ProviderOne Provider System User Manual

Managing Billing Agent / Clearinghouse Provider Information

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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."

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Managing Billing Agent / Clearinghouse Provider Information

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

- Accessing the Provider Business Process Wizard
- Modifying Provider Information
- Submitting the Modification Application to DSHS

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Accessing the File Maintenance Business Process Wizard

From the Provider Portal, select the Manage Provider Information link.

Provider
- Provider Inquiry
- Manage Provider Information
- Initiate New Enrollment

ProviderOne displays the View/Update Business Process Wizard

View/Update Provider Data - Billing Agent/Clearinghouse:

Business Process Wizard - Provider Data Modification (Billing Agent/Clearinghouse). In order to finalize submission

☐	Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
☐	Step 1: Basic Information	Required	07/02/2008	07/02/2008	Incomplete		
☐	Step 2: Identifiers	Required	07/02/2008	07/02/2008	Incomplete		
☐	Step 3: EDI Submission Method	Required	07/02/2008	07/02/2008	Incomplete		
☐	Step 4: EDI Billing Software Details	Required	07/02/2008	07/02/2008	Incomplete		
☐	Step 5: EDI Contact Information	Required	07/02/2008	07/02/2008	Incomplete		
☐	Step 6: Submit Modification for Review	Required	07/02/2008	07/02/2008	Incomplete		

Figure 1 - View/Update Business Process Wizard

Click the Step hyperlink to access the Provider Information

ProviderOne displays the appropriate information pages.

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View/Update Basic Information

Accessing the Provider Details Page

From the Business Process Wizard, click the Basic Information link.

ProviderOne displays the Provider Details page.

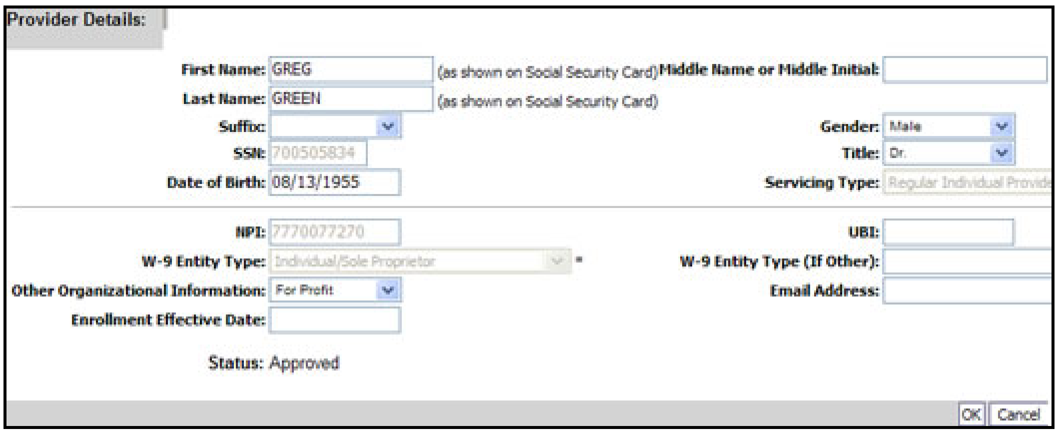

Figure 2 - Provider Details

After completing your modifications, click the OK button to save.

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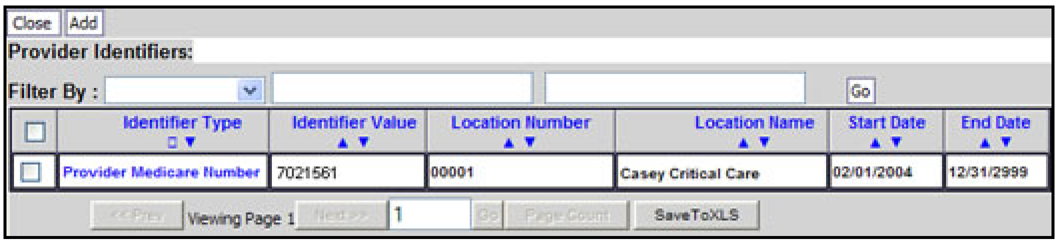
View/Update Provider Identifiers

Accessing the Provider Identifiers List

From the Business Process Wizard, click the Identifiers link.

ProviderOne displays the Provider Identifiers List.


Close | Add

Provider Identifiers:

Filter By : | Go

☐	Identifier Type	Identifier Value	Location Number	Location Name	Start Date	End Date
☐	Provider Medicare Number	7021561	00001	Casey Critical Care	02/01/2004	12/31/2999

<< Prev | Viewing Page 1 | Next >> | 1 | Go | Page Count | SaveToXLS

Figure 3 - Provider Identifiers List

About the Provider Identifiers List

- 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.

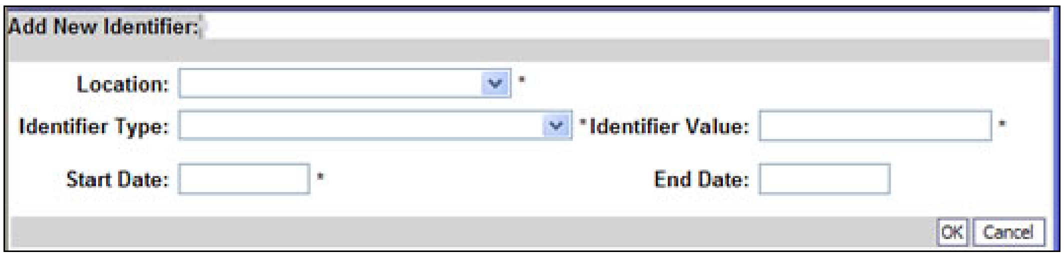

Add New Identifier:
Location: *
Identifier Type: *Identifier Value: *
Start Date: * End Date:
OK Cancel

Figure 4 - Add New Identifier

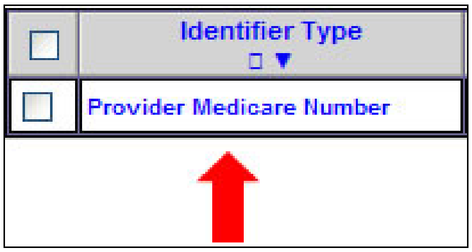
About the Add New Identifier Form

- 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.



ProviderOne displays the Manage Identifier page.

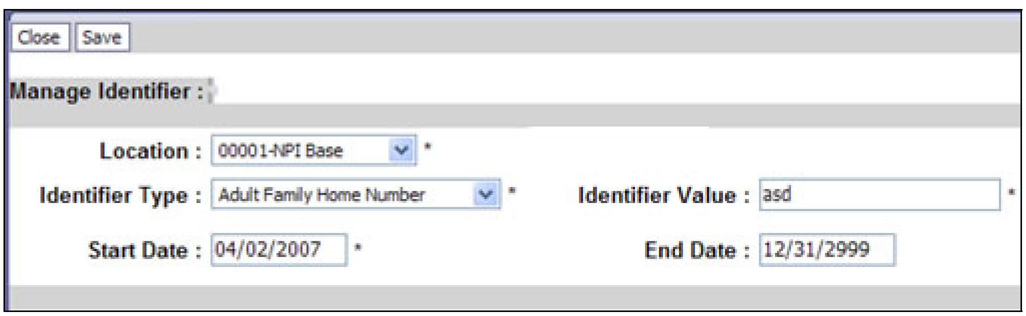


Figure 5 - Manage Identifier

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update EDI Submission Method

Accessing the EDI Submission Details Page

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

ProviderOne displays the EDI Submission Method list.

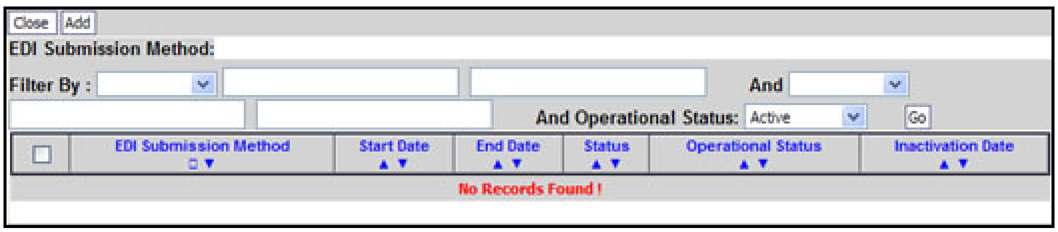


Figure 6 - EDI Submission Method

Adding a Submission Method

From the EDI Submission Method list, click the Add button.

ProviderOne displays the EDI Submission Details page.

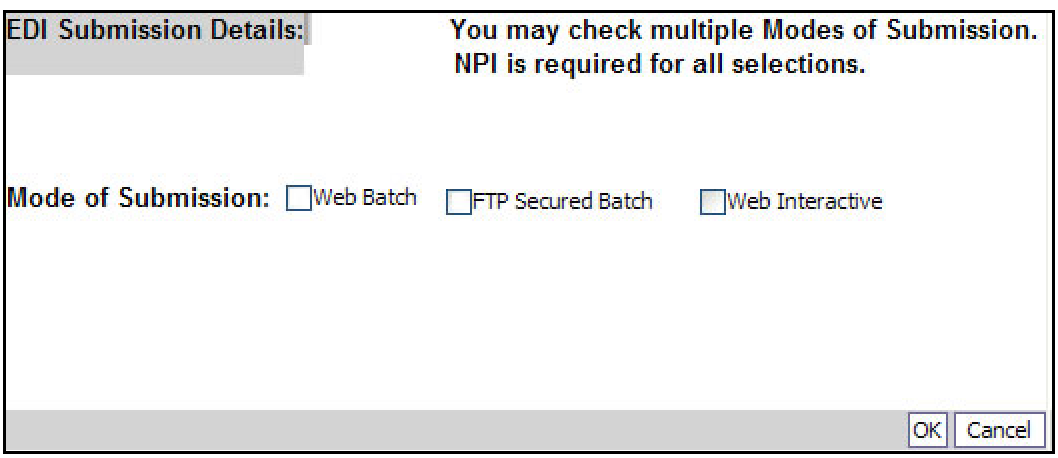


Figure 7 - EDI Submission Details

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

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Modifying an EDI Submission Method

From the EDI Submission Method list, click the hyperlink in the EDI Submission Method column.

ProviderOne displays the EDI Submission Details page.

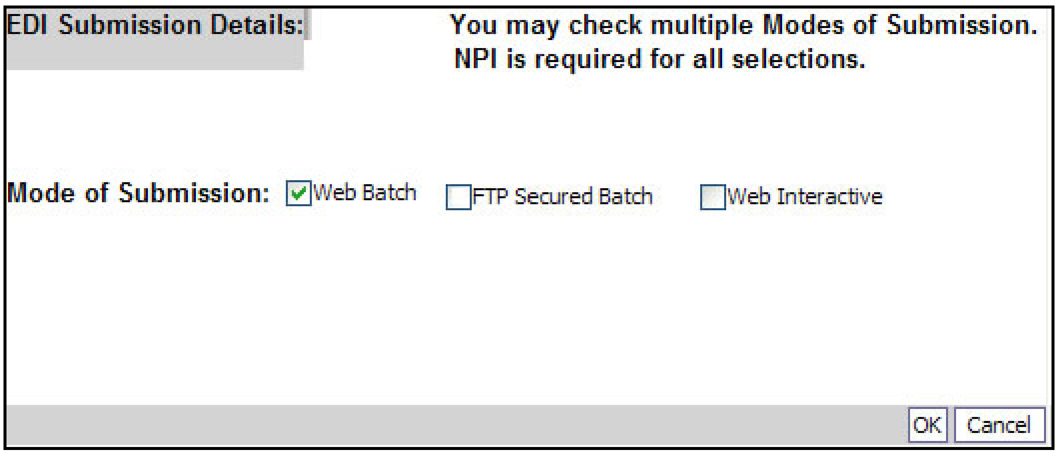

Figure 8 - EDI Submission Details

After completing your modifications, click the OK button to save the changes and close the window.

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View/Update EDI Billing Software Details

Accessing the EDI Billing Software Information List

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

ProviderOne displays the EDI Billing Software Information list.

Figure 9 - EDI Billing Software Information

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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.

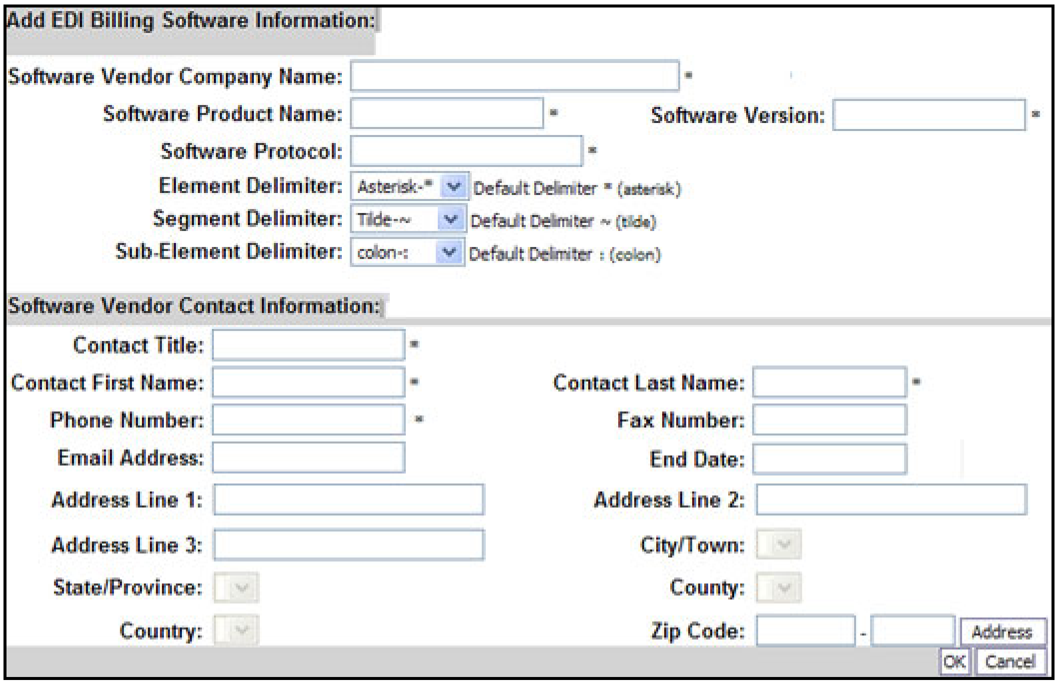
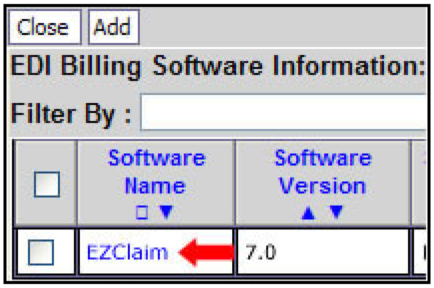


Figure 10 - Add EDI Billing Software Information

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

Modifying an EDI Billing Software Record

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



ProviderOne displays the Manage EDI Billing Software Information page.

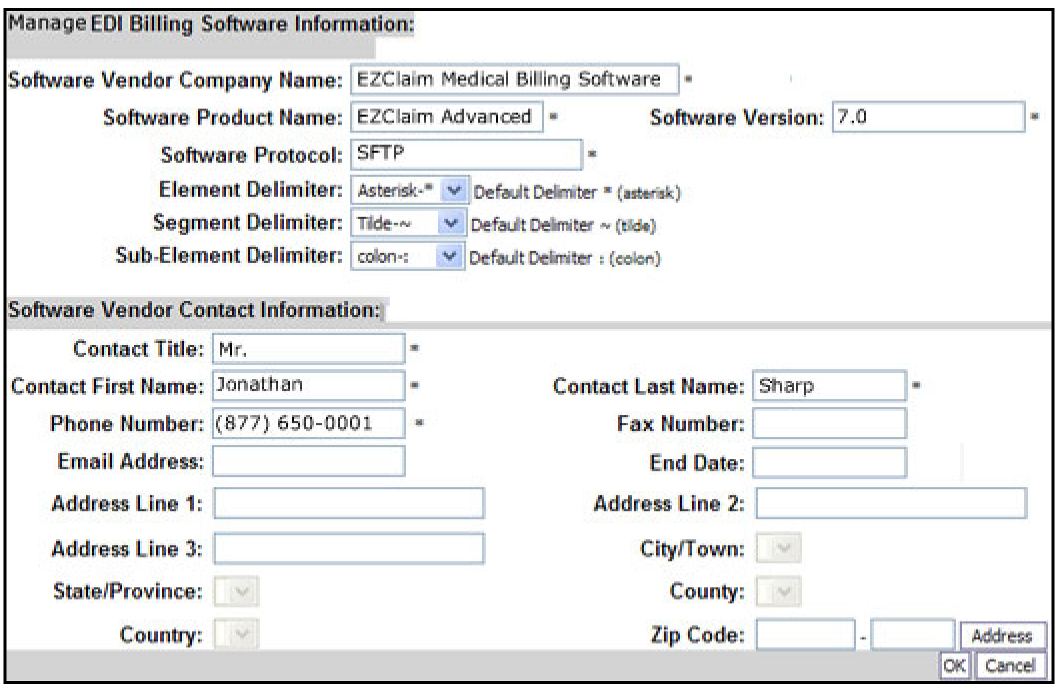


Figure 11 - Manage EDI Billing Software Information

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

View/Update EDI Contact Information

Accessing the EDI Contact List

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

ProviderOne displays the EDI Contact Information List.

Figure 12 - EDI Contact Information List

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Add an EDI Contact

To add a new record, click the Add button.

ProviderOne displays the Add EDI Contact Information page.

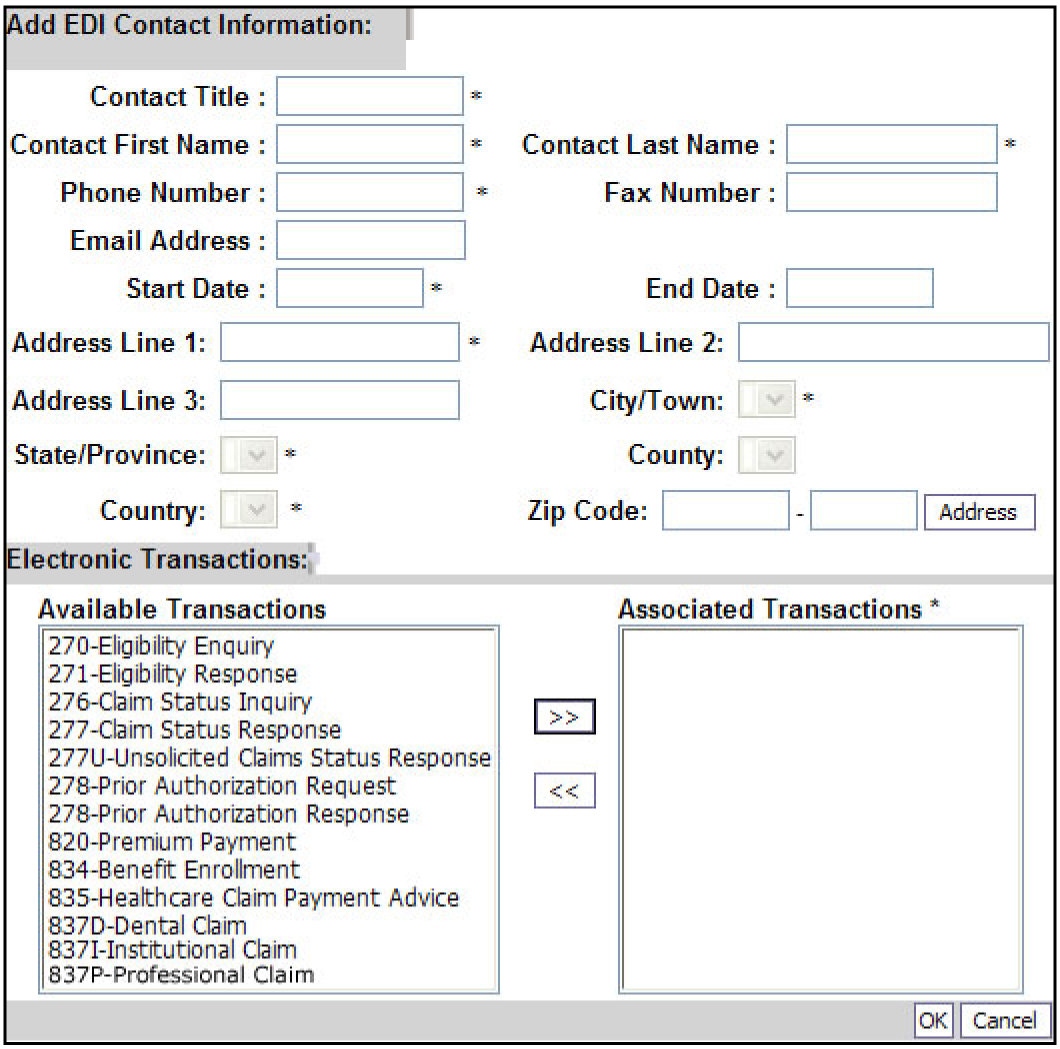

Figure 13 - Add EDI Contact Information

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

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Modifying an EDI Contact

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

ProviderOne displays the Manage EDI Contact Information page.

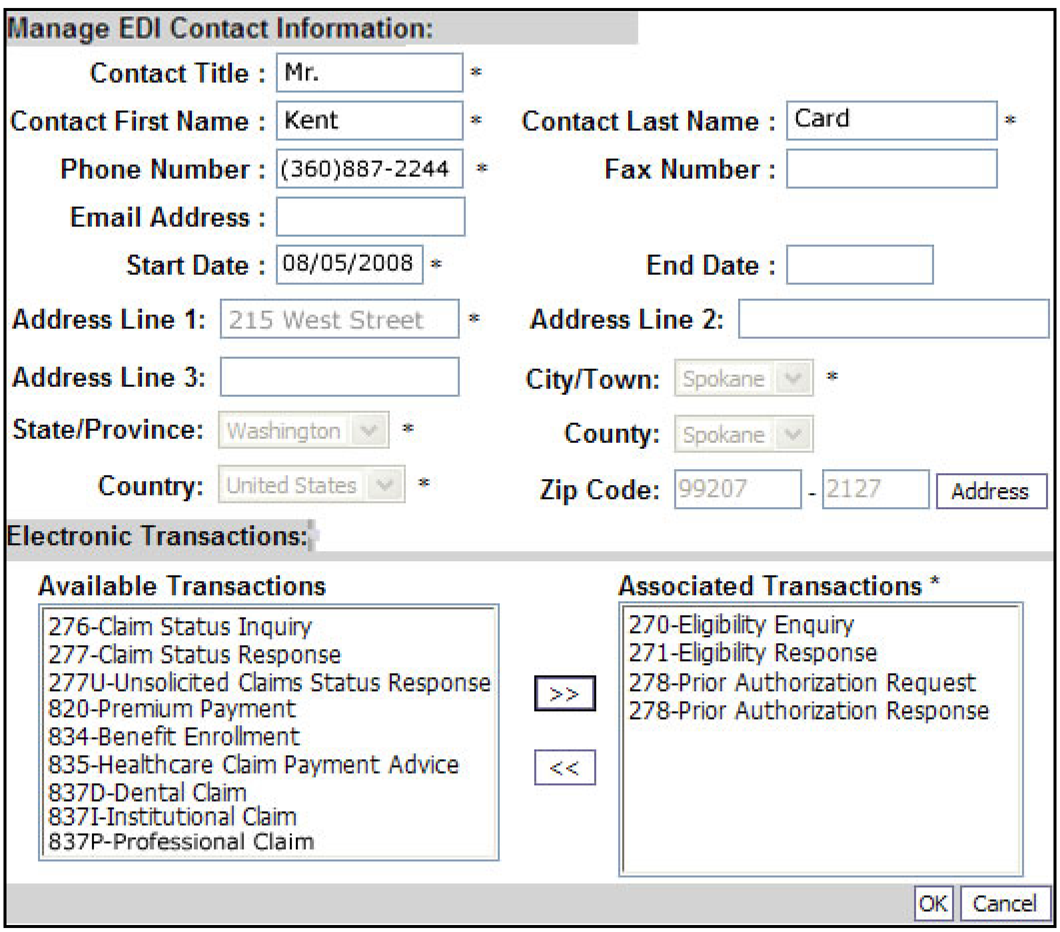


Figure 14 - Manage EDI Contact Information

After making your changes, click the OK button to save, or the Cancel button to close the window without saving.

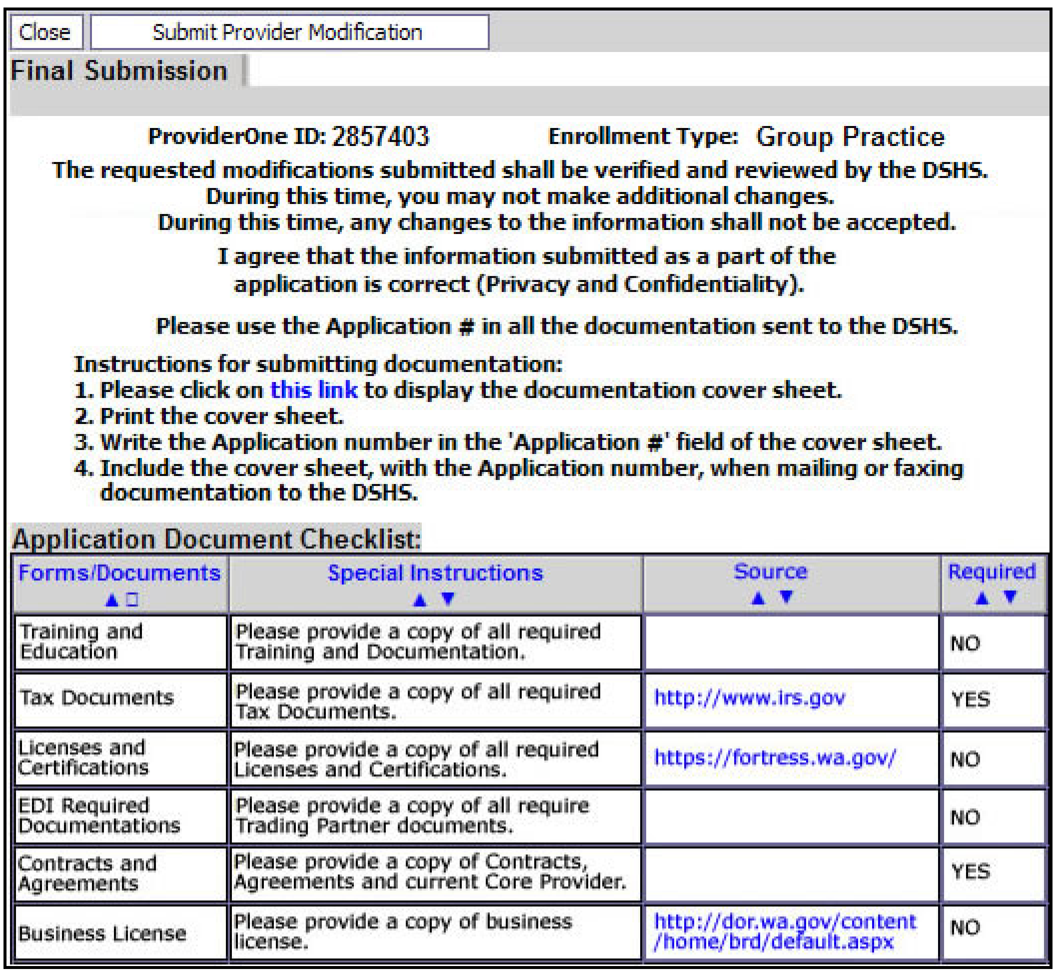
Submit Modification for Review

Accessing the Final Submission Page

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

Step # : Submit Modification for Review

ProviderOne displays the Final Submission page.


Close | Submit Provider Modification

Final Submission

ProviderOne ID: 2857403 Enrollment Type: Group Practice

The requested modifications submitted shall be verified and reviewed by the DSHS.
During this time, you may not make additional changes.
During this time, any changes to the information shall not be accepted.

I agree that the information submitted as a part of the application is correct (Privacy and Confidentiality).

Please use the Application # in all the documentation sent to the DSHS.

Instructions for submitting documentation:
1. Please click on this link to display the documentation cover sheet.
2. Print the cover sheet.
3. Write the Application number in the 'Application #' field of the cover sheet.
4. Include the cover sheet, with the Application number, when mailing or faxing documentation to the DSHS.

Application Document Checklist:

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.	http://www.irs.gov	YES
Licenses and Certifications	Please provide a copy of all required Licenses and Certifications.	https://fortress.wa.gov/	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.	http://dor.wa.gov/content/home/brd/default.aspx	NO

Figure 15 - 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.	http://www.irs.gov	YES

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.

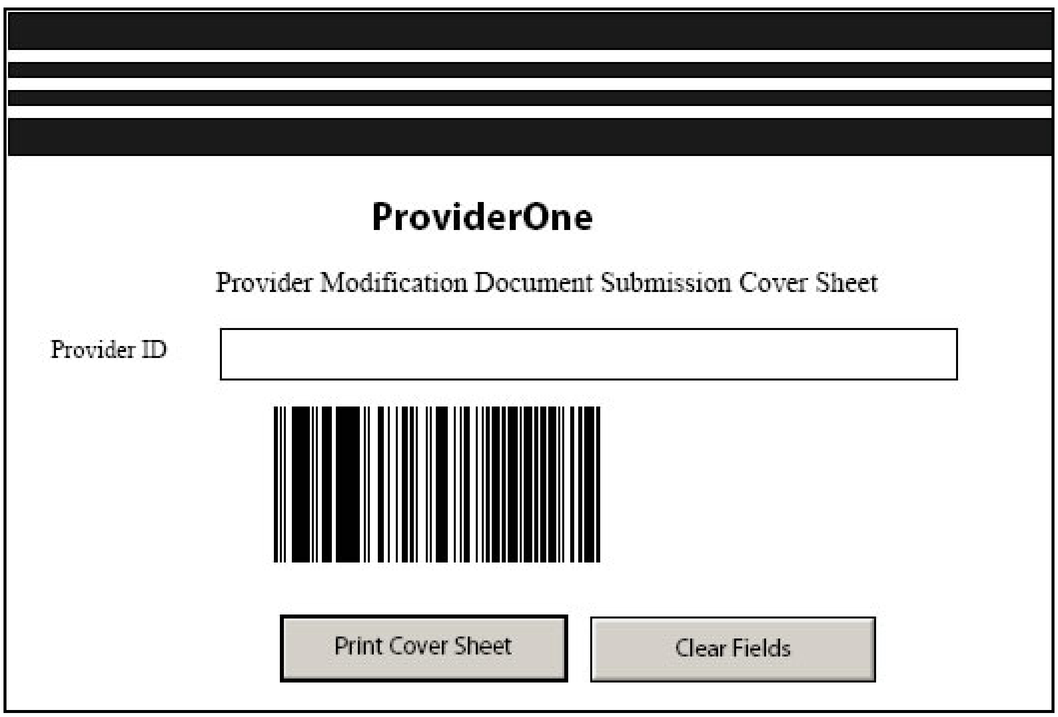


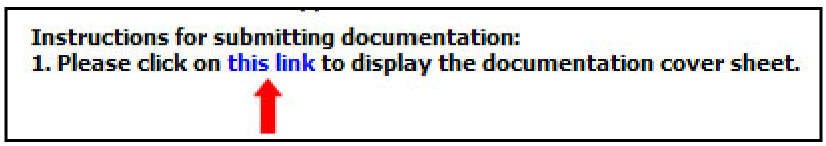
Figure 16 - Provider Modification Cover Sheet

Enter the Provider ID 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 Modification for Review link.

Click the this link hyperlink to display the documentation cover sheet. Follow the steps on the previous page.



Submitting the Provider Modifications to DSHS

From the Final Submission page, click the Submit Provider Modification button.

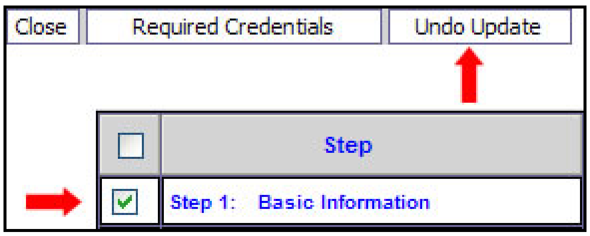
ProviderOne displays the following Internet Explorer message.

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

Undoing Provider Information Updates

The Undo Update option is only available prior to clicking the Submit Modification button.

To Undo a modification, check the Step and click the Undo Update button.



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