

# ProviderOne Countdown

Washington's Social and Health Services Provider Payment System

## Ensuring Providers are Enrolled and Payable in ProviderOne: Gain Access – Register – Test!

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### No December Launch

DSHS announced in August that medical and nursing home claims are not on target for a December ProviderOne implementation. While DSHS staff started testing hundreds of scenarios and thousands of claim variations in ProviderOne in late July, that round of testing started about six weeks later than planned.

We are committed to ensuring ProviderOne, providers and staff are ready before going live with the new system. The new go live date will be reassessed when this round of testing is complete. To help providers plan, we believe there is at least five months ahead of us to get through this round of internal testing, provider testing, and training. Updates to ProviderOne timelines will be posted on our webpage:

<http://maa.dshs.wa.gov/ProviderOne/Projected Schedule.htm>

### Providers Register in ProviderOne Now!

To minimize the effort for both providers and our staff, DSHS moved a copy of the existing provider records from the legacy Medicaid payment system to ProviderOne. Providers' most urgent readiness task is registering in the new system to ensure you are enrolled and payable when ProviderOne goes into operation. Provider registration includes reviewing and confirming that your provider file has been set up right in ProviderOne and telling DSHS how you plan to submit transactions.

Moving data from the old system allows providers and DSHS to avoid a full-scale re-enrollment and credentialing effort. This means you will not have to establish a new provider record - your records and claims history will be moved to ProviderOne automatically. But it is critical that you verify the information we converted to ProviderOne is accurate.



# Important Registration Prerequisite – Setting up Security

Billing providers will need security credentials to set up secure access in ProviderOne for self-service functions. This must be done prior to the ProviderOne registration activity.

DSHS will provide security credentials to a single security administrator for your organization. Your security administrator will receive one login and password per National Provider Identifier (NPI) you reported to us. *(If you did not report your NPI to DSHS, your Medicaid ID’s were consolidated by tax ID. If your organization has multiple tax IDs, your security administrator will obtain security credentials for each tax ID.)* Your security administrator will set up additional users for your organization that can complete registration and testing activities.



Please direct your security administrator (the person who will set up user access to ProviderOne and manage security for your organization) to our webpage <http://maa.dshs.wa.gov/ProviderOne/Security.htm> for instructions on setting up secure access to ProviderOne.

## Registration is Free — not Registering could be Costly

**Help Available for Provider Registration**

**Training Webinars:** DSHS is hosting webinars to train provider staff responsible for completing the registration process. You'll have an opportunity during the webinar to ask questions. To find Webinar dates and times, please visit our webpage: <http://maa.dshs.wa.gov/ProviderOne/Registration.htm>

**Training Materials to Help You:** You can find a checklist of the information you should gather before starting registration at the website listed above. From that webpage, click on the link that best describes how you submit transactions to DSHS for a manual, online tutorial and a list of activities you will need to complete.

**DSHS Support:** If you have questions about registration, e-mail the ProviderOne team at [ProviderOne@dshs.wa.gov](mailto:ProviderOne@dshs.wa.gov) or call 1-800-562-3022 (select option 2, then 4).

Moving provider data from the old system to ProviderOne not only allows providers and DSHS to avoid a full scale re-enrollment and credentialing effort, but will benefit providers by giving them an opportunity to:

- Review the set-up of your new provider file
- Verify where payments will go
- Review providers associated with your organization or group
- Report missing data, such as National Provider Identifiers, that could affect payments (see page 5 story)
- Tell us if you want remittance advice on paper or an electronic PDF file
- Indicate how you plan to bill DSHS
- Make any corrections to your provider file before we go live

DSHS recognizes that it will take providers some time to complete registration. We are trying to make the process as efficient as possible in the few months we have to complete this activity. When you register, you will be presented only the screens necessary for your enrollment type and billing method.

## When do I Register?

To manage the large number of billing providers that must complete this task, we have staged this activity over multiple sessions. When you should register depends on how you submit transactions to DSHS. We are tailoring checklists and information for each type of submission to guide you through training, security set-up, and registration. Staging providers will help us make the best use of resources to support providers through the registration process. Please help us by completing your registration during the appropriate session.

### Providers in Session One can sign up for training via a webinar from your office now!

Go to <http://maa.dshs.wa.gov/ProviderOne/Registration.htm> to sign up for a webinar.

#### Session One includes:

- billing agents and clearinghouses (businesses who submit to DSHS on behalf of enrolled providers)
- electronic batch submitters (those who use electronic data interchange software or secure file transfer protocol to submit batch files)
- providers - including nursing homes - who submit through WINASAP
- providers who use a billing agent or clearinghouse to submit or receive transactions

**Session Two** will begin about 3 months prior to our new go live date. This session will include:

- providers who use direct data entry into ProviderOne (currently WAMedWeb)
- pharmacy point of sale users
- providers who submit claims on paper

## New Trading Partner Agreements Needed

Providers who self-submit electronic batch transactions (including managed care organizations and regional support networks using secure file transfer protocol) must submit a new Trading Partner Agreement (TPA) to DSHS. The current agreement with our legacy vendor-Affiliated Computer Systems - will not be valid once ProviderOne goes live. Registration is complete only after a new TPA is submitted.

Submitting a new TPA will help avoid an interruption in claims processing when we implement ProviderOne. New Trading Partner Agreements are available at <http://maa.dshs.wa.gov/providerenroll>.

## Testing... Testing... ProviderOne, 2, 3!

While DSHS and its' vendor CNSI have been rigorously testing ProviderOne, providers also have a critical role in the testing process.

1. Providers who submit electronic HIPAA compliant transactions are **required** to test and make sure your system will be able to submit HIPAA compliant transactions before you will be allowed to submit production transactions in ProviderOne. Testing instructions and technical specifications can be found in the ProviderOne HIPAA Companion Guides at <http://maa.dshs.wa.gov/dshshipaa>.
2. About 3 months before ProviderOne goes live, all providers who submit electronic HIPAA compliant transactions that have completed registration activities can submit test transactions in ProviderOne and review the results on a remittance advice. Providers will benefit by testing each transaction type to ensure they will be able to submit claims and be paid when ProviderOne goes live.
3. DSHS is also conducting a "pilot" test with a small representative cross section of providers about 3 months before go live. These providers will submit identical claims in both the current system and ProviderOne. DSHS will compare the results of the transactions to ensure ProviderOne is adjudicating claims appropriately.

# Client Eligibility Workshop Updates



The ProviderOne Provider Readiness Team hosted 23 workshops this past Spring to more than 2100 providers across the state – from Everett to Wenatchee. The goal of these workshops was to learn about how to check client eligibility in ProviderOne and get updates on provider training and registration.

Hopefully those who attended learned as much from us as we did from them during the workshops. Questions and concerns raised generated a list of possible enhancements to the ProviderOne system that we are looking into. These include adding the client’s address, head of household information and Health Identification Code (HIC) to the eligibility inquiry response.

You will find answers to some of the key questions we received during the workshops on the ProviderOne website at <http://maa.dshs.wa.gov/providerone/providers.htm>.

## Important Updates:

- 1. **Services Card:** While showing providers around the state what the new Services Card will look like, we heard that the background on the card could be a problem for providers using scanners or copiers to copy the client's Services Card number. As a result, we lightened the background and reversed the color gradient.



- 2. **Client Limit Inquiry:** During the workshops we introduced a new feature called Client Limit Inquiry. The client limit inquiry feature will allow providers to inquire in ProviderOne about a client's use of a service or procedure to see if it would exceed policy limitations. ProviderOne would compare the request for services with accumulated services in history and determine if the requested services exceed the difference. We have since learned that **this feature will not be available when ProviderOne goes live** with medical and nursing home claim processing. Because this feature relies on claims processed through ProviderOne, we will need to establish a fair amount of claims history in ProviderOne for it to be a viable tool. We are very excited about this new feature and the response from providers during the workshops was positive too. We look forward to introducing it once we determine we have enough claims history for it to be useful for providers and staff. Watch for future updates on this feature!
- 3. Need to **change an NPI number?** If you haven't yet reported an NPI, you will be able to report it in the registration tool. However, if you need to change an NPI, you'll need to call us directly at 1-800-562-3022, select option 2, and then option 5.

If you were unable to attend a workshop, you can go to the ProviderOne website <http://maa.dshs.wa.gov/providerone/providers.htm> and download the presentation and handouts. If you have questions or comments, please email us at [providerone@dshs.wa.gov](mailto:providerone@dshs.wa.gov).

# ProviderOne Pharmacy Point-of-Sale System Live!

The ProviderOne Pharmacy Point-of-Sale (POS) system launched October 20 without major incident.



This is a major accomplishment toward moving payment processing to ProviderOne. The POS system will process pharmacy claims for almost half of DSHS' 1 million clients – about 1 million claims per month. (The remaining Medicaid clients get their prescriptions through their managed care plans.)

About 1,400 pharmacies actively bill DSHS through the current POS. About 10 chain stores represent half of those pharmacies and most of the volume of DSHS business.

“This is the first real test of the new system, and it is performing just as it should,” said Robin Arnold-Williams, DSHS secretary. “This reflects a tremendous effort and superb coordination by staff from all across DSHS.”

Arnold-Williams called the project “the most complex and significant undertaking in state government for the next decade. We are moving away from the old bolt-to-the-floor mainframes and into an era of modular design that will give us greater flexibility for updates, as well as increased cost controls and efficiencies.”

Doug Porter, assistant secretary for the Health and Recovery Services Administration, which has been developing the ProviderOne Project, thanked the project team, headed by Project Manager John E. Anderson.

“Our philosophy throughout the development of ProviderOne has been to proceed carefully and make sure that we implement the system only when the technology, our staff and our provider partners are all prepared to handle the changes,” Porter said.

“We had extra help standing by, watching ProviderOne and troubleshooting problems, and the call center staff was prepared to respond to the increased inquiries and minor problems we anticipated,” Porter said. “We also recognize the good support we received from individual pharmacies – from the mom and pops up to the chain stores, and the Washington State Pharmacy Association.”

The change did result in an anticipated increase in provider calls to the Medical Assistance Customer Service Center. You can find more about POS and what pharmacies are hearing from us on the pharmacy dedicated Web page: <http://maa.dshs.wa.gov/ProviderOne/PharmacyPOS.htm>

## Quick Tips to Ensure you are Enrolled and Payable

- 1. Report your National Provider Identifier (NPI) to DSHS** - Most providers have reported their NPIs to DSHS. If you did not report an NPI, your provider numbers were consolidated by your tax ID to move your provider file into ProviderOne. If you only had one provider number and one tax ID, you will have one provider file to review during registration. During registration, you can report or correct your NPI by calling us at 1-800-562-3022, select option 2, and then option 5.
- 2. Retrieve your security credentials for each NPI you reported and set up security access for staff responsible for registration activities** - See story on page 2, and visit our website <http://maa.dshs.wa.gov/ProviderOne/Security.htm> to sign up for training and further instructions.
- 3. Complete provider registration activities** - See stories on pages 2-3 and visit our webpage <http://maa.dshs.wa.gov/ProviderOne/Registration.htm> to sign up for training and instructions.
- 4. If required, send a new Trading Partner Agreement to DSHS** - See story on page 3 and visit <http://maa.dshs.wa.gov/providerenroll> to access new agreement.
- 5. If required, test each HIPAA transaction type you plan to use in ProviderOne to ensure your system can submit HIPAA compliant transactions to ProviderOne.** (Providers who submit electronic HIPAA compliant transactions must complete this testing.) See story on page 3 and visit <http://maa.dshs.wa.gov/dshshipaa> for ProviderOne HIPAA Companion Guides that include testing instructions and technical specifications.
- 6. Take advantage of future testing opportunities when they are offered!**



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[http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)

## Five Keys to Uninterrupted and Accurate Payments

We want to make sure our clients are served and providers are paid accurately and timely when ProviderOne goes live. Future issues of *ProviderOne Countdown* will continue to focus on the five keys to uninterrupted and accurate payments processed in ProviderOne:

1. **Getting Proof of Client Eligibility (Covered in ProviderOne Countdown Issue 3)**  
Learn about how to verify the services a client is eligible for – with or without a client’s new Services Card. The Services Card will replace the client’s monthly paper Medical Assistance Identification (MAID) card when ProviderOne goes live. A comparison of all the free and low-cost methods for confirming eligibility will be covered.
2. **Ensuring Providers Remain Enrolled and Payable in ProviderOne (Covered in this issue)**  
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 will result in correctly delivered payments.
3. **Ensuring a Service is Covered**  
Find out how providers can determine whether a service is covered. Read an overview of how to submit Prior Authorizations (PA), including methods for obtaining a PA and other helpful resources.
4. **Properly Billing DSHS Using ProviderOne**  
Everything providers need to know to ensure proper billing using ProviderOne. This issue includes a summary of what’s new or changing and outlines the benefits of signing up for WAMedWeb if you’re not billing electronically today. An overview of critical changes to billing instructions, reasons claims deny today, and how to get new ProviderOne client IDs is included in this issue.
5. **Reconciling DSHS Payments**  
Learn what providers will need to know in order to reconcile payments from ProviderOne. This issue previews the Remittance Advice (RA) and outlines various methods to access your RAs. Benefits of signing up for Electronic Funds Transfer (EFT) are detailed in this issue.