

## School-Based Health Care Services (SBHS) Program and OneHealthPort Registration

### Q1: What is OneHealthPort?

OneHealthPort (OHP) offers a single sign-on for Medicaid billing providers (i.e., school districts, ESDs, charter schools who participate in the SBHS program, billing agents) to access provider portals of health plans/participating sites. ProviderOne is one of the many available participating sites available through OneHealthPort.

### Q2: Why is Health Care Authority/ProviderOne requiring school districts to use OneHealthPort single sign-on?

The Office of Cyber Security requires multi-factor authentication (MFA) when accessing ProviderOne. OneHealthPort uses MFA and a majority of ProviderOne users (like hospitals and clinics) already use OneHealthPort single sign-on to access ProviderOne.

### Q3: Is OneHealthPort replacing ProviderOne?

**No.** School districts who participate in the School-Based Health Care Services (SBHS) program will still need to have a ProviderOne account. After the district sets up their OneHealthPort account, school district staff (i.e., SBHS Coordinators, Business Managers, etc.) who currently have access to the district's ProviderOne account will access ProviderOne through the OneHealthPort website. OHP provides an additional level of security when accessing ProviderOne.

### Q4: Can a school district who has not received the OHP registration email register early?

**Yes.** SBHS-contracted school districts, ESDs, and charter schools with active ProviderOne accounts should have received an email in December 2022 with directions on how to register with OneHealthPort. If you did not receive this letter, you can still register your organization with OneHealthPort at this time.

### Q5: How do I register my organization with OneHealthPort?

School districts, ESDs, charter schools and billing agents/clearinghouses can register and learn more on the OneHealthPort website at [onehealthport.com/sso-overview](https://onehealthport.com/sso-overview).

### Q6: Who can complete the OHP registration for my organization?

Each organization (i.e., school district, ESD, charter school, billing agency) must designate a OneHealthPort Administrator (see Q8). This person will complete the registration process and will manage the organization's account. He or she must be someone who is authorized to agree to the terms and conditions of enrolling in OneHealthPort. The Administrator will be responsible for basic management of Subscribers (see Q9) including password resets, adding and removing users, and managing Tax IDs for the organization.

### Q7: Which "business type" should I choose during registration?

When registering your organization with OneHealthPort, you are required to choose the "business type" that meets the best description of your organization. For a school district, ESD, and charter school the closest match is 'Social Services', 'Clinic' or 'Group Practice'.

## Q8: What is a OneHealthPort Administrator?

A OneHealthPort Administrator is the person who is in charge of managing the district's OHP account. This is similar to the current role of the district's ProviderOne System Administrator. The OHP Administrator for a school district will typically be the SBHS Medicaid Coordinator, the Sped Director, Superintendent or Business Manager. It is up to each school district who they assign as the OHP Administrator. You can review what makes a good OHP Administrator on OHP's website at [onehealthport.com/sso/frequently-asked-questions](http://onehealthport.com/sso/frequently-asked-questions).

## Q9: What is a OneHealthPort Subscriber?

A OneHealthPort Subscriber is a user account at OneHealthPort (similar to a User or Super User in ProviderOne). The Subscribers' IDs and their associated role(s) are maintained by the district's OneHealthPort Administrator. Typically, the type of school staff who are registered as Subscribers in OHP are the SBHS Medicaid Coordinator, Business Manager, Fiscal Staff who process SBHS payments, Billing Agent Representatives, etc.

## Q10: Do servicing providers need to register with OneHealthPort?

**No.** Servicing providers participating in the SBHS program (i.e., school-based speech language pathologists, occupational/physical therapists, nurses, etc.) **do not** need access to ProviderOne and therefore **do not** need to register with OHP and they **do not** need to be added as Subscribers under the district's OHP account. To enroll new servicing providers in ProviderOne, the district's SBHS Coordinator will access ProviderOne through OHP and then follow the [normal process](#) for enrolling new servicing providers in ProviderOne.

## Q11: I have a new staff member who needs access to ProviderOne. Do I add them as a User in ProviderOne AND add them as a Subscriber in OneHealthPort?

**No.** The district's OHP Administrator logs into [OHP](#) and adds the new staff member as a Subscriber. The OHP Administrator **does not** need to add the person as a User in ProviderOne. Based on the OneHealthPort role the OneHealthPort Administrator gives the Subscriber, the person will receive certain ProviderOne profiles based on the [mapping](#) when they access ProviderOne.

## Q12: How does a OneHealthPort Administrator and Subscriber access ProviderOne from OneHealthPort?

- **Step 1:** Go to [OneHealthPort's landing page](#)
- **Step 2:** Click on the ProviderOne logo:



- **Step 3:** Sign in using your **OneHealthPort** Subscriber ID and password:

Subscriber ID:

Password:

[LOGIN](#)

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)  
[Forgot My Password](#)  
[Forgot My Subscriber ID](#)

- **Step 4:** Select the district's ProviderOne domain number and the profile you will be using. If you are set up as an Office Manager with OHP, you should have the System Admin and Super User profiles. Medicaid coordinators should log in using the "Super User" profile.
- **Step 5:** You should now be at the ProviderOne main page and can navigate ProviderOne as you do today.

## Q13: Will HCA/ProviderOne help school districts register with OneHealthPort?

**No.** If you need assistance registering your organization with OHP, please contact OneHealthPort (contact information below).

## Q14: Does OneHealthPort help school districts with ProviderOne issues?

**No.** You should follow current processes for help with using ProviderOne (contact [Provider Enrollment](#), [Provider Relations](#), or the [SBHS Program Manager](#)).

## Contact Information

### OneHealthPort:

Assistance with registering with OHP, resetting OHP passwords, setting up OHP subscribers

**Email:** [info@OneHealthPort.com](mailto:info@OneHealthPort.com)

**Phone:** 1.800.973.4797 (available 24/7)

**Online:** [onehealthport.com/contact-us](https://onehealthport.com/contact-us)

**OneHealthPort website:** [onehealthport.com/sso-overview](https://onehealthport.com/sso-overview)

### ProviderOne:

Issues with accessing ProviderOne through OHP

**Email:** [ProviderOneSecurity@hca.wa.gov](mailto:ProviderOneSecurity@hca.wa.gov) and include "OHP Transition" in subject line

Assistance with enrolling providers or updating information in ProviderOne

**Email:** [ProviderEnrollment@hca.wa.gov](mailto:ProviderEnrollment@hca.wa.gov) or [ProviderRelations@hca.wa.gov](mailto:ProviderRelations@hca.wa.gov)

### SBHS Program:

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