

Transforming
Lives

ProviderOne Portal Changes

Effective 9/18/2020

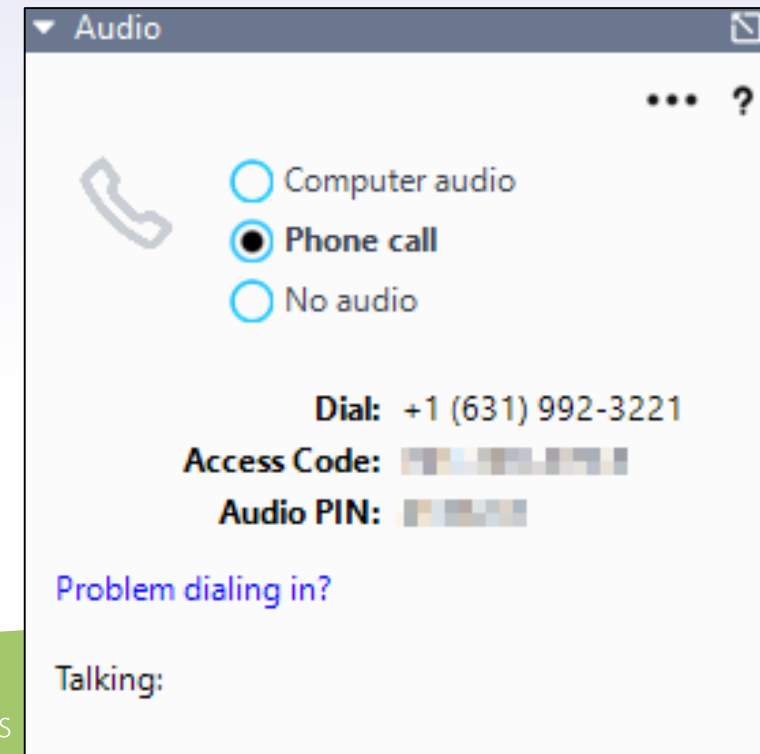
Presented By:

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).



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 displays the 'Provider Portal' interface for a user named 'Pinkerton, Jacquelyn M' with the profile 'EXT Provider Social Services'. The top navigation bar includes a home icon, the user name, and the profile name. Below this, the 'Provider Portal' breadcrumb is shown. The main content area is divided into two columns. The left column contains a sidebar with a list of links under the 'Social Services Authorization and Billing' section. The right column contains several functional areas: 'Manage Alerts', 'My Reminders' with a filter dropdown, a table for 'Alert Type' and 'Alert Mes', and 'Your Recent Online Activities' with a list of recent actions.

ProviderOne Id/NPI : [REDACTED] / Name: Trini

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**

Manage Alerts

My Reminders

Filter By : [Dropdown] - [Dropdown]

Alert Type	Alert Mes
[Dropdown]	[Dropdown]

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

Close Show Error List

Provider Authorization List

Filter By : And And Go Save Filter My Filters

	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"/>	1000000000	4	1	0000000000WA	MELISSA L. FORD	0000000001	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	Melissa Ford	360-200-0000
<input type="checkbox"/>	1000000000	3	1	0000000000WA	MELISSA L. FORD	0000000001	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	Melissa Ford	360-200-0000

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Provider Authorization List

Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

Provider Portal > Provider Authorization List

Close

Show Error 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

And

Author	Client ID	Client Name	Provider ID	Service Code
<input type="checkbox"/>	▲ ▼	▲ ▼	▲ ▼	▲ ▼
<input type="checkbox"/>	WA		01	S0215
<input type="checkbox"/>	WA		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

 **Pinkerton, Jacquelyn M** ▾ Profile: EXT Provider Social Services


🏠 > Provider Portal

ProviderOne Id/NPI : █████100 / Name: Trinit

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 ▲▼
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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

 Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

 > [Provider Portal](#) > [Provider Social Service Claim Inquiry Search](#)

Close

Submit

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
- 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

🔒 Close

Provider ID : 11

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 ▲ ▼
000	10	07/29/2020	07/31/2020	P1:Pending/In Process-The claim or encounter is in the adjudication system.			\$772.50	\$772.50		
000	10	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		
000	10	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		
000	10	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		

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⏩ Last

Claim Inquiry: From Date/To Date

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 : 11

Inquire Social Service Claims List

TCN ▲ ▼	Authorization Number ▲ ▼	From Date ▲ ▼	To Date ▲ ▼	Client Name ▲ ▼	Client ID ▲ ▼
000	10	07/29/2020	07/31/2020		
000	10	07/23/2020	07/27/2020		
000	10	07/21/2020	07/28/2020		
000	10	07/01/2020	07/20/2020		

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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.

Claim Inquiry: Claim Status

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 : 11

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 ▲▼
[REDACTED] 000	10	07/29/2020					\$772.50	\$772.50	[REDACTED] MUSELUM	[REDACTED] WA
[REDACTED] 000	10	07/23/2020					\$3,060.00	\$2,805.64	[REDACTED] MUSELUM	[REDACTED] WA
[REDACTED] 000	10	07/21/2020	07/28/2020	F1:Finalized/Payment-The claim/line has been paid.	07/30/2020		\$2,060.00	\$2,060.00	[REDACTED] MUSELUM	[REDACTED] WA
[REDACTED] 000	10	07/01/2020	07/20/2020	F1:Finalized/Payment-The claim/line has been paid.	07/06/2020		\$2,005.60	\$2,005.60	[REDACTED] MUSELUM	[REDACTED] WA

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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

> [Provider Portal](#) > [Provider Social Service Claim Inquiry Search](#) > [Claim Inquiry Providers List](#)

Close

Provider ID : 11

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 ▲▼
[REDACTED] 000	10	07/29/2020	07/29/2020	P1: Pending/In Process-The claim or			\$772.50	\$772.50	[REDACTED]	[REDACTED] WA
[REDACTED] 000	10	07/23/2020	07/23/2020		20	5	\$3,060.00	\$2,805.64	[REDACTED]	[REDACTED] WA
[REDACTED] 000	10	07/21/2020	07/28/2020	been paid.	07/30/2020		\$2,060.00	\$2,060.00	[REDACTED]	[REDACTED] WA
[REDACTED] 000	10	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	[REDACTED]	[REDACTED] WA

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More easily identify relevant RAs when navigating claims adjustments.

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 displays the ProviderOne web portal interface. At the top, the logo "ProviderOne" is visible next to a "My Inbox" dropdown. Below this is a dark blue navigation bar containing a power icon, a user profile icon for "Pinkerton, Jacquelyn M", and the text "Profile: EXT Provider Social Services". A breadcrumb trail shows a home icon followed by "> Provider Portal".

The main content area is divided into two columns. The left column contains a sidebar with the following sections:

- Online Services** (with a document icon)
- Payments** (with a dropdown arrow)
- Provider** (with a dropdown arrow)
- Provider Inquiry** (with a link icon)
- Manage Provider Information** (highlighted with a green box)
- Initiate New Enrollment** (with a link icon)
- Track Application** (with a link icon)
- Provider File Upload** (with a link icon)
- Admin** (with a dropdown arrow)
- Social Services Authorization and Billing** (with a heart icon)

The right column contains several functional areas:

- ManageAlerts** (with a checkmark icon)
- My Reminders** (with a grid icon)
- Filter By :** (with a dropdown menu)
- Alert Type** (with a dropdown menu)
- Your Recent Online Activities** (with a grid icon)

The "Your Recent Online Activities" section lists the following events:

- You have logged in with pinkejm Account
- Previous Site Visit: 09/11/2020 04:18:37
- Last Login Password Change: 09/09/202
- Last login failed attempt: 09/04/2020 10:4

Opt-in for electronic RA and Downloadable Auth List

ProviderOne My Inbox ▾

⏻ Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

🏠 > Provider Portal > FAOI Modification

ProviderOne Id/NPI Id: 111[REDACTED] /

⌵ 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). In

<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 ▾

⏻ Pinkerton, Jacquelyn M ▾ Profile: EXT Provider Social Services

🏠 > Provider Portal > FAOI Modification

ProviderOne Id/NPI Id: 11188888 /

⌵ Close ⛶ Add

Provider Locations

Filter By : ▾ And

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

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: 111888888 / Name: ~~Timothy C~~ Home Inc.

Close Save

Location Details

Location Business Name: Timothy C HOME INC - 01 *	Location Code: 01	Location Type: Social Service Location
Contact First Name: Timothy C *	Contact Last Name: Timothy C *	Accept New Client: <input checked="" type="checkbox"/>
Phone Number: (360) 234-5678 *	Fax Number:	Email Address: timothy.c.pinkerton@gmail.com PSEUD(
Cell Phone Number: (360) 234-5678	WA Tax Revenue Code: <input type="text"/>	Communication Preference: Email <input type="text"/>
Web Page:	Opt-In for Electronic RA: <input type="checkbox"/>	Opt-In for Download Authorization: <input type="checkbox"/>
Business Status: Active/Open	Start Date: 05/07/2014	End Date: 12/31/2999
System Status: Approved	Start Date: 02/02/2015 <input type="text"/>	End Date: 12/31/2999 <input type="text"/>

Facility Details

Pharmacy Details

Regional Support Network Details

+ Add Address

Address List

Opt-in for electronic RA and Downloadable Auth List

Example of Social Service Authorization Files Download List

Swanson, Bryn ▾ Profile: EXT Provider Social Services

Notepad Reminder External Links Print Help

Provider Portal > Social Service Authorization Files Download List

Close

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. 1.20200903.xml
09/01/2020	1	36	SOSAUTH. 1.20200901.xml
08/31/2020	1	256	SOSAUTH. 1.20200831.xml

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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 Go Save Filter My Filters

RA/ETRR Number ▲▼	Check Number ▲▼	Check/ETRR Date ▲▼	RA Date ▲▼	Claim Count ▲▼	Charges ▲▼	Payment Amount ▲▼	Adjusted Amount ▲▼	Download ▲▼
[REDACTED]	[REDACTED]	03/30/2020	03/30/2020	1	\$11.25	\$11.25	\$0.00	SSBPORA.1[REDACTED]10201[REDACTED]9.O.era.txt
[REDACTED]	[REDACTED]	03/05/2020	03/05/2020	2	\$0.00	\$0.00	\$0.00	SSBPORA.1[REDACTED]10201[REDACTED]7.O.era.txt
[REDACTED]	[REDACTED]	01/31/2020	01/31/2020	4	\$60.00	\$15.00	\$45.00	Hipa.1[REDACTED]1.1[REDACTED]08.01[REDACTED]239.835.O.out

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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:

'023000501^501120070WA^10112010502^06022015^06022015^S0215^U2^^^^11^^1300^111010^115050^10.12^12.126^1.125^14.145^Y^N^Y^7^55170100011710000~'

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

'023000501^501120070WA^10112010502^06022015^06022015^S0215^U2^^^^11^^1300^111010^115050^10.12^12.126^1.125^14.145^Y^N^Y^8^55170100011710000~'

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

'023000501^501120070WA^10112010502^06022015^06022015^S0215^U2^^^^11^^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