

# ProviderOne Countdown

Washington's Social and Health Services Provider Payment System

Volume 1, Issue 1

February 2008

## Inside this Issue

Welcome to ProviderOne Countdown!	1
DSHS' New Payment System on the Way	1
ProviderOne Will Bring Change	2
DSHS Targets December 2008 Go Live	2
DSHS to Phase in ProviderOne	3
ProviderOne has New Features for Providers	3
Learn More about ProviderOne	3
Future Issues Cover Key ProviderOne Topics	4

## Welcome to ProviderOne Countdown!

The Department of Social & Health Services (DSHS) is producing this new monthly newsletter to prepare providers for a new payment processing system. The new system – named ProviderOne – is projected to launch in December.

DSHS will inform providers through the “ProviderOne Countdown” how to:

- Remain an enrolled and payable provider;
- Verify a client is eligible for services;
- Ensure a service is covered;
- Bill DSHS in ProviderOne; and
- Reconcile DSHS payments.

This first issue provides an overview of changes and topics providers need to be aware of. Future issues will dive into the details to help you prepare for ProviderOne.

Please share this publication with staff or vendors who may do these tasks or manage your information technology systems.



Anyone can subscribe to the *ProviderOne Countdown* by signing up at: [http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)

We hope you find the articles helpful. If you have questions about ProviderOne, please call the Provider Response Team **1-800-562-3022, (select option 2, and then option 4)** or email [providerone@dshs.wa.gov](mailto:providerone@dshs.wa.gov).

## DSHS' New Payment System on the Way

Our agency's mission is to provide access to quality care for Washington's most vulnerable residents – while managing public resources in a prudent and sustainable manner.

In the coming year, DSHS will work with you as it changes to a modern, more efficient payment system named ProviderOne.

DSHS values the services you provide to our clients. We recognize that it will take a partnership between providers and



Washington State  
Department of Social  
& Health Services

*“Instill Confidence, Reduce Anxiety, and Assume Nothing”*

.....

*Continued from Page 1*

DSHS to ensure continuous service to clients and uninterrupted payments to providers.

We are committed to assisting you in a smooth transition to ensure timely and accurate payments.

**Why the Change?**

Washington’s current Medicaid Management Information System (MMIS) was built using 1970’s technology. When installed in 1982, the MMIS met the basic needs of the State, primarily using the fee-for-service business model.

Over the years, the State’s health care business has become more complex, requiring many system modifications for each policy, program or service initiative. In many cases, the MMIS has been unable to adapt, resulting in inefficient manual work-arounds for DSHS and providers.

Although the current MMIS almost exclusively handles Medicaid medical payments, ProviderOne ultimately will become the primary payer system for a broad range of social and health care services handled by DSHS.

**ProviderOne Will Bring Change**

ProviderOne will bring changes for providers too. Providers may need to modify their billing systems and operational processes.

**When ProviderOne “goes live” providers will see changes, including:**

- The paper Medical Assistance ID (MAID) card issued to eligible households each month will be replaced with a permanent plastic Services Card for each client.

If you photocopy the MAID today as proof of eligibility, you will need to use another method to check eligibility. These free and low cost options will be reported in a future issue.

- The Patient Identification Code (PIC) used for billing today will be replaced with a unique ProviderOne Client ID number.
- Providers who bill using medical forms (UB-04, ADA Dental, or CMS-1500) or submit individual or batch claims electronically will be required to bill DSHS using a National Provider Identifier (NPI) instead of the current Medicaid billing number when ProviderOne goes live. For more information and exceptions, read the numbered memo 06-81 at: <http://maa.dshs.wa.gov/download/numberedmemos.html>
- The WAMedWeb which enables providers to check claim status, submit claims, check client eligibility and view prior Remittance Advice via the web, will be replaced by the ProviderOne Self-Service Portal. It will have similar features and screens, making the transition easy for providers using the WAMedWeb today.
- For providers who don’t use Electronic Funds Transfer (EFT), Remittance Advice will be mailed separately from payments.
- Paper forms will be scanned into ProviderOne using new technology. Forms submitted with handwritten entries cannot be scanned. These forms will be available on DSHS’ website so providers can type entries prior to submitting.

Updated instructions and training to guide providers through billing in ProviderOne are being prepared.

Detailed information on these changes and availability of tools will be announced in future newsletters.

**What’s not changing while ProviderOne is being implemented?**

- DSHS is not changing its’ billing policies, or
- The rules used to determine client eligibility for services.

DSHS is committed to support you through the readiness activities so that together we can bring ProviderOne on-line with uninterrupted payments to providers.

**DSHS Targets December 2008 Go Live**

From the start of the ProviderOne project, our approach has been to reassess and recalculate the implementation date at planned checkpoints throughout the project using the best information available.

The DSHS ProviderOne project team recently completed its re-projection for implementing the first phase of ProviderOne. Medical and nursing home claims are now targeted to start processing in ProviderOne in December 2008.

DSHS is committed to implement ProviderOne only when the system is fully tested, providers have been prepared, and DSHS staff are ready to support the system and providers through the transition.

Our next issue will include information on what we are doing to ensure system, provider and staff readiness.

*“Instill Confidence, Reduce Anxiety, and Assume Nothing”*

# DSHS to Phase in ProviderOne

To help ensure success, DSHS is implementing ProviderOne in a three-phased approach beginning this year.

- **Pharmacy Point-of-Sale (POS) System** - The transition to ProviderOne is scheduled to begin with the new Pharmacy POS system. Claims currently billed in the ACS Pharmacy Point-of-Sale system will be processed in the ProviderOne Pharmacy POS System, projected to go live no earlier than May 2008. Pharmacies will receive 60 days notice prior to the go live date.
- **ProviderOne Phase 1: Medical and Nursing Home Claims** - Payments that are currently billed using standard medical forms like the UB-04, ADA Dental, or CMS-1500; submitted individually or in batches electronically, or paid through prospective capitation payments are targeted to be processed through ProviderOne in December 2008.
- **ProviderOne Phase 2: Remaining Medical and Social Services Payments** - ProviderOne will begin making remaining medical and social services payments, such as those billed by validating a state generated invoice via paper or telephone, billed with the provider’s own invoice and processed manually by DSHS, or generated automatically without an invoice in late 2009.

These payments are typically made to providers such as foster parents, adult family homes,

Medicaid Personal Care providers, adoption support providers, and for other services that are paid manually.

## ProviderOne has New Features for Providers

ProviderOne is a more flexible system than the current MMIS and will give us new tools to better manage and administer our health care and social service programs.

ProviderOne is a modern web-based system with pull-down menus, screen prompts, and pop-up instructions.

Once ProviderOne is in operation, it will offer new functionality for providers. Including the ability to:

- Attach electronic documents to back-up individual claims when submitting through the website.
- Access more up to date and comprehensive client eligibility information.
- View Spenddown balances when doing eligibility inquiries.
- Resubmit a denied claim online—after fixing the error.
- Update your provider file and enroll new providers online.
- Use “swipe card” technology to read the magnetic strip on the new client Services Card to verify eligibility for services (optional).

## Learn More about ProviderOne

There is a growing body of information, including fact sheets, frequently asked questions, and checklists to help providers prepare for ProviderOne.

To learn more about the new ProviderOne system DSHS is developing, you can:

- Visit our website at <http://maa.dshs.wa.gov/ProviderOne> for fact sheets, frequently asked questions, and other tools and information as it becomes available.
- Email questions or comments about ProviderOne or this publication to: [ProviderOne@dshs.wa.gov](mailto:ProviderOne@dshs.wa.gov) or
- Call 1-800-562-3022, (select option 2; then option 4) for ProviderOne questions.
- Sign up for the ProviderOne electronic distribution list to get ProviderOne project information emailed to you – including this newsletter. Join or leave the list at [http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)



P.O. Box 45520  
Olympia, WA 98504-5520

ADDRESS CORRECTION  
REQUESTED

## Future Issues Cover Key ProviderOne Topics

Some of the key topics in future issues of *ProviderOne Countdown* include:

- **DSHS and Providers Share Desire for Ensuring Uninterrupted Payments**
  - Specifics providers need to prepare for ProviderOne, including, a comprehensive “Readiness Checklist,” the 5 keys to uninterrupted and accurate payments from ProviderOne, and how DSHS will assess when providers are ready to go live.
- **Ensuring Providers Remain Enrolled and Payable in ProviderOne**
  - Everything providers need to know to ensure they remain enrolled and payable in the new system, including details about how to register in ProviderOne, using your NPI, and ensuring the movement of data from the old system to ProviderOne is accurate so that payments are delivered correctly.
- **Verifying Client Eligibility**
  - How providers can ensure a client is eligible for services whether or not they have their new Services Card with them. The Services Card will replace the client’s monthly paper Medical Assistance Identification (MAID) card when ProviderOne goes live. A comparison of all the no-cost and low-cost methods for confirming eligibility and how to access them will be covered.

*“Instill Confidence, Reduce Anxiety, and Assume Nothing”*