ProviderOne provider user manual

Viewing managed care roster and RA information

2022

Disclaimer

A contract known as the Core Provider Agreement (CPA), governs the relationship between HCA and Washington Apple Health providers. The CPA terms and conditions incorporate federal laws, rules and regulations, state law, HCA rules and regulations, and HCA program policies and billing instructions, including this user manual.

Providers must submit a claim in accordance with the HCA rules, policies, and billing instructions in effect at the time they provided the service. Every effort has been made to ensure this manual's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and a department rule, the department rule controls.

Table of Contents

Viewing the enrollment roster and RA information

Contracted managed care plans can access enrollment rosters and client details, capitation reports and payment information, and download an RA (remittance advice and encounter transaction results report) from the ProviderOne portal.

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

- Viewing the enrollment roster and transaction details
- Viewing the managed care capitation report and payment details
- Downloading an RA

Viewing the enrollment roster and client enrollment details

Accessing the 834 transaction list (enrollment roster)

Using the EXT Provider Managed Care Only profile:

- Click the **View Enrollment Roster** link under the Managed Care area on the provider portal.

- ProviderOne displays the 834 Transaction List.

- In the Filter By dropdown, choose **Report Start Date** and enter the span of dates for the timeframe you want to view.
- Click **Go**.

- Only transactions for clients enrolled in your organization can be viewed in the transaction list.

- Use list filters and sort icons to narrow results.

Viewing the 834 transaction details

From the 834 transaction list page:

- Click the arrow hyperlink in the first column for the transaction you wish to view.

- ProviderOne displays the 843 Transaction Detail page.

- The header area identifies the current transaction being viewed.

From the 834 Transaction Detail page:

- Use the Show menu to view the following detail pages:

- When finished viewing the detail pages, return to the 834 Transaction List by clicking the 834 Transaction List hyperlink located in the path in the header area.
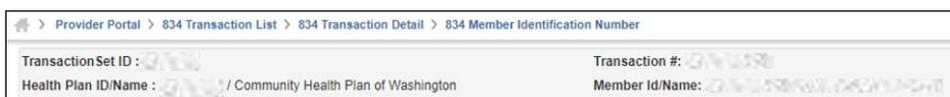
Viewing 834 member identification number

- Click the **834 Member Identification Number** option from the Show menu dropdown:
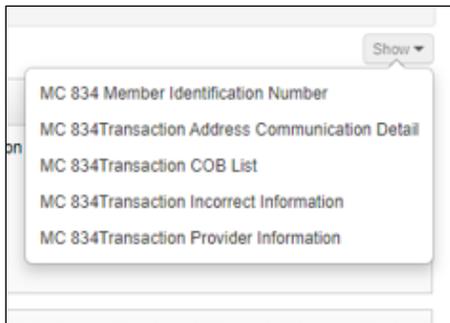
- ProviderOne displays the 834 Member Identification Number page.
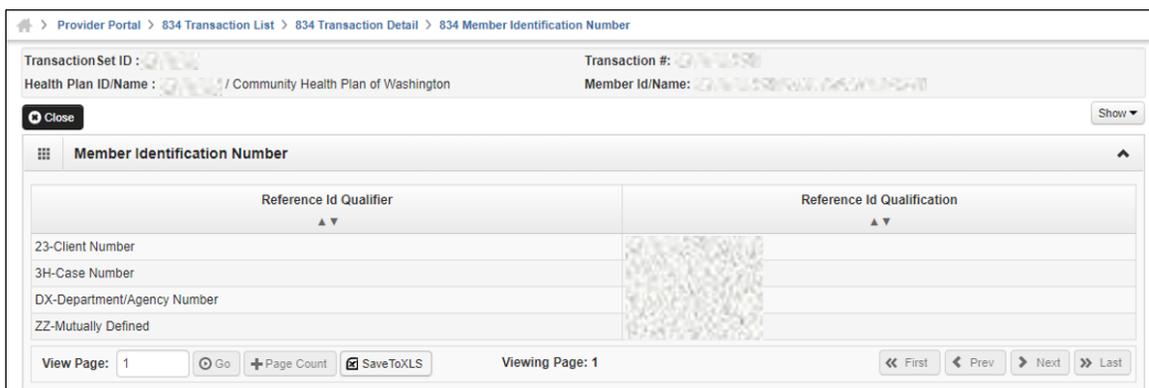
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.

- To close the 834 Member Identification Number page, and return to the previous page in the path, click the **Close** button.
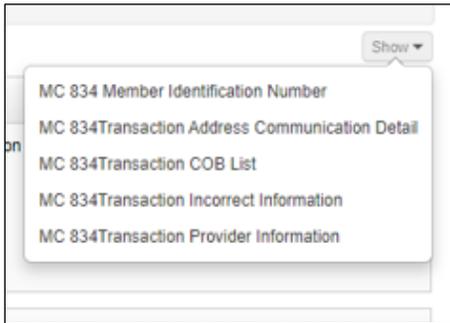

- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.
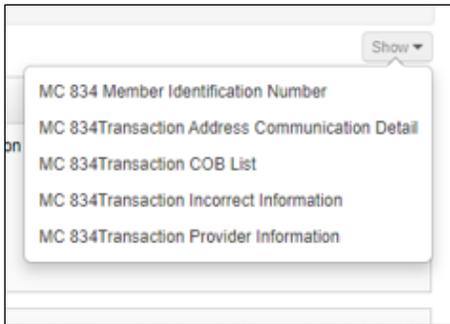
Viewing 834 transaction address communication detail

- Click the **834 Transaction Address Communication Detail** option from the Show menu dropdown:
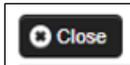

- ProviderOne displays the 834 Transaction Address Communication details page:
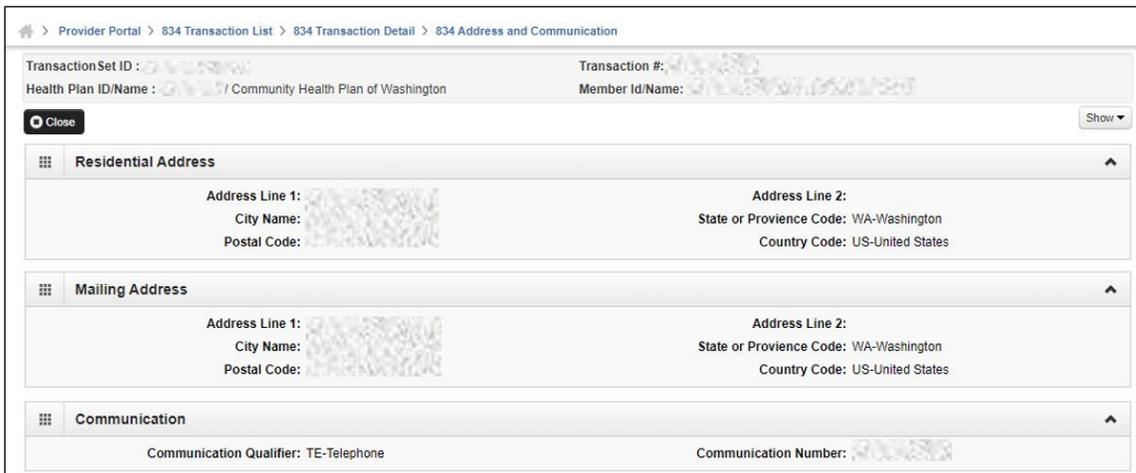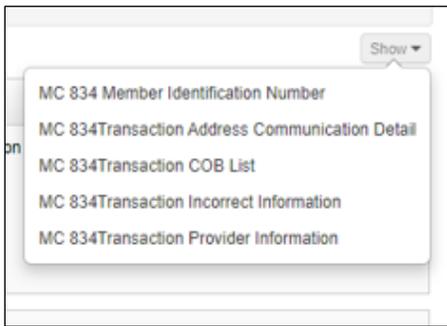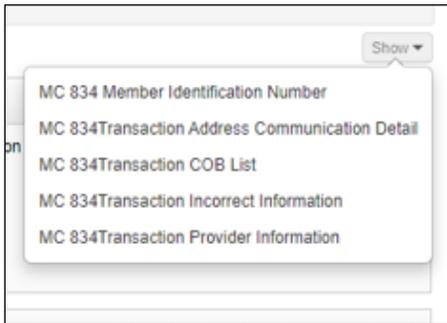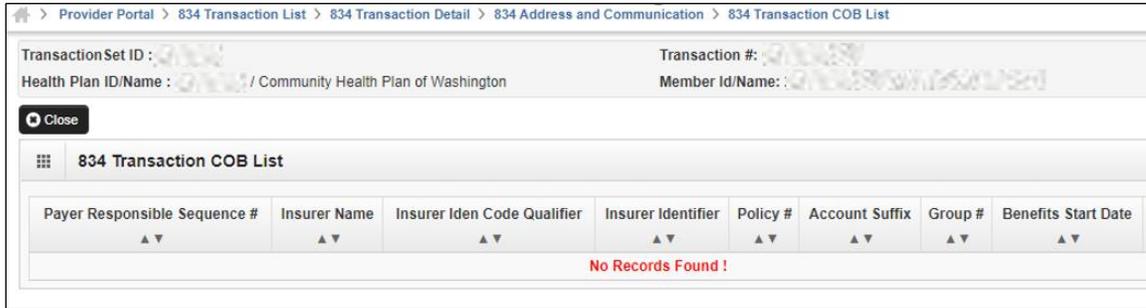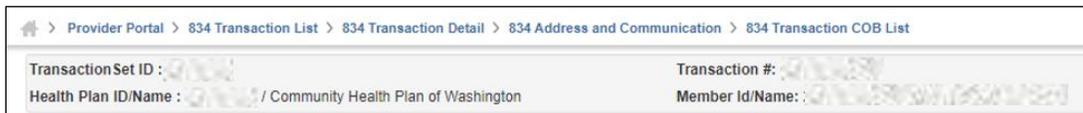
- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.
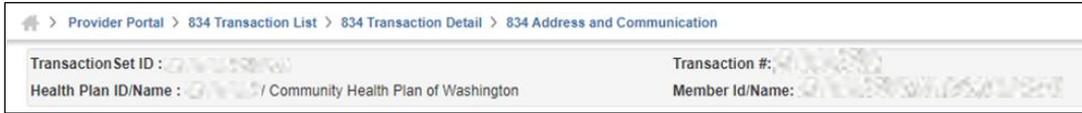
- To close the 834 Address and Communication page, and return to the previous page in the path, click the **Close** button.

- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

Viewing 834 transaction cob list

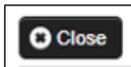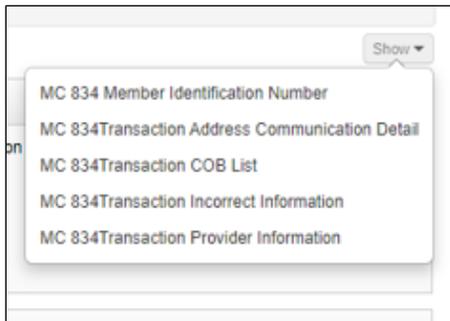- Click the **834 Transaction COB List** option from the Show menu dropdown:

- ProviderOne displays the 834 Transaction COB List:

- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.

- To close the 834 Transaction COB List and return to the previous page in the path, click the close button.
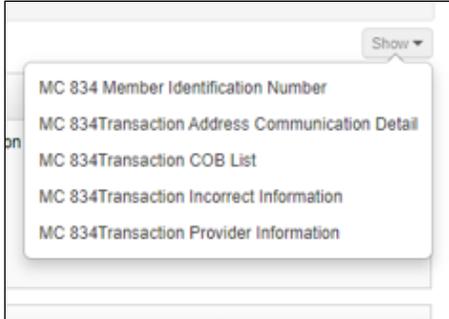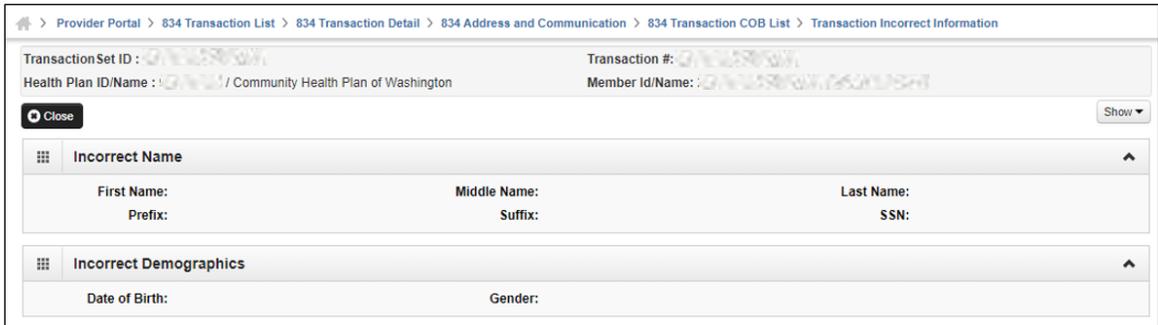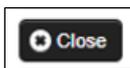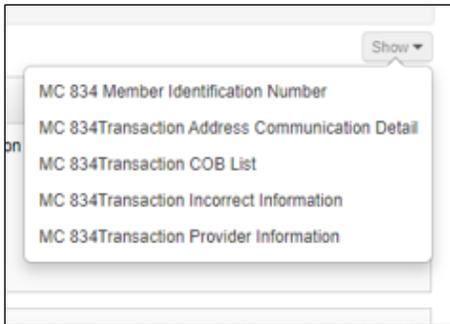
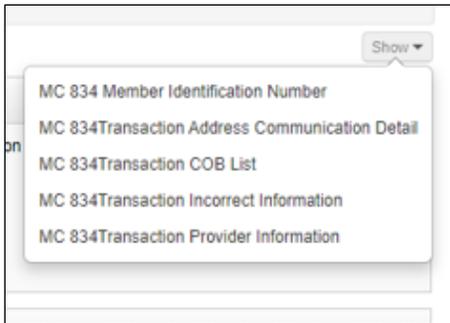

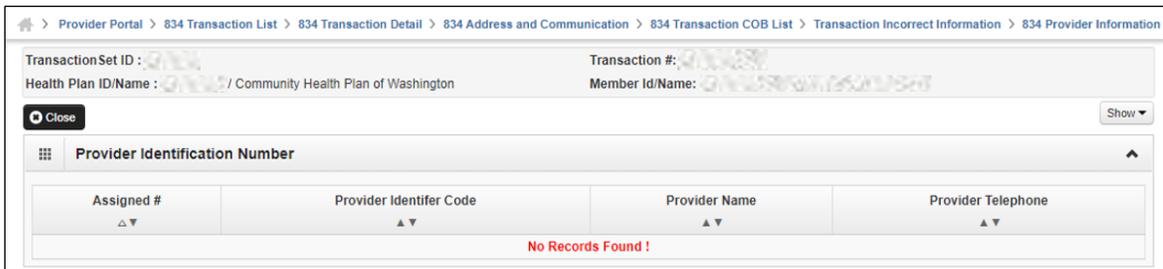- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

Viewing 834 transaction incorrect information list

- Click the **834 Transaction Incorrect Information** option from the Show menu dropdown:

- ProviderOne displays the 834 Transaction Incorrect Information page:

- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.

- To close the 834 Transaction Incorrect Information page and return to the previous page in the path, click the **Close** button.

- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

Viewing 834 Transaction Provider Information

- Click the **834 Transaction Provider Information** option from the Show menu dropdown:

- ProviderOne displays the 834 Provider Identification Number:
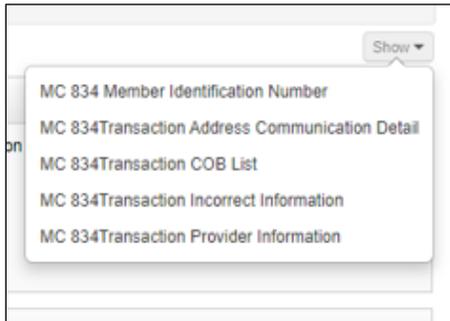

- To return to the 834 Transaction List, click the 834 Transaction List hyperlink located in the path in the header area.

- To close the 834 Provider Information page and return to the previous page in the path, click the **Close** button.
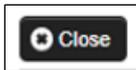
- To view additional transaction detail pages, open the Show menu dropdown and select from the available options.

For more detail on 834 transaction information, visit the 834 Companion Guide on HCA's HIPAA webpage.

Viewing the Managed Care capitation report

The capitation report is used by managed care organizations to view managed care payment summary information. ProviderOne displays the capitation report using the Payment Summary list and Payment Summary Detail pages.

Accessing the payment summary list

- Using the EXT Provider Managed Care Only user profile, from the provider portal, click the View Capitation Payment link.

- ProviderOne displays the Payment Summary List.

- Use the filter and sort features to narrow the list of records.
- Only records pertaining to your MCO or practice appear in this list.

Viewing payment summary details

- From the Payment Summary List, click the hyperlink located in the Consolidated Invoice # column.

- ProviderOne displays the Payment Summary Detail page for the selected record.

- Contents of the Individual Level Remittance List and the Organizational Remittance List depend on the type of payment record selected.

- To close the Payment Summary page and return to the Payment Summary List, click the close button.
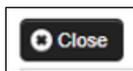
Viewing the individual level remittance detail page

- From the Payment Summary Detail page, all the details of a specific transaction are displayed in the Individual Level Remittance List columns.

- To return to the Payment Summary Detail page, click the close button.

- Use the path to navigate to the provider portal, the Payment Summary List, or other pages shown in the path.
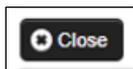

Viewing the organization level remittance detail page

- From the Payment Summary Detail page, all the details of a specific transaction are displayed in the Organization Level Remittance list columns.

- To return to the Payment Summary Detail page, click the close button.

- Use the path to navigate to the provider portal, the Payment Summary List, or other pages shown in the path.

For more detail on 820 transaction information, visit the 820 Companion Guide on HCA's HIPAA webpage.

Downloading HIPAA 835 files

Accessing the HIPAA 835 file using the View ETRR link

Using the EXT Provider Managed Care Only user profile, from the provider portal, click the **View ETRR** link.

Managed Care	⌄
View Enrollment Roster	
View ETRR	

- ProviderOne displays the RA Payment List.

- The RA Payment List is used to download 835 HIPAA files.
- Only 835 HIPAA files for your managed care organization are viewable.
- Use the filter and sort features to refine your results.

Downloading and viewing the HIPAA 835 file

- Click the link in the Download column represented by the "HIPAA . . ." file name.
- Save the file to your local drive.

> **Please note**. You must use the hyperlink in the Download column to access your 835 HIPAA files.

Viewing the HIPAA 835 file

- To view the downloaded file, you need to open it with Microsoft WordPad or a word processor with the ability to display documents formatted in Unicode UTF-8.
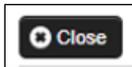
For more detail on 835 transaction information, visit the 835 Companion Guide on HCA's HIPAA webpage.