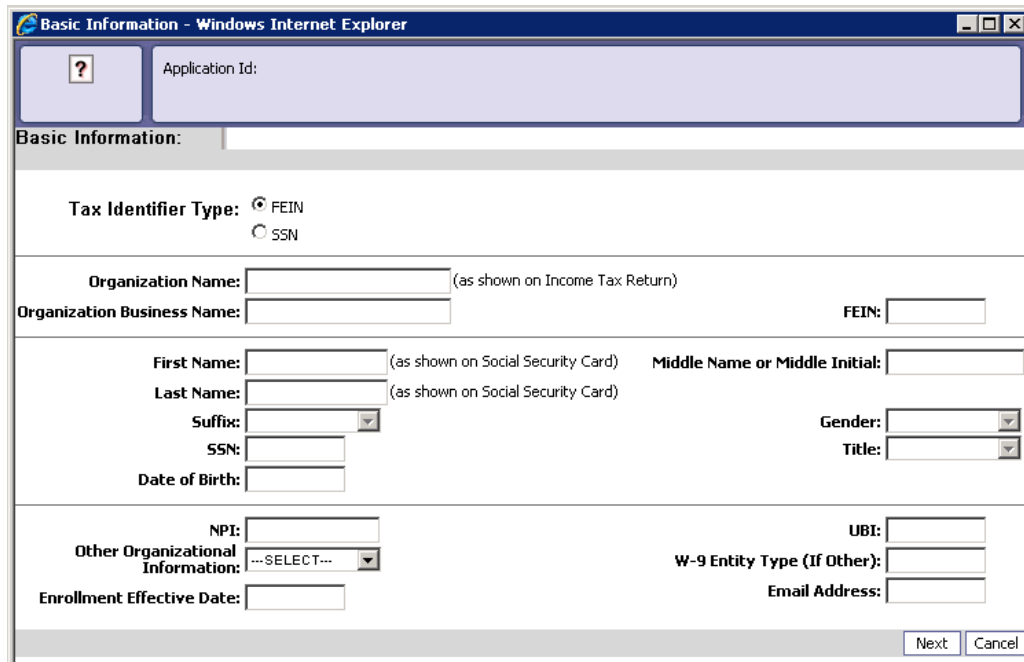


Figure 2 - Basic Information Page

### About the Basic Information Page

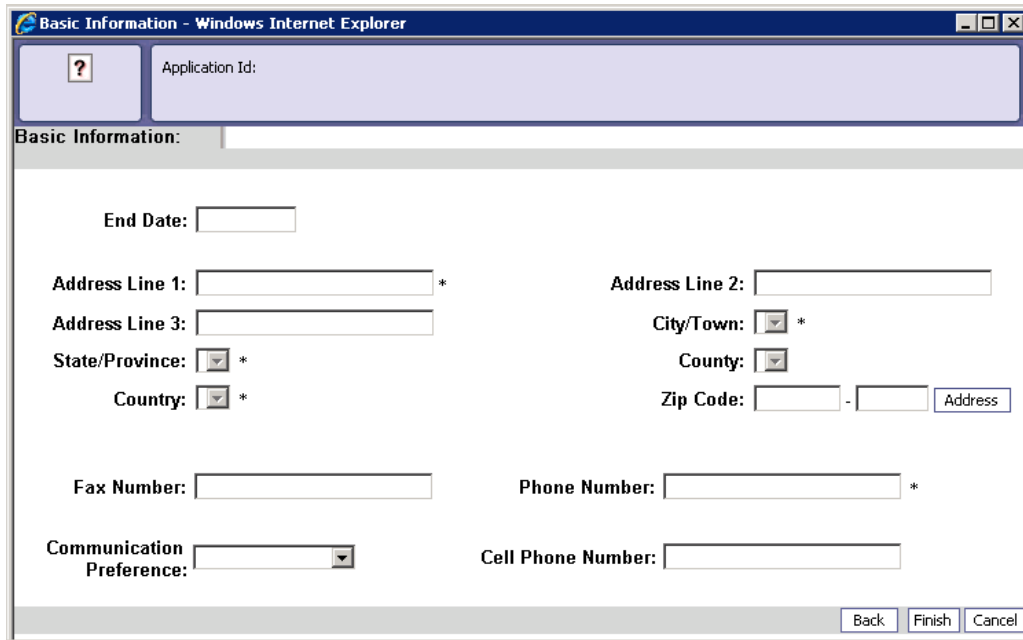
- If you select SSN as the Tax Identifier Type you must complete all required fields in the Name section.
- If you select FEIN as the Tax Identifier Type you must complete all required fields in the Organization section.
- Billing Agent/Clearinghouse Provider Enrollment Types are not required to enter an NPI.



After completing all required input and any optional fields you wish to complete, click the Next button.



ProviderOne displays the second Basic Information page.



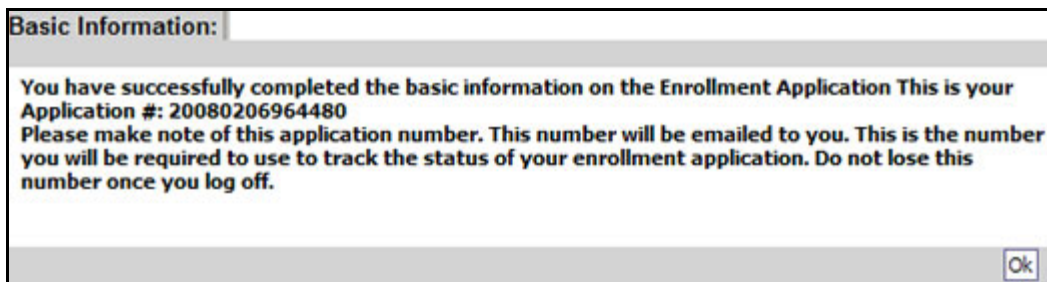
**Figure 3 - Basic Information – Provider Address Detail**



Click the Address button and enter the required address data.  
After completing the remaining required input fields, click the Finish button.



ProviderOne displays the Basic Information – Application ID page.



**Figure 4 - Basic Information – Application ID**

## About the Basic Information – Application ID Page:

- Print this page or copy the Application ID and store it in a safe place. If you exit the enrollment process prior to completion and want to return you will need this number along with your tax id (SSN or FEIN).



Click Ok.

ProviderOne displays the Provider Enrollment Business Process Wizard. The Provider Basic Information status is now set to Complete.

Close		Required Credentials			
Enroll Provider -Billing Agent/Clearinghouse/Submitter:					
Business Process Wizard-Provider Enrollment (Billing Agent/Clearinghouse/Sub					
Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	02/06/2008	02/06/2008	Complete	
Step 2: Add Identifiers	Optional			Incomplete	
Step 3: Add EDI Submission Method	Required			Incomplete	
Step 4: Add EDI Billing Software Details	Required			Incomplete	
Step 5: Add EDI Contact Information	Required			Incomplete	
Step 6: Complete Enrollment Checklist	Required			Incomplete	
Step 7: Submit Enrollment Application for Review	Required			Incomplete	

Figure 5 - Enrollment Business Process Wizard

## About the Business Process Wizard

- All steps marked as Required must have a status of Complete before the application can be submitted for review.

Required	Start Date	End Date	Status
Required	02/06/2008	02/06/2008	Complete
↑			↑

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## Step 2: Add Identifiers

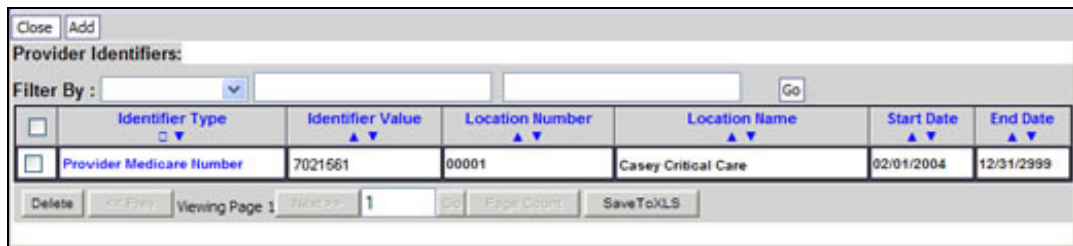
### Accessing the Provider Identifiers List



From the Business Process Wizard, click the Add Identifiers link.



ProviderOne displays the Provider Identifiers List.



<input type="checkbox"/>	Identifier Type	Identifier Value	Location Number	Location Name	Start Date	End Date
<input type="checkbox"/>	Provider Medicare Number	7021561	00001	Casey Critical Care	02/01/2004	12/31/2999

Close Add  
Provider Identifiers:  
Filter By : [dropdown] [input] [Go]  
Delete [Previous] Viewing Page 1 of 1 [Next] Page Count SaveToXLS

**Figure 6 - Provider Identifiers List**

### About the Provider Identifiers List

- The first time this list displays it will be blank.
- Each row displays a specific identifier for a location.
- Locations may have more than one identifier.

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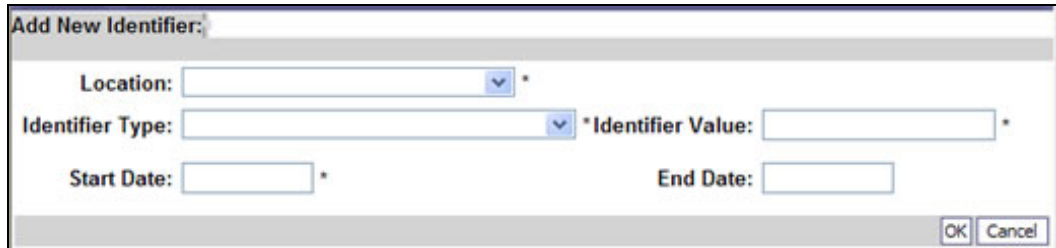


## Adding an Identifier



To add a new record, click the Add button.

ProviderOne displays the Add New Identifier form.



**Figure 7 - Add New Identifier**

### About the Add New Identifier Form

- The Location drop-down will display all current Provider locations.
- To apply the Identifier to All locations, click the All option from the Location drop-down list.




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

## Modifying a Provider Identifier Record

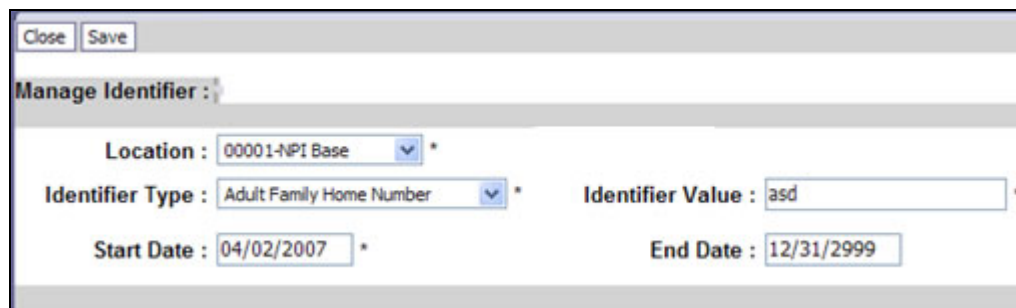


From the ProviderOne Provider Identifiers list, click the link in the Identifier Type column.

<input type="checkbox"/>	Identifier Type ▾
<input type="checkbox"/>	Provider Medicare Number



ProviderOne displays the Manage Identifier page.



The screenshot shows a web form titled "Manage Identifier :". At the top left are "Close" and "Save" buttons. The form contains the following fields:

- Location: 00001-NPI Base \*
- Identifier Type: Adult Family Home Number \*
- Identifier Value: asd \*
- Start Date: 04/02/2007 \*
- End Date: 12/31/2999

**Figure 8 - Manage Identifier**




After making your changes, click the Save button. Click the Close button to close the Manage Identifier page.

## Deleting a Provider Identifier Record



From the Provider Identifiers list, check the box next to the record you want to delete and click the Delete button.

<input type="checkbox"/>	Identifier Type
<input checked="" type="checkbox"/>	Provider Medicare Number
<input type="button" value="Delete"/> <input type="button" value="« Prev"/> <span>Viewing Page 1</span>	



What happens next:



From the Provider Identifiers list, click the Close button and proceed to the next step in the Business Process Wizard.



ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step # :Add Identifiers	Required	02/06/2008	02/06/2008	Complete
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## EDI Submission Method

### Accessing the EDI Submission Details Page



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

Step # : Add EDI Submission Method



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
<b>Web Batch</b>	<b>For upload/download of files in ProviderOne</b>
<b>Billing Agent/Clearinghouse</b>	<b>For providers who use a 3rd party to bill</b>
<b>FTP Batch</b>	<b>For submitting files via an SFTP site</b>
<b>Web Interactive</b>	<b>For entering (keying) claims directly into ProviderOne</b>

- 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.

**Figure 9 - EDI Submission Details**

### Selecting EDI Submission Method(s)



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

## What Happens Next:



ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step # : Add EDI Submission Method	Optional	02/06/2008	02/06/2008	Complete
				

## Add EDI Billing Software Details

### Accessing the EDI Billing Software Information List



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

Step # : Add EDI Billing Software Details



ProviderOne displays the EDI Billing Software Information list.

<input type="checkbox"/>	Software Name	Software Version	Software Vendor Name	Vendor Contact Title	Vendor Contact Name	Vendor Contact Phone Number	End Date
No Records Found !							

Figure 10 - EDI Billing Software Information for Enrollment

### About the EDI Billing Software Information for Enrollment List

- The first time this list displays it will be blank.

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## Adding an EDI Billing Software Record



To add a new record, click the Add button.

ProviderOne displays the Add EDI Billing Software Information page.

**Add EDI Billing Software Information:**

Software Vendor Company Name:  \*

Software Product Name:  \*      Software Version:  \*

Software Protocol:  \* *<--See the note at the bottom of the page.*

Element Delimiter:  \* Default Delimiter \* (asterisk)

Segment Delimiter:  ~ Default Delimiter ~ (tilde)

Sub-Element Delimiter:  : Default Delimiter : (colon)

Start Date:  \*      End Date:

Status:

---

**Software Vendor Contact Information:**

Contact Title:  \*

Contact First Name:  \*      Contact Last Name:  \*

Phone Number:  \*      Fax Number:

Email Address:

Address Line 1:       Address Line 2:

Address Line 3:

State/Province:       City/Town:

Country:       County:

Zip Code:  -

**Note:**

- If "Web Batch" was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

**Figure 11 - Add EDI Billing Software Information for Enrollment**

### About the Add EDI Billing Software Information for Enrollment Page

- To add an Address, click the Address button. The Add Address form will display.



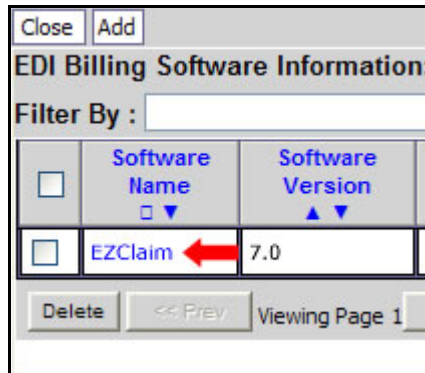
After completing the form, click the OK button to save the information and close the window, or Cancel to close the window without saving..

This page is intentionally blank.

## Modifying an EDI Billing Software Record



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

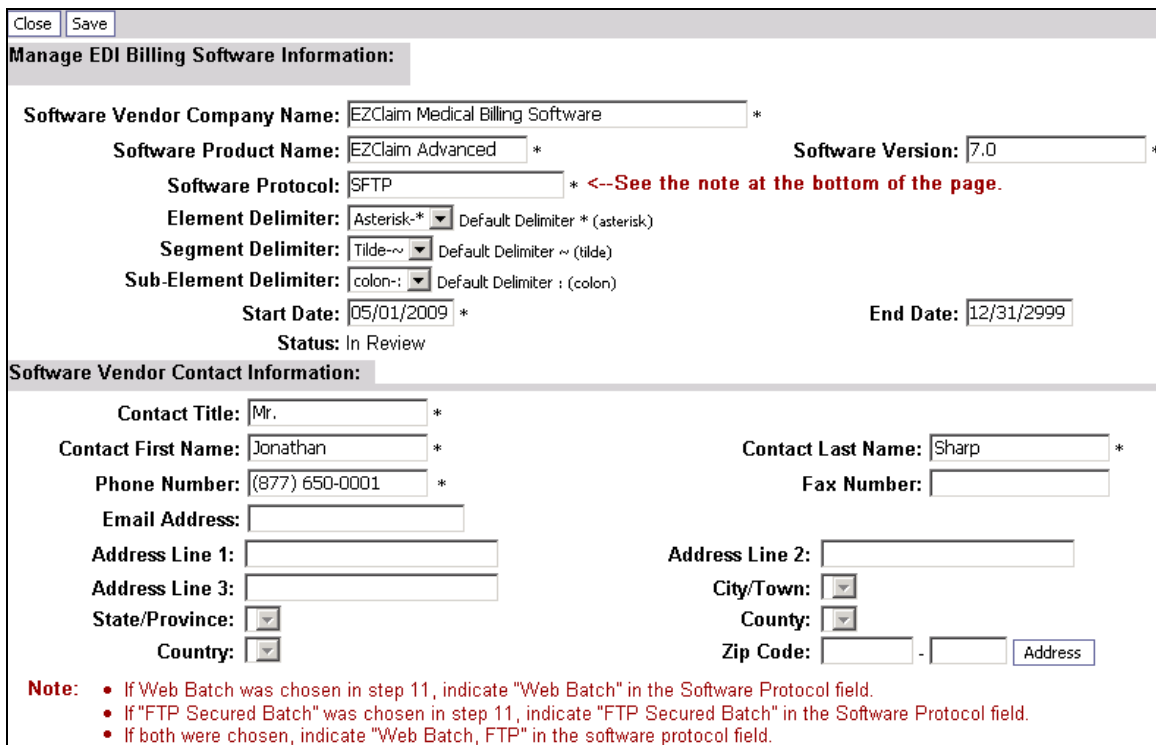


<input type="checkbox"/>	Software Name	Software Version
<input type="checkbox"/>	<a href="#">EZClaim</a>	7.0

Buttons: Delete, << Prev, Viewing Page 1



ProviderOne displays the Manage EDI Billing Software Information page.



**Manage EDI Billing Software Information:**

Software Vendor Company Name:  \*

Software Product Name:  \*      Software Version:  \*

Software Protocol:  \* <--See the note at the bottom of the page.

Element Delimiter:  Default Delimiter \*(asterisk)

Segment Delimiter:  Default Delimiter ~ (tilde)

Sub-Element Delimiter:  Default Delimiter : (colon)

Start Date:  \*      End Date:

Status: In Review

**Software Vendor Contact Information:**

Contact Title:  \*

Contact First Name:  \*      Contact Last Name:  \*

Phone Number:  \*      Fax Number:

Email Address:

Address Line 1:       Address Line 2:

Address Line 3:       City/Town:

State/Province:       County:

Country:       Zip Code:  -

**Note:**

- If Web Batch was chosen in step 11, indicate "Web Batch" in the Software Protocol field.
- If "FTP Secured Batch" was chosen in step 11, indicate "FTP Secured Batch" in the Software Protocol field.
- If both were chosen, indicate "Web Batch, FTP" in the software protocol field.

**Figure 12 - Manage EDI Billing Software Information**

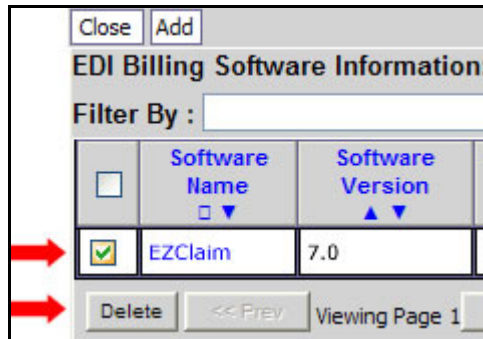


After making your changes, click the Save button to save your changes and then click the Close button to exit the screen.

## Deleting a Billing Software Record



From the EDI Billing Software Information for Enrollment List check the box next to the record you want to delete and click the Delete button.



<input type="checkbox"/>	Software Name	Software Version
<input checked="" type="checkbox"/>	EZClaim	7.0

Buttons: Close, Add, Filter By: [text box], Delete, << Prev, Viewing Page 1

## What Happens Next:



From the EDI Billing Software Information for Enrollment List, click the Close button and proceed to the next step in the Business Process Wizard.



ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step #: Add EDI Billing Software Details	Optional	02/06/2008	02/06/2008	Complete
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## Add EDI Contact Information

### Accessing the EDI Contact List




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

Step # : Add EDI Contact Information



ProviderOne displays the EDI Contact Information List.



The screenshot shows a web interface for the 'EDI Contact Information List'. At the top left are 'Close' and 'Add' buttons. Below is the title 'EDI Contact Information List:'. A 'Filter By:' section contains a dropdown menu, two text input fields, and a 'Go' button. Below the filter section is a table with six columns: 'Electronic Transaction', 'Contact Title', 'Contact Name', 'Contact Phone Number', 'Contact Email', and 'End Date'. Each column has a small square icon and a triangle icon below it. At the bottom of the table area, the text 'No Records Found!' is displayed in red.

Figure 13 - EDI Contact Information List

### About the EDI Contact Information List

- The first time this list displays it will be blank.

This page is intentionally blank.



## Add an EDI Contact



To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.

**Add EDI Contact Information:**

**Contact Title :**  \* **<-- Please enter your organizational contact information here.**

**Contact First Name :**  \*      **Contact Last Name :**  \*

**Phone Number :**  \*      **Fax Number :**

**Email Address :**       **Start Date :**  \*      **End Date :**

**Address Line 1:**  \*      **Address Line 2:**

**Address Line 3:**

**State/Province:**  \*      **City/Town:**  \*

**Country:**  \*      **County:**

**Zip Code:**  -

---

**Electronic Transactions:**

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

Available Transactions	>>	Associated Transactions *
270-Eligibility Enquiry 271-Eligibility Response 276-Claim Status Inquiry 277-Claim Status Response 277U-Unsolicited Claims Status Response 278-Prior Authorization Request 278-Prior Authorization Response 820-Premium Payment 834-Benefit Enrollment 835-Healthcare Claim Payment Advice	<input type="button" value="&gt;&gt;"/>  <input type="button" value="&lt;&lt;"/>	

**Figure 14 - Add EDI Contact Information**

### About the Add EDI Contact Information Page

- Identify a Contact and assign Transactions.



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

This page is intentionally blank.

## Modifying an EDI Contact



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

EDI Contact Information List:			
Filter By : <input type="text"/> <input type="text"/>			
<input type="checkbox"/>	Electronic Transaction ▲ ▼	Contact Title □ ▼	Contact Name ▲ ▼
<input type="checkbox"/>	270,271,278	Mr. 	Card, Kent



ProviderOne displays the Manage EDI Contact Information page.

Close
Save

**Manage EDI Contact Information:**

**Contact Title :**  \* <-- Please enter your organizational contact information here.

**Contact First Name :**  \*

**Contact Last Name :**  \*

**Phone Number :**  \*

**Fax Number :**

**Email Address :**

**End Date :**

**Start Date :**  \*

**Status :**

**Address Line 1 :**  \*

**Address Line 2 :**

**Address Line 3 :**

**City/Town :**  \*

**State/Province :**  \*

**County :**  \*

**Country :**  \*

**Zip Code :**  -

---

**Electronic Transactions:**

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

Available Transactions		Associated 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	<input type="button" value=" &gt;&gt;"/>  <input type="button" value=" &lt;&lt;"/>	270-Eligibility Inquiry 271-Eligibility Response 278-Prior Authorization Request 278-Prior Authorization Response

**Figure 15 - Manage EDI Contact Information**



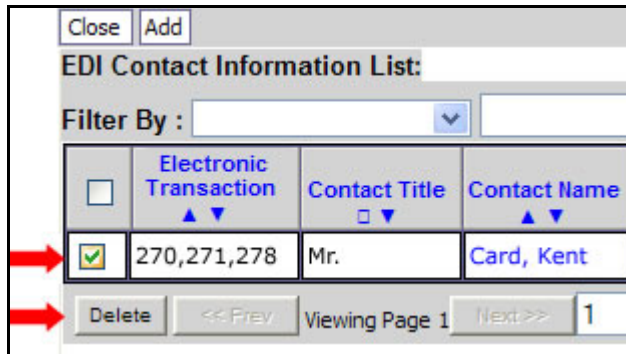
After making your changes, click the Save button to save and then click the Close button to exit the screen.

This page is intentionally blank.

## Deleting an EDI Contact Record



From the EDI Contact Information List, check the box next to the record you want to delete and click the Delete button.



Close Add

EDI Contact Information List:

Filter By : [dropdown]

<input type="checkbox"/>	Electronic Transaction ▲ ▼	Contact Title □ ▼	Contact Name ▲ ▼
<input checked="" type="checkbox"/>	270,271,278	Mr.	Card, Kent

Delete << Prev Viewing Page 1 Next >> 1

## What Happens Next:




From the EDI Contact Information List, click the Close button and proceed to the next step in the Business Process Wizard.



ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step # : Add EDI Contact Information	Optional	02/06/2008	02/06/2008	Complete
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## Complete Enrollment Checklist

### Accessing the Enrollment Checklist



From the Business Process Wizard, click the Complete Enrollment Checklist link.

Step #: Complete Enrollment Checklist



ProviderOne displays the Provider Checklist.

Question	Answer	Comments
Have you or any employee ever had an Assessment taken against you ?	Not Completed ▾	
Have you or any employee ever had an Administrative Sanction taken against you ?	Not Completed ▾	
Have you or any employee ever had a Suspension of Payment taken against you?	Not Completed ▾	
Have you or any employee ever had a Restitution Order taken against you ?	Not Completed ▾	
Have you or any employee ever had a Program Exclusion taken against you ?	Not Completed ▾	
Have you or any employee ever had a Program Debarment taken against you ?	Not Completed ▾	
Have you or any employee ever had a Pending Criminal Judgment taken against you ?	Not Completed ▾	
Have you or any employee ever had a Pending Civil Judgment taken against you ?	Not Completed ▾	
Have you or any employee had a Judgement Pending Under False Claims Act taken against you ?	Not Completed ▾	
Have you or any employee ever had a Criminal Fine taken against you ?	Not Completed ▾	
Have you or any employee ever had a Civil Monetary Penalty taken against you ?	Not Completed ▾	
Has Applicant, or employees, ever been convicted or any health related crimes ?	Not Completed ▾	
Has Applicant, or employees, ever been convicted of a crime involving the abuse of a child or an elderly adult ?	Not Completed ▾	

Figure 16 - Provider Checklist

### About the Provider Checklist

- Every question must be answered with Yes or No.
- All Yes questions must have a corresponding comment.



After completing the Provider Checklist, click the Save button.

ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step #: Complete Enrollment Checklist	Required	02/06/2008	02/06/2008	Complete
				



## Submit Enrollment Application for Review

### Accessing the Final Submission Page



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

Step # : Submit Enrollment Application for Review



ProviderOne displays the Final Submission page.

Forms/Documents ▲ □	Special Instructions ▲ ▼	Source ▲ ▼	Required ▲ ▼
Training and Education	Please provide a copy of all required Training and Documentation.		NO
Tax Documents	Please provide a copy of all required Tax Documents.	<a href="http://www.irs.gov">http://www.irs.gov</a>	YES
Licenses and Certifications	Please provide a copy of all required Licenses and Certifications.	<a href="https://fortress.wa.gov/">https://fortress.wa.gov/</a>	NO
EDI Required Documentations	Please provide a copy of all require Trading Partner documents.		NO
Contracts and Agreements	Please provide a copy of Contracts, Agreements and current Core Provider.		YES
Business License	Please provide a copy of business license.	<a href="http://dor.wa.gov/content/home/brd/default.aspx">http://dor.wa.gov/content/home/brd/default.aspx</a>	NO


Figure 17 - Final Submission

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## 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.	<a href="http://www.irs.gov">http://www.irs.gov</a> 	YES
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## 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.



The screenshot shows a web form titled "ProviderOne" with the subtitle "Provider Enrollment Document Submission Cover Sheet". It features a text input field for "Application #", a barcode, and two buttons: "Print Cover Sheet" and "Clear Fields".

**Figure 18 - Enrollment Document Cover Sheet**



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

## Re-printing the Documentation Cover Sheet



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

**Step # : Submit Enrollment Application 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.**



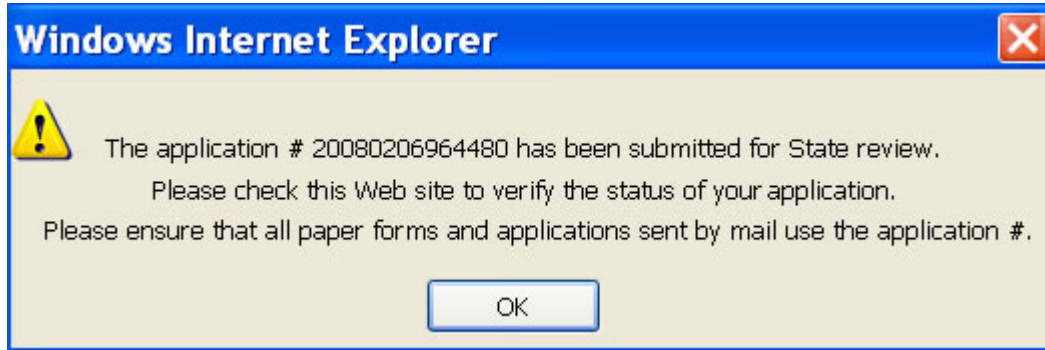
## Submitting the Enrollment Application



From the Final Submission page, click the Submit Enrollment Button.



ProviderOne displays the following Internet Explorer message.



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



ProviderOne displays the Business Process Wizard. The status is now set to Complete.

Step # : <a href="#">Submit Enrollment Application for Review</a>	Required	02/06/2008	02/06/2008	Complete
				↑

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