



Enrolling a servicing provider

ProviderOne User Guide

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Enrolling as a servicing provider

There are two types of individual providers, servicing and billing. An individual *servicing* provider works for a group or organization who bills on their behalf. Servicing providers do not have access to ProviderOne. The organization billing on behalf of the servicing provider will also submit their enrollment application then update their account as needed. An individual *billing* provider works for themselves and submits their own bills. For more information go to the **Enrolling an individual billing provider guide**.

Note: If you're enrolling servicing providers after starting a group application, make sure to capture each ProviderOne Application ID t. You will need the application ID to resume applications if you are unable to complete in one session.

PROVIDER ENROLLMENT LINKS

To start a new provider enrollment application use this link: www.waproviderone.org/ecams/jsp/common/pgNewPrvdrEnrollment.jsp

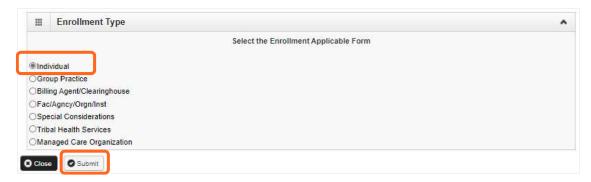
To resume an incomplete enrollment application use this link: www.waproviderone.org/ecams/jsp/common/pgTrackPrvdrApplctn.jsp

You will need your application ID and the Social Security Number to resume the application. . .

Step 1: Basic information

SELECTING THE ENROLLMENT TYPE

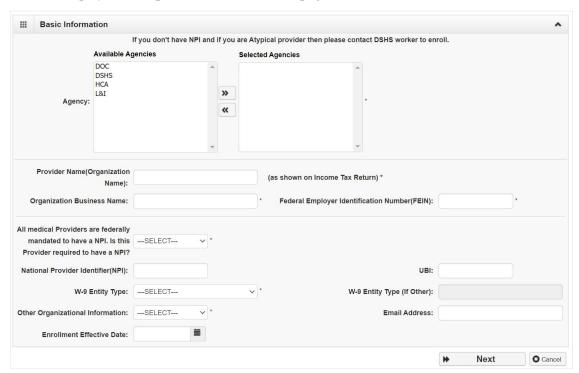
- Select Individual
- Click Submit



Note: Fields marked with an asterisk are required.

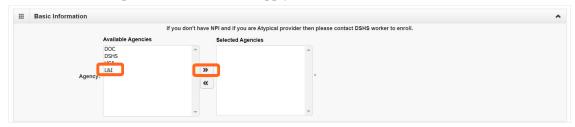
BASIC INFORMATION

ProviderOne displays the **Step 1: Basic Information** page.



■ In the **Agency** box, click **L&I**, then click the double right arrows.

Note: The note at the top of the screen doesn't apply to L&I.



- You must enroll using the servicing provider's Social Security Number (SSN).
 - o Enter the providers name as it appears on their professional license.
 - o For the Servicing Type drop-down, select Servicing Only.



- For the remaining fields:
 - Use the dropdown to indicate if you're federally mandated to have an NPI number.
 - If Yes, enter NPI.
 - If **No**, a generic NPI will automatically generate.

Note: If you're unsure, go to L&I's Website to learn more.



- Don't enter a UBI or enrollment effective date. L&I does not utilize the information in those fields.
- For W-9 Entity Type, choose Other from the drop-down. Then type Servicing Only in the W-9 Entity Type (if other) field.
- o For **Other Organizational Information** select the option that best fits your organizations profile.
- o Enter an Email Address. We'll email your application ID for future reference.
 - **Note:** We'll use this email address if there are questions about your application.
- Click Next to see your Application ID.

APPLICATION ID

The Application ID will be sent to the email address you provided. Keep your Application ID available.

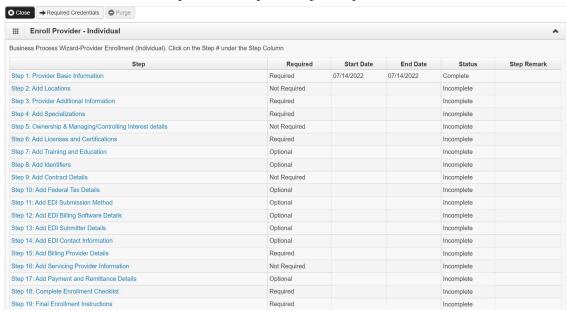


You'll need the ID to:

- Continue your application (if you exit before submitting).
- Check your application status.
- Update or add additional information, if requested.

BUSINESS PROCESS WIZARD (BPW)

The Business Process Wizard, or BPW, will guide you through the necessary steps to finish your application. You will need to complete each required step in sequential order.



All steps marked **Required** must have a **Complete** status before you can submit the application.



Step 2: Add locations

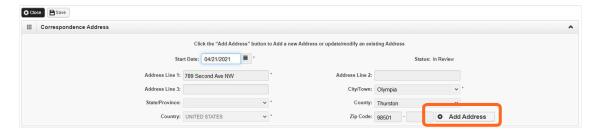
Note: This step isn't required for Servicing Providers.

Step 3: Provider additional information

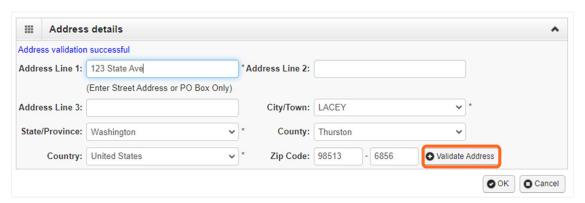
CORRESPONDENCE ADDRESS

Adding the correspondence address is optional. If your servicing providers would like claims and other L&I mailings sent to a different address than what is on file with their group you should complete this step.

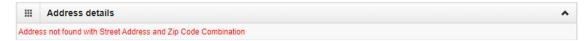
Click Add Address.



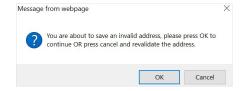
- Complete Address Line 1 and Zip Code.
- Click Validate Address.
- If the address entered is valid, the following message will appear at the top of the page.



- Click **OK**.
- If the address entered is not located, the following message will appear at the top of the page.



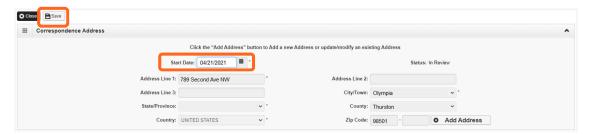
- Either:
 - o Correct the address and click Validate Address again.
 - o Or, click **OK** to continue. The following pop-up will be displayed.



O Click **OK** to save or **Cancel** to revalidate the address using the steps above.

Note: If your address isn't valid, it may delay payment and correspondence.

■ Enter the **Start Date** and click **Save**.



■ Click **Close** to return.

Step 4: Add specializations

The information you provide in this step will indicate your provider type and specialty.

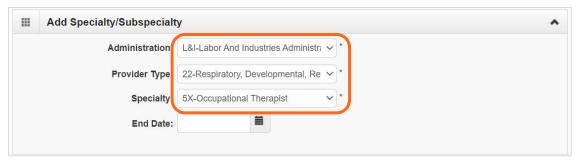
IMPORTANT NOTE: Only enter your primary specialty. Any additional specialty you add in this step will result in additional billing accounts.

ADDING SPECIALIZATIONS

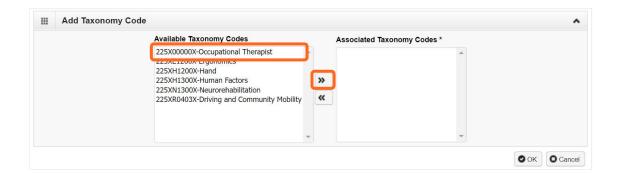
Click Add.



- Choose **L&me** from the **Administration** drop-down menu.
- Choose the Provider Type and Specialty.



- Don't enter an **End Date**.
- The Provider Type selection will populate Specialty options, which displays the available taxonomy codes.
 - Use the double arrows to move the taxonomy code from the Available Taxonomy Codes box to the Associated Taxonomy Codes box.



■ Click **OK** to save or **Cancel** to close without saving.

DELETING SPECIALIZATIONS

If you add an incorrect specialty or sub-specialty when completing your application you can use the delete button to remove them.

• Check the **box** next to the record you want to delete and click **Delete**.



Click Close and go to the next step.

Step 5: Add ownership details

This step is not required for servicing providers.

Step 6: Add licenses and certifications

Before starting Step 6, click the **Required Credentials** button in the upper left hand corner. The **Required Credentials** tool will tell you what type of license/certification and education information you will need to complete steps 6, 7, and 8.

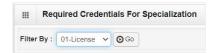
Tip: Make note of all requirements. You may use the Required Credentials tool for multiple steps.

CHECK REQUIRED CREDENTIALS

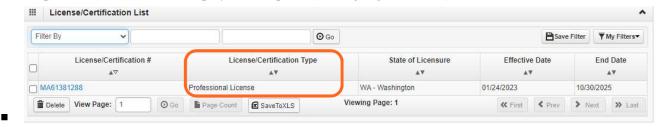
Click Required Credentials from the BPW.



■ To view the License Requirements, use the **Filter By** drop-down to select **01-License** and click **Go**.



Required license(s) will be displayed, if required (see highlighted below).



- Make a note of your required license as you'll need it to complete Step 6.
- When finished, click Cancel to close.

ADD LICENSES/CERTIFICATIONS

Click Add.



- Use the Location drop-down to add a license or certification to a specific provider location. This is particularly important for providers with dual licensure or who have practice locations in multiple states.
- If you have multiple locations within the same State select All from the Location drop down.



- Complete the License # and State fields.
- The **Effective Date** is when the license was first issued.
- In the **End Date** field, enter the expiration date.



Click **OK** to save or **Cancel** to close without saving.

DELETE LICENSES/CERTIFICATIONS

Licenses and certifications can only be deleted during the enrollment process.

Check the box next to the record you want to delete and click Delete, then click Close to exit



Step 7: Add training and education

This step only applies to these provider types. If you are not one of these provider types, this step is optional. Note: Physicians (MD & DO) are required to enter their Medical School and Residency. All other provider types listed below are only required to provide the Medical School:

- Physician (MD & DO)
- Advanced Registered Nurse Practitioner
- Chiropractor
- Dentist
- Naturopathic Physician
- Optometrist
- Physician Assistant
- Podiatric Physician

Follow the instructions below if you are one of the provider types listed above. Before clicking into Step 7, review **Required Credentials** from the BPW home page. L&I needs the school where you received your medical school degree and year you completed your degree.

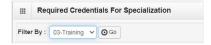
Tip: Make note of all requirements. You may use the Required Credentials tool for multiple steps.

CHECK REQUIRED CREDENTIALS

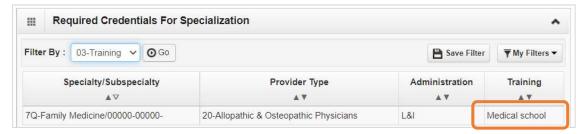
Click Required Credentials from the BPW home page.



■ To view the Training requirements, use the **Filter By** drop-down menu to select **03-Training** and click **Go**.



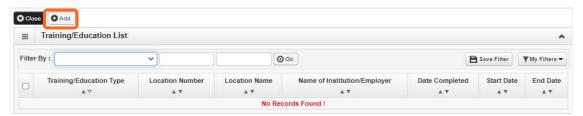
Required training will be displayed, if required (see highlighted below).



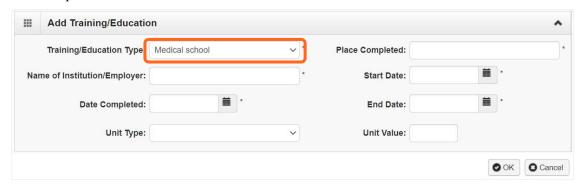
■ When finished, click Cancel to close.

ADD TRAINING/EDUCATION TYPE

Click Add.



- Select the required **Training/Education Type** from the drop-down menu. If you're not sure which applies to you, return to the main BPW page and check **Required Credentials**.
- Finish required fields.



- The **Start Date** is when the training/education started.
- The **Date Completed** is when it was done, e.g. graduation date.

Important! In the **End Date** field, enter 12/31/2999. You must complete this field to continue enrollment.

- You don't need to finish the Unit Type or Unit Value field.
- Click **OK** and **Close**.

Step 8: Add identifiers

This step is only applicable for the following provider types that are practicing in Washington State:

- Physician (MD & DO)
- Advanced Registered Nurse Practitioner
- Chiropractor
- Dentist
- Naturopathic Physician
- Optometrist
- Physician Assistant
- Podiatric Physician

The only identifier that is required is your current malpractice information.

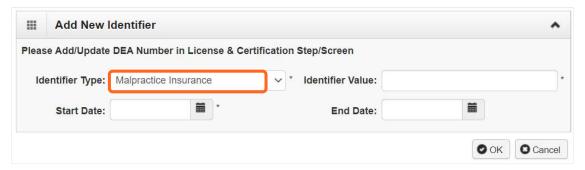
Note: L&I minimum coverage requirements for Malpractice Insurance is: \$1,000,000 per Claim/\$3,000,0000 aggregate

ADD MALPRACTICE INSURANCE

Click Add.



Use the Identifier Type drop-down to select Malpractice Insurance.



- In the **Identifier Value** field, enter your malpractice insurance policy number.
- Enter the **Start Date** and **End Date**, and click **OK** to close.
 - o The **Start Date** is when your policy was first issued.
 - o The **End Date** is the policy's expiration date.

Steps 9-14: Not applicable to L&I providers

Step 15: Add billing provider information

This step creates a link between your organization and the servicing provider.

ADD BILLING PROVIDER INFORMATION

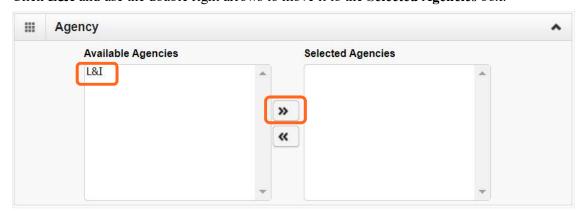
Click Add.



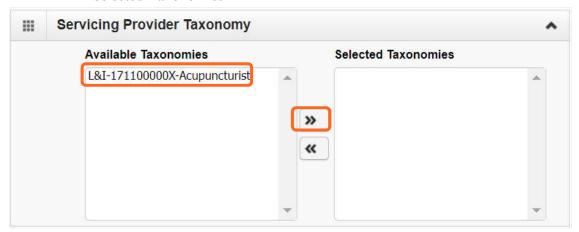
■ Enter your group's information, then click Confirm Provider.



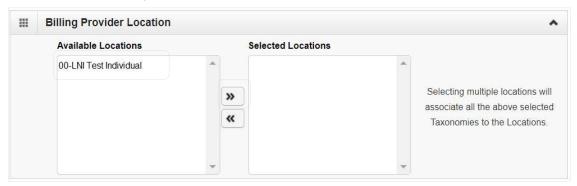
- o If the provider is not found, go to Provider does not exist in the database.
- o If the provider is found, L&I will display in the Available Agencies box
- Click L&I and use the double right arrows to move it to the Selected Agencies box.



■ In **Available Taxonomies**, select only your primary taxonomy and use the double right arrow to move it to the **Selected Taxonomies** box.



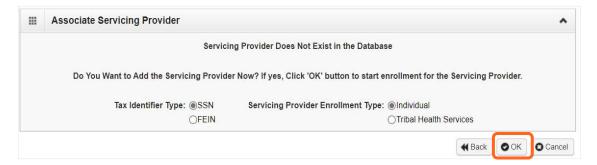
Click the Available Locations and use the double right arrows to move it to the Selected Locations box. More than one may be selected.



- Click **OK** to save or **Cancel** to close without saving.
- Ignore the Social Service Servicing Only Provider List. L&I doesn't use this.

PROVIDER DOESN'T EXIST IN DATABASE

If the provider doesn't exist in the database after searching with the SSN/FEIN and NPI, you'll be prompted to add the billing provider. See the **L&I enrollment guide for group providers** for more information.



■ Click **OK** to start the enrollment process, **Back** to return to the previous page, or **Cancel** to return to the Servicing Provider List.

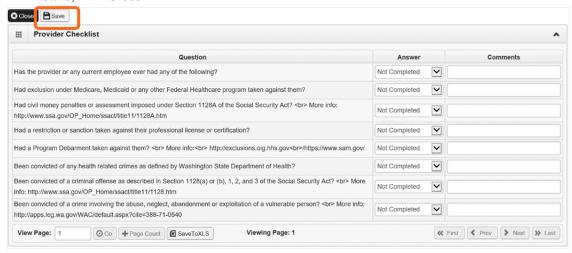
Important! If a new enrollment is started, copy the application ID that is generated for the billing provider. You'll need your Application ID to:

- Continue the billing provider application (if you exit before submitting)
- Check application status
- Update or add additional information if requested.

Step 16 & 17: Not applicable to L&I providers

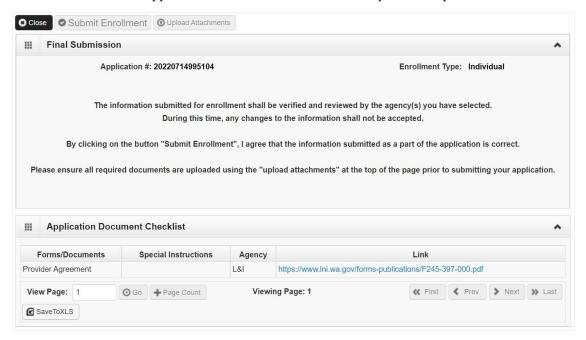
Step 18: Complete enrollment checklist

- No or Yes is required for each question. Any "Yes" answer must have comments.
- Click Save, then Close.



Step 19: Final enrollment instructions

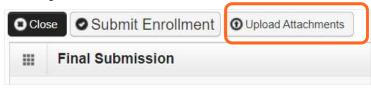
Note: Use the links in the Application Document Checklist to complete and upload forms.



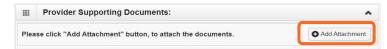
■ Make sure to sign and date every form. L&I accepts both hand written and electronic signatures.

UPLOAD INFORMATION

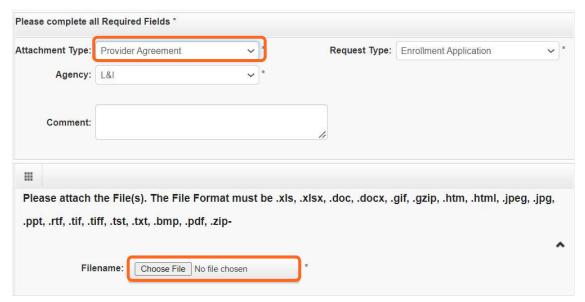
Click Upload Attachments.



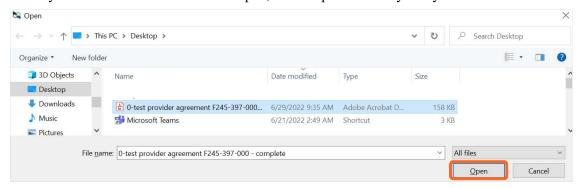
Click Add Attachments.



- Use the **Attachment Type** drop-down menu to select the appropriate type.
- Click Choose File.



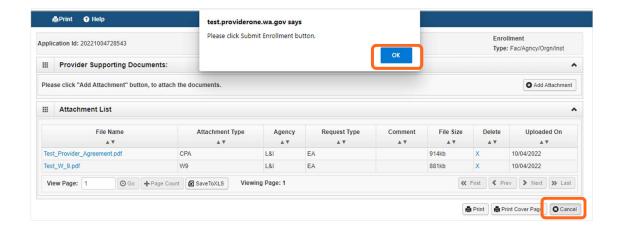
Select your saved document and click Open, or the equivalent for your system.



■ The name of the file will appear next to the **Choose File** button. Click **OK**.

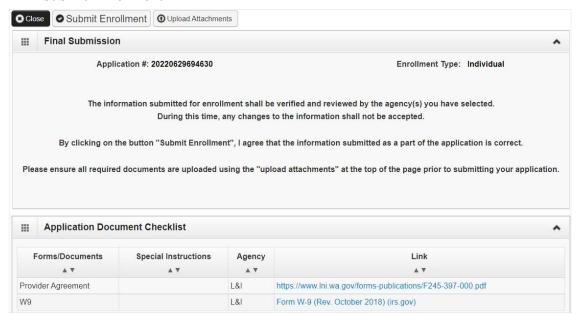


- The document is now uploaded and will display in the **Attachment List**. If the wrong document is selected, click the blue X in the delete column.
- After uploading required attachments, click **Cancel**. A pop-up will appear (see below). Click **OK** to return.



SUBMIT THE ENROLLMENT APPLICATION

■ Click Submit Enrollment.



ProviderOne displays a confirmation pop-up message. Click OK to close the message.



■ Click **Close** on the final submission page.