

Transforming
Lives

ProviderOne Portal Changes

Effective 9/18/2020

Presented By:

Jacquie Pinkerton, MSW

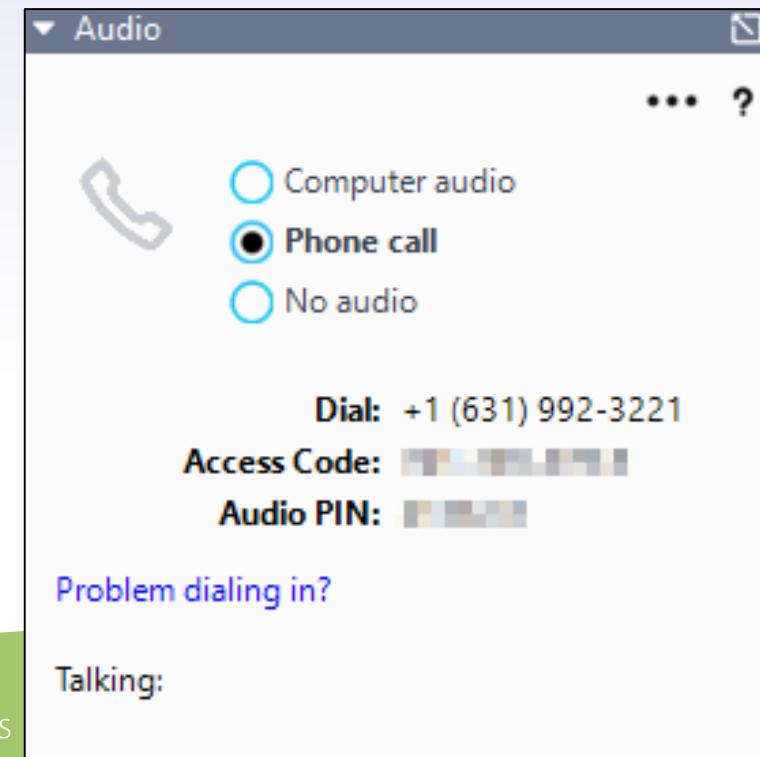
ALTSA Social Services Billing Program Manager



Welcome

- This presentation is not mandatory. It is not intended to meet the requirements of any CE or Professional Learning.
- If you are having trouble with audio click on the audio section of the webinar navigation and select computer or telephone audio. (Telephone is usually recommended).

Transforming Lives



Objective

- Know what changes occurred in ProviderOne effective 9/18/2020.
- Understand how these changes may impact you.
- Know who to contact if you have questions.

Agenda

- Introduction
- Social Service Authorization List
- Social Service Claim Inquiry
- Downloadable Authorization List and RA for Social Service Only providers
- Batch Upload Claims Submission
- FAQ

Introduction

- DSHS and HCA has worked together to implement changes to the ProviderOne portal with the intent to increase efficiencies for Social Service providers.
- The changes specifically focused on how providers manage their authorizations and their claims.
 - Provider Authorization List
 - Claim Inquiry Screen
 - Alternate formats for RA and authorization list
 - Social Service Batch upload file

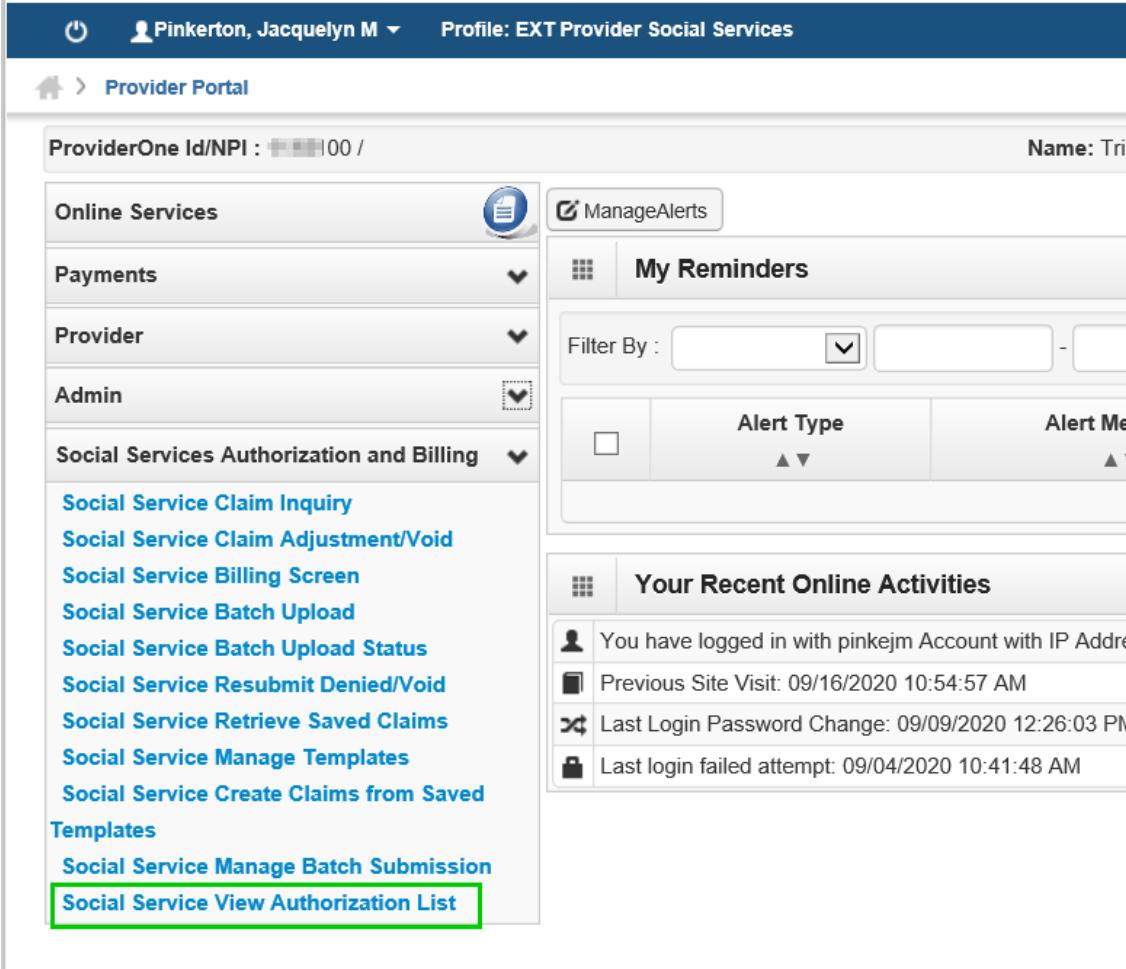
Introduction

- What is NOT changing
 - Claims submission deadline is NOT changing. Claims can still be submitted every Tuesday.
 - There are NO changes to Direct Data Entry (DDE) or Template Batch Billing.
 - There are NO changes to log-in requirements.

Provider Authorization List

- Change applies to all provider types
- Added column for “first error date”
 - If the “first error date” is in the future then this status should not effect current claims/payments.
 - If you have a “first error date” in the present or past this can cause payment issues if you attempt to submit claims for those dates or adjust previously paid claims.

Provider Authorization List



The screenshot shows the Provider Portal interface for a user named Pinkerton, Jacquelyn M. The profile is set to EXT Provider Social Services. The main navigation menu on the left includes Online Services, Payments, Provider, Admin, and Social Services Authorization and Billing. Under Social Services Authorization and Billing, there are several links: Social Service Claim Inquiry, Social Service Claim Adjustment/Void, Social Service Billing Screen, Social Service Batch Upload, Social Service Batch Upload Status, Social Service Resubmit Denied/Void, Social Service Retrieve Saved Claims, Social Service Manage Templates, Social Service Create Claims from Saved Templates, Social Service Manage Batch Submission, and Social Service View Authorization List. The 'Social Service View Authorization List' link is highlighted with a green box. The right side of the screen displays 'My Reminders' and 'Your Recent Online Activities' sections.

ProviderOne Id/NPI : [REDACTED] 100 /

Profile: EXT Provider Social Services

Pinkerton, Jacquelyn M

Provider Portal

Online Services

Payments

Provider

Admin

Social Services Authorization and Billing

- Social Service Claim Inquiry
- Social Service Claim Adjustment/Void
- Social Service Billing Screen
- Social Service Batch Upload
- Social Service Batch Upload Status
- Social Service Resubmit Denied/Void
- Social Service Retrieve Saved Claims
- Social Service Manage Templates
- Social Service Create Claims from Saved Templates
- Social Service Manage Batch Submission
- Social Service View Authorization List**

ManageAlerts

My Reminders

Filter By :

	Alert Type	Alert Mes
	▲▼	▲▼

Your Recent Online Activities

- You have logged in with pinkejm Account with IP Address
- Previous Site Visit: 09/16/2020 10:54:57 AM
- Last Login Password Change: 09/09/2020 12:26:03 PM
- Last login failed attempt: 09/04/2020 10:41:48 AM

Provider Authorization List

Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Provider Authorization List

Provider Authorization List

Filter By :

	Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Code Description	Modifier	Modifier Description	Start Date	End Date	Rate	Units	Unit Type	Billing Type	Client Responsibility	Last Updated	Business Status	Error Status	First Error Date	Partial Month Error (Yes/No)	Case Manager Name	Case Manager Phone Number
<input type="checkbox"/>	1	4	1	WA	001	001	S0215	Nonemerg transp mileage	U3	M/caid care lev 3 state def	06/16/2020	03/31/2021	\$0.58	100	Mile	Monthly Recurring	\$0.00	08/31/2020	Approved	No Error	No	360		
<input type="checkbox"/>	10	3	1	WA	001	001	T2033	Res, nos waiver per diem	U5	M/caid care lev 4 state def	06/16/2020	03/31/2021	\$153.00	31	Day	Monthly Recurring	\$0.00	08/31/2020	Approved	No Error	No	360		

View Page: Viewing Page: 1

Provider Authorization List

Profile: EXT Provider Social Services

Provider Portal > Provider Authorization List

Provider Authorization List

Filter By :

- Authorization #
- Billing Type
- Business Status
- Client ID
- Client Name
- Client Responsibility
- Error Status
- Last Updated
- Line #
- Modifier
- Partial Month Error
- Processing Status
- Provider ID
- Service Code
- Start/End Date
- Suffix #
- Unit Type

Client ID	Client Name	Provider ID	Service Code
[REDACTED] WA	[REDACTED], [REDACTED]	[REDACTED] 01	S0215
[REDACTED] WA	[REDACTED], [REDACTED]	[REDACTED] 01	S0215

Provider Authorization List Reminders

- Use the column headers to sort your results.
- Use your filters to review authorization service lines with past dates of service or that include specific details (for example: client ID or service code).
- Export to excel, click the “Save ToXLS” button.
- Contact the authorizing worker if there are issues (for example: an error on current or past dates of service).

Claim Inquiry

- New column headers are available for social service only providers on the claim inquiry screen.
- The intent of these changes is to make it easier navigating your claims status and identifying relevant RAs when trying to resolve claims/payment issues.

Claim Inquiry

Profile: EXT Provider Social Services

ProviderOne Id/NPI : 100 / Name: Trinity

Provider Portal

Online Services

Payments

Provider

Admin

Social Services Authorization and Billing

Social Service Claim Inquiry

Social Service Claim Adjustment/Void

Social Service Billing Screen

Social Service Batch Upload

Social Service Batch Upload Status

Social Service Resubmit Denied/Void

Social Service Retrieve Saved Claims

Social Service Manage Templates

Social Service Create Claims from Saved Templates

Social Service Manage Batch Submission

Social Service View Authorization List

ManageAlerts

My Reminders

Filter By :

<input type="checkbox"/>	Alert Type	Alert Mes:
<input type="checkbox"/>		

Your Recent Online Activities

- You have logged in with pinkejm Account with IP Address
- Previous Site Visit: 09/16/2020 10:54:57 AM
- Last Login Password Change: 09/09/2020 12:26:03 PM
- Last login failed attempt: 09/04/2020 10:41:48 AM

Claim Inquiry

Power User Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Provider Portal > Provider Social Service Claim Inquiry Search

Provider Social Service Claim Inquiry Search

Please enter a Provider ID and enter available information in the remaining fields before clicking '.

- Required: TCN OR Client ID AND Claim Service Period (To date is optional). OR Authorization Number
- You may request status for claims processed within the past four years
- The Claim Service Period From and To date range cannot exceed 3 months

Provider ID: *

TCN:

Client ID:

Authorization Number:

Claim Service Period From:

Claim Service Period To:

Claim Inquiry

Power User Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Provider Social Service Claim Inquiry Search > Claim Inquiry Providers List

Provider ID : 1111111111

Inquire Social Service Claims List

TCN ▲▼	Authorization Number ▲▼	From Date ▲▼	To Date ▲▼	Claim Status ▲▼	RA Date ▲▼	RA Number ▲▼	Claim Charged Amount ▲▼	Claim Payment Amount ▲▼	Client Name ▲▼	Client ID ▲▼
1111111111000	1000000000000000	07/29/2020	07/31/2020	P1:Pending/In Process-The claim or encounter is in the adjudication system.			\$772.50	\$772.50	1111111111	WA
1111111111000	1000000000000000	07/23/2020	07/27/2020	F1:Finalized/Payment-The claim/line has been paid.	07/23/2020	5	\$3,060.00	\$2,805.64	1111111111	WA
1111111111000	1000000000000000	07/21/2020	07/28/2020	F1:Finalized/Payment-The claim/line has been paid.	07/30/2020	5	\$2,060.00	\$2,060.00	1111111111	WA
1111111111000	1000000000000000	07/01/2020	07/20/2020	F1:Finalized/Payment-The claim/line has been paid.	07/06/2020	5	\$2,005.60	\$2,005.60	1111111111	WA

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Claim Inquiry: From Date/To Date

Power User Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Provider Social Service Claim Inquiry Search > Claim Inquiry Providers List

Provider ID : 1111111111

Inquire Social Service Claims List

TCN ▾	Authorization Number ▾	From Date ▾	To Date ▾	Client Name ▾	Client ID ▾
1111111111000	1000000000000000	07/29/2020	07/31/2020	1111111111	1111111111WA
1111111111000	1000000000000000	07/23/2020	07/27/2020	F1:Finalized/Payment-The claim/line has been paid.	07/23/2020 1111111111 \$3,060.00 \$2,805.64
1111111111000	1000000000000000	07/21/2020	07/28/2020	F1:Finalized/Payment-The claim/line has been paid.	07/30/2020 1111111111 \$2,060.00 \$2,060.00
1111111111000	1000000000000000	07/01/2020	07/20/2020	F1:Finalized/Payment-The claim/line has been paid.	07/06/2020 1111111111 \$2,005.60 \$2,005.60

More easily identify where you might have overlapping claims (possible duplicate claims) so you can be more informed of when to submit new claims or adjust previously paid claims.

View Page: 1 Viewing Page: 1

Claim Inquiry: Claim Status

Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Provider Social Service Claim Inquiry Search > Claim Inquiry Providers List

Inquire Social Service Claims List

TCN ▲▼	Authorization Number ▲▼	From Date ▲▼	To Date ▲▼	Claim Status ▲▼	RA Date ▲▼	RA Number ▲▼	Claim Charged Amount ▲▼	Claim Payment Amount ▲▼	Client Name ▲▼	Client ID ▲▼
1000000000000000000	1000000000000000000	07/29/2020	07/29/2020	Preview your claim status. More easily identify related claims following an adjustment.	2020	07/29/2020	\$772.50	\$772.50	WA	
1000000000000000000	1000000000000000000	07/23/2020	07/23/2020	F1:Finalized/Payment-The claim/line has been paid.	2020	07/23/2020	\$3,060.00	\$2,805.64	WA	
1000000000000000000	1000000000000000000	07/21/2020	07/28/2020	F1:Finalized/Payment-The claim/line has been paid.	2020	07/30/2020	\$2,060.00	\$2,060.00	WA	
1000000000000000000	1000000000000000000	07/01/2020	07/20/2020	F1:Finalized/Payment-The claim/line has been paid.	2020	07/06/2020	\$2,005.60	\$2,005.60	WA	

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

Claim Inquiry: Claim Status

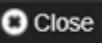
Claim Status definitions		
Portal Status	Descript	Regular Claim status (reference only)
F2	Finalized/Denial-The claim/line has been denied	Ra Generated /Denied.
F1	Finalized/Payment-The claim/line has been paid	Ra Generated/Paid
F3	Finalized/Revised-Adjudication information has been changed	Ra Generated/Credit
F3	Finalized/Revised-Adjudication information has been changed	Ra Generated/Adjusted
F4	Finalized/Adjudication Complete - No payment forthcoming-The claim/encounter has been adjudicated and no further payment is forthcoming.	Ra Generated/Void
P1	Pending/In Process-The claim or encounter is in the adjudication system.	Other than the above status

Claim Inquiry: RA Date and RA Number

Power User Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Provider Social Service Claim Inquiry Search > Claim Inquiry Providers List

 Close

Provider ID : 1111111111

Inquire Social Service Claims List

TCN ▲▼	Authorization Number ▲▼	From Date ▲▼	To Date ▲▼	Claim Status ▲▼	RA Date ▲▼	RA Number ▲▼	Claim Charged Amount ▲▼	Claim Payment Amount ▲▼	Client Name ▲▼	Client ID ▲▼
1111111111000	1000000000000000	07/29/2020	07/29/2020	P1:Pending/In Process-The claim or line has not been paid.			\$772.50	\$772.50	1111111111	WA
1111111111000	1000000000000000	07/23/2020	07/23/2020		20	5000000000	\$3,060.00	\$2,805.64	1111111111	WA
1111111111000	1000000000000000	07/21/2020	07/28/2020		07/30/2020	5000000000	\$2,060.00	\$2,060.00	1111111111	WA
1111111111000	1000000000000000	07/01/2020	07/20/2020	F1:Finalized/Payment-The claim/line has been paid.	07/06/2020	5000000000	\$2,005.60	\$2,005.60	1111111111	WA

More easily identify relevant RAs when navigating claims adjustments.

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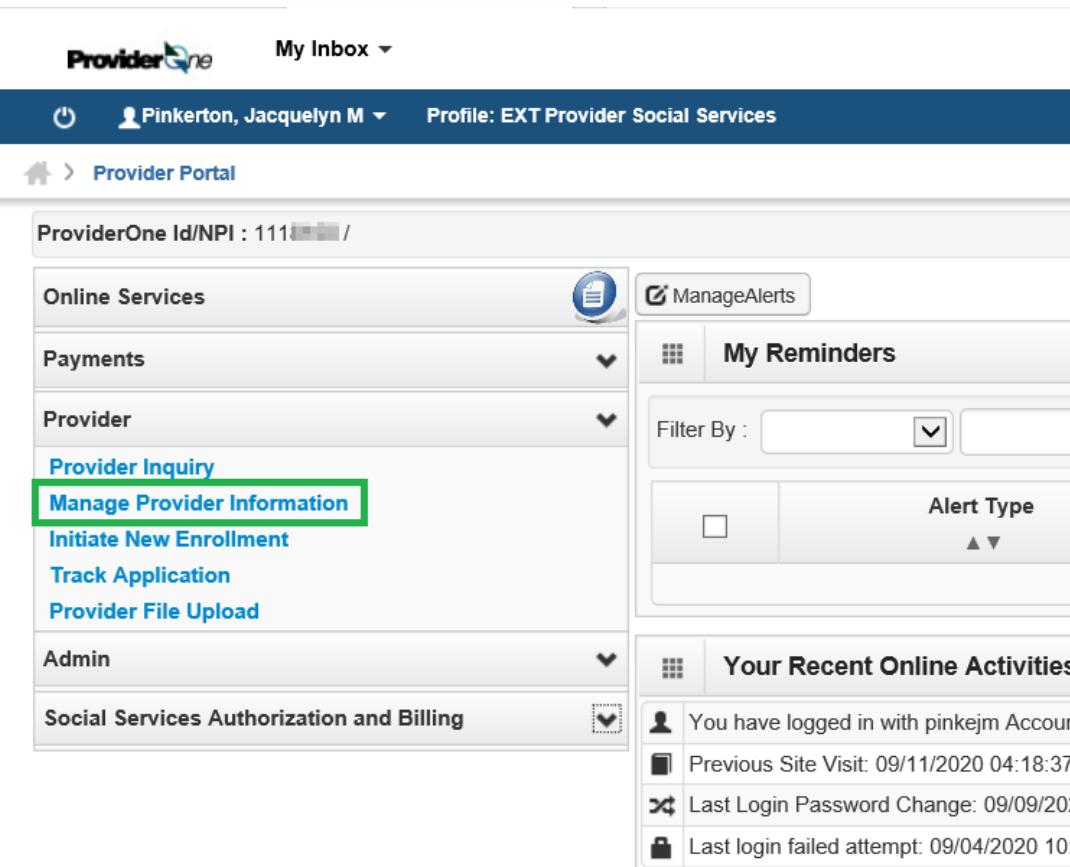
Claim inquiry reminders

- Use the column headers to sort your results
- Export to excel, click the “Save ToXLS” button.
- Adjust claims when making changes to rates/units/removing dates from a previously paid claim.
- Adjust a claim if part of it denied because of an auth error (for example) and the error has since been resolved.
- Adjust claims to remediate Client Responsibility application issues.
- Submit new claims for dates of service not previously claimed

Opt-in for electronic RA and Downloadable Auth List

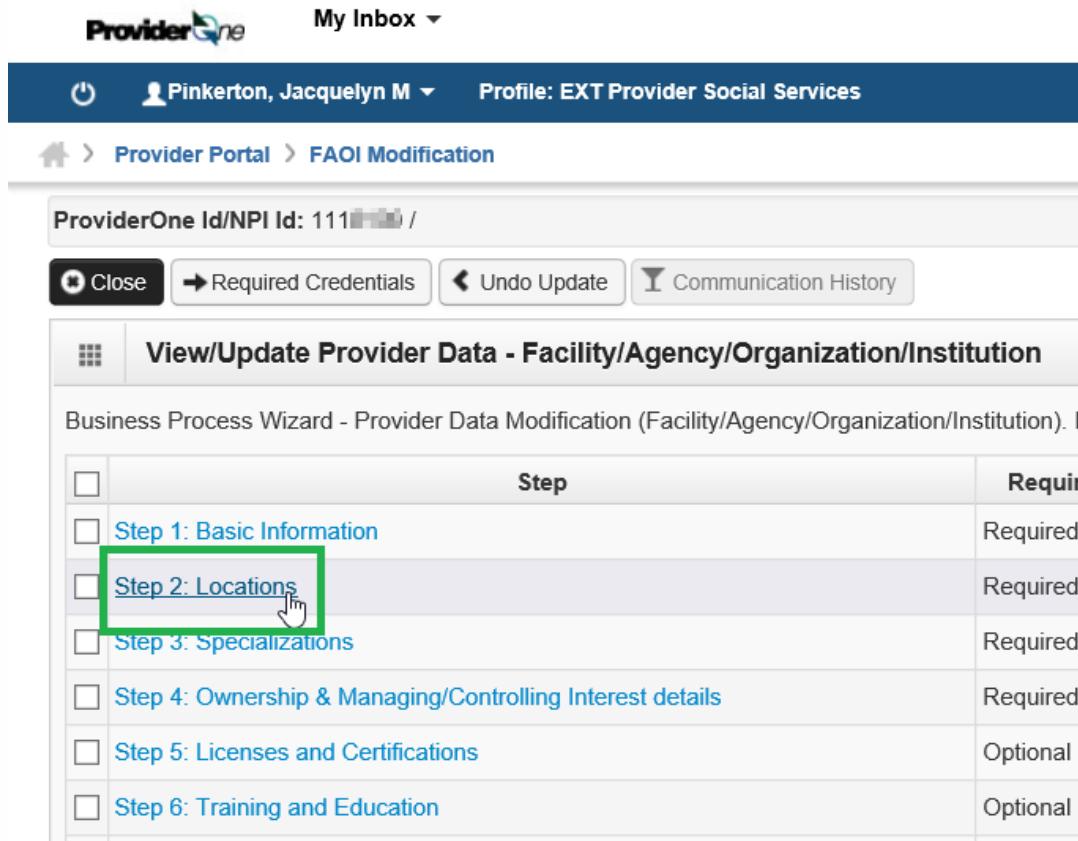
- Social service only providers can now opt-in for an electronic version of their RA and downloadable authorization file.
- These features will be most beneficial to providers who have software that can ingest the data and display it in a useable way.
- If this is something you want available then you can make your selection online in your Provider Profile for a specific location.

Opt-in for electronic RA and Downloadable Auth List



The screenshot shows the ProviderOne Provider Portal. At the top, there is a navigation bar with the ProviderOne logo, a 'My Inbox' dropdown, a power icon, a user profile for 'Pinkerton, Jacquelyn M', and a 'Profile: EXT Provider Social Services' link. Below the navigation bar, the main content area has a breadcrumb trail: 'Provider Portal'. A search bar displays 'ProviderOne Id/NPI : 111... /'. On the left, a vertical sidebar lists 'Online Services' (Payments, Provider, Provider Inquiry, Manage Provider Information, Initiate New Enrollment, Track Application, Provider File Upload), 'Admin' (Social Services Authorization and Billing), and 'Social Services Authorization and Billing' (with a heart icon). The 'Manage Provider Information' link is highlighted with a green box. To the right of the sidebar, there are two sections: 'My Reminders' (with a 'ManageAlerts' button) and 'Your Recent Online Activities' (listing recent logins and password changes). The 'Your Recent Online Activities' section includes icons for user, lock, and key.

Opt-in for electronic RA and Downloadable Auth List



ProviderOne My Inbox ▾

Profile: EXT Provider Social Services

Pinkerton, Jacquelyn M ▾

Provider Portal > FAOI Modification

ProviderOne Id/NPI Id: 1111111111 /

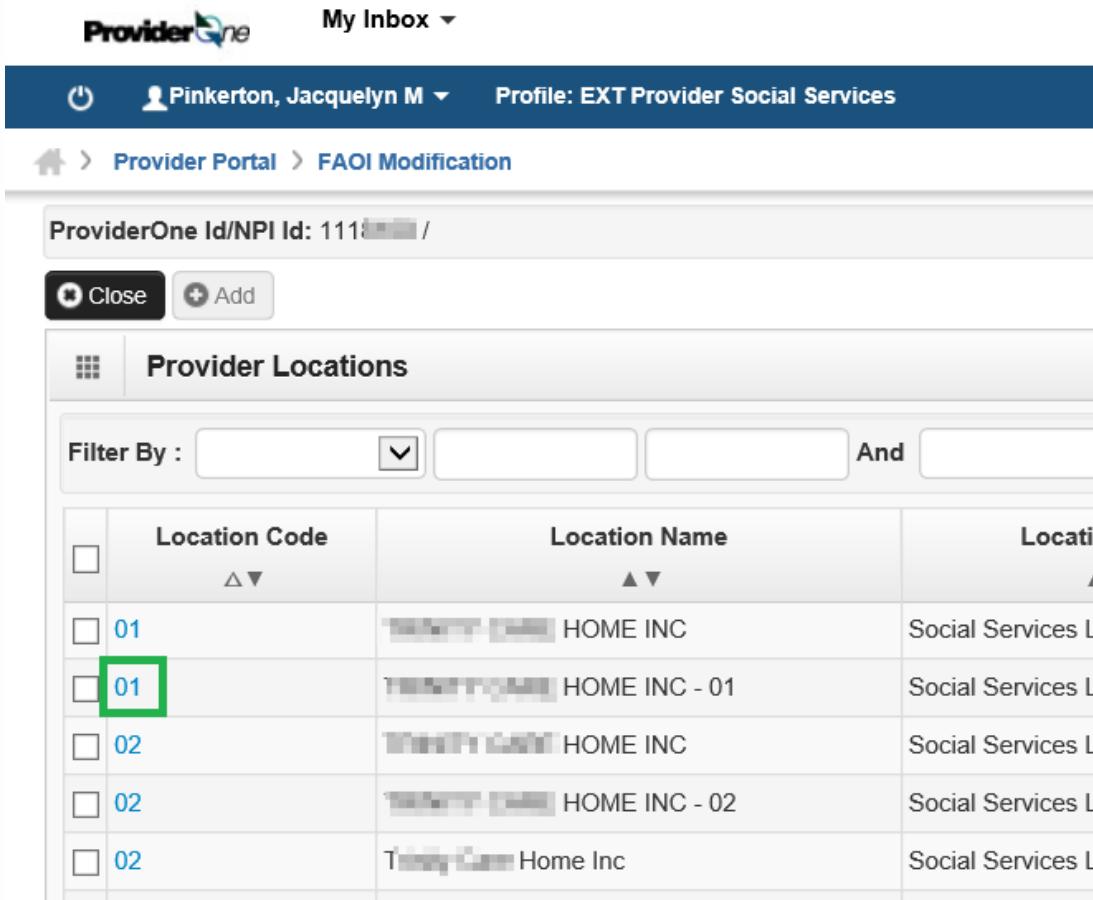
Close Required Credentials Undo Update Communication History

View/Update Provider Data - Facility/Agency/Organization/Institution

Business Process Wizard - Provider Data Modification (Facility/Agency/Organization/Institution). Ir

<input type="checkbox"/>	Step	Required
<input type="checkbox"/>	Step 1: Basic Information	Required
<input type="checkbox"/>	Step 2: Locations	Required
<input type="checkbox"/>	Step 3: Specializations	Required
<input type="checkbox"/>	Step 4: Ownership & Managing/Controlling Interest details	Required
<input type="checkbox"/>	Step 5: Licenses and Certifications	Optional
<input type="checkbox"/>	Step 6: Training and Education	Optional

Opt-in for electronic RA and Downloadable Auth List



ProviderOne My Inbox ▾

Profile: EXT Provider Social Services

Pinkerton, Jacquelyn M ▾

Provider Portal > FAOI Modification

ProviderOne Id/NPI Id: 111... /

Provider Locations

Filter By :

<input type="checkbox"/>	Location Code ▲▼	Location Name ▲▼	Locatio ▲
<input type="checkbox"/>	01	... HOME INC	Social Services Lc
<input type="checkbox"/>	01	... HOME INC - 01	Social Services Lc
<input type="checkbox"/>	02	... HOME INC	Social Services Lc
<input type="checkbox"/>	02	... HOME INC - 02	Social Services Lc
<input type="checkbox"/>	02	Trinity Care Home Inc	Social Services Lc

Opt-in for electronic RA and Downloadable Auth List

ProviderOne My Inbox ▾

Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > FAOI Modification >

ProviderOne Id/NPI Id: 1111111111 / Name: *Therapy Care* Home Inc.

Location Details

Location Business Name: <i>Therapy Care</i> HOME INC - 01 *	Location Code: 01	Location Type: Social Service Location
Contact First Name: <i>Valerie</i> *	Contact Last Name: <i>Valerie</i> *	Accept New Client: <input checked="" type="checkbox"/>
Phone Number: (360) <i>555-5555</i> *	Fax Number:	Email Address: <i>valerie.valerie@gmail.com</i>
Cell Phone Number: (360) <i>555-5555</i>	WA Tax Revenue Code:	Communication Preference: Email
Web Page:	<input type="checkbox"/> Opt-In for Electronic RA:	<input type="checkbox"/> Opt-In for Download Authorization:
Business Status: Active/Open	Start Date: 05/07/2014	End Date: 12/31/2999
System Status: Approved	Start Date: 02/02/2015 <input type="button" value="Calendar"/>	End Date: 12/31/2999 <input type="button" value="Calendar"/>

Facility Details

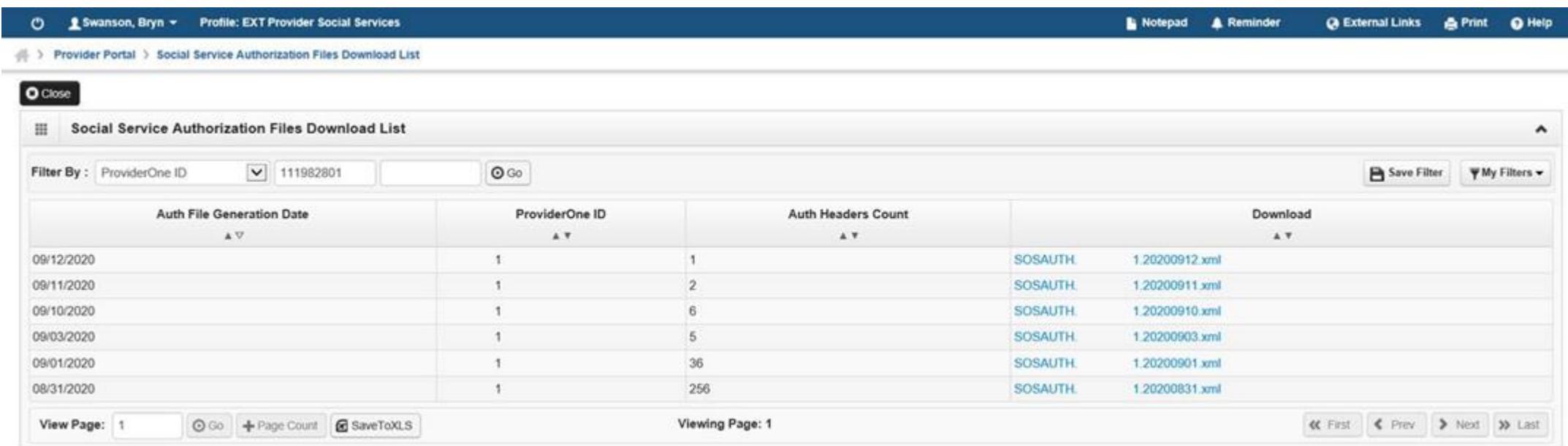
Pharmacy Details

Regional Support Network Details

Address List

Opt-in for electronic RA and Downloadable Auth List

Example of Social Service Authorization Files Download List



Provider Portal > Social Service Authorization Files Download List

Social Service Authorization Files Download List

Filter By : ProviderOne ID: 111982801 Go Save Filter My Filters

Auth File Generation Date	ProviderOne ID	Auth Headers Count	Download
09/12/2020	1	1	SOSAUTH. 1.20200912.xml
09/11/2020	1	2	SOSAUTH. 1.20200911.xml
09/10/2020	1	6	SOSAUTH. 1.20200910.xml
09/03/2020	1	5	SOSAUTH. 1.20200603.xml
09/01/2020	1	36	SOSAUTH. 1.20200901.xml
08/31/2020	1	256	SOSAUTH. 1.20200831.xml

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

Opt-in for electronic RA and Downloadable Auth List

Example of RA Download links

Provider Portal > Payment Summary List

Close

RA/ETRR Payment List

Filter By: And

RA/ETRR Number	Check Number	Check/ETRR Date	RA Date	Claim Count	Charges	Payment Amount	Adjusted Amount	Download
123456789	123456789	03/30/2020	03/30/2020	1	\$11.25	\$11.25	\$0.00	SSBPERA.1010201.0000000000.era.txt
123456789	123456789	03/05/2020	03/05/2020	2	\$0.00	\$0.00	\$0.00	SSBPERA.1010201.0000000000.era.txt
123456789	123456789	01/31/2020	01/31/2020	4	\$60.00	\$15.00	\$45.00	Hipaa.1010201.0000000000.0.out

View Page: 2 Viewing Page: 1

Social Service Batch Upload

- There are 2 new fields available for the social service batch upload process (<https://hca.wa.gov/assets/billers-and-providers/ProviderOne-Batch-Upload-Setup-Guide.pdf>)

Column Name	Req'd Fields (y/N)	Data Type	Maximum Size	String Format	Development notes
Claim Frequency Type	Y	string – 1	1 digit	numeric	Values can be: 1 = Original Claim 7 = Adjustment 8 = Void
Parent TCN	N	string – 18	18 digits	numeric	18-digit TCN#

Social Service Batch Upload

- Each field in the batch file must be separated/delimited by ‘^’ (caret symbol).
- End of every line in the batch file must be represented/indicated by ‘~’
- Claim Header (Provider ID, Client ID and Authorization Number) must be repeated for every line in Batch file besides the other required fields.
 - Sample Claim Record in the Batch File should read as below:

‘[REDACTED]501^[REDACTED]0WA^1[REDACTED]02^06022015^06022015^S0215^U2^^^^11^~[REDACTED]1300^111010^115050^10.12^12.126^1.125^14.145^Y^N^Y^7^5[REDACTED]000~’

With Parent TCN value (when Claim Frequency Type = 8)

‘[REDACTED]501^[REDACTED]0WA^1[REDACTED]02^06022015^06022015^S0215^U2^^^^11^~[REDACTED]1300^111010^115050^10.12^12.126^1.125^14.145^Y^N^Y^8^5[REDACTED]123~’

With no Parent TCN value (when Claim Frequency Type = 1)

‘[REDACTED]501^[REDACTED]0WA^1[REDACTED]02^06022015^06022015^S0215^U2^^^^11^~[REDACTED]1300^111010^115050^10.12^12.126^1.125^14.145^Y^N^Y^1^~’.

Who to contact

Contact your authorizing case worker for changes to the authorized:

- Service code
- Dates
- Units
- Rate

You should also contact the authorizing worker if there is an error on the authorization service line.

Contact MACSC for:

- Billing and claims (medical and social services)
- Claim inquiry
- Service limitations
- Website: [ProviderOne for Social Services](#)

Phone: 800-562-3022 (choose "provider services")

Message: [ProviderOne web form](#)

Who to contact

ProviderOne Security

- Locked out of ProviderOne
- Assistance with user permissions/access/roles
- Website: [ProviderOne Security](#)

Phone: 800-562-3022 ext. 59991

Email:

[provideronesecurity@hca.wa.gov](#)

ProviderOne Enrollment

- Provider enrollment and revalidation
- Online: [ProviderOne Enrollment](#)

Phone: 800-562-3022 ext. 16137

Email:

[providerenrollment@hca.wa.gov](#)