

## Frequently Asked Questions: ProviderOne Setup and Payment Information for New Social Services Providers

This resource is for newly contracted Social Services Providers and is intended to provide guidance on how to receive payment for social services provided to Medicaid-eligible clients. Additional resources for Social Services Providers can be found on the Health Care Authority's [ProviderOne for Social Services webpage](#).

### Q-1: Who should view this resource?

This resource is for Social Services Providers who have recently become contracted with the WA State Department of Social & Health Services (DSHS). Social Services Providers provide home and community-based services to Medicaid-eligible clients. Examples of Social Services Providers include Adult Family Homes, Assisted Living Facilities, Home Care Agencies, Group Homes, Home Delivered Meals, Adult Day Health Centers, Durable Medical Equipment vendors, Private Duty Nurses, etc. If this describes you or your company, this resource is for you!

**Note:** If you are an Individual Provider (IP) who provides in-home care services and are registered with Consumer Direct Care Network Washington (CDWA) or a Home Care Agency, contact either CDWA or the Home Care Agency for questions about receiving payment for services.

### Q-2: How do Social Services Providers receive payment?

Social Services Providers receive payment for DSHS-authorized services by submitting claims in [ProviderOne](#). ProviderOne is the payment system for most Medicaid funded Medical and Social Services in Washington State. Washington's Medicaid agency, the Health Care Authority (HCA), oversees the ProviderOne system. After submitting claims in ProviderOne, Social Services Providers receive payment in the form of a warrant (paper check) or electronic funds transfer (EFT).

**Important!** To be paid for services, Social Services Providers must:

- Have an active ProviderOne account with the Health Care Authority (HCA)
- Be able to login to ProviderOne using the '*EXT Provider Social Services*' profile for social services claims or the '*EXT Provider Social Services Medical*' profile for social services medical claims (e.g., private duty nursing)
- Have an active contract with DSHS (excluding DME providers)
- Have an authorization in APPROVED and "no error" status (viewable in ProviderOne) for the dates of service(s) and the client(s) you are submitting claims for. If an authorization is in error status for current or past dates of service, DSHS cannot guarantee payment and you should contact the authorizing worker as soon as possible before delivering contracted services.

### Q-3: How do I get a ProviderOne account?

Once your Social Services Contract is established with DSHS, your information is pre-loaded into ProviderOne based on your DSHS Contract information. Once your ProviderOne account is active, you will receive a welcome letter from HCA

via U.S. Mail. The welcome letter contains your seven-digit ProviderOne ID (also known as your ProviderOne Domain number). Along with the welcome letter, you will also receive a [ProviderOne User Access Request form](#). **Follow the directions in the welcome letter and fill out the ProviderOne User Access Request form to get access to your ProviderOne account.**

More information on accessing your ProviderOne account can be found on [HCA's website](#).

**Note:** If you are a Social Services Provider who will also be providing and billing for medical services (e.g., private duty nursing), there are additional steps you must take to be able to bill for and receive payment for services. See Q-7 for more information.

#### Q-4: My ProviderOne account is active, how do I get login credentials?

After you submit the [ProviderOne User Access Request form](#) to HCA, you will receive your ProviderOne login credentials from HCA via secure email within a few days (be sure to check your SPAM/Junk folder). If you have not received your login credentials within 72 hours after submitting the request form, contact [ProviderOneSecurity@hca.wa.gov](mailto:ProviderOneSecurity@hca.wa.gov).

**Note:** HCA sends your login credentials via WA's Secure Access Washington (SAW) portal. You will be required to login to SAW to view your ProviderOne login credentials. For assistance logging into SAW, providers must contact the SAW Help Desk (HCA and DSHS cannot assist with logging into SAW).

#### Q-5: I received my ProviderOne login credentials, now what do I do?

After you receive your login information from HCA, visit the ProviderOne login page at: <http://www.providerone.wa.gov>. Login to ProviderOne using the username and password you received via email from HCA. Your 'Domain Name' is your 7-digit ProviderOne ID (this can be found in your HCA Welcome Letter). **The first time you login to ProviderOne, you must review and update your information:**

- Login to ProviderOne using the 'EXT Provider Social Services' profile
- Click on 'Manage Provider Information'
- Review and make changes as needed to the following information:
  - *Step 1: Basic Information*
  - *Step 2: Locations* (confirm "Location", "Mailing", and "Pay-To" addresses are correct)
    - *Location:* This is the physical location of the facility (this address cannot be a PO Box)
    - *Mailing:* This is the facility's mailing address
    - *Pay-To:* This is the address where warrants (checks) are mailed
  - *Step 8: Contract Details*
  - *Step 15: Payment and Remittance Details* (during this step, you can sign up for Electronic Funds Transfer so payments go directly to your bank)
- After making changes, be sure to click on *Step 16/17: Submit Modification for Review*

Once you have submitted your changes for review, you will be returned to the main screen. You will see any modifications you made with a *Modification Status* of 'In Review'. It can take anywhere from 1-2 business days and up to 6 weeks for the changes to be reviewed and approved by HCA.

**Find directions on how to update ProviderOne information on HCA's [ProviderOne for Social Services webpage](#).** For assistance with updating ProviderOne information or to check on the status of your change request, contact HCA's Office of Provider Enrollment at 1-800-562-3022 ext. 16137.

#### Q-6: How do I submit claims for payment?

Directions on how to submit claims for services provided, review authorizations, adjust claims, view paid claims, add additional users who can submit claims on your behalf, and more important information related to billing for social services can be found on HCA's [ProviderOne for Social Services webpage](#). If you need assistance with submitting claims, contact HCA's Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022.

#### Q-7: Why am I receiving an error message when I try to submit claims for medical services (e.g., private duty nursing)?

If you are a Social Services Medical Provider contracted with DSHS to provide medical services, you must choose the '*EXT Provider Social Services Medical*' profile when logging into ProviderOne to bill for medical services. If you do not have this profile, you will not be able to receive payment for medical services until you complete additional paperwork with the Health Care Authority (HCA). Your DSHS Contract Specialist will provide you with the necessary HCA paperwork. After you complete the forms, your DSHS Contract Specialist will forward to HCA on your behalf. It may take up to eight (8) months for HCA to process your paperwork.

**Note:** You will not be able to receive payment for services until your HCA paperwork has been approved by HCA. **You should not accept new Medicaid referrals or provide medical services until your HCA paperwork is approved and your ProviderOne '*Ext Provider Social Services Medical*' profile login is active.** If client services are impacted, please contact your DSHS Contract Manager to request your HCA paperwork be expedited.

#### Q-8: When will I receive payment and how can I track payments?

Providers can submit claims for payment based on their billing preference as frequently as weekly. The ProviderOne claim submission deadline is every Tuesday at 5 p.m. (Pacific) for payment to be generated that Friday. Providers can view paid, denied, and adjusted claims on the [remittance advice](#). Remittance advices are available in ProviderOne each Friday.

**Note:** Per [WAC 388-05-0010](#), providers must submit claims no later than 12 months from the date of service.

#### Q-9: Where can I find more information about ProviderOne for Social Services and how can I sign up to receive email notifications?

More information for Social Services Providers is available on HCA's ProviderOne for Social Services [webpage](#). Social Services Providers are encouraged to sign up for HCA and DSHS email notifications:

- [DSHS social service provider alerts](#)
- [HCA provider alerts](#)

I need help with ...	Contact ...
<ul style="list-style-type: none"> <li>• There is no authorization</li> <li>• Incorrect dates authorized</li> <li>• Incorrect units, rate, or amounts authorized</li> <li>• Authorization errors</li> </ul>	<p><b>The client's DSHS (DDA or HCS) or AAA Case Manager</b></p>
<ul style="list-style-type: none"> <li>• You are not getting a response from the case manager within two business days</li> </ul>	<p><b>The client's DSHS (DDA or HCS) or AAA Case Manager Supervisor</b></p>
<ul style="list-style-type: none"> <li>• Enrolling in ProviderOne</li> <li>• Updating information in ProviderOne</li> <li>• Updating banking information in ProviderOne</li> <li>• Medicaid revalidation</li> <li>• Assistance with ProviderOne medical application paperwork (SS Medical)</li> </ul>	<p><b>Health Care Authority--Provider Enrollment</b>  <b>Phone:</b> 1-800-562-3022 ext. 16137  <b>Phones are open:</b> Tuesdays and Thursdays from 7:30 a.m. to 4:30 p.m. (Closed from noon to 1 p.m.)  <b>Email:</b> <a href="mailto:ProviderEnrollment@hca.wa.gov">ProviderEnrollment@hca.wa.gov</a>  When emailing Provider Enrollment, you will get you a ticket/incident number. Save this ticket/incident # for future escalation!  <b>Note:</b> If an issue is taking more than 2 weeks to resolve, please contact: <ul style="list-style-type: none"> <li>• DSHS ALTSA Providers/services: <a href="mailto:P1_escalation@dshs.wa.gov">P1_escalation@dshs.wa.gov</a></li> <li>• DSHS DDA Providers/services: Contact the DDA Resource Developer or Contractor who will escalate to the Regional Payment Specialist as needed</li> </ul> </p>
<ul style="list-style-type: none"> <li>• Billing and claims assistance</li> <li>• Claim inquiry</li> <li>• Claim errors</li> <li>• Service limitations</li> <li>• Payment issues</li> </ul>	<p><b>Health Care Authority--Medical Assistance Customer Service Center (MACSC)</b>  <b>Phone:</b> 1-800-562-3022 (choose "provider services")  <b>Online:</b> HCA <a href="#">Secure form</a>  <b>Important!</b> If you need assistance on a claim close to the one-year timely filing deadline, please type "Urgent, timely issue." in the <b>Other Comments</b> box on HCA's <a href="#">secure form</a>.  When using the secure webform, you will get you a ticket/incident number. Save this ticket/incident # for future escalation if needed!  <b>Note:</b> If an issue is taking more than 2 weeks to resolve, please contact: <ul style="list-style-type: none"> <li>• DSHS ALTSA Providers/services: <a href="mailto:P1_escalation@dshs.wa.gov">P1_escalation@dshs.wa.gov</a></li> <li>• DSHS DDA Providers/services: Contact the DDA Resource Developer or Contractor who will escalate to the Regional Payment Specialist as needed</li> </ul> </p>
<ul style="list-style-type: none"> <li>• ProviderOne login assistance</li> </ul>	<p><b>Email:</b> <a href="mailto:ProviderOneSecurity@hca.wa.gov">ProviderOneSecurity@hca.wa.gov</a></p>