

# **ProviderOne**

# **Provider System**

# **User Manual**



Getting Started in ProviderOne

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## **Disclaimer:**

A contract, known as the Core Provider Agreement, governs the relationship between the Health Care Authority (HCA) and Medical Assistance providers. The Core Provider Agreement's terms and conditions incorporate federal laws, rules and regulations, state law, HCA rules and regulations, and HCA program policies, numbered memoranda, and billing instructions, including this Guide.

Providers must submit a claim in accordance with the HCA 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 an Agency rule, the Agency rule controls."

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# Getting Started in ProviderOne

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Accessing, Navigating, and Entering Data Into ProviderOne

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

- Before You Launch ProviderOne
- Launching ProviderOne
- Logging In To ProviderOne
- Selecting a Profile
- Logging Out Of ProviderOne
- Resetting Your User Password
- Managing Your User Password and Profile
- Navigating ProviderOne (The Provider Portal)
- Using ProviderOne Online Help
- Using ProviderOne List Pages
- Entering Data Into ProviderOne
- Managing Alerts and Reminders

## Before You Launch ProviderOne

### ProviderOne System Requirements

#### *Hardware Requirements*

- PC running Microsoft Windows Operating System
- Screen resolution: 1024 x 768 (or higher - recommended)

#### *Software Requirements*

- Internet Explorer 7.0 - 9.0
- Adobe Acrobat Reader 8.0 or above

#### Required User Skills

Prior to working with the ProviderOne system, you will need to know how to operate a personal computer and have a basic understanding of Microsoft Windows and Microsoft Internet Explorer.

### ProviderOne Training Resources

In addition to this guide there are other resources available to assist you in learning how to get the most from the ProviderOne system.

These resources include:

- Online interactive tutorials covering many common ProviderOne tasks
- Webinars and live training events
- Online eLearning courses

### Information You Will Need

Before you will be able to access and use ProviderOne you will need the following information:

- Web address of ProviderOne
  - <https://www.waproviderone.org>
- Your Provider Domain Name
- Your Username
- Your Password

If you do not know your domain name, username or password you should contact your system administrator.

## Launching ProviderOne



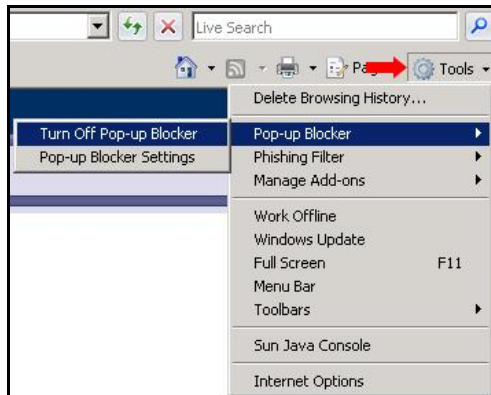
Launch Internet Explorer and enter the ProviderOne web address into the address box: <https://www.waproviderone.org>



Internet Explorer will connect to ProviderOne and display the ProviderOne Home page.

## Turn Off The Internet Explorer Pop-up Blocker

ProviderOne makes extensive use of pop-up windows. To ensure the smooth operation of ProviderOne you will need to turn off your pop-up blocker.



## Logging Into ProviderOne

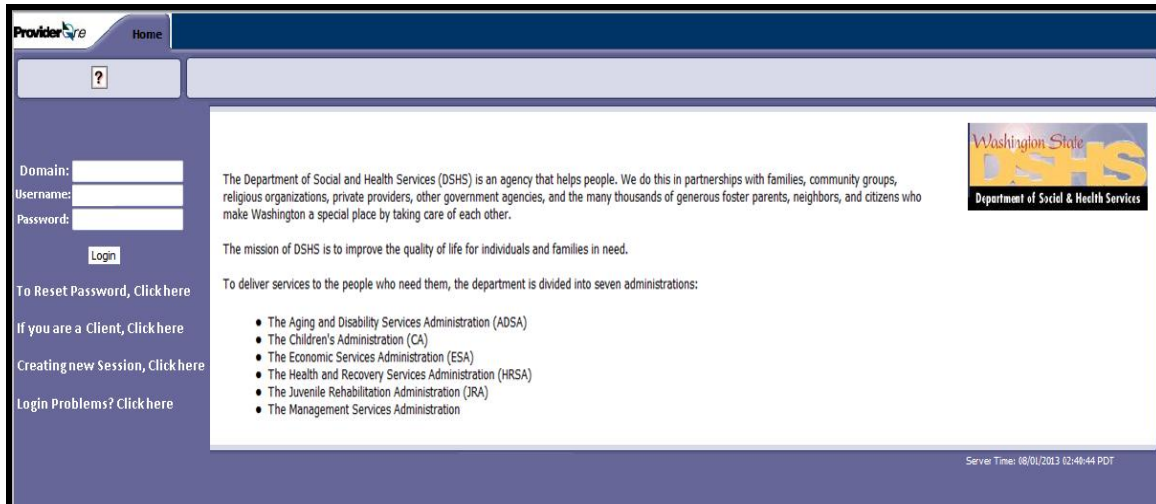


Figure 1 – ProviderOne Home

### About the ProviderOne Home Page

- If you are logging into ProviderOne with a password created by ProviderOne or your system administrator, you will be required to create a new password.
- If you enter an invalid Domain Name or Username three times, ProviderOne will display the Logout page and you will have to start over.
- If you enter an invalid password three times, your user account will be locked. Your System Administrator must unlock your account before you can login.
- If your password has expired, ProviderOne will direct you to the Change Pwd page and you will have to create a new password.

The ProviderOne Domain Name, Username, and Password are case sensitive.



Enter your login information and click the Login button.

Domain:   
Username:   
Password:   
  
[To Reset Password, Click here](#)



ProviderOne displays the Select a Profile page.

## Selecting a Profile

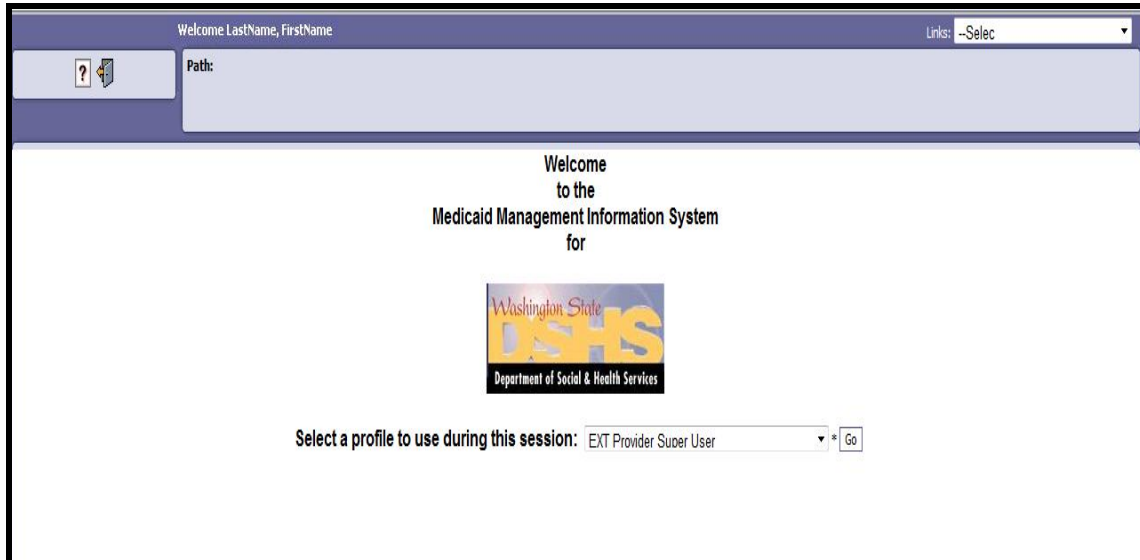



Figure 2 – Select a Profile

### About the Select a Profile Page

- ProviderOne uses profiles to control what you can see and what you can do in ProviderOne. You must select a profile as part of the login process.
- Profiles are assigned to you by your system administrator. Only the profiles assigned to you will appear in the selection list.



Click the  icon to reveal the profiles associated with your user account. Select a profile and click the Go button.

EXT Provider Claims Payment Status  
EXT Provider Claims Submitter  
EXT Provider Download Files  
EXT Provider EHR Administrator  
EXT Provider Eligibility Checker  
EXT Provider Eligibility Checker-Claims  
EXT Provider File Maintenance  
EXT Provider File View Only  
EXT Provider Managed Care Only  
EXT Provider Super User  
EXT Provider System Administrator  
EXT Provider Upload Files  
EXT Provider Upload and Download Files

This figure shows all the current profiles available.



ProviderOne displays the ProviderOne Provider Portal.

The screenshot shows the ProviderOne Provider Portal interface. The top navigation bar includes a 'My Inbox' icon and a 'Welcome Relations, Provider - You have logged-in with EXT Provider Super User profile.' message. Below this, the user's profile information is displayed: 'Path: Provider Portal', 'ProviderOne Id/NPI: 2857403 / 5522336671', and 'Name: Mario Health Center'. The main content area is divided into two columns. The left column contains a 'Provider Portal:' section with various service categories and their corresponding links. The right column displays a 'Welcome!' message from the Department of Social and Health Services (DSHS) and a 'My Reminders:' section with a table of alerts.

**Provider Portal:**

**Online Services:** [Hide/Max](#)

- [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](#)
  - [Create Claims from Saved Templates](#)
  - [Manage Batch Claim Submission](#)
- Client** [Hide/Max](#)
  - [Client Limit Inquiry](#)
  - [Benefit Inquiry](#)
- Payments** [Hide/Max](#)
  - [View Payment](#)
  - [View Capitation Payment](#)
- ProviderOne-Generated Invoices** [Hide/Max](#)
  - [View Invoice](#)
  - [Validate Invoice](#)
- Managed Care** [Hide/Max](#)
  - [View Enrollment Roster](#)
  - [View ETRR](#)
- Prior Authorization** [Hide/Max](#)
  - [On-line Prior Authorization Submission](#)
  - [Prior Authorization Inquiry](#)
  - [Prior Authorization Adjustment](#)
- Provider** [Hide/Max](#)
  - [Provider Inquiry](#)
  - [Manage Provider Information](#)
  - [Initiate New Enrollment](#)
  - [Track Application](#)
- HIPAA** [Hide/Max](#)
  - [Submit HIPAA Batch Transaction](#)
  - [Retrieve HIPAA Batch Responses](#)
- Admin** [Hide/Max](#)
  - [Change Password](#)
  - [Maintain Users](#)

**Welcome!** [Hide/Max](#)

The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

[Manage Alerts](#)

**My Reminders:**

Filter By:

Read Status:  [Go](#)

<input type="checkbox"/>	Alert Type ▲ ▼	Alert Message ▲ ▼	Alert Date ▲ ▼	Due Date ▲ ▼	Read ▲ ▼
<input type="checkbox"/>	BROADCAST_MESSAGE	Authorization for Services - Spinal Injections. Effective for dates on and after October 1, 2013, the Agency will require prior authorization for spinal injections through Qualis Health. Procedures include Diagnostic Facet Injection and M....	06/06/2013	11/01/2013	


Delete [View](#) Viewing Page 1 [Next](#) 1 [Go](#) [Page Count](#) [Save To XLS](#)

Figure 3 – Provider Portal



## Logging Out of ProviderOne



From the Provider Portal, click the  Logout button located in the ProviderOne header.



**Caution:** If you are in the process of making changes to data in ProviderOne make sure you save your changes before clicking the Logout button.



ProviderOne logs you out of the system and launches the Logout page.



Figure 4 – Logout Page



To log back into ProviderOne, click the Home tab or the Home link.

## Resetting Your User Password



From the Login page, click the link to reset your password.

Domain:   
Username:   
Password:   
Login  
To Reset Password , Click here



ProviderOne launches the Pwd Recovery page.

ProviderOne Pwd Recovery  
Close Recover Pwd  
High School Name?   
Date Of Birth:   
Last Name:

Figure 5 – Pwd Recovery

### About the Pwd Recovery Page

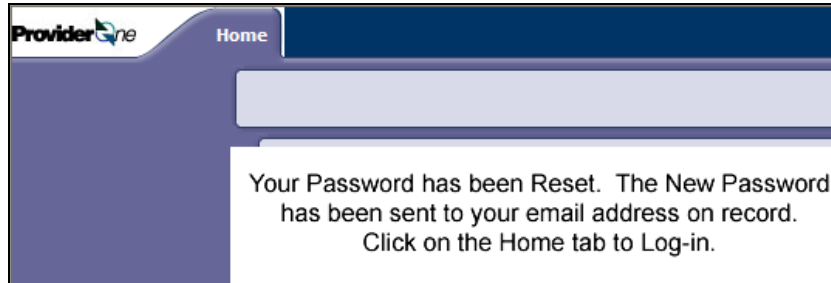
- In the example above the secret question “High School Name?” is indicated, your question may be different.



After entering the information, click the Recover Pwd button.



ProviderOne will email your new password to the email account associated with your user account and launch the ProviderOne Logout page with the following message.



Open your email; retrieve your password and attempt to login again by clicking the Home tab.

Once you login, you will be required to change your password since you will have logged in with a system generated password.

## Changing Your Password and Secret Question

### Accessing the Change Password Page



From the Provider Portal, click the My Inbox Tab and select the Change Password link, or click the Change Password link in the Online Services section.



ProviderOne launches the Change Password page.

Figure 6 – Change Password

## Changing Your Password

### ProviderOne Password Requirements

- It cannot be the same as your three previous passwords, ProviderOne stores the last three passwords used with your account. These cannot be reused.
- It must be at least 8 characters long.
- It must contain at least one letter.
- It must contain at least one number.
- It must contain at least one of the following special characters:  
, . ! @ # \$ % ^ & \* ( ) \_ + - < >



Enter your new password and click the Save button to change the password without changing your Secret Question.

### Do you wish to change your Secret Question?

A Secret Question and Answer are required for you to Reset your password without involving your System Administrator.



Click the Yes answer.



ProviderOne displays the Secret Question and Answer section.

Do you wish to change your Secret Question and Answer?  No  Yes

**User Secret Question:** 01-Favorite Pet's Name

**Answer:**

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  
08-Favorite Teacher's Name



Select a secret question from the Secret Question drop-down. Enter an answer and click the Save button.



ProviderOne displays a message indicating a successful password reset.

**Info : Password updated successfully.**



Click the Close button.

## Navigating ProviderOne

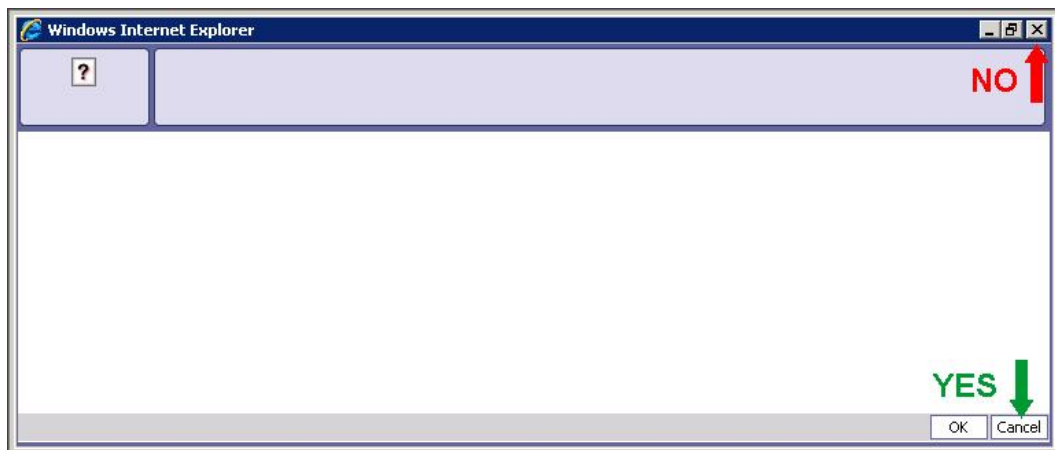
### ProviderOne and Internet Explorer (What Not To Do)

ProviderOne is a Web application that runs within an Internet Explorer Browser window.

**DO NOT use the Browser Back Button.**



**DONOT close Pop-up windows using the Windows Close control, use the ProviderOne buttons.**



### ProviderOne Timeouts

After 15 minutes of inactivity ProviderOne will time-out. You will have to log back into ProviderOne to continue.

## The Provider Portal – Launching Point for all Provider Activities

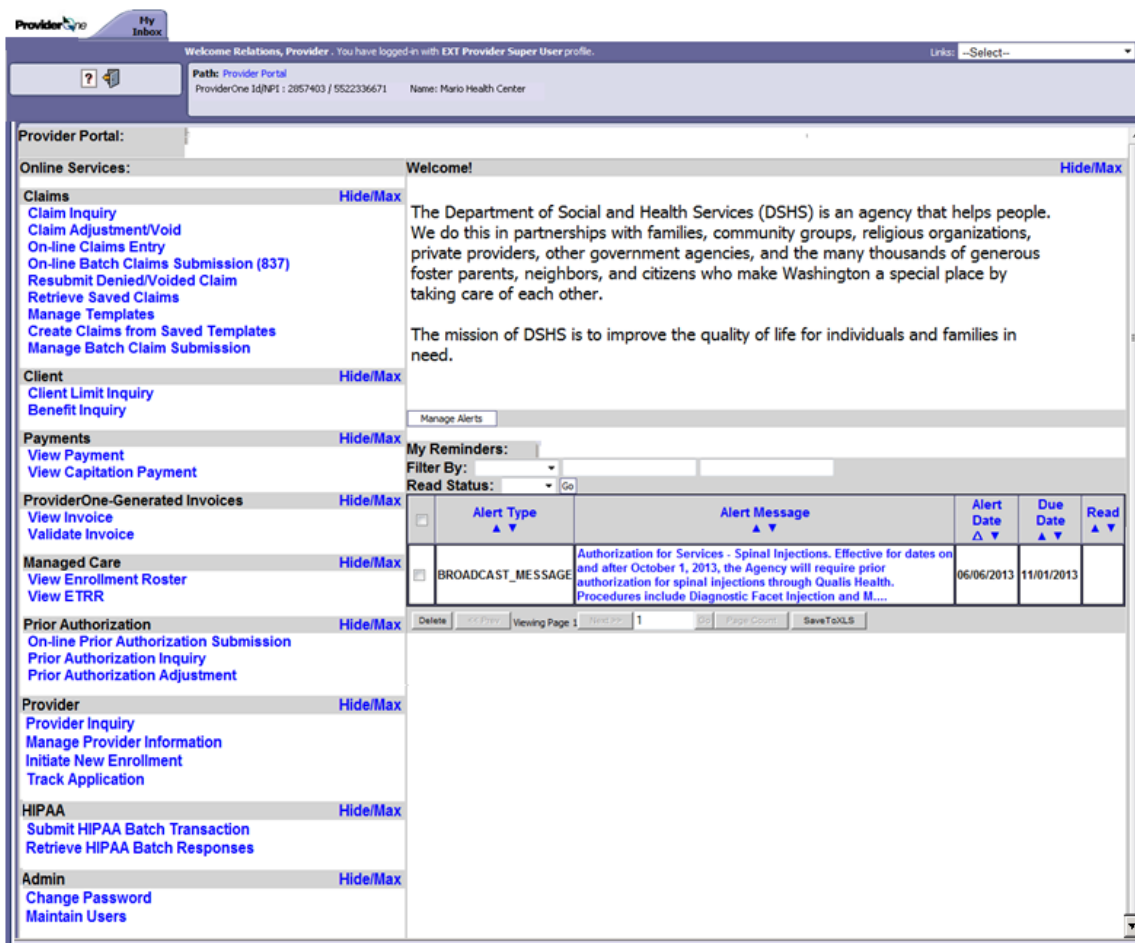


Figure 7 – Provider Portal

### About the Provider Portal

- The ProviderOne Provider Portal is the launching point for all Provider activities.
- The Provider Portal contains the following elements:
  - My Inbox Tabs
  - Welcome bar
  - Links Menu
  - Help/Logout Icons
  - Path
  - Context Information
  - Online Services
  - Reminders and Alerts

# ProviderOne Provider System User Manual

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## Welcome Bar



Welcome Micheals, George . You have logged-in with EXT Provider System Administrator profile.

The Welcome Bar displays your Username and current Profile. Knowing your current profile is useful in situations where you are prevented from viewing information or executing actions in ProviderOne because you are not logged in with the necessary profile.

## Links Menu



Links: --Select--

The Links Menu is for DSHS Staff use.

## Path



Path: Provider Portal/ Provider Portal/ Provider Portal/ Client Eligibility Inquiry

The Path displays all ProviderOne pages you have opened to get to current page. Click on any page in the Path to return to that page.

If you are currently entering information into ProviderOne make sure to Save before navigating to another screen using the Path.

## Context Information



Path: Provider Portal/ Client Eligibility Inquiry/ Client Benefit Level  
Client Id: 001002003WA                      Name: CROCKER, BETTY S

This area will display information relevant to the current page being viewed or action being taken. The example above was taken from the Client Benefit Level page. It displays the Client Id and Name of the Client being viewed.



## Online Services (Your Main Menu)

Online Services:	
<b>Claims</b>	<a href="#">Hide/Max</a>
<a href="#">Claim Inquiry</a> <a href="#">Claim Adjustment/Void</a> <a href="#">On-line Claims Entry</a> <a href="#">On-line Batch Claims Submission (837)</a> <a href="#">Resubmit Denied/Voided Claim</a> <a href="#">Retrieve Saved Claims</a> <a href="#">Manage Templates</a> <a href="#">Create Claims from Saved Templates</a> <a href="#">Manage Batch Claim Submission</a>	
<b>Client</b>	<a href="#">Hide/Max</a>
<a href="#">Client Limit Inquiry</a> <a href="#">Benefit Inquiry</a>	
<b>Payments</b>	<a href="#">Hide/Max</a>
<a href="#">View Payment</a> <a href="#">View Capitation Payment</a>	
<b>ProviderOne-Generated Invoices</b>	<a href="#">Hide/Max</a>
<a href="#">View Invoice</a> <a href="#">Validate Invoice</a>	
<b>Managed Care</b>	<a href="#">Hide/Max</a>
<a href="#">View Enrollment Roster</a> <a href="#">View ETRR</a>	
<b>Prior Authorization</b>	<a href="#">Hide/Max</a>
<a href="#">On-line Prior Authorization Submission</a> <a href="#">Prior Authorization Inquiry</a> <a href="#">Prior Authorization Adjustment</a>	
<b>Provider</b>	<a href="#">Hide/Max</a>
<a href="#">Provider Inquiry</a> <a href="#">Manage Provider Information</a> <a href="#">Initiate New Enrollment</a> <a href="#">Track Application</a>	
<b>HIPAA</b>	<a href="#">Hide/Max</a>
<a href="#">Submit HIPAA Batch Transaction</a> <a href="#">Retrieve HIPAA Batch Responses</a>	
<b>Admin</b>	<a href="#">Hide/Max</a>
<a href="#">Change Password</a> <a href="#">Maintain Users</a>	

**Figure 8 – Online Services**

This area contains links to all ProviderOne Provider activities. Use the Online Services menu to access the tasks you need to execute. Click the task name hyperlink to launch the task page.

Depending on your screen resolution you may need to scroll down to view all options available in this section.

Additional details about these options are covered elsewhere in this manual.

## Welcome Message/Reminders and Alerts

The screenshot shows the ProviderOne web application interface. On the left is a navigation menu with categories like 'Online Services', 'Client', 'Payments', 'ProviderOne-Generated Invoices', 'Managed Care', 'Prior Authorization', 'Provider', 'HIPAA', and 'Admin'. The main content area is titled 'Welcome!' and contains a message from the Department of Social and Health Services (DSHS). Below the message is a 'My Reminders' section with a table of alerts.

**Welcome!**

The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

**My Reminders:**

Filter By: [Dropdown]  
Read Status: [Dropdown] Go

Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/> BROADCAST_MESSAGE	Authorization for Services - Spinal Injections. Effective for dates on and after October 1, 2013, the Agency will require prior authorization for spinal injections through Qualis Health. Procedures include Diagnostic Facet Injection and M...	06/06/2013	11/01/2013	<input type="checkbox"/>

This section displays your current reminders and alerts. The My Reminders feature is covered in more detail elsewhere in this manual.

## Using ProviderOne Online Help

### Accessing Online Help



From the Provider Portal, click the  icon.



ProviderOne displays Online Help in a separate Internet Explorer window.



Figure 9 – ProviderOne Online Help

### About Online Help

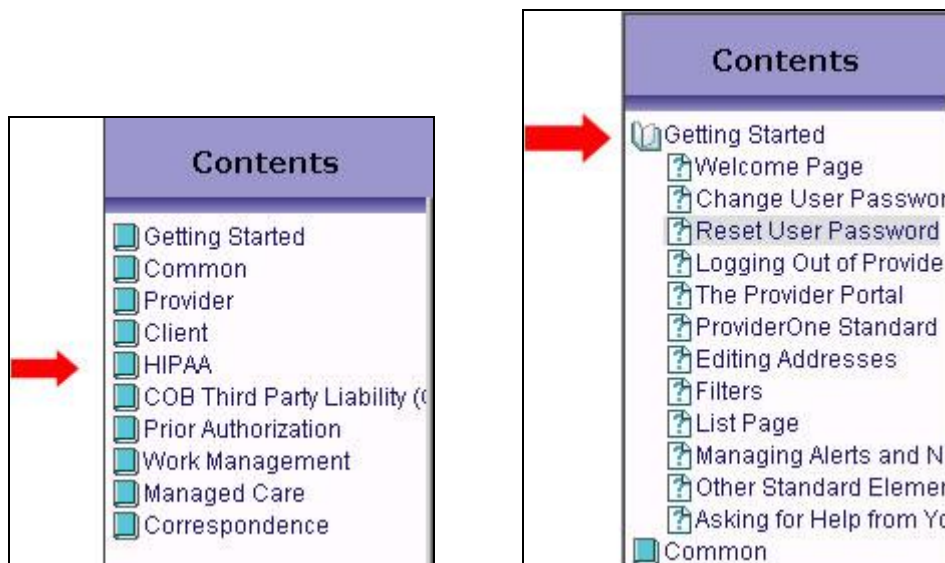
- Online Help consists of the following:
  - Content Pages
  - Print Icon
  - Search Capability
  - Table of Contents
  - Index
  - Glossary

# ProviderOne Provider System User Manual

## Viewing Topics in Online Help



To view a topic in Online Help, click the topic in the Table of Contents. Some entries expand to show additional topics.




ProviderOne displays the topic details.



To view additional related topics, click the embedded hyperlinks.

## Searching Online Help



Click the Search tab, enter the search term and click the Search button. Or, enter the search term in the header and click the  icon.



## Printing in Online Help



To print the current Online Help topic, click the Printer Icon.



## Accessing the Online Help Glossary



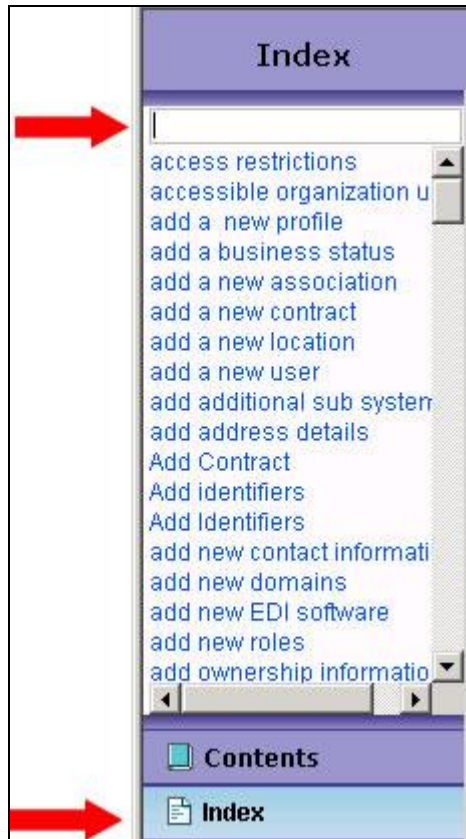
To access the Online Help Glossary, click the Glossary icon.



## Viewing a Topic Using the Online Help Index



Click the Index tab and scroll through the topics, or enter a search term.



## Working With ProviderOne List Pages

<input type="checkbox"/>	Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999100) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999121) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999199) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999341) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999555) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999654) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999768) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999876) is approved. Please verify your data.	01/30/2008	01/30/2008	N

### About List Pages

- List pages are used throughout ProviderOne.
- Your security profile determines what list contents you can view and what actions you can execute.

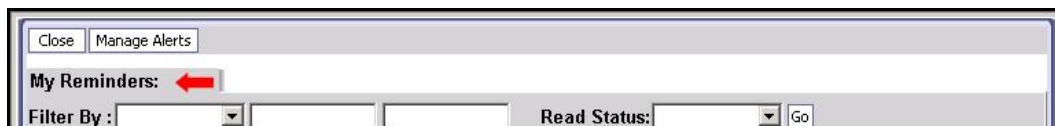
### List Components

#### List Actions

- Depending on the list, the action buttons will be located along the top, in the footer, or in the bottom right corner.



#### List Title



# ProviderOne Provider System User Manual

## List Filters



## List Columns and Headers

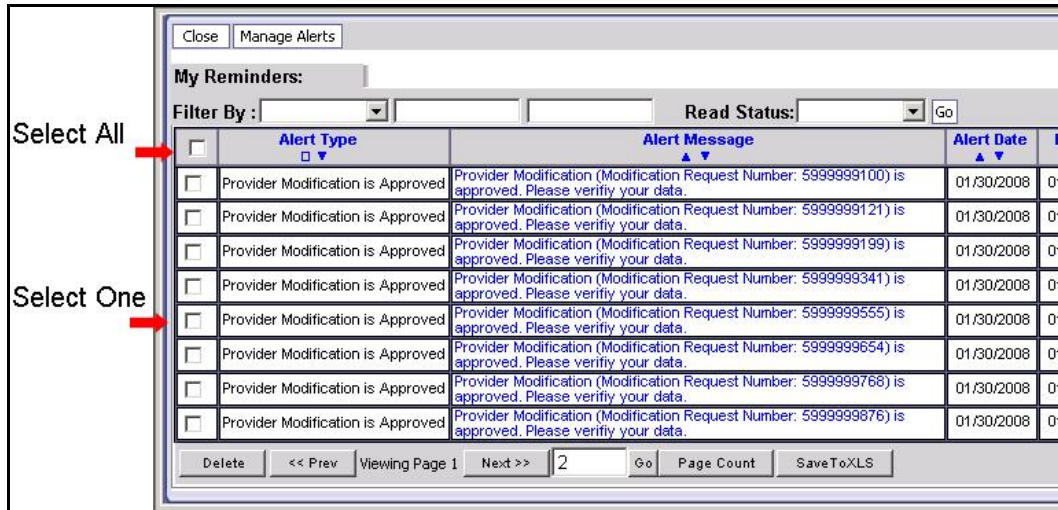


## Sort Buttons



## Checkboxes

Checkboxes are used to select one, some, or all records in a list.





## List Records

Close Manage Alerts

**My Reminders:**

Filter By: [ ] [ ] [ ] [ ] Read Status: [ ] [ ] Go

<input type="checkbox"/>	Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999100) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999121) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999199) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999341) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999555) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999654) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999768) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999876) is approved. Please verify your data.	01/30/2008	01/30/2008	N

Delete << Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

## Hyperlink to Detail Pages

Close Manage Alerts

**My Reminders:**

Filter By: [ ] [ ] [ ] [ ] Read Status: [ ] [ ] Go

<input type="checkbox"/>	Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999100) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999121) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999199) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999341) is approved. Please verify your data.	01/30/2008	01/30/2008	N

## Footer

Delete << Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

## SaveToXLS Button

Delete << Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

- Save to XLS means, to save to an Excel spreadsheet.

## Filtering List Contents

### About List Filters

- ProviderOne lists contain at least one, and in some cases, two Filter-by drop-downs.
- Some lists include an additional Status filter.

### Performing a Simple Filter



Select the filter from the Filter-by drop down, enter the search value, and click the Go button.

Filter By:	<input type="text"/>	<input type="text"/>	Go
	<ul style="list-style-type: none"> <li>Domain Name</li> <li>First Name</li> <li>Last Name</li> <li>Organization</li> <li>Profile Name</li> <li>UserId</li> </ul>		



ProviderOne refreshes the list, displaying only records that match the search criteria entered.

### Filtering by Date

Lists with Filter-by values containing dates allow you to search for date spans.



Select the Filter-by date, enter the beginning and ending dates and click the Go button.

Filter By:	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	<ul style="list-style-type: none"> <li>Check/EFT Date</li> <li>Check/EFT Trace #</li> <li>Consolidated Invoice #</li> <li>Coverage End Date</li> <li>Coverage Start Date</li> <li>Payment Process Date</li> <li>Premium Receiver Id</li> </ul>		<p style="text-align: center;">↑                      ↑</p> <p style="text-align: center;">Beginning Date    Ending Date</p>	



ProviderOne refreshes the list, displaying only records fall between the dates listed..

## Filtering by Status



Select the status from the With Status drop-down, select a status value, and click the Go button.

With Status:	Approved	Go
	All	
	Approved	
	In Review	
	Rejected	



ProviderOne refreshes the list, displaying only records that match the search criteria.

## Combining Filters

Some ProviderOne lists allow for multiple filters separated by AND.



Select the filter from the Filter-by drop-downs and click the Go button.

Filter By:			
And			Go



ProviderOne refreshes the list, displaying only records that match the search criteria.

## Sorting List Contents



To sort any column, click the sort icons.



ProviderOne refreshes the sorted list.

## Accessing Detail Pages



To access the detail page for a record, click the column hyperlink.

Close Manage Alerts

**My Reminders:**

Filter By: [ ] [ ] [ ] Read Status: [ ] Go

<input type="checkbox"/>	Alert Type ▲ ▼	Alert Message ▲ ▼	Alert Date ▲ ▼	Due Date ▲ ▼	Read ▲ ▼
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999100) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999121) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999199) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999341) is approved. Please verify your data.	01/30/2008	01/30/2008	N



ProviderOne displays the detail page.

## Navigating the List

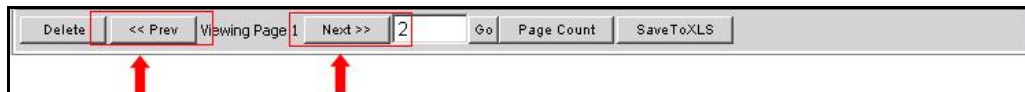
### Determining the Current Page Number



### Jumping to the Next and Previous Page



To move between pages of a list, click the Next button or the Previous button.



### Jumping to a Specific Page



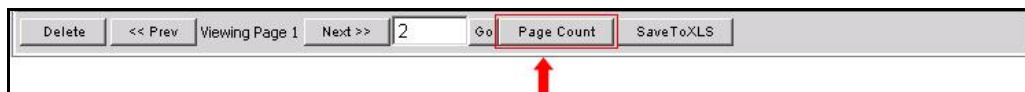
To jump to a specific list page, enter the page number and click the Go button.



### Determining the Number of Pages in A List



To determine the number of pages in a list, click the Page Count button.

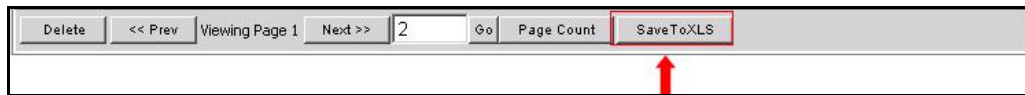


## Exporting the List

- Not all lists enable this feature.
- The Excel file format is used.



To save the contents of a list to your local drive, click the SaveToXLS button and follow the directions to download the file.



## Entering and Modifying Data in ProviderOne

### Data Entry Rules

- Fields with an asterisk (\*) are required.

The screenshot shows a form titled "Service Line Items" with the following fields:

- \* Revenue Code: [ ]
- Procedure Code: [ ]
- Service Date/First Date of Service: mm dd ccyy [ ] [ ] [ ]
- Last Date of Service: mm dd ccyy [ ] [ ] [ ]
- \* Service Units: [ ]
- \* Total Line Charges: \$ [ ]

Red arrows point to the asterisked fields: Revenue Code, Service Units, and Total Line Charges.

- Fields that are shaded cannot be edited. In some cases, the data can be edited on other pages.

The screenshot shows address fields:

- Address Line 1: 15800 Gather Rd [ ]
- Line 3: [ ]
- State/Province: Maryland [ ]

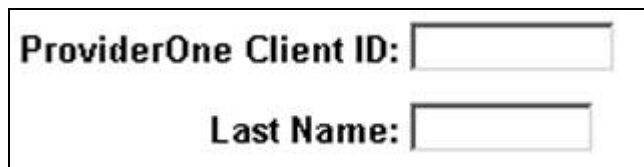
The "Address Line 1" and "State/Province" fields are shaded, indicating they are not editable.

- After completing the data entry, click the Save button.

## Entering Data In ProviderOne

### Entering Text

- Text and numbers are entered by typing the data into text boxes.

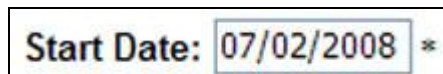


ProviderOne Client ID:

Last Name:

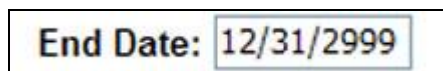
### Entering Dates

- Dates are entered using the MM/DD/YYYY format.



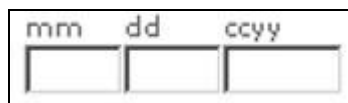
Start Date:  \*

- Use 12/31/2999 to identify dates with no expiration.



End Date:

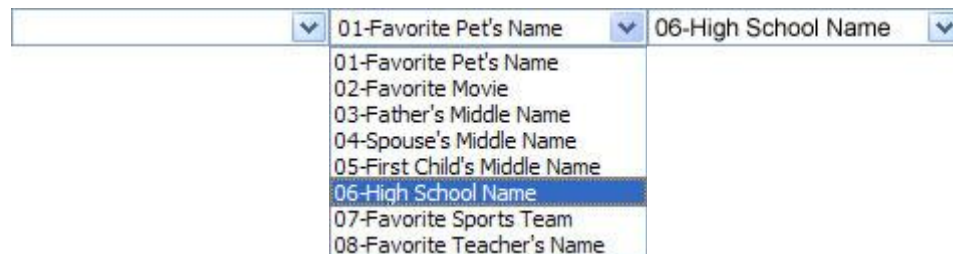
- When entering dates in Online Claims the month, day, and year are entered in separate fields.



mm dd cyy

### Using Drop-down Lists

- Select the  to expose the drop-down contents and choose a value from the list.



01-Favorite Pet's Name  06-High School Name

- 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
- 08-Favorite Teacher's Name



## Using Checkboxes

- Checkboxes allow you to choose some or all choices.

Mode of Submission:  Web Batch  Billing Agent/Clearinghouse  Web Interactive  FTP Secured Batch

Any or all can be selected.

## Using Radio Buttons

- Radio buttons are used to force a single selection from a list of choices.

Payment Method:  Electronic Funds Transfer (Direct Deposit)  Paper Check

Only one can be selected.

- Radio buttons are often used to answer Yes and No questions.

Do you wish to change your Secret Question and Answer?  No  Yes

## Using the Available and Associated Panels



Select an item from the Available side, and click the >> button to move it to the Associated panel.

Available Subspecialties	Associated Subspecialties *
00000-00000-	C0205-C0205-Critical Care
E1000-E1000-Educational	E0002-E0002-Emergency Care
G0305-G0305-Geriatric Care	P1004-P1004-Pulmonary Diagnostics
G1100-G1100-General Care	P1005-P1005-Pulmonary Rehabilitation
H0200-H0200-Home Health	P1006-P1006-Pulmonary Function Technologist
P3800-P3800-Palliative/Hospice	
P3900-P3900-Neonatal/Pediatrics	
P4000-P4000-Patient Transport	
S1500-S1500-SNF/Subacute Care	

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To move an item back, select the item in the Associated panel and click the << button.


## Entering Addresses Using Address Lookup

ProviderOne uses the Address Lookup to verify addresses entered in ProviderOne.



From any data entry page where an address is entered, click the Address button.

Address Line 1:	<input type="text"/>	*	Line 2:	<input type="text"/>
Line 3:	<input type="text"/>		City/Town:	<input type="text"/>
State/Province:	<input type="text"/>	*	County:	<input type="text"/>
Country:	<input type="text"/>	*	Zip:	<input type="text"/> - <input type="text"/> <input type="button" value="Address"/>




ProviderOne displays the Address Details page.

<b>Address details</b>				
Address Line 1:	<input type="text"/>	*	Line 2:	<input type="text"/>
Line 3:	<input type="text"/>		City/Town:	<input type="text"/>
State/Province:	<input type="text"/>		County:	<input type="text"/>
Country:	<input type="text"/>		Zip:	<input type="text"/> - <input type="text"/> <input type="button" value="Go"/>
				<input type="button" value="OK"/> <input type="button" value="Cancel"/>

Figure 10 – Address Details



Enter the Zip Code and click the Go button.

Zip:	<input type="text" value="98502"/>	-	<input type="text"/>	<input type="button" value="Go"/>
------	------------------------------------	---	----------------------	-----------------------------------



ProviderOne fills in the address details.

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**Address details**

Address Line 1:  \*      Line 2:

Line 3:       City/Town: OLYMPIA ▾ \*

State/Province: Washington ▾ \*      County: THURSTON ▾

Country: United States ▾ \*      Zip: 98502 -  Go

OK Cancel



Enter the Address Line 1, Line 2, and Line 4 information and click the OK button.

**Address details**

Address Line 1: 777 Boeing Blvd. \*      Line 2:

Line 3:       City/Town: OLYMPIA ▾ \*

State/Province: Washington ▾ \*      County: THURSTON ▾

Country: United States ▾ \*      Zip: 98502 -  Go

OK Cancel



ProviderOne displays the data entry page with the address fields filled in.

Address Line 1: 777 Boeing Blvd. \*      Line 2:

Line 3:       City/Town: OLYMPIA \* \*

State/Province: Washington \*      County: THURSTON

Country: United States \*      Zip: 98502 -  Address

## Managing Alerts and Reminders

### Accessing the My Reminders List



View the My Reminders list located on the Provider Portal, or click the My Inbox Tab and select the My Inbox hyperlink.



ProviderOne displays the My Reminders list.

Alert Type		Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999100) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999121) is approved. Please verify your data.	01/30/2008	01/30/2008	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999199) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999341) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999555) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999654) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999768) is approved. Please verify your data.	01/30/2008	01/30/2008	N
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Modification Request Number: 5999999876) is approved. Please verify your data.	01/30/2008	01/30/2008	N

Figure 11 – My Reminders

### About the My Reminders List

- You may read, forward, or delete any message sent to your inbox.
- You may not create or send a new message or reply to an incoming message.

## Viewing Alert Details



From the My Reminders list, click the hyperlink in the Alert Message column.



ProviderOne displays the Message Details page.

Windows Internet Explorer

Message Details:

Sent By: Administrator, Super

Message: Provider Modification (Modification Request Number: 500000141) is approved. Please verify your data.

Forward To:

Comments:

OK Cancel

Figure 12 – Message Details

## Adding Comments to a Message



From the Message Details page, enter a comment in the Comments field.

## Forward a Message to Another User(s)



From the Message Details page, click the Forward To icon.



ProviderOne displays the Lookup Title page.

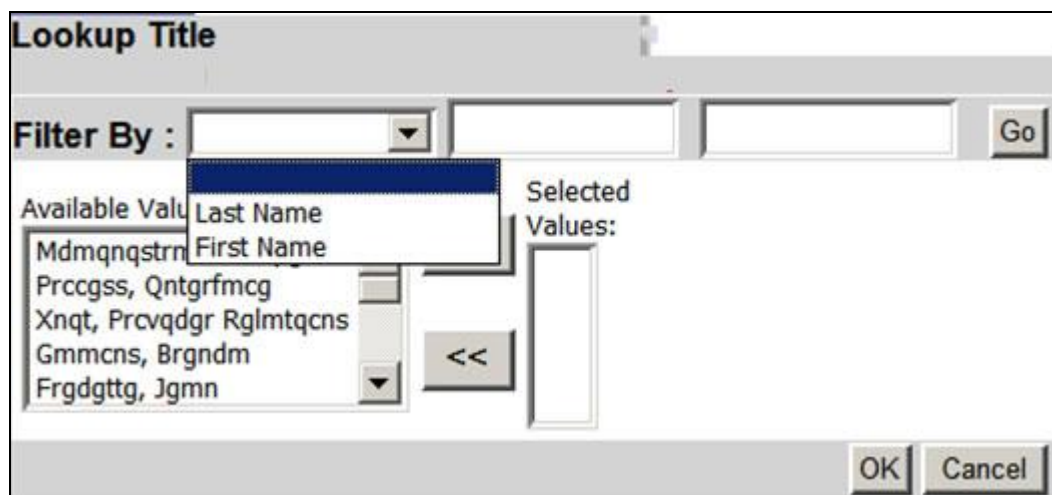


Figure 13 – Lookup Title

### About the Lookup Title Page

- Only users in your domain are listed as available.



Select the users you want to forward the message to and click the >> button. Click the OK button.

## Deleting Alerts



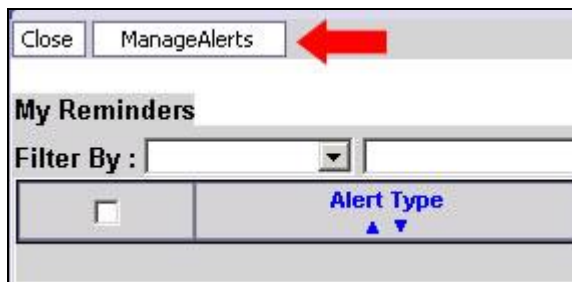
From the My Reminders list, check the message(s) you want to delete, and click the Delete button.



## Subscribing to Alerts



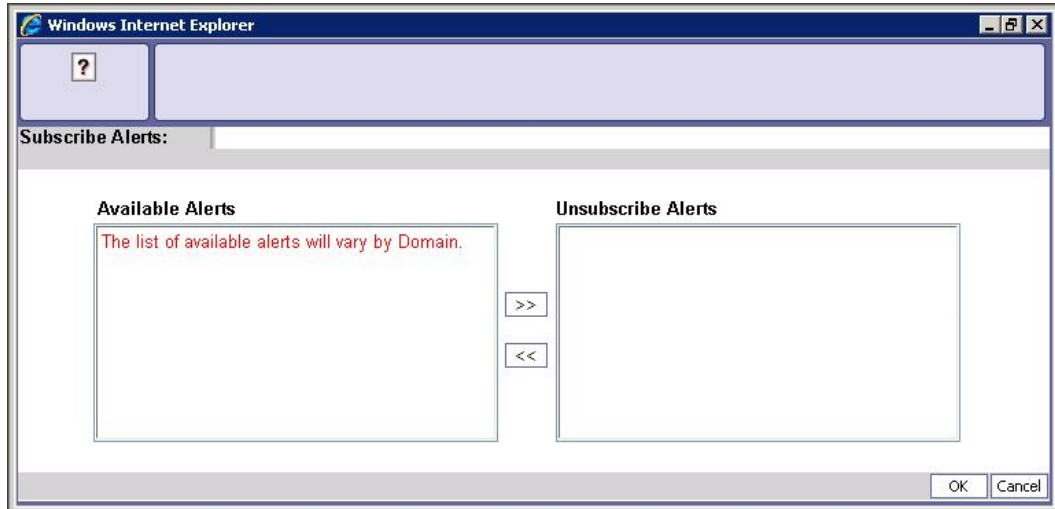
From the My Reminders list, click the Manage Alerts button.



ProviderOne displays the Subscribe Alerts page.



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**Figure 14 – Subscribe Alerts**



Select the Available Alerts and click the OK button.

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