School-Based Health Care Services (SBHS) Program: OneHealthPort and ProviderOne FAQs

Q-1: What is OneHealthPort?

OneHealthPort (OHP) is a secure portal where Medicaid billing providers (including school districts, ESDs, and charter schools who participate in the SBHS program) can access the ProviderOne system. Billing agents/clearinghouses who assist districts with SBHS claim submissions must also register for an OHP account. There are multiple portals of health plans/participating sites available through the OHP website, however, SBHS-contracted districts will more than likely only be accessing ProviderOne through the OHP portal.

Q-2: Why is Health Care Authority requiring school districts to register with OHP and use OneHealthPort single sign-on to access ProviderOne?

The Office of Cyber Security has made some recent changes which now requires Multi-Factor Authentication when accessing ProviderOne. Multi-Factor Authentication (MFA) enhances the security of your district's ProviderOne account as well as your personal information, by requiring multiple methods to verify your identity when logging in. These can include something you know (such as your username and password) plus something you have (a unique code generated from a smartphone app or sent to an individual email account) to approve your login. This can help prevent your district's ProviderOne account from being accessed by anyone other than yourself, even if they know your password.

Q-3: Is OneHealthPort replacing ProviderOne?

No. School districts who participate in the School-Based Health Care Services (SBHS) program will still need to have a ProviderOne account. After the district registers with OneHealthPort, school district staff (e.g., district SBHS Medicaid coordinators, business managers, etc.) who currently have access to the district's ProviderOne account will access ProviderOne through the OneHealthPort portal. See Q-8 for more information on how to access ProviderOne through OHP.

Q-4: How do I register my organization with OneHealthPort?

School districts, ESDs, charter schools and billing agents/clearinghouses can register their organization with OneHealthPort by clicking on the "Register" button on the OneHealthPort website at onehealthport.com/sso-overview and following the registration directions. Full registration details and information can be found in the OHP Registration Guide.

Q-5: Who should complete the OHP registration for my organization?

Each organization (i.e., school district, ESD, charter school, billing agency) must designate a OneHealthPort Administrator. This person will complete the registration process and will manage the organization's account. He or she must be someone who is authorized to agree to the terms and conditions of enrolling in OneHealthPort. The Administrator will be responsible for basic management of Subscribers (see Q-11) including password resets, adding and removing Subscribers, and managing Tax IDs for the organization. This role is similar to the ProviderOne System Administrator role. More information about OHP Administrators and Subscribers can be found in the FAQ section of the OHP website.

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Q-6: Which "business type" should I choose during registration?

When registering your organization with OneHealthPort, you are required to choose the "business type" that meets the best description of your organization. For a school district, ESD, and charter school the closest match is 'Social Services', 'Clinic' or 'Group Practice'. Billing agencies registering with OHP should choose 'Medical Billing Company' as the business type.

Q-7: I registered my school district but I have not received my log-in credentials. What should I do?

After registering your district with OHP, you should receive your log-in credentials from OHP within 72 hours. If you have not received your log-in credentials after 72 hours, please contact OneHealthPort at info@onehealthport.com or 1-800-973-4797.

Q-8: How do I access ProviderOne after I have registered with OHP?

After you register your district with OHP, you will receive OHP log-in credentials within 72 hours. You can then access your district's ProviderOne account by following the directions below:
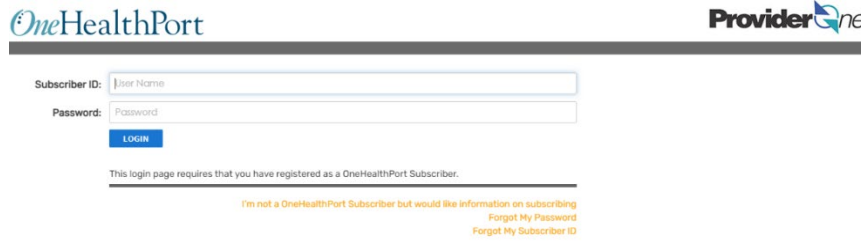
- **Step 1**: Go to OneHealthPort's single sign on (SSO) landing page at: https://www.onehealthport.com/sso-overview
- **Step 2**: Click on "Login":
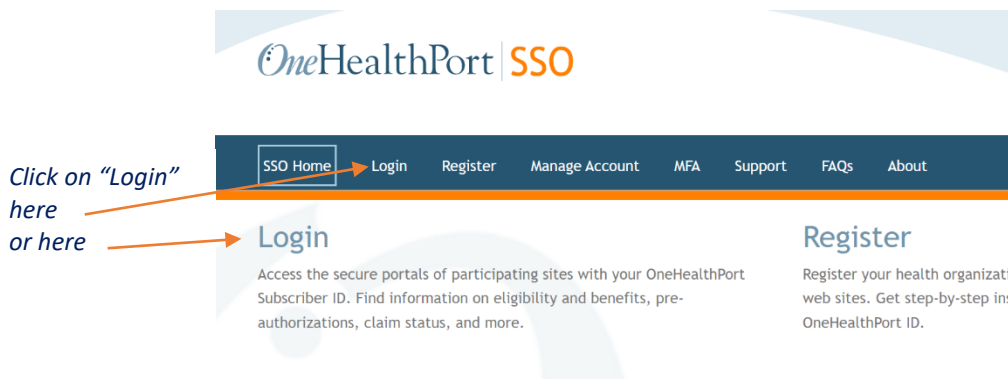
- **Step 3**: You should then be directed to this page. Click on the ProviderOne logo:

- **Step 4:** Sign in using the log-in credentials you received from OneHealthPort:

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- **Step 5:** Select the district's ProviderOne domain number and the profile you will be using. **Note:** Logging in with the *EXT Super User* profile will allow you full access to the district's ProviderOne account.
- **Step 6:** You should now be at the district's ProviderOne main page and can navigate ProviderOne as you do today.

Q-9: When I access ProviderOne through OHP, I no longer have the *EXT Super User* profile. How do I add the *Super User* profile?

In order to have the *EXT Super User* profile in ProviderOne, you must be assigned the *Office Manager* role within OHP. Directions on how to add the Office Manager role can be found below:

- **Step 1:** Go to OneHealthPort's single-sign on (SSO) landing page at: https://www.onehealthport.com/sso-overview
- **Step 2:** Click on "Login":

- **Step 3:** Click on "Administrator Login":
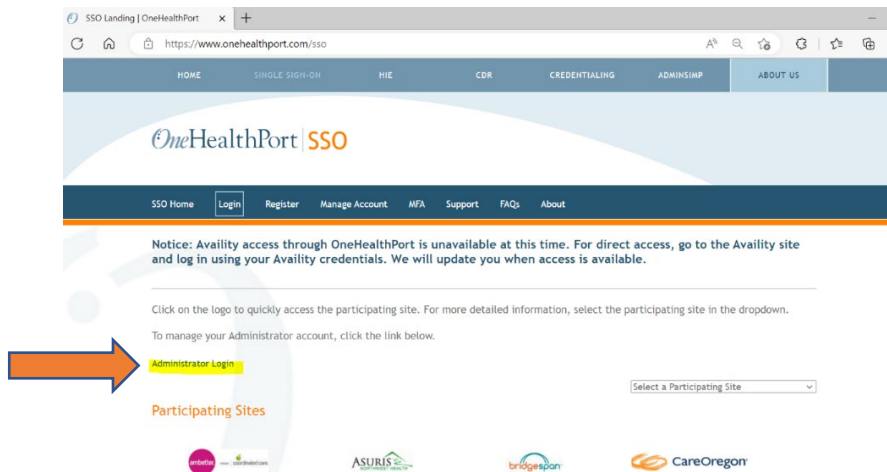
(**Note:** Only the district's OHP Administrator can nominate subscribers and assign roles in OHP. If you are not the district's OHP Administrator, forward these directions to the district's OHP Administrator so that they can assign you the Office Manager role).

- **Step 4:** Log-in using your OneHealthPort Administrator credentials:
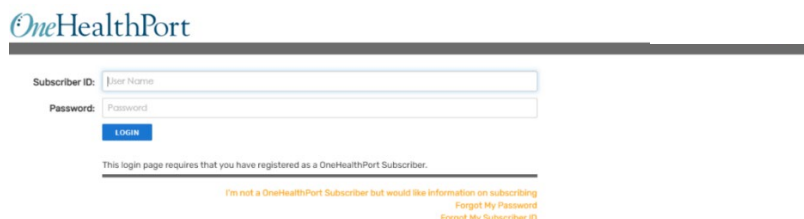
- **Step 5:** Click on "Add Subscriber Roles" and add the "Office Manager" role to the Subscribers who need "Super User" access in ProviderOne:
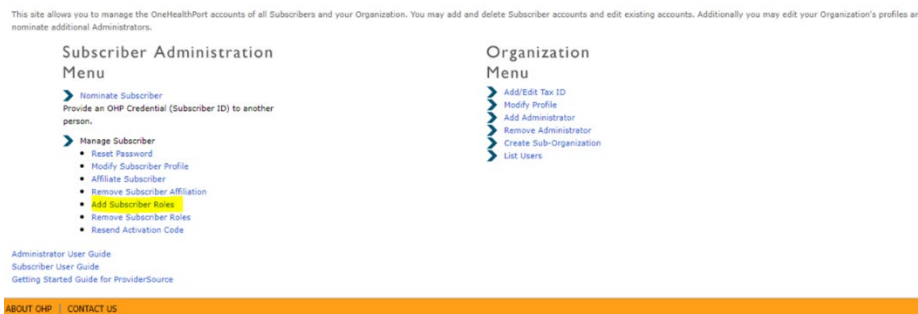
Q-10: Do servicing providers need to register with OneHealthPort?

No. Servicing providers participating in the SBHS program (e.g., school-based speech language pathologists, occupational/physical therapists, nurses, etc.) **do not** need access to ProviderOne and therefore **do not** need to register with OHP. In addition, school districts should **not** add providers as OHP "Subscribers". School districts will enroll providers in ProviderOne the same way they currently do, by following directions in the How to Enroll Servicing Providers PDF.

Q-11: How do I add a new staff member as a "Super User" to the district's ProviderOne account?

The district's OHP Administrator must add the new staff member as a Subscriber to the district's OneHealthPort account and must assign this person with the "Office Manager" role. Directions on how to add subscribers and assign roles in OHP can be found in the OHP Administrator Guide.

Q-12: Do I need to add my district's billing agent to my district's OHP account?

Yes. The district's OHP Administrator must add at least one contact from the billing agency as a Subscriber to the district's OneHealthPort account. The district's OHP Administrator must assign the billing agency contact with the "Medical Billing Specialist" role or the "Office Manager" role. Directions on how to add subscribers and assign roles in OHP can be found in the OHP Administrator Guide.

Washington State
Health Care Authority

Contact Information

OneHealthPort:
Assistance with registering with OHP, resetting OHP passwords, setting up OHP subscribers
Email: info@OneHealthPort.com
Phone: 1.800.973.4797 (available 24/7)
Online: onehealthport.com/contact-us
OneHealthPort website: onehealthport.com/sso-overview

ProviderOne:
Issues with accessing ProviderOne through OHP
Email: ProviderOneSecurity@hca.wa.gov and include "OHP Transition" in subject line

Assistance with enrolling providers or updating information in ProviderOne
Email: ProviderEnrollment@hca.wa.gov or ProviderRelations@hca.wa.gov

SBHS Program:
Shanna Muirhead, SBHS Program Manager
Email: Shanna.Muirhead@hca.wa.gov

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