Division of Behavioral Health and Recovery

Provider Entry Portal

User Guide

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Introduction:

The Provider Entry Portal (PEP) serves two programs; 1) the American Indian/Alaska Native (AI/AN) who is not enrolled in managed care known as Fee-for-Service, and, 2) the Long-Term Civil Commitment Beds for persons not enrolled in managed care.

The FFS program allows American Indian/Alaska Native (AI/AN) who are not enrolled in managed care to receive their behavioral health services from a provider participating in the Fee for Service (FFS) Program. This can be mental health or substance abuse health services. In response to the concerns expressed by Washington State Tribes and Urban Indian Health Organizations, the Centers for Medicaid and Medicare Services (CMS) and the State agreed that American Indian/Alaska Native (AI/AN) persons will be exempted from integration of behavioral health treatment services through the Managed Care. Any individuals who self-identify as AI/AN when they apply or recertify for Medicaid or when they submit a change in Healthplanfinder or through the HCA Medical Customer Service Center will be included in the AI/AN FFS program. In the AI/AN FFS program, these services do not require authorization from a managed care organization or the state.

In the Long-Term Civil Commitment Beds Program, the HCA contracts with community hospitals and freestanding evaluation and treatment facilities to maintain capacity for long-term involuntary inpatient psychiatric treatment. Individuals receive treatment in these settings rather than at the state psychiatric hospitals, allowing them to remain in or return to their communities. The community location improves the discharge planning process and keeps the individual's friends and family members in closer proximity. Clients, mandated by a court process for civil commitment stays of 90 to 180 days may long-term inpatient care regardless of managed care enrollment from a community hospital or freestanding evaluation and treatment facility contracted with HCA.

About the Provider Entry Portal (PEP):
Fee for Service (FFS) and Long-Term Civil Commitment providers will use the portal to submit data to the Health Care Authority (HCA). This portal allows submission of client data, as defined by a data guide, by FFS providers and works with SecureAccess Washington (SAW). The two main modules of this application will consist of a request process where providers interested in the FFS program can enroll the agency to provide services. The second main module is entering data for all the services provided.

Why is this important?
DBHR established a new system to register providers and collect data on Medicaid clients in the FFS program. Data collected will be used to track service access and support the state's applications for federal grants and other finding opportunities.
HCA has established a process to allow a provider to access the correct FFS rates and/or Long-Term Civil Commitment rates. Once a provider has enrolled in the PEP the rates allowed to be billed will be associated with that provider NPI in the ProviderOne (P1) system.

Why did DBHR create a new system, it seems like more work?
BHOs have no clinical or financial responsibility for either of these program services. This means that they will not be collecting and mapping the data to give to DBHR/HCA.

For more information on Long-Term Civil Commitment Beds see: https://www.hca.wa.gov/assets/program/fact-sheet-long-term-civil-commitment-beds.pdf

About the Provider Entry Portal (PEP):

The two main modules of this application include: 1) a registration process where providers interested in providing services for the FFS or Long-Term Civil Commitment Medicaid-enrolled population, and 2) submission of submission of client data, as defined by a data guide.

The guide:
This guide is for all users of the Provider Entry Portal application. The section applicability will depend on the particular role(s) you are identified as in the system by the proxy. Each person can have one or more roles.
If you need help or have questions, please email FFSQuestions@hca.wa.gov or LTCAuths@hca.wa.gov.

System Requirements:
- This application is supported by the following browsers:
- IE Version 9 and above - without compatibility view [See Checking Compatibility View]
- Chrome Version 56 and above

Checking Compatibility View:
- Go to Internet Explorer Menu
- Click on the Tools Menu
- Select Compatibility View

You will see this screen. Make sure "Display intranet sites in Compatibly View" and "Use Microsoft compatibility list" are unchecked.
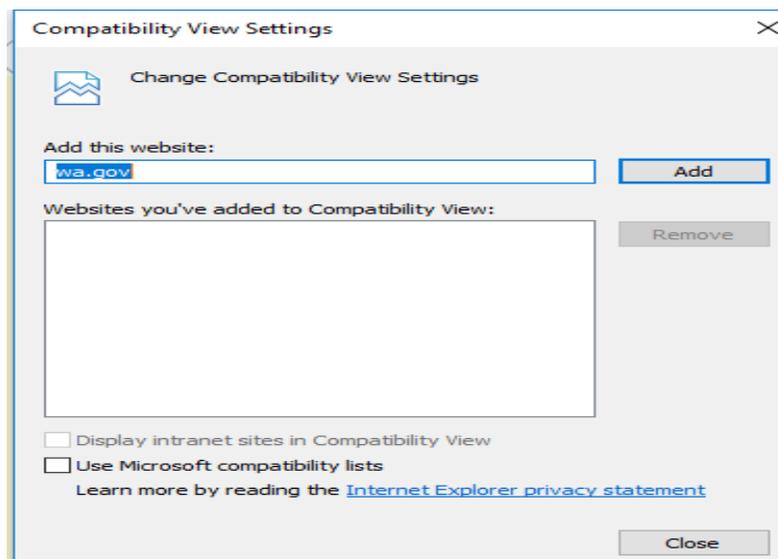
Role definitions

Administrator:

- An administrator is someone authorized to enroll the provider agency into either the AI/AN Fee for Service or the LTC program.
- You must assign a proxy, this can either be yourself, or someone to act on your behalf.

Proxy:

- A proxy is the single person assigned by the administrator that can assign primary and backup people for each agency.
- The administrator can assign him– or herself as a proxy.

Primary/Backup:

- Primary and backup staff have the same permissions in the system and are able to manage staff permissions for the agencies they are assigned.
- The difference between proxy and primary/backup permissions is that a proxy can manage rights for all the administrators' agencies**.**
- Primary/backup permissions are granted by location.
- A proxy may also be a primary or backup for specific agencies.

Data Entry:

- Data Entry staff enter data for the agencies that they are assigned
- A proxy, primary, or backup can provide data if they are identified as such.

You Tube Links:

Link for Administrators: https://www.youtube.com/watch?v=bkJQHmZXdfw

Link for Proxies: **https://www.youtube.com/watch?v=BQ7DkygI3wM**

Secure Access Washington (SAW):

Using the Provider Entry Portal (PEP) requires having an account with Secure Access Washington. Your email used in SAW must match the email in PEP system. Administrators must use the email that is associated with their corresponding agencies that have been licensed and certified with DOH. If the email address on file is not current or you have a change in Administrator's please follow the instructions below. The process for changing a Behavioral Health Agency Administrator is as follows:

- The agency will complete an Administrator Change Notification Form (PDF).
- The form is paired with a copy of a recent criminal background check for the new administrator
- These documents are mailed to DOH or submitted via email to hsqafc@doh.wa.gov

DOH mailing address:
Washington State Department of Health
PO Box 47877
Olympia, WA 98504-7877

If you are not an administrator then the email must match the email that was provided in the PEP system by the administrator.

Create a SAW account:

This site from WaTech walks through how to create a SAW account. With this SAW account you can also access other services from HCA and other agencies, if appropriate.   For information on how to create a SAW account, please click on this link: For additional assistance with SAW contact the SecureAccess Washington Help Desk or call (855)928-3241.
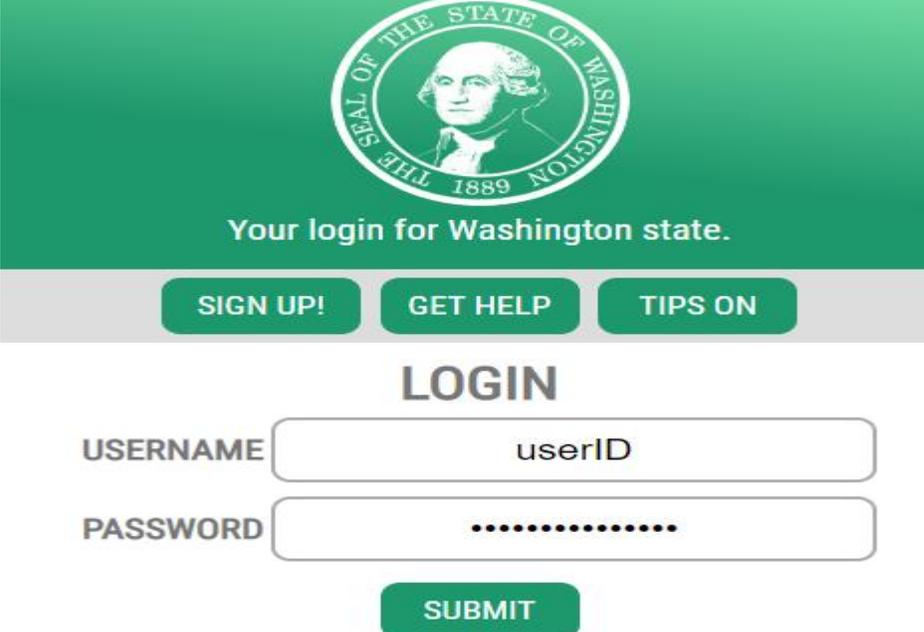
https://secureaccess.wa.gov/admin/saw/admin/home.do

Log into a SAW account:

Adding PEP through SAW:

Once you have successfully logged into SAW you will see this screen

ADD A NEW SERVICE			
SERVICE	DESCRIPTION	MEMBERSHIP ?	ACTION ?

If you do not see "Provider Entry Portal" in the available services list, click on "Add a New Service":

On the service screen select: HCA

Department of Social and Health Services

Department of Transportation

Employment Security Department

Enterprise Services

Health Care Authority

Office of Administrative Hearings

Office of Financial Management

Washington State Gambling Commission

Click on Provider Entry Portal and then proceed to the section applicable to your role.

After you add the Provider Entry Portal (PEP), the next time you log in you will need to enter in a security code because PEP is a secure application. The code will come to your email like the one shown below:
Additional SAW Assistance:
For additional assistance or questions about SAW please reference the SAW help pages
http://support.secureaccess.wa.gov/sawuser/help/faqs

For Administrators:

Administrators have the ability to assign a proxy to enroll agencies into the FFS Program or the LTC Program, if they do not want to delegate these to another person, they may assign themselves as proxy. Proxies have the ability to select agencies to enroll in the program and assign people to manage staff permissions for these agencies.

1. To use the PEP system, log into your SAW account and click on the PEP service, you will get to a registration screen:

2. On the registration screen, enter your phone number. Your email and name should already be populated with the values from SAW. As an administrator, you must use the same email associated with your account in the DSHS certification and licensing system.

3. You must agree to the terms and conditions before you submit.

4. Click on Register:

If the administrator is recognized in the application, they will be redirected to add a proxy. Fill in the proxy. If you are not recognized please email FFSQuestions@hca.wa.gov with your agency name, and email. We will responded within 48 hours.

If they have added themselves as proxy they will be allowed to proceed, otherwise their proxy will receive an email with instructions. If you are not recognized by the system you will receive the green message below. Upon completion, you can close down the browser.

For Proxies:

If you or a delegate is granted Proxy permission, you have permissions to enroll agencies and manage staff on behalf of the administrator. Proxies have the permissions to see every agency and add staff with rights to multiple agencies at the same time, primary and back up staff can only manage one agency at a time. Proxies are the only people that can enroll agencies. To use the PEP system, log into your SAW and click on the PEP service, you will go to the Proxy screen. To continue the registration process go the link at the bottom of the page that says "You can perform agency registration by clicking here".

1. Select the agencies you would like to enroll in the FFS/ LTC program. The agency list displayed is selected based on all agencies associated with the administrator. If there is an agency/ site that should be on the list that is not or is on the list that should not be please contact us at FFSQuestions@hca.wa.gov to correct these errors.

You can perform agency registration by clicking here

2. You will then need to add staff to the Staff Information section. The staff you enrolled in the agency section will be listed in the drop down check box.

3. To add a staff person first click on the green plus

4. Enter in your staff's contact information on this screen, click Save. To cancel, click the box on the upper right hand corner

5. Select the agency they are granted access to by checking the agency boxes, and then select their role.   Once the check box of the agency is checked, they will be populated in the staff box. You can assign staff for only certain agencies on a granular level.

6. Click on the orange edit button to edit the details of the staff.

7. Click on the red edit button to delete the staff.

8. When you have completed your changes click on the submit button to save your changes.

→] Submit

9. When you are done, you can close the browser.

For Primary/Backup:

Primary and backup staff have the same permissions in the system and are able to manage staff permissions for the agencies they are assigned.

1. You will need to select an agency to manage if you have rights to multiple agencies.

   ○ 034300 Catholic Community Services of Western Washington 2008 Westlake Ave Seattle WA 98121-2695

   ○ 104900 Catholic Community Services of Western Washington 2008 Westlake Ave Seattle WA 98121-2695

2. After you click on continue, you will come to this screen. The provider information on top helps you to keep track of which agency you are currently changing.

3. If your proxy has set some permissions you will see it on this screen.

   a. To add a staff person first click on

   Add Staff

   FirstName   enter staff first name

   LastName   enter staff last name

   Email   enter email id

   Contact   ex: 1234567890

   Save

   +

4. Enter in your staff's contact information on this screen, click Save.

5. Go to the Staff details section on the provider info page to assign their rights.

6. Click the orange edit button to edit the details of the staff

7. Click on the red delete button to delete staff.

8. When you've completed changes click the submit button to save changes.

9. When you're done close your browser to log-out.

Data Entry Staff:

Data Entry staff will enter data for a specific agency in a single session and only enter data for the agencies they are assigned. They would log into SAW, click on the Provider Entry Portal link and gain access to the system.

If you have been given Proxy, Primary, Backup, and Data Entry permission you can enter data.

▤ Data Entry	Upload	Reports	Help

Data Entry Overview:

The data entry will be based on the [Behavioral Health Data System Data Guide (BHDS)](). The user guide will cover how to apply this data to the FFS/LTC program. The key to understanding data entry is to understand the BHDS Data Guide. Here are key elements:

1. Anywhere it says BH/MCO ID for PEP in means agency number.
2. Authorization transaction is not needed for the FFS program.
3. Authorization transaction is needed for anyone (including American Indian/Alaska Native) in LTC program.

There are some key concepts that ensure that the data submitted to DBHR HCA is valid and maintains he integrity before you enter data.

Unique Client ID by agency

Each agency must have a unique identification number (primary key) for each client. Your agency will assign the Clients ID. Anytime you see the word "KEY", you can come up with your own unique identifier that will help you with the information.

Existing Client Demographics Record

A submission must have a client demographics record submitted with the data or an existing one that was already submitted and accepted. Records will not be accepted if there is no existing client demographics records.

Effective Dates

Effective date field must be the date the client was effective in the agency system, not the date the record is entered into the system or the date submitted.

Record Keys

Key data elements in the system are agency given key values such as: Program ID Key, Service Episode Record Key, etc.

Session

Data entered is unique to the location within a session. Once you select that agency, you can only enter data for that particular agency and the clients who are served at that location. You select an agency and if you want to enter data for another location, you will switch agencies and enter data for a different location.

How to Submit Data to DBHR HCA

Data is submitted to DBHR HCA in one of three ways:

1. Entering data directly on the screen:
   a. The direct data entry gives you the functionality of having your data checked right on the screen. You will know immediately if you -need to review your response and fix before data is submitted.
2. Uploading an Microsoft Excel file that matches the required layout:
   a. The excel option allows you to take advantage of the onscreen validations if you have less than 50 records, but gives you the advantage of not having to keep the PEP application open continuously. If it is more than 50 records, we will process it in the same format as the batch method (described next) Secure Access Washington may time out and you may have to sign in again.
3. Uploading a batch text or csv file that matches the required layout:

   a. This option is used if you have many records and have a tracking system that can produce these files. The files are not processed immediately and you will need to track which records are not accepted. The files are processed at night due to the volume.

Entering data directly on the screen:

1. Click on the "Data Entry "tab

2. Select and agency for which the data will be entered. Enter data only for the location selected

Select Enrolled Agency

Select Agency
○ 200264 Sea Mar Behavioral Health - Anacortes 1004 M Avenue, Suite 107 Anacortes WA 98221
◉ 200309 Sea Mar Behavioral Health - Vancouver Salmon Creek 14505 Northeast 20th Avenue Vancouver WA 98686
○ 200335 Sea Mar Behavioral Health - Everett IOP 1920 100th Street SE, Suite C3 Everett WA 98208
○ 200337 Sea Mar Behavioral Health - Vancouver Orchards 11801 Northeast 65th Street Vancouver WA 98662
○ 200343 Sea Mar Behavioral Health - Elma 515 Main Street Elma WA 98541
○ 200334 Sea Mar Behavioral Health - Everett Child & Family 1920 100th Street, Suite A2 Everett WA 98208
○ 200339 Sea Mar Behavioral Health - Vancouver Medical 7410 Delaware Lane Vancouver WA 98664

Continue

3. Verify the location

Information about your location can be found in the "Provider Info" section Verify the location information to make sure that you are entering client data for the correct location. The highlighted yellow number is the "Agency Number". This number serves as your "BHO/MCO ID" in the data guide. You do not need to enter this number because when you select the location in PEP the system will save the Agency Number in the table for you.

Agency Number: 200337

Login User: nguyeht8@dshs.wa.gov

Agency Name: Sea Mar Behavioral Health - Vancouver Orchards

Agency Location: 11801 Northeast 65th Street

4. The menu on the left side of the screen shows the different transactions that are available for you to enter. You are not required to have data in all transactions if it does not apply.

5. Choose which program you will be entering data for:

Fee for Service AI/AN	LTC (Long Term Commitment)

Client Demographics
Client Address
Client Profile
Program Identification
Co-occurring Disorder
ASAMPlacement
DMHP Investigation
ITA Hearing
Service Episode
Substance Use

6. The buttons at the bottom are record navigation buttons.

Client ID	Effective Date	First Name	Middle Name	Last Name	Alternate Last Name

= Search button allows you to search for records

= This button is to add a record. When a record is added, you will see a row of empty boxes added to the screen to allow you to enter data.

= This button allows you to edit the record selected. The data in the record switches to editable mode.

= This button allows you to save a record. The function saves the record into the database so next time you are able to edit the record.

= This button allows you to delete a record.

7. During data entry, you are required to enter in the "primary keys" which you can find in the data guide for each transaction. Once you have the primary keys entered you can save the record and come back to finish it later.

8. Columns with blue headings are required fields. This means that if these fields are not filled in the record will not be accepted when the data is submitted to HCA.

Employment	Marital Status	Parenting	Pregnant	Smoking Status

9. Once you have entered the records you need you can validate your date.

Validate Data

Validate Data allows you to check the data to make sure that it meets all the requirements of the system. Please note that if a record has multiple issues, the validation will only list the first error in the status column.

Status
30206

The error numbers correspond to the Appendix B: Error Codes section of the Data Guide. In this example: 30206

Invalid SSN. If not blank must be exactly nine digits without dashes. Transaction not posted. Once you resolve the issue listed you can validate data again and the next issue will appear in the status column. Validating data will validate all data for all transactions.

10. When the status of the column is "Accepted", you can submit.

The system will run the validation again right before it is submitted to ensure that it has processed all the issues you fixed. Please note that the system will only submit columns with a status of "Accepted". Records that do not have a status of accepted will remain in the system for you to fix and submit later.

Uploading a Microsoft Excel file that matches the required layout

An Excel document can be provided to track the information.   This can be completed and uploaded in the system. Please email FFSQuestions@hca.wa.gov if you would like to have the excel spreadsheet provided.

 Transaction Summary:

Identifiers:

BHOID:

BHOID = Agency Number. The agency number is the 6-digit number corresponding to the agency location. There are three locations you can find this number:

1. **Proxy Screen: Provider Information Section**

Enroll Agency	Agency Number	Agency Name
☑	200264	Sea Mar Behavioral Health - Anacortes
☑	200353	Sea Mar Behavioral Health - Bellevue Cl
☑	200435	Sea Mar Behavioral Health - Des Moines
☑	200343	Sea Mar Behavioral Health - Elma
☑	200334	Sea Mar Behavioral Health - Everett Chi
☑	200335	Sea Mar Behavioral Health - Everett IOP
☑	200374	Sea Mar Behavioral Health - Kelso
☑	089900	Sea Mar Behavioral Health - Tacoma
☑	200339	Sea Mar Behavioral Health - Vancouver
☑	200337	Sea Mar Behavioral Health - Vancouver
☑	200309	Sea Mar Behavioral Health - Vancouver

2. Select Enrolled Agency Screen:

3. Data Entry: Provider Information Section:

ClientID:
Each agency assigns a client an ID, this should be unique to each client within an agency.

Provider NPI:
This is the NPI that the agency uses to bill AI/AN FFS to HCA.

Batch Number & Batch Date:
In PEP this is only necessary when you are doing the batch method. In the onscreen data entry, the system assigns the batch number and date.

Common Transaction Elements:
Effective Date: Date client was effective in the agency system. For many of these records if the primary keys and the effective date are the same the system will process the information as a change not an addition.

Frequently Asked Questions:

Why would the system not recognize a provider's Administrator?

It may be that the Department of Health Licensing/Certification system does not list an administrator's individual email. When this email does not match SAW, the system cannot verify the person. Please email us at FFSQuestions@hca.wa.gov

Why are some of my agencies not listed?

Sometimes the administrator information is not entered for all agencies you are associated with or your organization has a large list of facilities associated with the administrator name. If there are errors contact FFSQuestions@hca.wa.gov and we will investigate what the problems is.

What if my proxy has changed?

Only administrators can go into the system and change the proxy to a new person by following the administrator's instructions. If the administrator has changed since your facility was registered in PEP contact FFSQuestions@hca.wa.gov.

What if I want two proxies?

The system only allows one proxy.

I am an administrator with a delegated proxy, will I be able to see other role assignments?

You must have your proxy grant you primary or backup rights to all locations. Primary or backup rights will enable you to see all the actions for all agencies.

I am not sure how to set this up, what do you recommend?

Additional training is available on YouTube. **You Tube Links:**

Link for Administrators**: https://www.youtube.com/watch?v=bkJQHmZXdfw**

Link for Proxies: **https://www.youtube.com/watch?v=BQ7DkygI3wM**

I am having issues signing into SAW.

Please call 1-855-928-3241 for the SAW helpdesk. SAW is a WATech service and not a Health Care Authority service.

What if my administrator has changed?

Please see page 7 for instructions on adding/changing an administrator.

What if I don't see an agency that should include?

Please email the FFSQuestions@hca.wa.gov so that we can look into this for you. Provide the name of the agency, NPI, and the address.

Whom do I contact if there are questions about the program, systems or data entry?

Email questions on data entry to FFSQuestions@hca.wa.gov