School-Based Health Care Services (SBHS) Program:

Enrolling Servicing Providers in ProviderOne

April 2023

Disclaimer

This instruction manual is intended only for school districts, educational service districts (ESDs), charter schools and tribal schools participating in the Health Care Authority's School-Based Health Care Services (SBHS) program. The SBHS program provides fee-for-service reimbursement for health care related services included in a Medicaid-eligible student's individualized education program (IEP) or individualized family service plan (IFSP). More information about the SBHS program can be found on the SBHS webpage at https://www.hca.wa.gov/sbhs.

Questions about the SBHS program and/or which providers are eligible to participate in the SBHS program should be directed to the SBHS program manager at shanna.muirhead@hca.wa.gov.

For assistance with enrolling school-based providers and/or other providers in ProviderOne, please contact HCA's Office of Provider Enrollment at 1-800-562-3022 ext. 16137 or ProviderEnrollment@hca.wa.gov.

For all other providers, instructions on how to enroll providers in ProviderOne outside of the SBHS program can be found on HCA's Provider Enrollment webpage.

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Which school-based providers must be enrolled in ProviderOne?

In order for your school district or ESD to receive Medicaid reimbursement through the [School-Based Health Care Services (SBHS) program](#), each licensed provider, licensed assistant, compact license holder, and interim permit holder who participates in the SBHS program must be enrolled as a servicing provider under the school district's ProviderOne account. A list of SBHS-eligible providers can be found in the [SBHS Billing Guide](#) and in [WAC 182-537-0350](#).

- A servicing provider who provides services at multiple school districts must be enrolled under each school district's ProviderOne account. The SBHS coordinator at each district must enroll the provider under their district's account.

- Non-licensed school staff providing services under the supervision of a licensed provider do not need to be enrolled in ProviderOne.

Gathering provider information

Before enrolling a provider in ProviderOne, you will need to collect the following information:

- Provider's full name
- Date of birth
- Social Security #
- Provider's National Provider Identifier (NPI)
    - Look up a provider's NPI on the NPI registry
    - Providers who do not have an NPI can apply for one through the NPPES website
    - Non-licensed school staff do not need an NPI since they are not enrolled in ProviderOne
- Department of Health (DOH) license number, license first issue date, and license expiration date
    - Look up a provider's license number, issue date, and expiration date on the DOH website

Logging into ProviderOne

Option 1: District is registered with OneHealthPort
- Go to the OneHealthPort website at www.onehealthport.com/sso-overview

- Click on "Login":
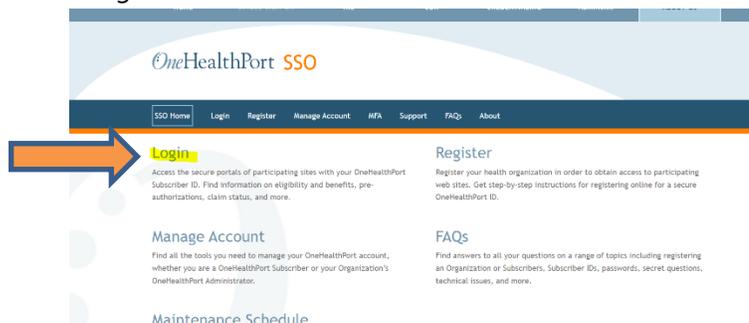
- Click on the "ProviderOne" logo:

- Log in using your OneHealthPort credentials.
- Choose your school district's Domain/ProviderOne ID from the dropdown menu.
- Choose the *EXT Provider Super User* profile:
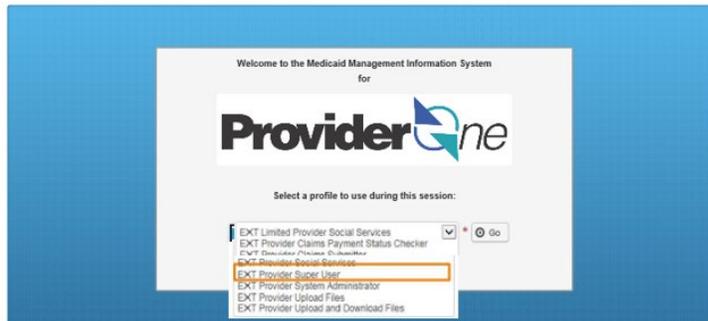
- You should now be logged into ProviderOne and can jump to page 7 of these instructions to continue enrolling providers.

Option 2: District not registered with OneHealthPort*
- Log into your school district's ProviderOne account at www.providerone.wa.gov and enter the district's Domain/ProviderOne ID and your ProviderOne username and password.
- Choose the *EXT Provider Super User* profile to enroll providers:

- Contact HCA's SBHS program manager if you are having trouble accessing ProviderOne.

*All school districts must register with OneHealthPort by the end of 2023. Logging into ProviderOne as outlined in Option 2 will no longer be available after 2023.

NOTE
Follow directions on pages 7-10 of this instruction manual to enroll a provider who is new to your district but is already in ProviderOne (under another school district or billing provider).

Follow directions on pages 11-28 of this instruction manual to enroll a provider who is new to your district and who is not already in ProviderOne (provider is newly licensed and brand new to Medicaid billing).

Enrolling an existing servicing provider*

A provider that is already in ProviderOne but needs to be added to your district's ProviderOne account (e.g., someone changing school districts, someone who works at multiple districts, or a provider who has billed Medicaid before). If you are unsure if the provider is already in ProviderOne, follow directions for "Enrolling an Existing Servicing Provider." If the provider is not already in ProviderOne, you will get an error message and can then proceed to enroll the provider as a new servicing provider.

- After you have logged into ProviderOne, under "Provider", click on **Manage Provider Information**:

- Click on **Step 14: Servicing Provider Information:**

- When the Servicing Provider list opens, click the **Add** button:

- At the Add screen:
  - In the **ProviderOne ID/NPI** field, enter the provider's National Provider Identifier (NPI)
  - In the **Start Date** field, you may enter *either*:
    - September 1 of the current school year
      - **Example:** It is the beginning of the 2022-23 school year and you are enrolling a newly hired SLP under your district's ProviderOne account. You will enter 09/01/2022 as the provider's start date.
        ---*OR*---
    - The provider's start date with the district
      - **Example**: It is mid-way through the 2022-23 school year and the district hired a new SLP in February 2023. You don't know the provider's exact start date with the district. You will enter 2/1/2023 as the provider's start date.
  - Leave the **End Date** field blank.
  - Click on the **Confirm Provider** button:

- After you click **Confirm Provider**, one of two things will happen:
  - If the provider is already enrolled under another district's ProviderOne account, the name of the provider will populate. Continue with the steps found on pages 9-10 of this instruction manual to continue adding this provider to your district's ProviderOne account.

  - If the provider is not enrolled under another ProviderOne account, you will receive an error message stating the provider cannot be found. Click on "OK" and follow instructions on pages 11-27 of this instruction manual for "Enrolling a New Servicing Provider".

- If the provider's name populates on the screen, complete the **Agency, Servicing Provider Taxonomy,** and **Billing Provider Location** sections by moving all the applicable options in the boxes on the bottom of the screen from the left box to the right box:

- **Click OK** to add the provider to your school district's list of servicing providers.

If you have additional "existing" providers to add, enroll them at this time following these same steps for "existing providers" or the steps on pages 11-26 for "new" providers.

![Washington State Health Care Authority]

Submit modification for review

- After adding all existing providers who are new to the district, click **Close**. This will return you to the list of steps for the school district.

- **Only hit Submit Modification for Review** if you do not have additional providers to enroll**

- Click **Submit Modification for Review**:

	Step	Required	Last Modification Date	Last Review Date	Status
☐	Step 1: Basic Information	Required	02/20/2019	02/25/2019	Complete
☐	Step 2: Locations	Required	11/05/2020	11/05/2020	Complete
☐	Step 3: Specializations	Required	07/01/2008	07/01/2008	Complete
☐	Step 4: Ownership & Managing/Controlling Interest details	Required	05/03/2019	05/03/2019	Complete
☐	Step 5: Licenses and Certifications	Required	10/14/2009	10/30/2009	Complete
☐	Step 6: Training and Education	Optional	07/01/2008	07/01/2008	Complete
☐	Step 7: Identifiers	Optional	07/01/2008	07/01/2008	Complete
☐	Step 8: Contract Details	Optional	07/01/2008	07/01/2008	Complete
☐	Step 9: Federal Tax Details	Required	10/14/2009	10/30/2009	Complete
☐	Step 10: EDI Submission Method	Optional	10/30/2009	10/30/2009	Complete
☐	Step 11: EDI Billing Software Details	Optional	10/14/2009	10/30/2009	Complete
☐	Step 12: EDI Submitter Details	Required	09/25/2014	09/26/2014	Complete
☐	Step 13: EDI Contact Information	Optional	10/14/2009	10/30/2009	Complete
☐	Step 14: Servicing Provider Information	Optional	02/17/2022	02/22/2022	Complete
☐	Step 15: Payment and Remittance Details	Required	10/30/2009	10/30/2009	Complete
☐	Step 16: Submit Modification for Review	Required	07/01/2008	07/01/2008	Complete

Business Process Wizard - Provider Data Modification (Facility/Agency/Organization/Institution). In order to finalize submission of your requested changes, you must complete the FINAL Step - Su

- You should get a response that the modification to the file has been submitted to HCA with the application #.

- Be sure to print this page or write down the application #.

- Your modification request will be reviewed and worked within **30-90 days**.

- To check on the status of an application, for assistance with enrolling providers, or to request that the application be expedited, please contact Provider Enrollment at:
    - ProviderEnrollment@hca.wa.gov
    - 1-800-562-3022 ext. 16137

Enrolling a new servicing provider*

A new provider who is not currently enrolled in ProviderOne (e.g., a newly licensed provider who has never billed Medicaid).

- After logging into ProviderOne, click **Initiate New Enrollment**:

Provider	⌄
Provider Inquiry	
Manage Provider Information	
Initiate New Enrollment	
Track Application	

- Click **Individual**, then click the **Submit** button:
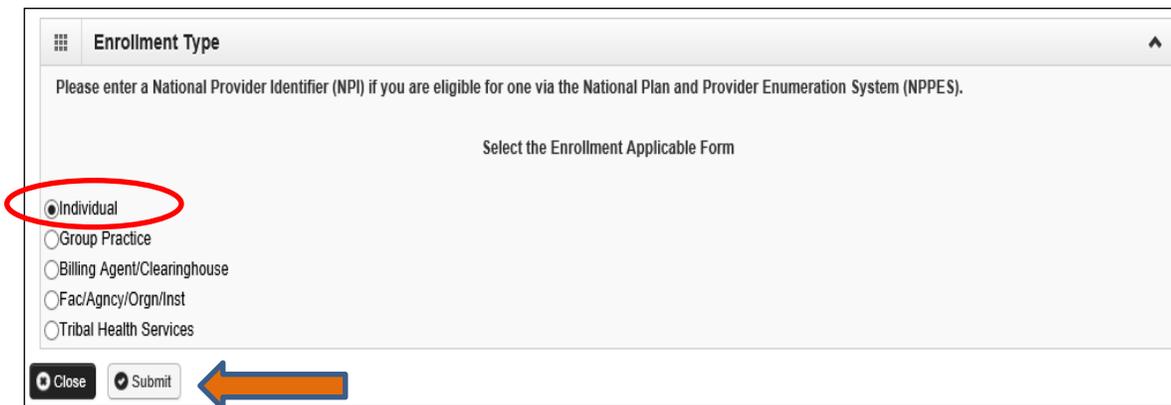
Enrollment Type

Please enter a National Provider Identifier (NPI) if you are eligible for one via the National Plan and Provider Enumeration System (NPPES).

Select the Enrollment Applicable Form

- ⦿ Individual
- ○ Group Practice
- ○ Billing Agent/Clearinghouse
- ○ Fac/Agncy/Orgn/Inst
- ○ Tribal Health Services

Close   Submit

- ProviderOne displays the provider's Basic Information page where you will add information for the provider (see pages 13-14 of this instruction manual for directions on how to complete each field).

Provider basic information

Entering the provider's basic information is the first step in the enrollment process. Successful completion of this step will result in:

- Assignment of an application ID

- Storage of the basic information in the provider enrollment staging area

- The first time this page displays, the application ID in the header will be blank. The information collected on this screen will vary based on the type of provider.

- For **Available Agencies,** choose **HCA** and then click on the right double arrows to move it from Available Agencies to **Selected Agencies**.

- In the **HCA Billing Type** dropdown, choose **NB-Non-billing.**

- For the **Tax Identifier Type**, choose the **SSN** radio button.

- Enter the servicing provider's name in the **Provider Name** fields.

  o The Suffix and Title are not required.

- Enter the provider's **Gender, SSN**, and **Date of Birth**.

- In the **Servicing Type** dropdown, choose **Servicing Only**.

- In the bottom portion of the Basic Information screen, complete the following:

    o For **All medical providers are federally mandated to have an NPI. Is this provider required to have an NPI?**, choose **Yes.**

    o For the **National Provider Identifier (NPI)**, enter the provider's NPI.

    o **UBI:** This field is not required. Leave blank.

    o In the **W-9 Entity Type** dropdown, choose **Other**.

        ▪ Type '**Servicing Only'** in the **W-9 Entity Type (if Other)** field.

    o In the **Other Organizational Information** dropdown, choose **Non-Profit** or **Government**

    o For the **Email Address**, enter *your* email address.

        ▪ HCA's Provider Enrollment Office will email this email address if there are any questions about the provider's application.

    o For the **Enrollment Effective Date,** enter either:

        - September 1 of the current school year

            - **Example:** It is the beginning of the 2022-23 school year and you are enrolling a newly hired SLP under your district's ProviderOne account. You will enter 09/01/2022 as the provider's start date.

                          ---OR---

        - The provider's start date with the district (if the provider started after September 1)

            - **Example**: It is mid-way through the 2022-23 school year and the district hired a new SLP in February 2023. You don't know the provider's exact start date with the district. You will enter 2/1/2023 as the provider's start date.

- Click the **Next** button.

The person completing the application must enter their email address here.

- ProviderOne displays the Basic Information – Application ID page.

- Print this page or copy the **application #** 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.

    o **Please note**. An application will be purged from the system if not completed within 180 days from the date the application was started.

- Click **Next**.

- You will now be at the Business Process Wizard (BPW) for this provider.
- Step 1 on this provider's BPW now shows as "Complete":

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	03/24/2022	03/24/2022	Complete	
Step 2: Add Locations	Not Required			Incomplete	
Step 3: Provider Additional Information	Optional			Incomplete	
Step 4: Add Specializations	Required			Incomplete	
Step 5: Ownership & Managing/Controlling Interest details	Not Required			Incomplete	
Step 6: Add Licenses and Certifications	Required			Incomplete	
Step 7: Add Training and Education	Optional			Incomplete	
Step 8: Add Identifiers	Optional			Incomplete	
Step 9: Add Contract Details	Not Required			Incomplete	
Step 10: Add Federal Tax Details	Optional			Incomplete	
Step 11: Add EDI Submission Method	Optional			Incomplete	
Step 12: Add EDI Billing Software Details	Optional			Incomplete	
Step 13: Add EDI Submitter Details	Optional			Incomplete	
Step 14: Add EDI Contact Information	Optional			Incomplete	
Step 15: Add Billing Provider Details	Required			Incomplete	
Step 16: Add Servicing Provider Information	Not Required			Incomplete	
Step 17: Add Payment and Remittance Details	Optional			Incomplete	
Step 18: Complete Enrollment Checklist	Required			Incomplete	
Step 19: Final Enrollment Instructions	Required			Incomplete	

- **Continue completing all "Required" steps**
    - All steps marked as "required" must have a status of **Complete** before the application can be submitted for review.
    - Steps 1, 4, 6, 15, 18, and 19 are required for servicing providers.
    - Directions on how to complete Steps 4, 6, 15, 18 and 19 can be found on Pages 16-27 of this instruction manual.

Add specializations

Accessing the specialty/subspecialty List

After completing Step 1: Basic Information for the provider, you can now complete **Step 4: Add Specializations**.

- From the provider's BPW, click the **Add Specializations** link.

Step 4: Add Specializations

- ProviderOne displays the Specialty/Subspecialty List.
- To enter the provider's specialty (taxonomy code), click the **Add** button:

- ProviderOne displays the **Add Specialty/Subspecialty** form:

- From the **Administration** dropdown, choose **HCA-Health Care Authority**.

- Then choose both the **Provider Type** (the first two digits of the taxonomy code) and the **Specialty** (digits three and four of the taxonomy code).

- See directions and table below for directions on how to complete this step.

- **Example:** Your district just hired a new physical therapist and you are enrolling this physical therapist in ProviderOne. Using the table below, we see the taxonomy for a physical therapist is 225100000X. To add this taxonomy for this provider, you would choose "**22**" from the **Provider Type** dropdown and "**51**" from the **Specialty** dropdown.

  - A list of taxonomies that begin with "2251", including taxonomy 225100000X, should then populate in the **Available Taxonomy Codes** box.

  - Use the arrows to move the appropriate taxonomy code from the **Available Taxonomy Codes** box to the **Associated Taxonomy Codes box**.

- Click **OK**.

For the SBHS program, the following taxonomies must be used, depending on the type of provider you are enrolling:

Service provider types	Service provider taxonomy codes
Advanced registered nurse practitioner	363LS0200X
Audiologist (including audiology interim permit holder)	231H00000X
Licensed practical nurse	164W00000X
Licensed mental health counselor	101YS0200X
Licensed mental health counselor associate	101YS0200X
Occupational therapist	225X00000X
Occupational therapist assistant	224Z00000X
Physical therapist (including PT compact holder)	225100000X
Physical therapist assistant (including PTA compact holder)	225200000X
Psychologist	103TS0200X
Registered nurse	163WS0200X
Social worker	1041S0200X
Speech language pathologist (including SLP interim permit holder)	235Z00000X
Speech language pathologist assistant	2355S0801X

- ProviderOne validates the information entered, saves, and returns to the Specialty/Subspecialty List. Click **Close**.
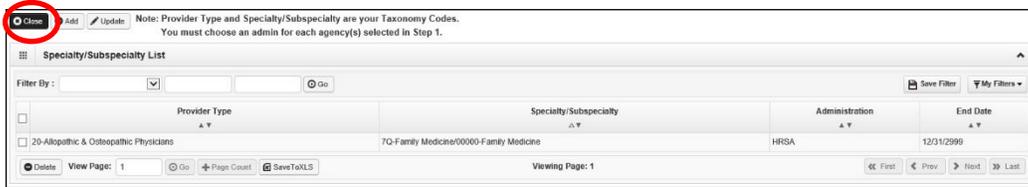
- Step 4 on this provider's BPW should now show as "Complete":

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	03/24/2022	03/24/2022	Complete	
Step 2: Add Locations	Not Required			Incomplete	
Step 3: Provider Additional Information	Optional			Incomplete	
Step 4: Add Specializations	Required			Complete	
Step 5: Ownership & Managing/Controlling Interest details	Not Required			Incomplete	
Step 6: Add Licenses and Certifications	Required			Incomplete	
Step 7: Add Training and Education	Optional			Incomplete	
Step 8: Add Identifiers	Optional			Incomplete	
Step 9: Add Contract Details	Not Required			Incomplete	
Step 10: Add Federal Tax Details	Optional			Incomplete	
Step 11: Add EDI Submission Method	Optional			Incomplete	
Step 12: Add EDI Billing Software Details	Optional			Incomplete	
Step 13: Add EDI Submitter Details	Optional			Incomplete	
Step 14: Add EDI Contact Information	Optional			Incomplete	
Step 15: Add Billing Provider Details	Required			Incomplete	
Step 16: Add Servicing Provider Information	Not Required			Incomplete	
Step 17: Add Payment and Remittance Details	Optional			Incomplete	
Step 18: Complete Enrollment Checklist	Required			Incomplete	
Step 19: Final Enrollment Instructions	Required			Incomplete	

Add licenses and certifications

Adding a license/certification

After completing Step 4 for the provider, you can now complete **Step 6: Licenses and Certifications.**

- From the provider's BPW, click the **Licenses and Certifications** link.

- ProviderOne displays the License/Certification list.
- Click **Add:**

- ProviderOne displays the Add License/Certification form.
- From the **License/Certification Type** dropdown**,** choose **Professional License** (***DO NOT** choose DOH certification*):

- For the **License/Certification #,** enter the provider's WA State Department of Health (DOH) license or certification #
- From the **State of Licensure** dropdown, choose WA
- For the **Effective Date**, enter the provider's DOH license "First Issue Date"
- For the **End Date**, enter the provider's DOH license expiration date
- Click the **OK** button to save the information and close the window.

- ProviderOne validates the information entered and saves and returns to the License/Certification List. Click the **Close** button to return to the Provider's BPW.

- Step 6 on the provider's BPW should now show as "Complete":
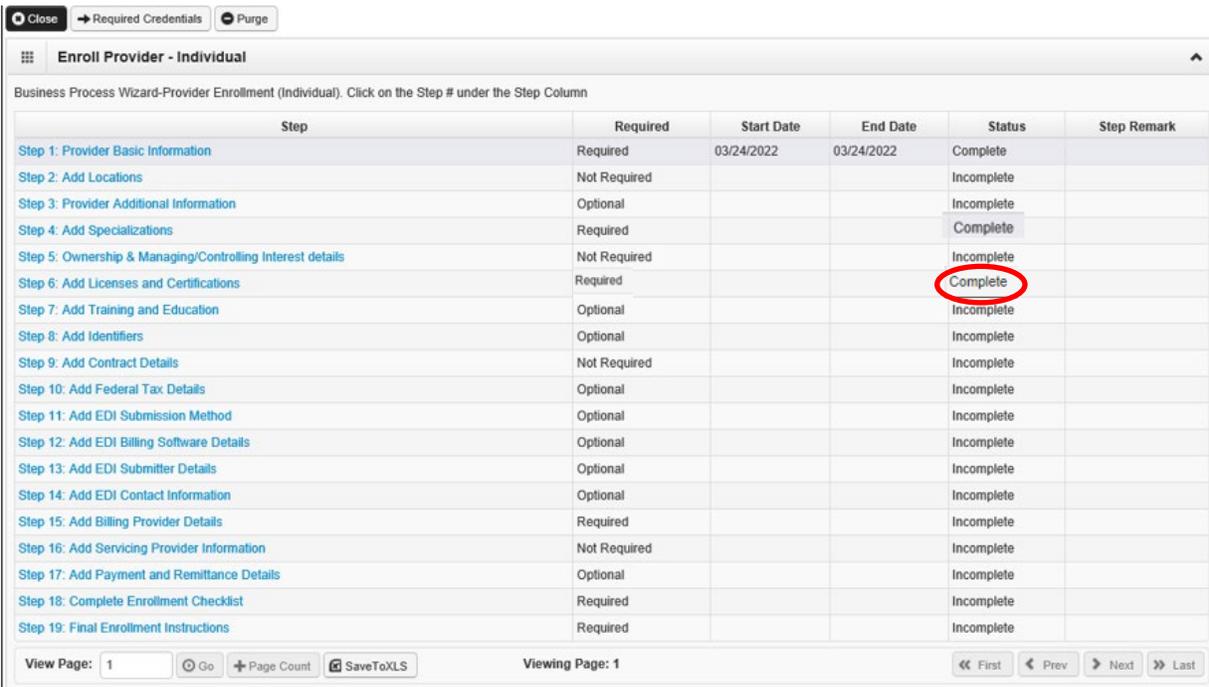
Add billing provider information

After completing Step 6, you can now complete **Step 15: Add Billing Provider Details.**

- From the provider's BPW, click the **Add Billing Provider Details.**

Step 15: Add Billing Provider Details

- ProviderOne displays the Billing Provider List.
- Click **Add:**

- Enter the **ProviderOne ID** or **NPI** of the **School District, ESD, Charter School or Tribal School.**

- Click the **Confirm Provider** button. ProviderOne will display the name of the school district, ESD, charter school or tribal school and populates the available agencies box.

Enter the district's NPI or ProviderOne ID here

- For the **Available Agency,** click on **HCA** and use the double right arrow to move it to the **Selected Agencies** box.

- Once the agency is selected, the **Available Taxonomies** will display for this provider.

- Use the double right arrow to move the taxonomy for this provider to the **Selected Taxonomies** box:

- Once the taxonomy is selected, the **Billing Provider Location** will display.

- Use the double right arrow to move the location or locations to the **Selected Locations** box:

- After completing all steps on this page, click **OK:**

- Step 15 on the provider's BPW should now show as "Complete":

Complete enrollment checklist

After completing Step 15, you can now complete **Step 18: Complete Enrollment Checklist**

- From the provider's BPW, click on the **Complete Enrollment Checklist** link.

- ProviderOne displays the Provider Checklist.
- Answer **Yes** or **No** for each question.
- **Please note**: All questions answered Yes must also have a corresponding comment.
- After completing the Provider Checklist, click the **Save** button.

- Click **Close** to return to the provider's BPW.

- Step 18 on the provider's BPW should now show as "Complete":

Final enrollment instructions

After completing Step 18, you can now complete **Step 19: Final Enrollment Instructions**

- From the provider's BPW, click on the **Final Enrollment Instructions** link

Step 19: Final Enrollment Instructions

- ProviderOne displays the Final Submission page and Application Document Checklist:

- Click the **Submit Enrollment** button.
    - o **Note:** You do not need to upload any documents.
- ProviderOne displays a confirmation pop up message. Be sure to write down the application #.
- Click **Ok** to close the message.
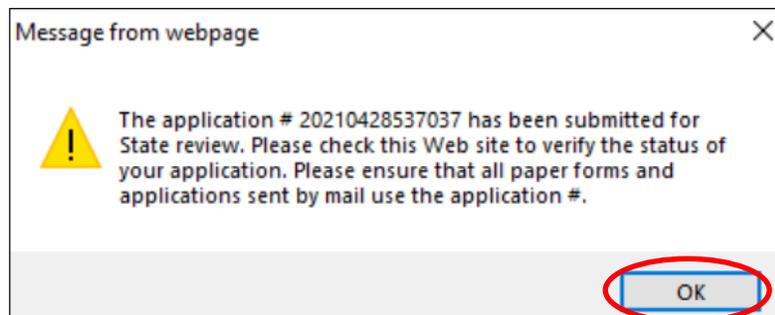
- Click **Close** to return to the provider's BPW.
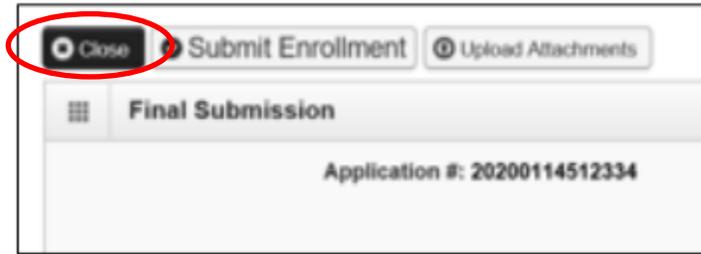
- Step 19 on the provider's BPW should now show as complete.

Step 19: Final Enrollment Instructions	Required	01/19/2022	01/19/2022	Complete

- All required steps on the provider's BPW should now show as complete.

- Click the Close button to return to the district's BPW.
- If you have additional providers to enroll, complete additional applications at this time.
- After completing applications for all new providers, you must **Submit the applications for review**. See page 27 for more information.

Submit application(s) for review

- After completing applications for all new providers, return to the district's business process wizard screen.
  - You will know you are at the district's main screen because the district's ProviderOne ID, NPI, and name will be showing at the top of the screen.

- Click the **Submit Modification for Review** button.
  - **Note:** Once you click this button, the district's ProviderOne account will become locked and you will not be able to make any other updates! Once Provider Enrollment approves the applications, your account will become unlocked.
- This will submit all of the provider applications to HCA's Office of Provider Enrollment for review.
- If you submitted everything correctly, Step 16 should show as "Complete" and it should show "In Review" at the top of the screen.

Tracking an application, next steps & contact information

- After submitting the application(s), HCA's Office of Provider Enrollment will review and either approve or deny.
- If additional information is required, Provider Enrollment will notify the district via the email address that was entered on the application.
- Applications are processed in the order received.
- **It may take anywhere from 30-90 days for the application(s) to be approved.**
- For assistance with enrolling a servicing provider or to check on the status of an application, please contact Provider Enrollment at:
  - ProviderEnrollment@hca.wa.gov
  - 1-800-562-3022 ext. 16137

- You can **check the status of an application(s)** by logging to ProviderOne and clicking on "Track Application" under "Provider":
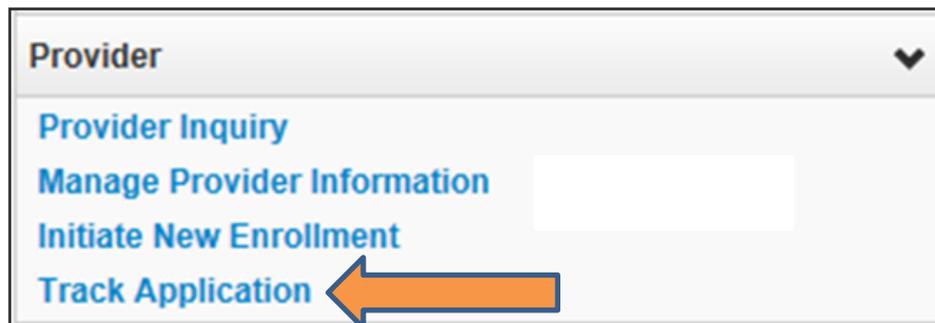
- You will need the application # and the provider's SSN to look up the status of the application:
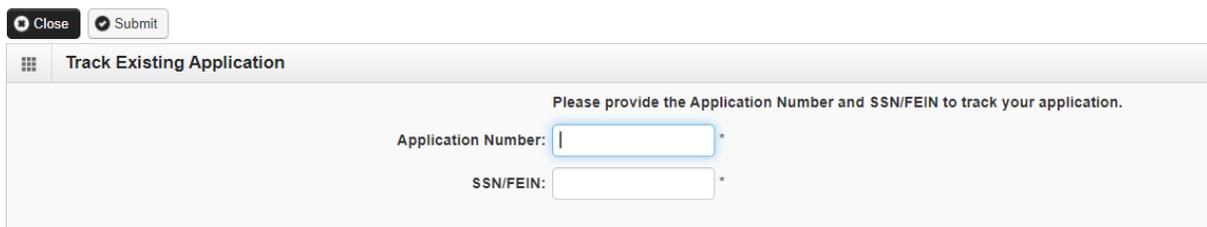
- If the application status does not populate or if you receive an error message, please contact Provider Enrollment at 1-800-562-3022 ext. 16137.