

# SBHS Program checklist for new SBHS Medicaid Coordinators

**Step 1: Visit and bookmark the Health Care Authority’s School-Based Health Care Services (SBHS) Program [webpage](#)**

**Step 2: On the SBHS Program webpage, review the following:**

- SBHS Program 101 training [video](#)
- SBHS Program [Billing Guide](#)

Resources for SBHS coordinators and providers

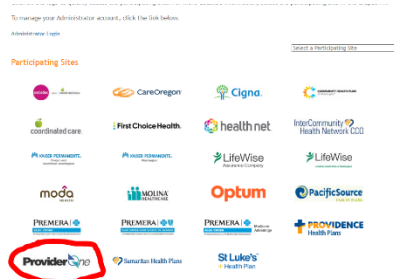
SBHS coordinators

SBHS billing information and fee schedule	Trainings and webinars	Additional resources	Forms
<a href="#">SBHS billing guide</a>	<a href="#">Annual training for SBHS coordinators: video   pdf</a>	<a href="#">Annual checklist for SBHS coordinators</a>	<a href="#">Provider and Contact update form (12-325)</a>
<a href="#">SBHS fee schedule</a>	<a href="#">SBHS 101 training: video   pdf</a>	<a href="#">Checklist for new SBHS coordinators</a>	
	<a href="#">How to enroll servicing providers</a>	<a href="#">Look up a provider's National Provider Identifier (NPI)</a>	
	<a href="#">How to end-date providers</a>	<a href="#">Look up a provider's DOH license information</a>	
	<a href="#">How to submit SBHS claims (for self-billing districts)</a>	<a href="#">Remittance advice claim denial remark codes</a>	
	<a href="#">Reading the remittance advice</a>	<a href="#">Claim adjustment reason codes</a>	
	<a href="#">Checking Medicaid eligibility</a>	<a href="#">OneHealthPort FAQ</a>	

## Step 3: Gain access to the district’s ProviderOne account

ProviderOne is WA State’s Medicaid Management Information System. As the SBHS Coordinator for your district, you will need access to the district’s ProviderOne account to enroll new providers, review claims payments, manage account information, etc.

- ProviderOne must be accessed via the OneHealthPort (OHP) [portal](#)
- The district’s OHP System Administrator must add you as a OHP Subscriber with the ‘Office Manager’ role
- If you do not know who the district’s OHP System Admin is or if you need to replace the OHP System Admin, contact [OneHealthPort](#)
- After you are set up as a OHP Subscriber, you will access the district’s ProviderOne account by visiting the OHP single sign-on [page](#) and clicking on the ProviderOne logo:



**Step 4: Sign up to receive SBHS GovDelivery notifications and view past [program notifications](#)**

**Step 5: Review [Annual Checklist](#) for SBHS Medicaid Coordinators for annual requirements**

## More information

SBHS webpage: <https://www.hca.wa.gov/sbhs>

[SBHS Billing Guide](#)

[SBHS 101](#)

## ProviderOne Trainings

- [How to enroll servicing providers in ProviderOne](#)
- [Reading the remittance advice](#) (viewing paid and denied claims)
- [How to end date providers in ProviderOne](#)
- [How to submit SBHS claims](#) (for self-billing districts)
- [Checking Medicaid eligibility](#)

## Forms

Blank [Provider and Contact Update form](#) (updated form due annually by October 31)

## Contact information

- Assistance with enrolling providers in ProviderOne, revalidation questions, updating provider or district information in ProviderOne: [ProviderEnrollment@hca.wa.gov](mailto:ProviderEnrollment@hca.wa.gov) | 1-800-562-3022 ext. 16137 (phones open Tues & Thurs)
- General ProviderOne questions or to schedule ProviderOne training: [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)
- ProviderOne login assistance: [ProviderOneSecurity@hca.wa.gov](mailto:ProviderOneSecurity@hca.wa.gov)
- Request a copy of the district's SBHS contract: [Contracts@hca.wa.gov](mailto:Contracts@hca.wa.gov)
- Request information about paid SBHS claims/remittance advices: [HCASchoolBased@hca.wa.gov](mailto:HCASchoolBased@hca.wa.gov)