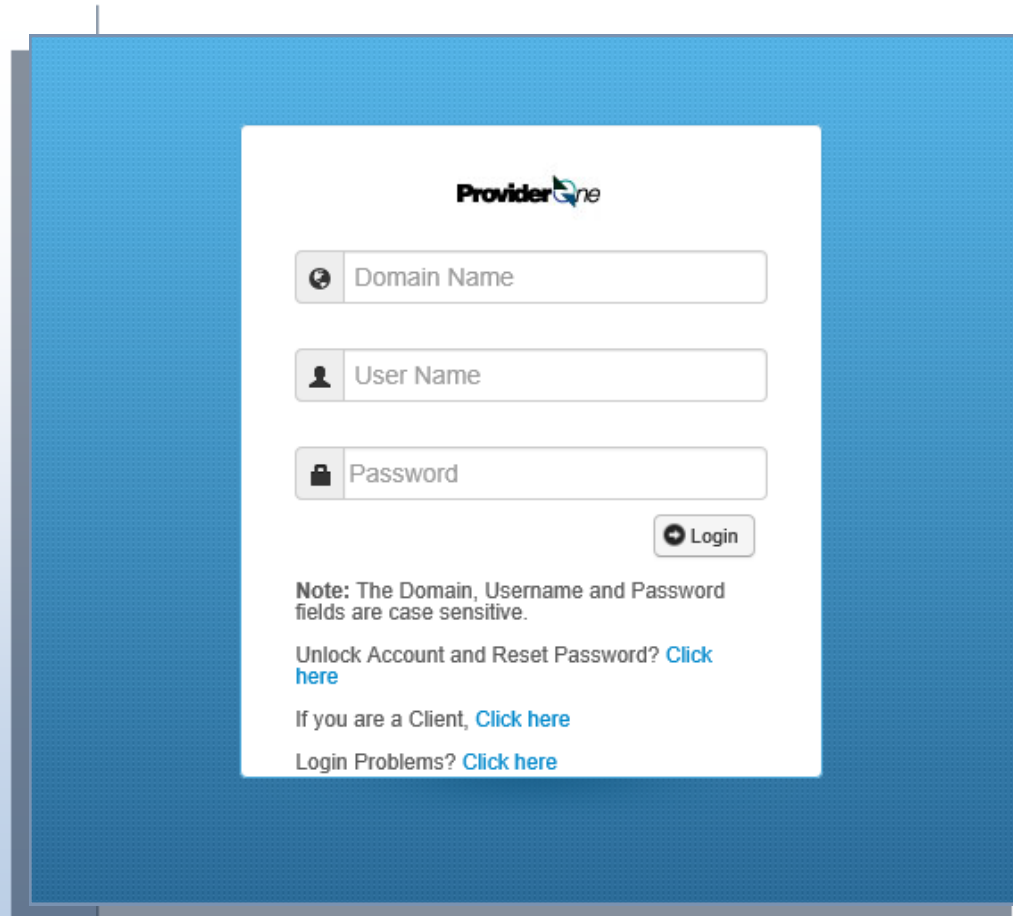


Getting Started

Welcome to the ProviderOne MMIS payment system. The following tutorial will show what you, the user, will need before getting started:

Instructions will be provided on:

- ♦ **Before launching**.....2
- ♦ **Pop-up blockers**.....3
- ♦ **Login information**.....6
 - ⇒ Domains
 - ⇒ Usernames
 - ⇒ Passwords
- ♦ **Selecting a profile**.....10
- ♦ **ProviderOne Portal**.....11
- ♦ **Managing Alerts**.....15



The screenshot shows the ProviderOne login page. At the top center is the ProviderOne logo. Below it are three input fields: 'Domain Name' with a globe icon, 'User Name' with a person icon, and 'Password' with a lock icon. To the right of the password field is a 'Login' button with a right-pointing arrow. Below the input fields is a note: 'Note: The Domain, Username and Password fields are case sensitive.' Underneath the note are three links: 'Unlock Account and Reset Password? [Click here](#)', 'If you are a Client, [Click here](#)', and 'Login Problems? [Click here](#)'.

ProviderOne Login Page

Before Launching

To access ProviderOne:

Type <https://www.waproviderone.org> into your browser's search bar or click the above link to be taken to the ProviderOne login page.

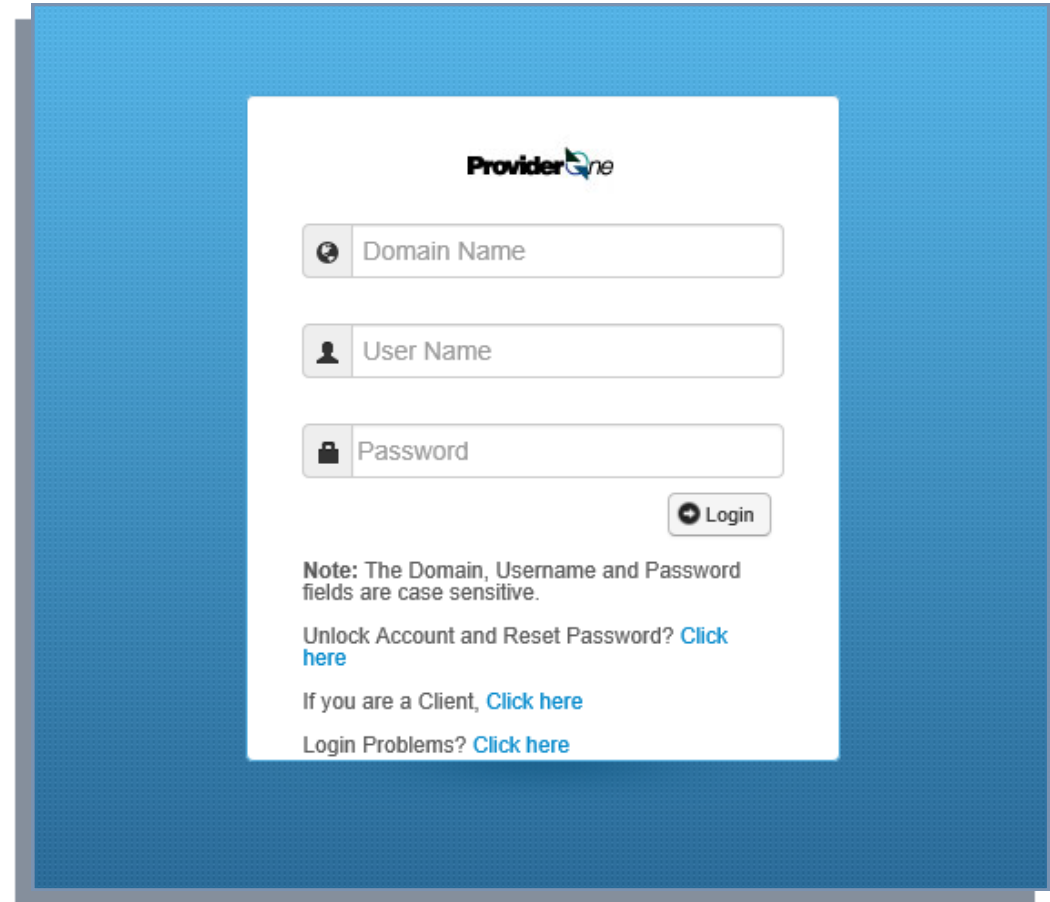
ProviderOne is compatible with most browsers.

It is important that your pop-up blockers are turned off when using ProviderOne.

You will also need:

- ◆ Log in information provided for ProviderOne Security
 - ⇒ If you have not received your login information (*Domain, Username and Password*) first check with your system administrator.
 - ⇒ If your system administrator is unable to grant access, they can contact ProviderOne Security to request your login information.

See [password tutorial on contacting ProviderOne Security](#)



The screenshot shows the ProviderOne login page. It features a white login form centered on a blue background. The form includes three input fields: 'Domain Name' with a globe icon, 'User Name' with a person icon, and 'Password' with a lock icon. A 'Login' button is located below the password field. Below the form, there is a note: 'Note: The Domain, Username and Password fields are case sensitive.' There are also three links: 'Unlock Account and Reset Password? [Click here](#)', 'If you are a Client, [Click here](#)', and 'Login Problems? [Click here](#)'.

ProviderOne Login Page

Pop-Up Blocker

Important Note: For ProviderOne to work, your computer must be set to allow pop-up windows!

Make sure you are using one of the following browsers and your popup blockers are turned off.

Here are the ways to turn off popups using the most commonly used browsers.

After using ProviderOne, you can always reset your pop-up blocker. However, remember that before you access ProviderOne again, you must again turn-off your pop-up blocker and set your security to Medium.

Google Chrome:

- 1) Click the Chrome menu (*three vertical dots in the top right hand corner of your browser*).
- 2) Click Settings.
- 3) Scroll to the bottom to expand the Advanced Settings Menu .
- 4) Under Privacy and Security click Site Settings.
- 5) Click Pop-ups and redirects.
- 6) Click the toggle next to Blocked (recommended) to turn off pop-up blocker.
- 7) Close and restart Chrome.

Clearing your browser history (Cache) can help with access to, and overall performance of ProviderOne.

Clearing your browser history (Cache) only removes the history of your past web activity. It will not delete saved favorites, book marks, or saved passwords.

Internet Explorer:

- 1) Open Internet Explorer,
- 2) Select the Tools button and then select Internet options,
- 3) On the Privacy tab, under Pop-up Blocker, select or clear the Turn on Pop-up Blocker check box, and then select OK.

Pop-Up Blocker

Microsoft Edge:

- 1) Open Microsoft Edge, click on More Action ("...") at the right top corner,
- 2) Click on Settings, click on "**View advanced settings**" under Advanced settings,
- 3) Slide the Block Pop Ups to the off position.

Supported computer operating systems include:

Windows—10, 8.1, 8, 7

Macintosh—OS 10.12 Sierra, OS X 10.11 El Capitan
OS X 10.10 Yosemite

Safari (Mac OS X and MacOS Sierra):

- 1) Click on Safari in the browser menu; located at the top of your screen. When the drop-down menu appears, choose Preferences:
 - ⇒ *Please note that you can use the following shortcut keys in lieu of clicking the menu choice: Command + Comma (,)*
- 2) Safari's General Preferences dialog should now be displayed, overlaying your browser window. Click on the Security tab.
- 3) Safari's Security Preferences should now be displayed. In the Web content section is an option labeled Block pop-up windows, accompanied by a check box. If this check box is populated, then Safari's integrated pop-up blocker is currently enabled. If it is not enabled, click on the empty check box to complete the activation process.

Pop-Up Blocker

iOS (iPad, iPhone, iPod touch):

- 1) Start at your device's home screen by selecting the Settings icon,
- 2) The iOS Settings menu should now be displayed. Scroll down until you see the choice labeled Safari. Select this option.
- 3) The option labeled Block Pop-ups, located in the General section, can be enabled or disabled by selecting its accompanying ON/OFF button.

Windows for Safari:

- 1) Click on the Gear icon (*also known as the Action Menu*),
- 2) Locate the option labeled Block Pop-Up Windows.
 - ⇒ *If a check mark is found to the left of this option then Safari's integrated pop-up blocker is currently active. If it is not enabled, click on this option to complete the activation process.*

Firefox:

- 1) Click the menu button and choose Options, Preferences
- 2) Select the Content panel
- 3) In the Content panel below Pop-ups, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.

A click on Exceptions... opens a dialog box with a list of sites that you want to allow to display pop-ups.

Login

ProviderOne Security will supply you with the following login information:

- ◆ 7 digit Domain (*used for login*)
 - ◆ Username
 - ◆ Passwords
- ⇒ **Usernames and Passwords are case sensitive**

Once you have this information, navigate to the ProviderOne login pg. located at <https://www.waproviderone.org>.

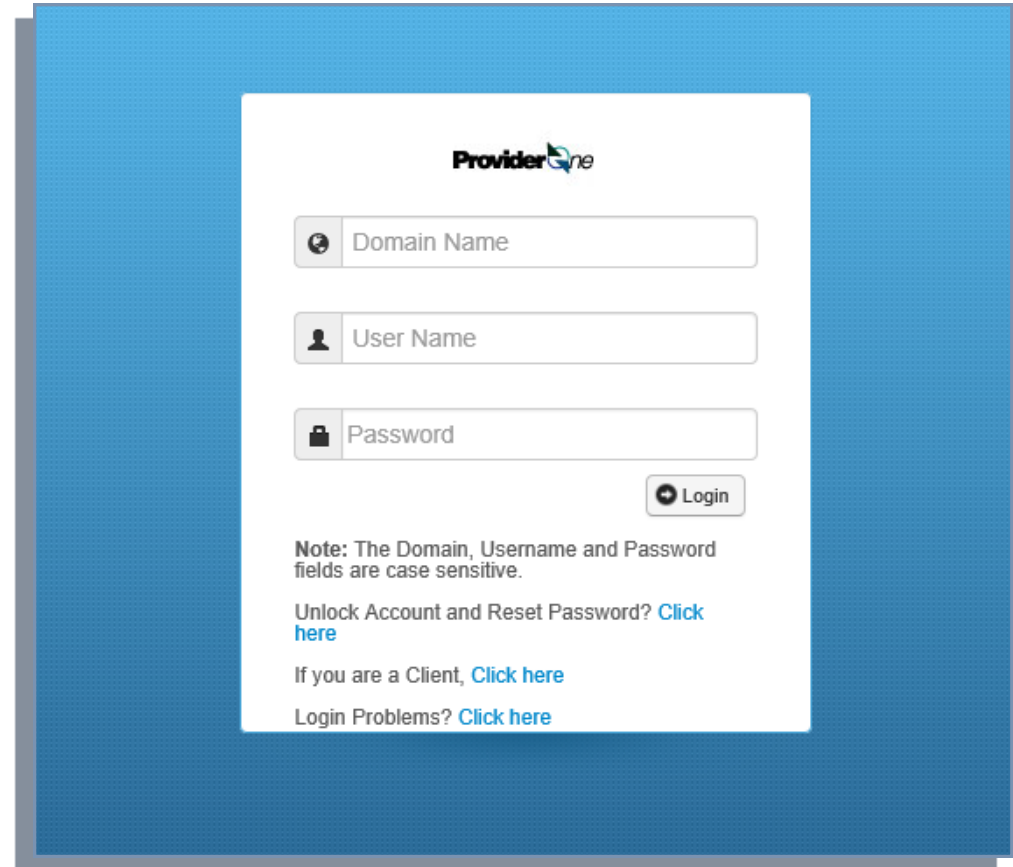
Enter the provided login information into the corresponding fields (*as shown in the picture to the right*).

The password provided to you from ProviderOne Security is temporary and you will be prompted to establish a new password upon initial login.

Passwords have the following requirements:

Cannot be the same as your last **5** passwords

- ◆ Must be at least 8 characters long
- ◆ Must contain at least one letter
- ◆ Must contain at least one number
- ◆ Must contain at least one of the following special characters: ! @ # \$ % ^ & * () _ + - < >



ProviderOne Login Page

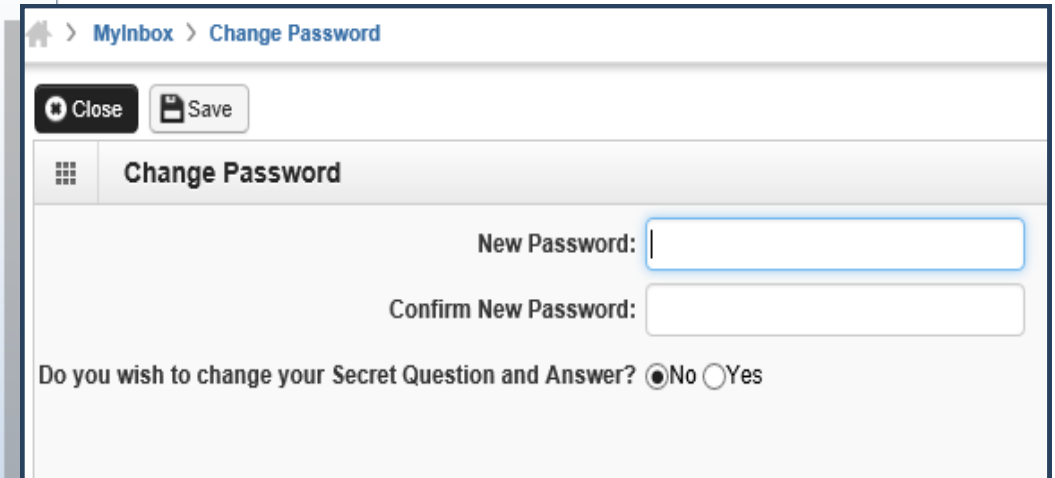
The first time you log into ProviderOne you will be required to:

- ♦ Change your temporary password.
- ♦ Create a security question.

Passwords have the following requirements:

Cannot be the same as your last **5** passwords

- ♦ Must be at least 8 characters long
- ♦ Must contain at least one letter
- ♦ Must contain at least one number
- ♦ Must contain at least one of the following special characters: ! @ # \$ % ^ & * () _ + - < >



The screenshot shows a web browser window with the address bar displaying 'MyInbox > Change Password'. The page title is 'Change Password'. There are 'Close' and 'Save' buttons at the top left. The main content area contains two input fields: 'New Password:' and 'Confirm New Password:'. Below these fields is a question: 'Do you wish to change your Secret Question and Answer?' with radio buttons for 'No' (selected) and 'Yes'.

ProviderOne Change Password Page

Secret question requirements:

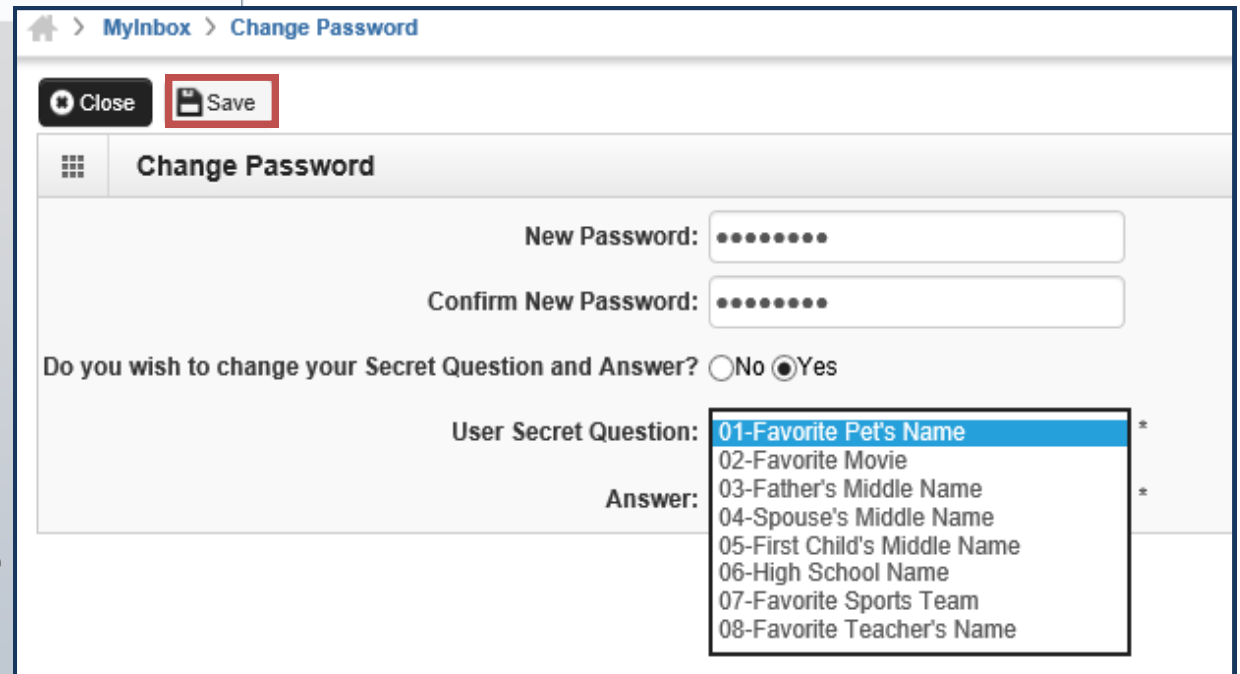
- ◆ Answers are case sensitive

Note:

As an added security measure, ProviderOne passwords must be changed every 90 days.

*When updating your password, you will be asked if you would also like to change your secret question.
(not required)*

ProviderOne Secret Question Page



The screenshot shows the 'Change Password' page in the ProviderOne system. The breadcrumb navigation is 'MyInbox > Change Password'. At the top left, there are 'Close' and 'Save' buttons, with the 'Save' button highlighted by a red box. The page title is 'Change Password'. Below the title, there are two password input fields: 'New Password:' and 'Confirm New Password:', both containing masked characters. Below the password fields, there is a question: 'Do you wish to change your Secret Question and Answer?' with radio buttons for 'No' and 'Yes' (selected). Below this, there is a 'User Secret Question:' dropdown menu with a list of options: '01-Favorite Pet's Name', '02-Favorite Movie', '03-Father's Middle Name', '04-Spouse's Middle Name', '05-First Child's Middle Name', '06-High School Name', '07-Favorite Sports Team', and '08-Favorite Teacher's Name'. The '01-Favorite Pet's Name' option is selected and highlighted. Below the dropdown is an 'Answer:' field.

Once you have made all changes, remember to click "Save"

Password Troubleshooting

After three unsuccessful attempts to login, your domain will be locked.

You can unlock and reset your password manually by navigating to the ProviderOne login page and doing the following:

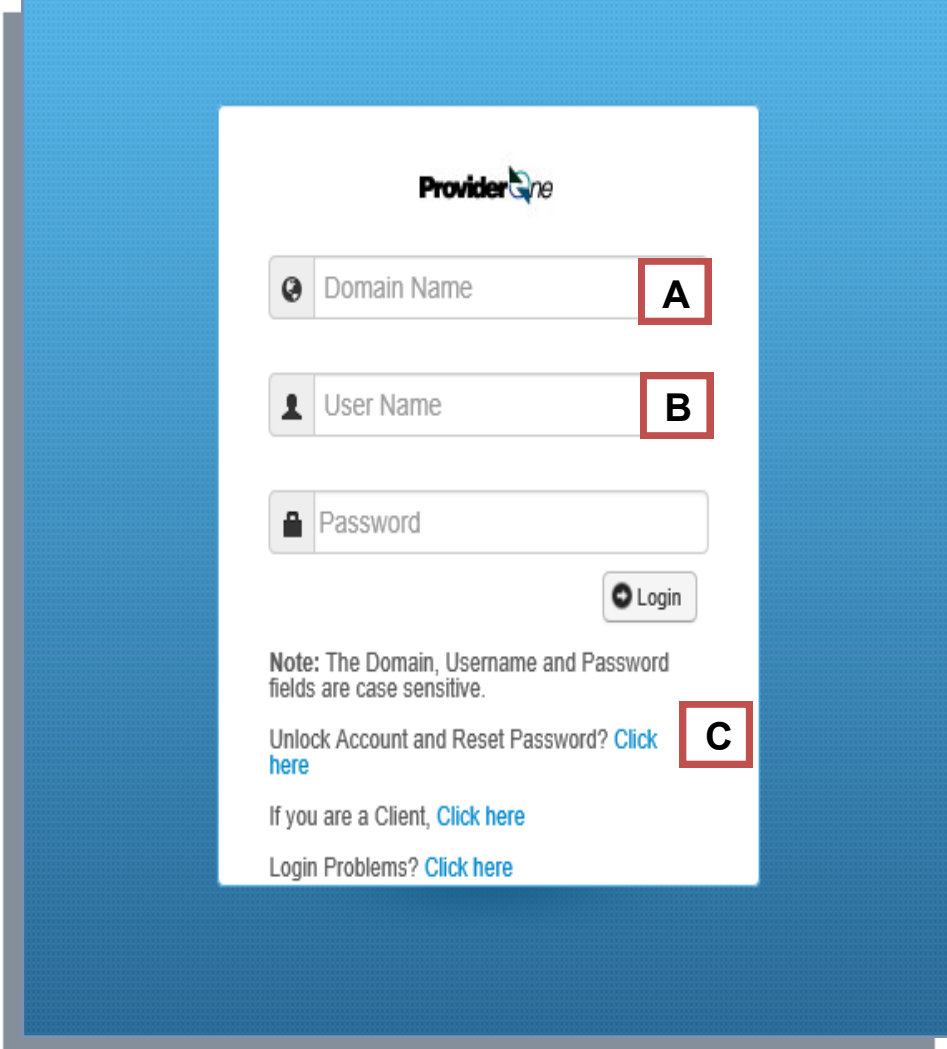
- A. Enter domain and username (*leave password field blank*),
- B. Click on the area below the password field that says “Unlock Account and Reset Password”,
- C. Follow the prompts to reset password.

You will be prompted to reset your password. If you are unable, contact your system administrator who can unlock your account.

If you are still unable to access your account, you can request to have the password reset by ProviderOne Security at:

1-800-562-3022 ext. 59991

or email provideronesecurity@hca.wa.gov



The screenshot shows the ProviderOne login page. It features three input fields: 'Domain Name' (labeled A), 'User Name' (labeled B), and 'Password'. Below the password field is a 'Login' button. A note states: 'Note: The Domain, Username and Password fields are case sensitive.' Below the note is a link 'Unlock Account and Reset Password? Click here' (labeled C). At the bottom, there are two more links: 'If you are a Client, Click here' and 'Login Problems? Click here'.

ProviderOne Login Page

A **'Profile'** allows a user to access specific parts of ProviderOne. Profiles are assigned by ProviderOne or your System Administrator.

Most providers will see two or three profiles:

EXT Provider System Administrator -

Used to manage access to ProviderOne within your business. This profile is not used for billing or authorization activities.

EXT Provider Social Services–

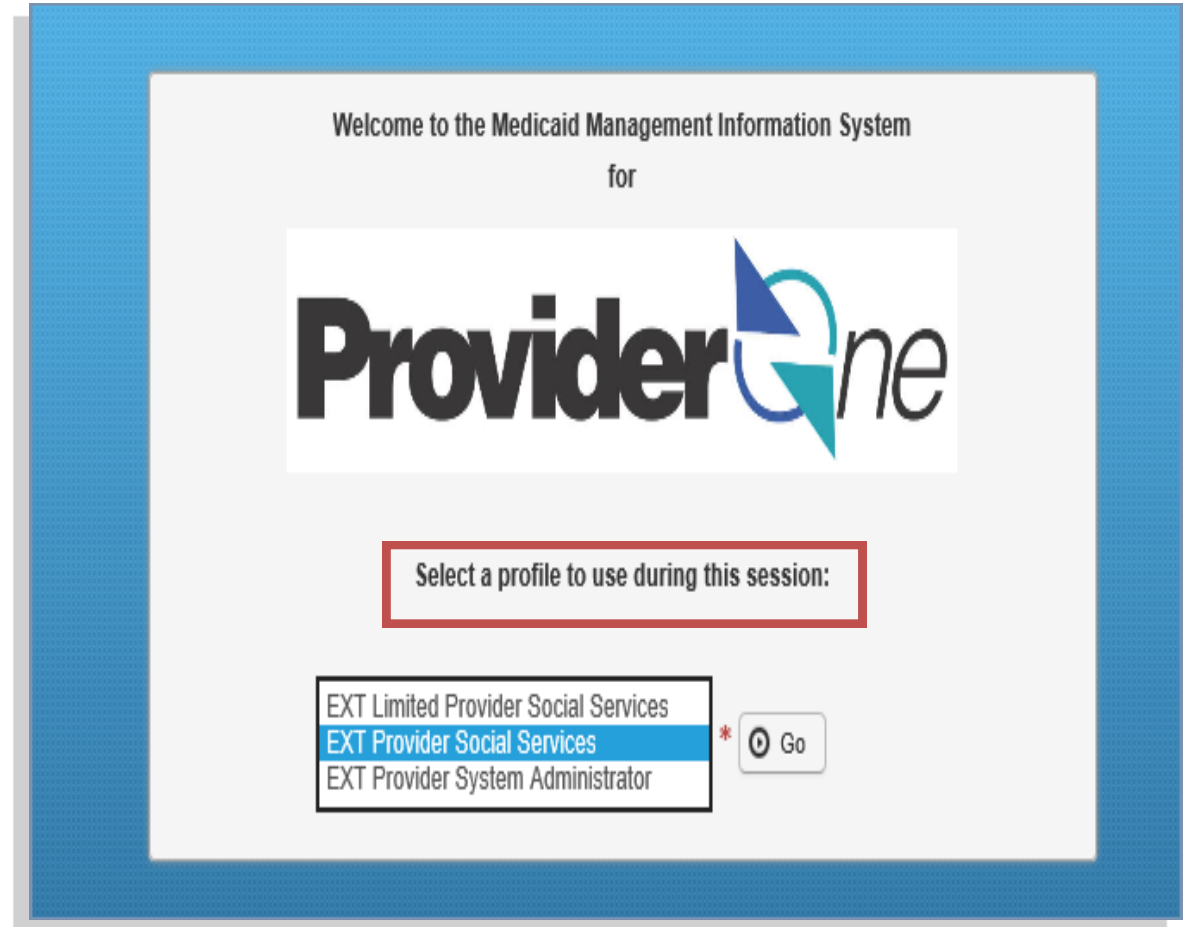
Used to view authorizations, create templates, submit claims, manage claims, and manage provider information for your business.

EXT Provider Social Service Medical -

Used to bill and manage medical claims, view authorizations, create templates, submit claims, and manage provider information for your business.

Note:

Some other profiles may be available in ProviderOne. Check with your administrator to see if these profiles will be applicable to your duties.



ProviderOne Login/ Select Profile Page

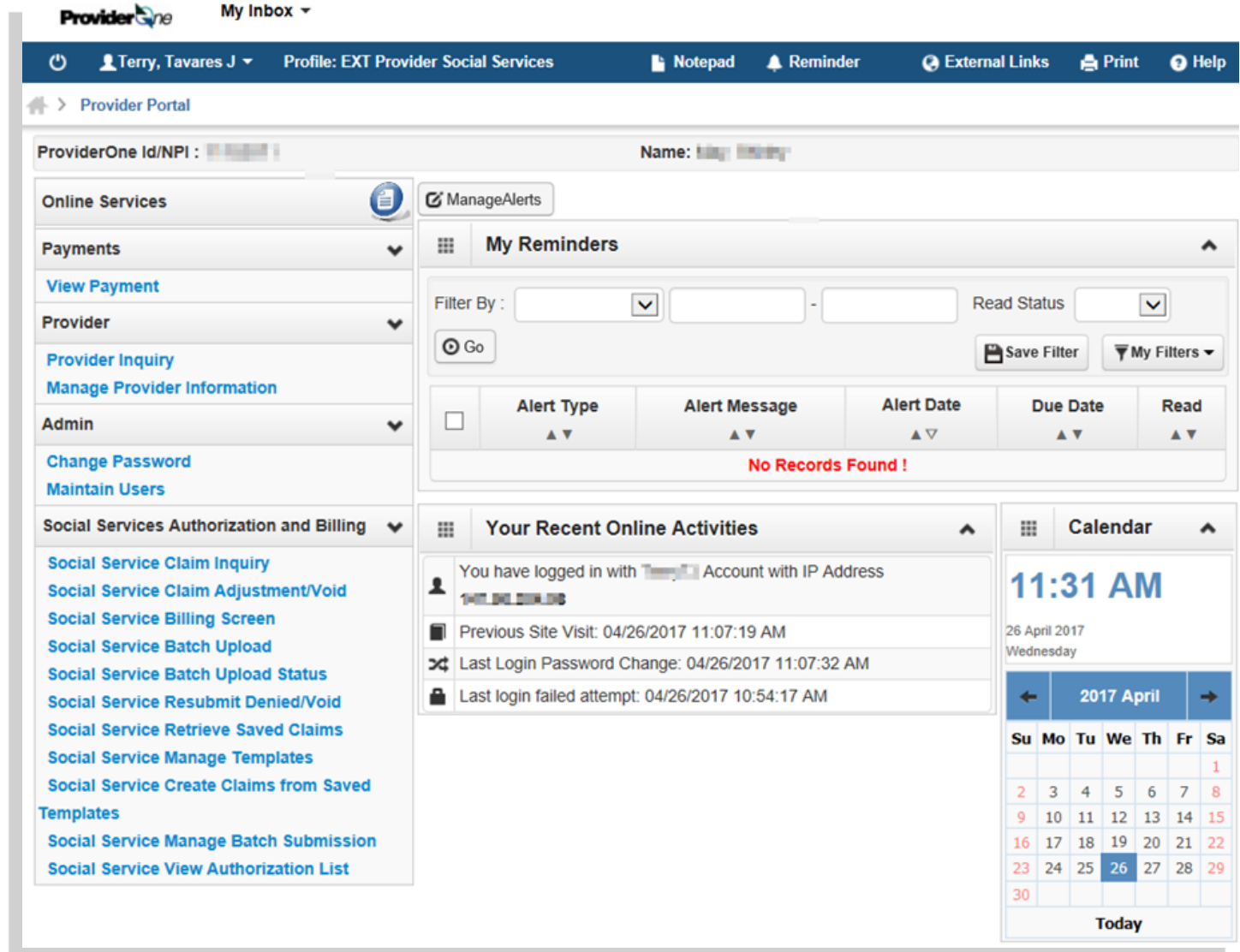
Select the profile that corresponds to the activities you wish to perform

Once you have logged into your ProviderOne domain, you will be immediately taken to the Provider Portal.

The Provider Portal allows you to perform activities related to billing and claims.

In this portal you can:

- ◆ View Payment History
- ◆ Manage Provider Data
- ◆ Change Passwords
- ◆ Maintain Users
- ◆ Inquire About Claims
- ◆ Adjust Claims
- ◆ Submit/Resubmit Claims
- ◆ Submit Batch Claims
- ◆ Retrieve Saved Claims
- ◆ Manage Templates
- ◆ View Social Service Authorizations



The screenshot shows the ProviderOne Provider Portal interface. At the top, there is a navigation bar with the user's name 'Terry, Tavares J', profile 'EXT Provider Social Services', and utility icons for Notepad, Reminder, External Links, Print, and Help. Below the navigation bar, the main content area is divided into several sections:

- Online Services:** A sidebar menu with categories like Payments, Provider, Admin, and Social Services Authorization and Billing, each containing various sub-links.
- My Reminders:** A section with a filter by dropdown, a 'Go' button, and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently displays 'No Records Found!'.
- Your Recent Online Activities:** A list of recent actions such as 'You have logged in with Terry, Tavares J Account with IP Address', 'Previous Site Visit: 04/26/2017 11:07:19 AM', 'Last Login Password Change: 04/26/2017 11:07:32 AM', and 'Last login failed attempt: 04/26/2017 10:54:17 AM'.
- Calendar:** A calendar view for April 2017, showing the current time as 11:31 AM on Wednesday, April 26, 2017.

ProviderOne Provider Portal

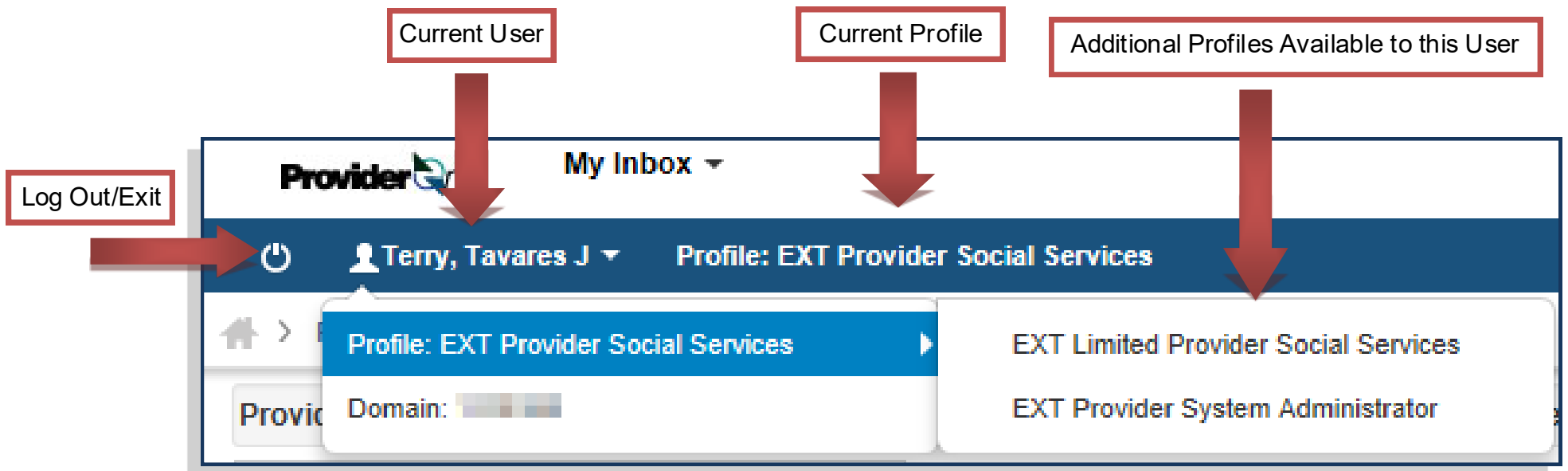
Provider Portal Cont.'

The Provider Portal has many other functions that will be covered in the next few pages.

Here we see information on the current user, the profile that user is signed in with, and any additional profiles the user has available.

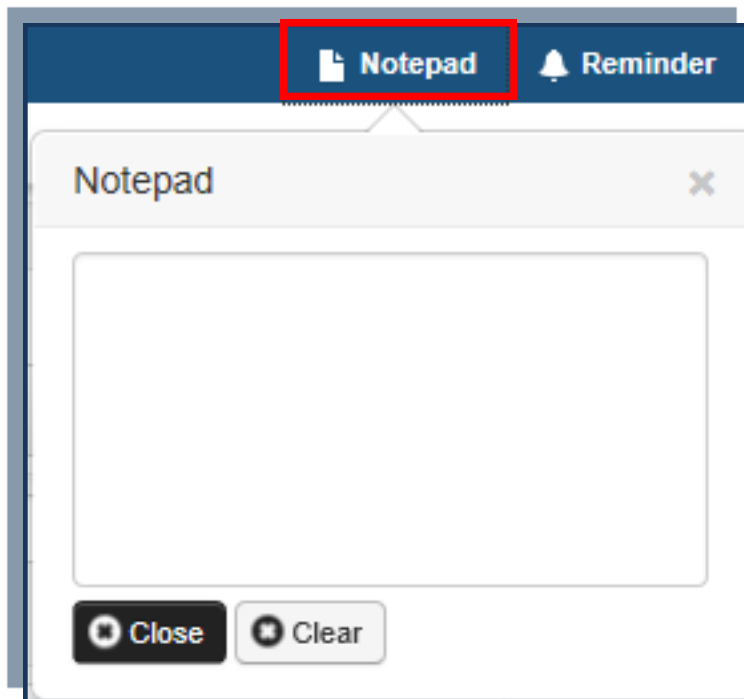
Note:

Users can select between profiles using the dropdown option next to their name or by using the dropdown option in the 'My Inbox' field. From there you can choose to change passwords or toggle between profiles.

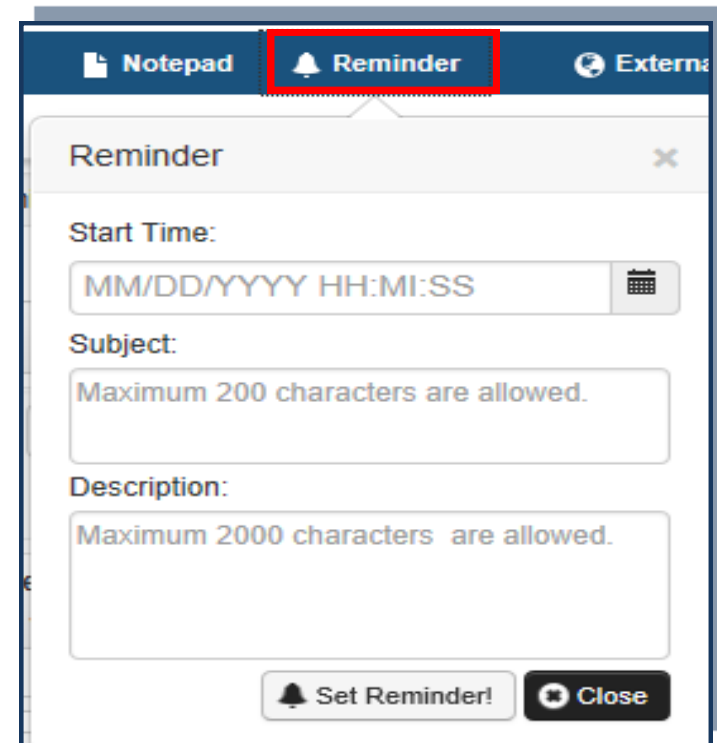


Some features available to users of ProviderOne are the abilities to save information into a **'Notepad'**. This is useful when navigating between screens such as authorizations and claims. Users also have the ability to set **'Reminders'**, print pages and get help.

Note: *The Notepad stores information until the current session is completed; either by the user logging out, or the system timing out due to inactivity.*



Information needed on other screens can be stored in the Notepad for later use.

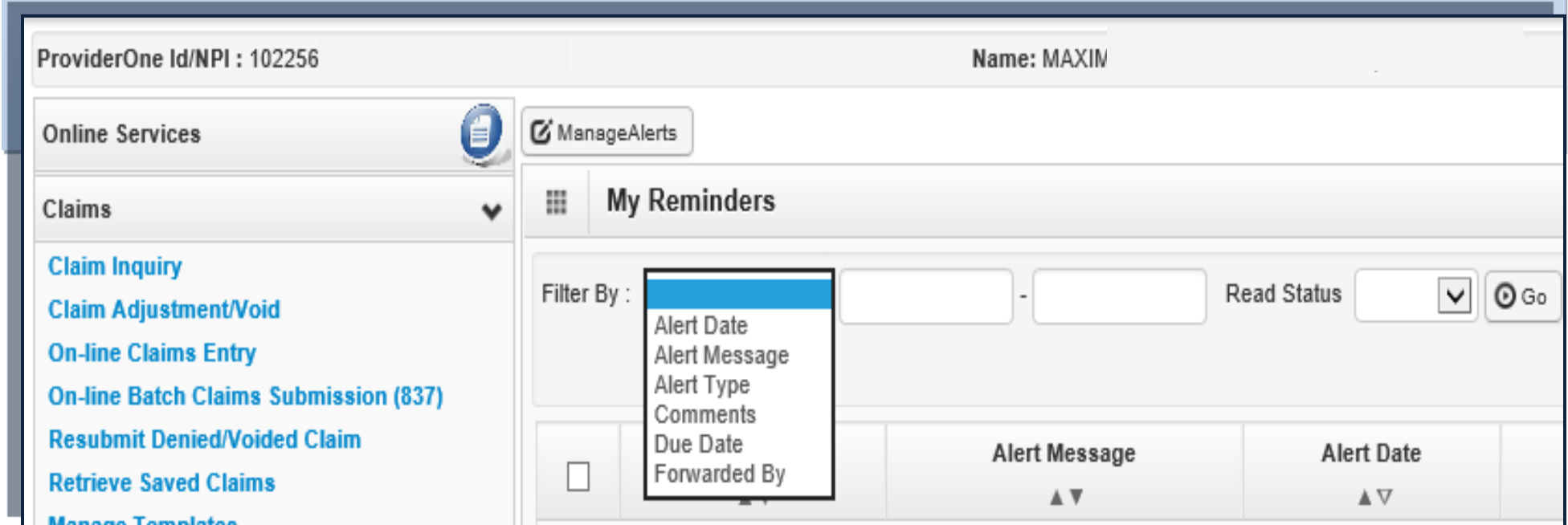


Reminders can be set by date, subject and description.


Next we see information about the **Provider ID/NPI** number, the **Provider Name** (*this is the name the provider does business as*) and the **Manage Alerts and Reminders** area.

If '**ProviderOne Notice**' is set as the communication preference, information such as authorization updates will be listed here; as well as any communications about ProviderOne availability.

Note: Search criteria for alerts and reminders can be set using filters to help providers navigate between older and newer messages.



ProviderOne Id/NPI : 102256 Name: MAXIM

Online Services  ManageAlerts

Claims ▼

[Claim Inquiry](#)
[Claim Adjustment/Void](#)
[On-line Claims Entry](#)
[On-line Batch Claims Submission \(837\)](#)
[Resubmit Denied/Voided Claim](#)
[Retrieve Saved Claims](#)
[Manage Templates](#)

My Reminders

Filter By : Alert Date
Alert Message
Alert Type
Comments
Due Date
Forwarded By - Read Status ▼ Go

	Alert Message	Alert Date
☐	▲▼	▲▼

Your 'Recent Online Activities' are available to show which account you are logged in as, and from which IP Address. Previous site visits, failed login attempts and password changes are shown here as well.

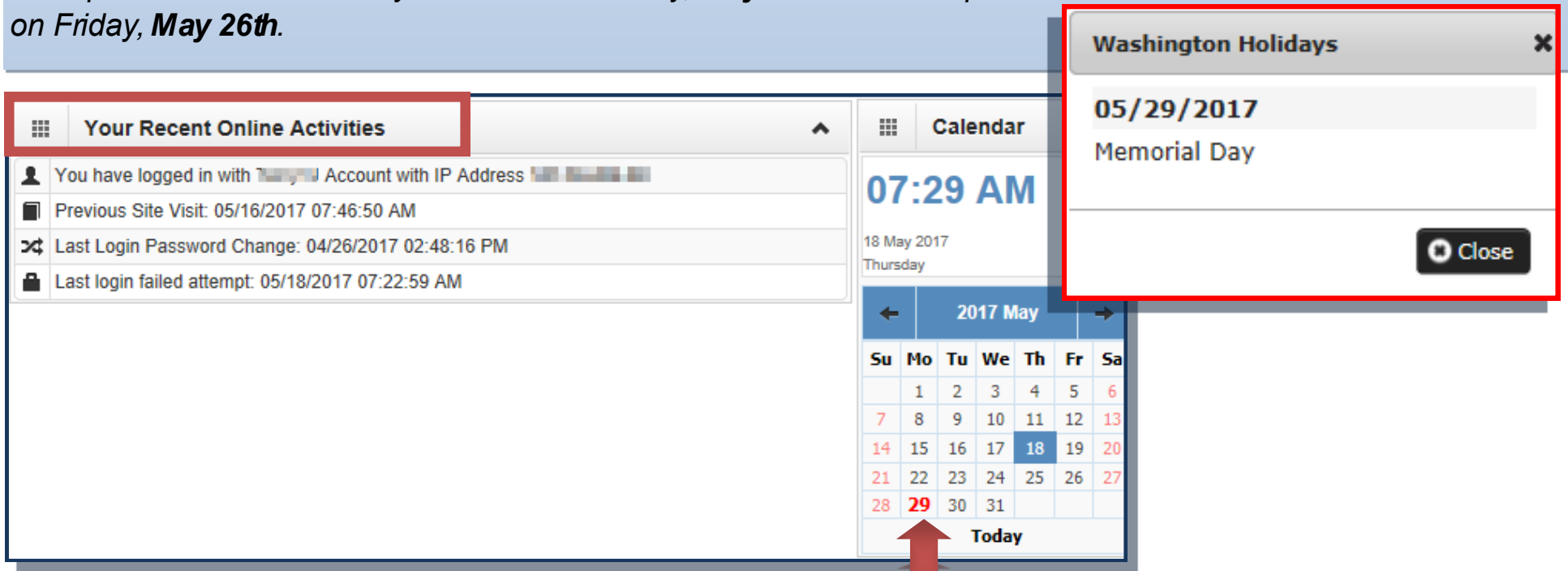
ProviderOne also has a handy calendar for your use. The calendar is helpful for remembering dates and also tracking when payments should be expected*. The calendar will also alert you to upcoming holidays.

As seen below, Memorial Day is bolded in red. By selecting that date, a pop-up appears and shows the information about that holiday.

Note:

**Claims entered by Tuesday at 5:00pm, will be processed that night and payment sent the following Friday.*

*Example: Claims successfully entered on Tuesday, **May 23rd** would be paid on Friday, **May 26th**.*



The screenshot shows the 'Your Recent Online Activities' section with the following entries:

- You have logged in with [redacted] Account with IP Address [redacted]
- Previous Site Visit: 05/16/2017 07:46:50 AM
- Last Login Password Change: 04/26/2017 02:48:16 PM
- Last login failed attempt: 05/18/2017 07:22:59 AM

The calendar shows the date 05/29/2017 (Thursday) selected, which is bolded in red. A pop-up window titled 'Washington Holidays' displays the date '05/29/2017' and the holiday name 'Memorial Day'. A red arrow points to the date 29 in the calendar grid.

Path

The **path** at the top part of the provider portal, shows a history of the pages you have visited.

By clicking the name of a page, you return to that page.

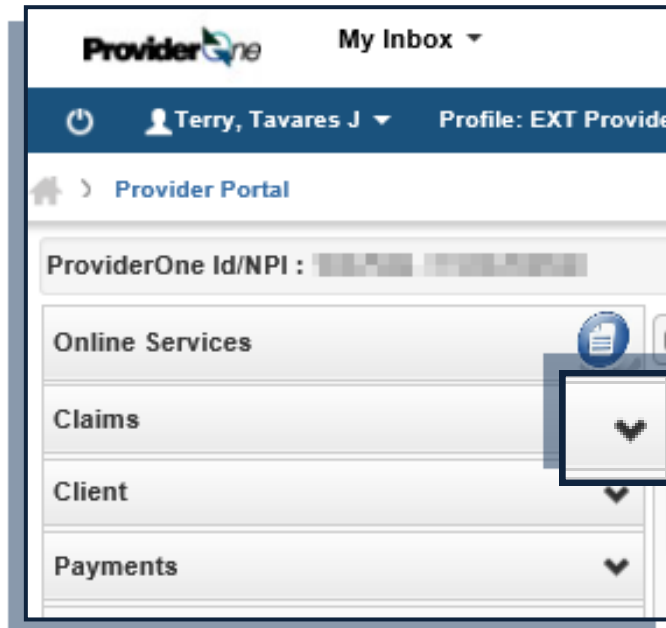
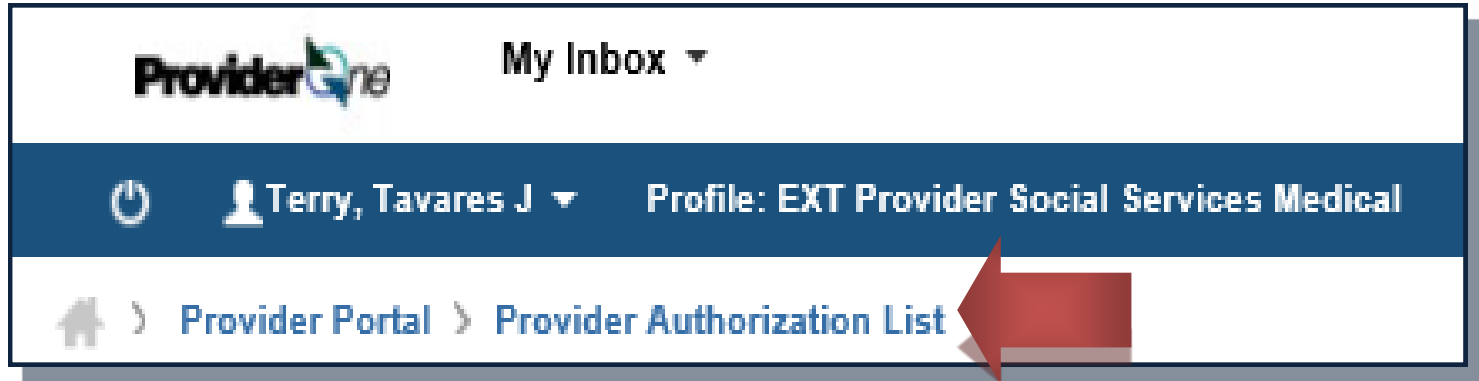
The *Path and ProviderOne control buttons are used for navigation.* Using the browser controls can cause errors later in your session

Hiding Sections

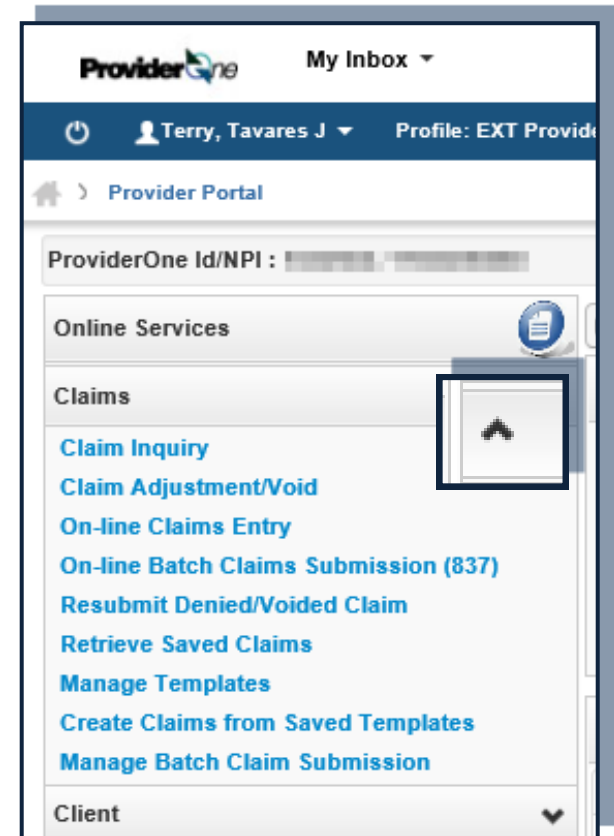
ProviderOne gives the user the option to close/hide sections of the Online Services Menu choices (see picture examples).

Note:

Social Service Medical providers will complete billing activities in the Online Service section 'Claims'. All other social service providers will complete billing activities in the section 'Social services Authorization and Billing' (see next slide)

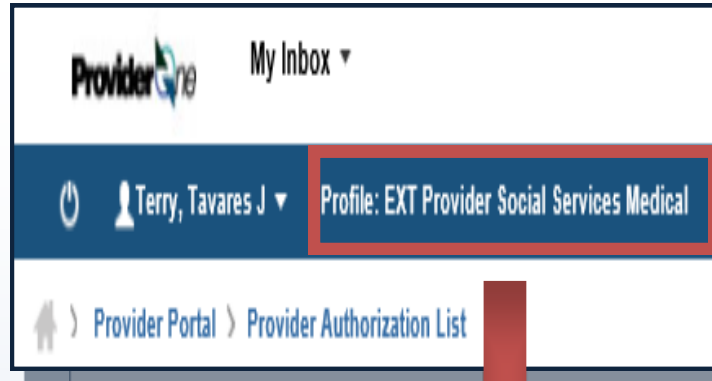


Online Services Menu Shown When Closed



Online Services Menu Shown When Open

Social Service Medical providers will complete billing activities in the Online Service section '**Claims**', located towards the top-left of the provider portal. (Fig. A)



All other social service providers will complete billing activities in the section '**Social Services Authorization and Billing**', located towards the bottom-left of the provider portal. (Fig. B)

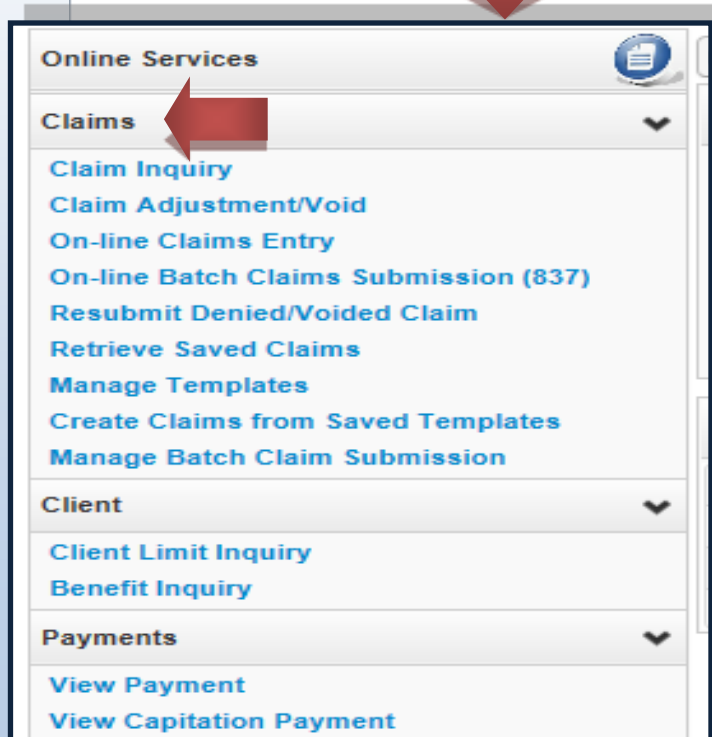
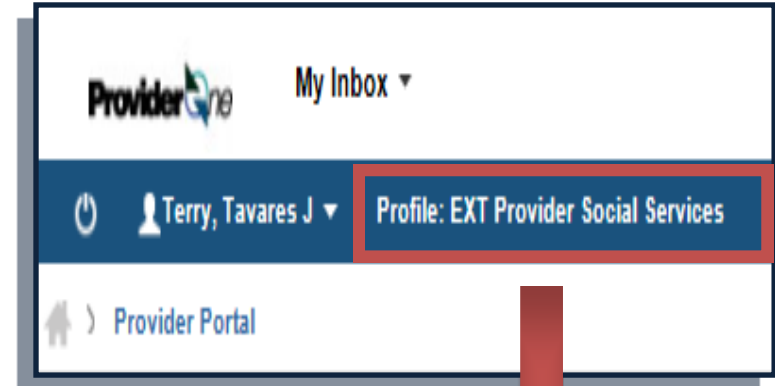


Fig. A

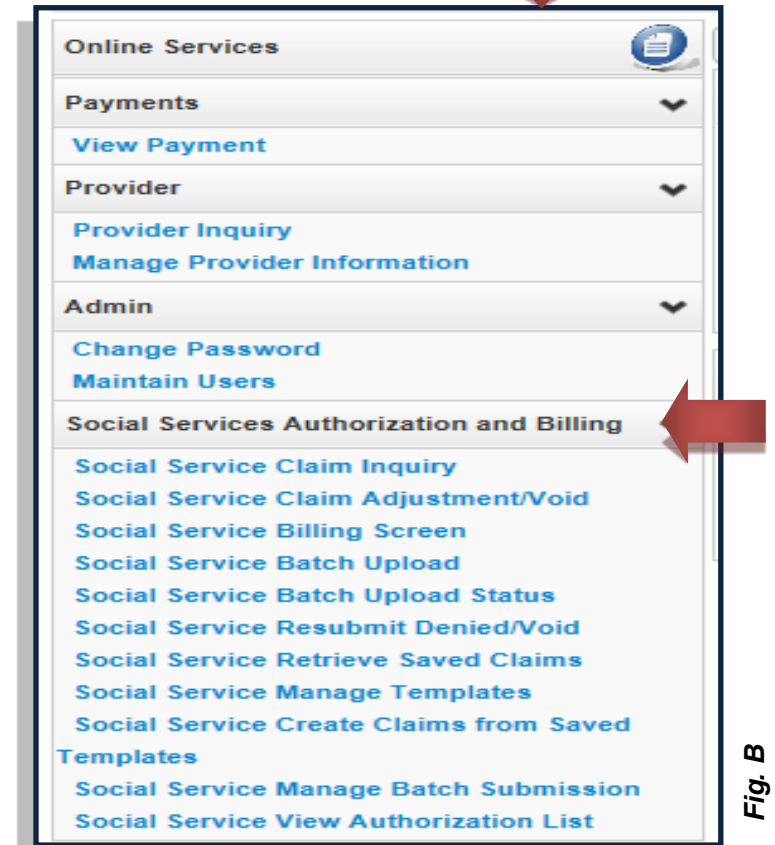


Fig. B


Note:

Those using the EXT Provider Social Services profile will not see the '**Claims**' section listed under '**Online Services**'.

Managing Alerts

You can subscribe to alerts from the 'My Reminders' list. To do so:

- ◆ Click on 'Manage Alerts'
- ◆ 'Subscribe Alerts' pop-up appears
- ◆ Select desired 'Available Alert' message

- ◆ Click on 
- ◆ Your selection will populate in the box on the right
- ◆ Click on 'OK'

Note:

Unsubscribing from alerts, is the reverse of subscribing.

The list of alerts may differ from what is shown here.

