



# Modifying your individual provider domain in ProviderOne

## *ProviderOne User Guide*

Updated December 2024

*Disclaimer: Every effort was made to ensure this manual's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and department rule, the department rule controls.*

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# Accessing your ProviderOne domain

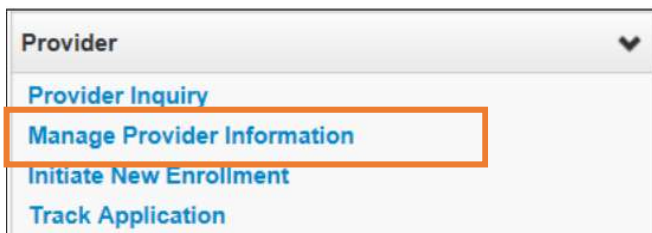
In order to make changes to information in your domain you will need to log into your ProviderOne portal. Only the domain administrator or approved users in the organization are able to update information in ProviderOne.

Depending on how your ProviderOne administrator established their profile they will access ProviderOne one of two ways:

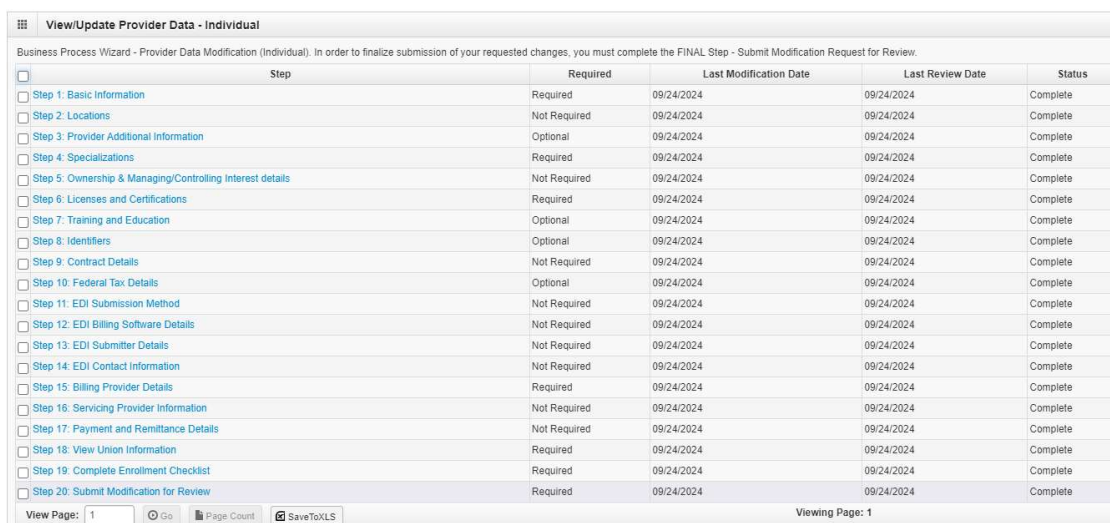
- OneHealthPort single sign on
- Direct Access (via Health Care Authority)

**Note:** As 8/9/2024 all administrator access requests must be submitted using Health Care Authority's [Provider Contact Us Web Form](#). From the "Select Topic" drop down menu choose "ProvideOne Access Request Form" and complete all of the required fields. It may take up to one week for the access request to be completed

- Once you have logged in select the "EXT File Maintenance" profile from the drop down.
- From the left hand tool bar select **Manage Provider Information**.



- You should now see the Business Process Wizard (BPW) with links you can click into to update information.



Step	Required	Last Modification Date	Last Review Date	Status
<input type="checkbox"/> Step 1: Basic Information	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 2: Locations	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 3: Provider Additional Information	Optional	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 4: Specializations	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 5: Ownership & Managing/Controlling Interest details	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 6: Licenses and Certifications	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 7: Training and Education	Optional	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 8: Identifiers	Optional	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 9: Contract Details	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 10: Federal Tax Details	Optional	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 11: EDI Submission Method	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 12: EDI Billing Software Details	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 13: EDI Submitter Details	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 14: EDI Contact Information	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 15: Billing Provider Details	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 16: Servicing Provider Information	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 17: Payment and Remittance Details	Not Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 18: View Union Information	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 19: Complete Enrollment Checklist	Required	09/24/2024	09/24/2024	Complete
<input type="checkbox"/> Step 20: Submit Modification for Review	Required	09/24/2024	09/24/2024	Complete

# Step 1: Modify basic information

## ADDING AND CHANGING BASIC INFORMATION

In this step you can add additional agencies (if you want to add L&I go to [Add L&I to Existing Account Guide](#)), and you can update any available field that is not greyed out

The screenshot shows the 'Provider Details' form. It has two columns for agency selection: 'Available Agencies' (DOC, DSHS, HCA) and 'Selected Agencies' (L&I). Below this are fields for 'Provider Name' (First Name: Tom, Middle Name: , Last Name: Smith), 'Suffix' (MD), 'SSN' (111111111), 'Date of Birth', 'Gender' (Male), 'Title', and 'Servicing Type' (Regular Provider). There are also sections for NPI information, W-9 Entity Type (Individual/Sole Proprietor), Other Organizational Information (For Profit), Enrollment Effective Date (08/24/2022), and Status (Approved).

- After you make your changes, click **OK** in the bottom right hand corner of the screen.

Note: You should now see the step displaying an updated status in the BPW.

The screenshot shows the 'View/Update Provider Data - Individual' screen in the Business Process Wizard. It displays a table with the following columns: Step, Required, Last Modification Date, Last Review Date, Status, and Modification Status. The 'Step 1: Basic Information' row is highlighted with an orange box, and its 'Modification Status' is 'Updated'.

Step	Required	Last Modification Date	Last Review Date	Status	Modification Status
Step 1: Basic Information	Required	12/20/2024	09/24/2024	Complete	Updated
Step 2: Locations	Not Required	09/24/2024	09/24/2024	Complete	
Step 3: Provider Additional Information	Optional	09/24/2024	09/24/2024	Complete	
Step 4: Specializations	Required	09/24/2024	09/24/2024	Complete	
Step 5: Ownership & Managing/Controlling interest details	Not Required	09/24/2024	09/24/2024	Complete	
Step 6: Licenses and Certifications	Required	09/24/2024	09/24/2024	Complete	
Step 7: Training and Education	Optional	09/24/2024	09/24/2024	Complete	
Step 8: Identifiers	Optional	09/24/2024	09/24/2024	Complete	
Step 9: Contract Details	Not Required	09/24/2024	09/24/2024	Complete	
Step 10: Federal Tax Details	Optional	09/24/2024	09/24/2024	Complete	

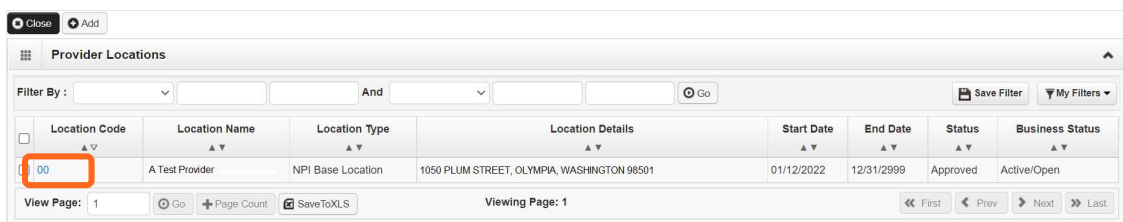
## Step 2: Modify Locations

This step isn't applicable for individual servicing providers. Only Regular Billing providers that **do not** bill L&I under a group payee will have location information that can be updated in this step.

### MODIFY A LOCATION

**Important Note:** If your location has changed you should click into the existing location code and update the address information. Only Click "Add" if you open a new location where you will be treating injured workers.

- Click the link of the location you want to modify.



The screenshot shows a table titled "Provider Locations". The table has columns for Location Code, Location Name, Location Type, Location Details, Start Date, End Date, Status, and Business Status. The first row has the following data: Location Code: 00 (highlighted with a red box), Location Name: A Test Provider, Location Type: NPI Base Location, Location Details: 1050 PLUM STREET, OLYMPIA, WASHINGTON 98501, Start Date: 01/12/2022, End Date: 12/31/2999, Status: Approved, Business Status: Active/Open. The table also includes a filter bar at the top and pagination controls at the bottom.

This step has three sections that can be updated:

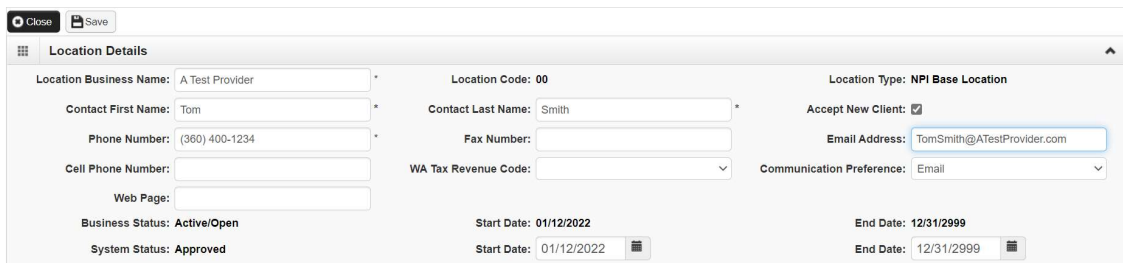
- Location Details contains the contact information, and start and end date for the location.
- L&I Specific Information provides data for the L&I Find a Doctor directory.
- Address List: Each location contains a list with three address types:
  - **Location** (physical address of primary location).

**Important!** Include the phone number you want patients to call for each of your physical locations location.

- **Mailing** (the place where you receive mail).
- **Pay-To** (the place where a paper check and remittance advice is sent).

### MODIFY LOCATION DETAILS

- Enter the new or changed information.



The screenshot shows the "Location Details" form. It contains the following fields and values: Location Business Name: A Test Provider, Location Code: 00, Location Type: NPI Base Location, Contact First Name: Tom, Contact Last Name: Smith, Accept New Client: [checked], Phone Number: (360) 400-1234, Fax Number: [empty], Email Address: TomSmith@ATestProvider.com, Cell Phone Number: [empty], WA Tax Revenue Code: [dropdown], Communication Preference: Email, Web Page: [empty], Business Status: Active/Open, Start Date: 01/12/2022, End Date: 12/31/2999, System Status: Approved, Start Date: 01/12/2022, End Date: 12/31/2999.

- Only change the end date if this location is closing.
- Click **Save**.

## L&I SPECIFIC INFORMATION

This section allows you to choose if this individual location appears in the [Find a Doctor](#) directory on [www.Lni.wa.gov](http://www.Lni.wa.gov).

- Select “**Yes**” to have this location appear in the L&I Find a Doctor directory. The remaining fields in this section are required.

The screenshot shows the 'L&I Specific Information' form. The 'Publish in Provider Directory' dropdown is highlighted with a red box and set to 'Yes'. Other fields include 'Age Restrictions' (No), 'Accept New Patients' (Yes), and 'Handicapped Accessible' (Yes). The 'Languages Spoken' section has 'Available Languages' and 'Selected Languages' (ENG-English). The 'Office Hours' section shows a table with days of the week and their respective status and times.

Day	Status	Start Time	End Time
Monday	Closed		
Tuesday	Closed		
Wednesday	Closed		
Thursday	Open	8:30 AM	4:30 PM
Friday	Closed		
Saturday	Closed		
Sunday	Closed		

- Selecting “**No**” will disable the remaining fields in this section.

The screenshot shows the 'L&I Specific Information' form with 'Publish in Provider Directory' set to 'No'. The remaining fields, including 'Age Restrictions', 'Accept New Patients', 'Handicapped Accessible', 'Languages Spoken', and 'Office Hours', are disabled and greyed out.

- Click **Save** when finished.

## ADDRESS LIST

- Click the link of the **Address Type** you want to modify.

Address Type	Address	Start Date	End Date	Status
<input type="checkbox"/> Location	1050 PLUM STREET, OLYMPIA, WASHINGTON 98501	01/12/2022	12/31/2999	APPROVED
<input type="checkbox"/> Mailing	PO BOX 500, OLYMPIA WA 98504	01/12/2022	12/31/2999	APPROVED
<input type="checkbox"/> Pay-To	PO BOX 500, OLYMPIA WA 98504	01/12/2022	12/31/2999	APPROVED

- Make your changes.
- Click **Validate Address** to verify.
- Click **OK** and **Save**.

**Note:** If you **Close**, changes will not be saved.

## ADD ADDRESS INFORMATION

To add a **NEW** location for your business

- Click **Add Address**.

Type of Address: **Mailing** \*  
Address Input: **Pay-To** Address  
End Date:

- Select the type of input option:
  - Choose **Manually Input**. Click **Address**. Add Location Address.
  - Choose **Copy from Location Address** to copy a previously entered location.
  - Leave End Date blank

Type of Address: Mailing \*  
Address Input Option:  Manually Input  Copy from Location Address  
End Date:

- Click **OK** to save or **Cancel** to close without saving.
- Click **Close** on the three open windows to return to the BPW.

## NEXT

Make additional changes or skip to Step 19 – Submit modification for review.

# Step 3: Modify provider information

## CORRESPONDENCE ADDRESS

L&I sends any requests or documentation about the care of an injured worker to this address.

- Click **Add Address**.

The screenshot shows a web form titled "Correspondence Address". At the top, there are "Close" and "Save" buttons. Below the title, a message says "Click the 'Add Address' button to Add a new Address or update/modify an existing Address". The form contains several fields: "Start Date" (04/21/2021), "Status" (In Review), "Address Line 1" (789 Second Ave NW), "Address Line 2" (empty), "Address Line 3" (empty), "City/Town" (Olympia), "State/Province" (empty), "County" (Thurston), "Country" (UNITED STATES), and "Zip Code" (98501). The "Add Address" button is highlighted with a red box.

- Complete the **Address Line 1** and **Zip Code** fields.
- Click on **Validate Address**.

The screenshot shows a web form titled "Address details". At the top, there are "Close" and "Save" buttons. Below the title, a message says "Click the 'Add Address' button to Add a new Address or update/modify an existing Address". The form contains several fields: "Address Line 1" (123 State Ave), "Address Line 2" (empty), "Address Line 3" (empty), "City/Town" (LACEY), "State/Province" (Washington), "County" (Thurston), "Country" (United States), and "Zip Code" (98513 - 6856). The "Validate Address" button is highlighted with a red box. At the bottom right, there are "OK" and "Cancel" buttons.

- Click **OK**.
- Enter the **Start Date** and click **Save**.

The screenshot shows the "Correspondence Address" form. The "Save" button at the top left is highlighted with a red box. The "Start Date" field (04/21/2021) is also highlighted with a red box. The "Add Address" button is visible at the bottom right.

- Choose **Close** to return.

## PROVIDER INFORMATION

- Complete this section.
- Click **Save** (at the top of the screen) and the choose **Close** to return.



# Step 4: Modify specializations

This information is important for your L&I billing. You can modify the end date or add your new taxonomy, specialty, and subspecialty.

**Note:** There may be specific requirements for licensure or training for each specialty/taxonomy listed.

## MODIFYING SPECIALIZATIONS

**Note:** Modifying an end date can cause issues with payment. We don't recommend changing the date from 12/31/2999 unless the specialty will no longer be used.

## ADDING SPECIALIZATIONS

**IMPORTANT NOTE:** Do not modify this step unless you hold dual licensure in which you may add an additional specialization, however, any additional specialty you add in this step may result in additional billing accounts.

- Click **Add**.

Close Add Update Note: Provider Type and Specialty/Subspecialty are your Taxonomy Codes. You must choose an admin for each agency(s) selected in Step 1.

Specialty/Subspecialty List

Filter By: [ ] [ ] [ ] Go Save Filter My Filters

<input type="checkbox"/>	Provider Type	Specialty/Subspecialty	Location Number	Location Name	Administration	End Date
No Records Found !						

- Select the appropriate location, or **All**, from the **Location** drop-down menu.
- Choose **L&I** from the **Administration** drop-down menu.

Add Specialty/Subspecialty

Location: All \*

Administration: L&I-Labor And Industries Administr: \*

- Choose the **Provider Type** and **Specialty**. Don't enter an **End Date**. ProviderOne will auto-populate to 12/31/2999.

- The Provider Type selection will populate the options for Specialty, which displays the available taxonomy codes.
  - Use the double arrows to move taxonomy code from the **Available Taxonomy Codes** box to the **Associated Taxonomy Codes** box.

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

## INACTIVATING SPECIALIZATIONS

You can inactivate a specialty by adding an end-date to your specialty/subspecialty through the modification step above.

## NEXT

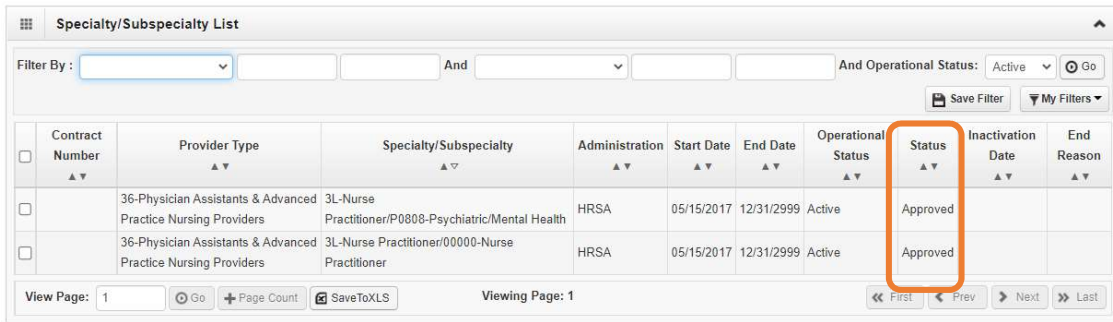
Complete additional changes or go to Step 19: Submit modification for review.

## VIEW SUBMITTED ITEMS

See your changes:

- Click **Step 4: Specializations**.

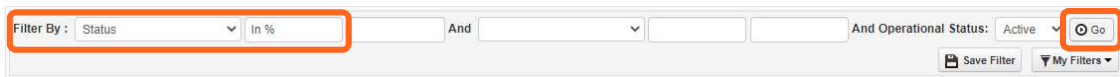
**Note:** The screen will show only “Approved” entries.



The screenshot shows the 'Specialty/Subspecialty List' interface. At the top, there is a filter bar with 'Filter By:' followed by a dropdown menu, two empty text input fields, and 'And Operational Status: Active' with a 'Go' button. Below the filter bar is a table with the following columns: Contract Number, Provider Type, Specialty/Subspecialty, Administration, Start Date, End Date, Operational Status, Status, Inactivation Date, and End Reason. Two rows are visible, both with 'Approved' in the Status column. The 'Status' column header and the 'Approved' values are highlighted with an orange box. At the bottom, there are navigation controls including 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', 'Viewing Page: 1', and 'First', 'Prev', 'Next', 'Last' buttons.

Contract Number	Provider Type	Specialty/Subspecialty	Administration	Start Date	End Date	Operational Status	Status	Inactivation Date	End Reason
	36-Physician Assistants & Advanced Practice Nursing Providers	3L-Nurse Practitioner/P0808-Psychiatric/Mental Health	HRSA	05/15/2017	12/31/2999	Active	Approved		
	36-Physician Assistants & Advanced Practice Nursing Providers	3L-Nurse Practitioner/00000-Nurse Practitioner	HRSA	05/15/2017	12/31/2999	Active	Approved		

- In the drop-down next to **Filter By**, select **Status**.
- In the next field, enter **IN%** and click **Go**. Any entries with an “In Review” status will be displayed.



The screenshot shows the filter bar with 'Filter By:' followed by a dropdown menu containing 'Status'. To the right of the dropdown is a text input field containing 'In %'. Further right are two empty text input fields and 'And Operational Status: Active' with a 'Go' button. The 'Go' button is highlighted with an orange box. Below the filter bar are 'Save Filter' and 'My Filters' buttons.

**Note:** Enter % to see all entries.

# Step 5: Modify ownership details

## MODIFY OWNERSHIP INFORMATION

You can modify your “Doing Business As” address, and other ownership information.

- Click the blue link in the **Owner/ME/BOD ID** column.

Owner/ME/BOD Id	Owner/ME/BOD Name	Disclosure Type	Disclosure Category	Start Date	End Date
<a href="#">111-22-2333</a>	PRU TEST INDIVIDUAL, PRU TEST INDIVIDUAL	Individual	Owner	01/01/2020	12/31/2999

- Enter the new or changed information.
  - Click **Address** to enter new address information.

Ownership & Managing/Controlling Interest Disclosures

Include information related to the disclosures of ownership, managing employees (ME), and other controlling interests including board of directors (BOD)

Disclosure Category: Owner

Disclosure Type: Individual

Doing Business As: PRU TEST INDIVIDUAL

Organization Name: [Text Field]

First Name: PRU TEST INDIVIDUAL

Suffix: [Dropdown]

Disclosure Start Date: 01/01/2020

Address Line 1: 1234 MAIN STREET

Address Line 3: [Text Field]

State/Province: WASHINGTON

Country: UNITED STATES

Ownership Percentage: 100

Minority/Women Owned Business Enterprise(MWOBE): [Checkbox]

SSN/FEIN: 111222333

Last Name: PRU TEST INDIVIDUAL

Date of Birth: 01/01/1970

Disclosure End Date: 12/31/2999

Address Line 2: [Text Field]

City/Town: OLYMPIA

County: THURSTON

Zip Code: 98504 - 0001

[Address](#)

Owner Association

If the person being disclosed is related to other owner (spouse, parent, child, sibling), managing employee, or other controlling interest including member of board of directors, list related individual

Relationship Type: [Dropdown]

Associated Owner: [Dropdown]

- Click **Save** or **Close** to close without saving.

## ADD OWNERSHIP INFORMATION

- Click **Add**.

**Add Ownership & Managing/Controlling Interest Disclosures**  
Include information related to the disclosures of ownership, managing employees (ME), and other controlling interests including board of directors (BOD)

Disclosure Category: Owner \*  
Disclosure Type: Individual \*  
Doing Business As: \*  
Organization Name: \*  
First Name: \*  
Suffix: \*  
Disclosure Start Date: \*  
Address Line 1: \*  
Address Line 3: \*  
State/Province: \*  
Country: \*  
Ownership Percentage: \*

SSN/FEIN: \*  
Minority/Women Owned Business Enterprise(MWOBE):   
Last Name: \*  
Date of Birth: \*  
Disclosure End Date: \*  
Address Line 2: \*  
City/Town: \*  
County: \*  
Zip Code: \*  
+ Address

**Owner Association**  
If the person being disclosed is related to other owner (spouse, parent, child, sibling), managing employee, or other controlling interest including member of board of directors, list related individual

Relationship Type: \*  
Associated Owner: \*

- To auto-populate data, click **Copy Name and Tax** at the bottom of the screen.
- Complete the remaining required fields.

**Note:** If disclosure type “Organization” is selected, you’ll need at least one individual owner or one individual managing employee (SSN, Date of Birth, and individual’s legal name).

- Enter the first day of ownership as the **Disclosure Start Date**. Don’t enter the **Disclosure End Date**, the end date will auto-populate to 12/31/2999.
- Enter an **Ownership Percentage**, e.g. 100.
- Click **+Address** to add the owner’s address.
- Click **OK** to save or **Cancel** to close without saving.

**Owner Association**  
If the person being disclosed is related to other owner (spouse, parent, child, sibling), managing employee, or other controlling interest including member of board of directors, list related individual

Relationship Type: \*  
Associated Owner: \*

## INACTIVATE OWNERSHIP INFORMATION

Ownership and Managing/Controlling Interest can only be changed by inactivating the current ownership information first. You can inactivate the current information by adding an end date to your owner record if you use the *modify* step above.

## NEXT

If no additional changes need to be made go to Step 19: Submit modification for review, or continue to Step 6 to continue.

# Step 6: Modify licenses and certifications

Before clicking into Step 6, review **Required Credentials**.

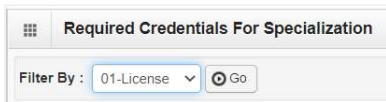
**Tip:** Make note of all requirements. You may use the Required Credentials tool for multiple steps.

## 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**.



- License(s) will be displayed, if required.
- When finished, click **Cancel** to close.

## MODIFY LICENSES/CERTIFICATIONS

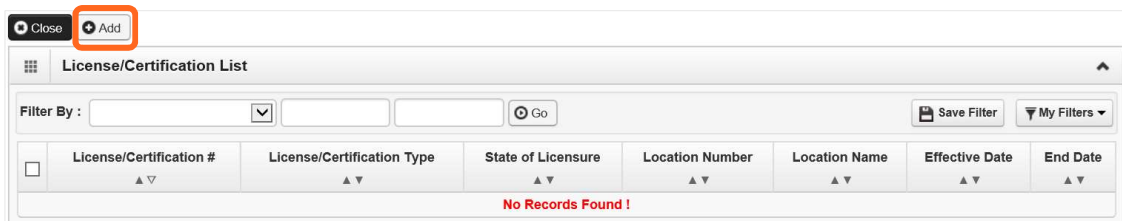
- Click the blue hyperlink in the **License/Certification #** column.
- Enter new or changed information.



License/Certification #	License/Certification Type	State of Licensure	Location Number	Location Name	Effective Date	End Date
<a href="#">4321</a>	Professional License	WA - Washington	00001	PRU TEST INDIVIDUAL	01/01/2020	01/01/2022
<a href="#">1234</a>	Business License	WA - Washington	00001	PRU TEST INDIVIDUAL	01/01/2020	12/31/2999

## ADD LICENSES/CERTIFICATIONS

- Licenses/Certifications may be required for each location with an added specialization. If you have a **DEA number**, you can enter it in this step.
- Click **Add**.



- Use the **Location** drop-down to add a license or certification to a specific provider location.
- Select All only if the license pertains to every location.

- Complete required fields and click **OK** to save or **Cancel** to close without saving.

## NEXT

If no additional changes need to be made go to Step 19: Submit modification for review, or continue to Step 7 to continue.

## VIEW SUBMITTED ITEMS

See your changes:

- Click **Step 6: Licenses and Certifications**.

**Note:** The screen will show only “Approved” entries.

License/Certification Type	License Type DOH Prefix	License/Certification #	State of Licensure	Effective Date	End Date	Status	Operational Status	Inactivation Date
PROFESSIONAL LICENSE	RN	RN	WA - Washington	04/07/2017	01/11/2023	APPROVED	Active	
PROFESSIONAL LICENSE	ARNP	AP	WA - Washington	04/10/2017	01/11/2024	APPROVED	Active	

- In the drop-down next to **Filter By**, select **Status**.
- In the next field, enter **IN%** and click **Go**. Any entries with an “In Review” status will be displayed.

**Note:** Enter % to see all entries.

- Click **Go**.

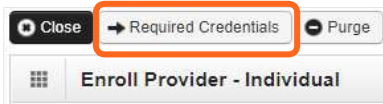
# Step 7: Modify training and education

Before clicking into Step 7, review **Required Credentials**.

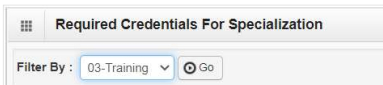
**Tip:** Make note of all requirements. You may use the Required Credentials tool for multiple steps.

## CHECK REQUIRED CREDENTIALS

- Click **Required Credentials** from the BPW.



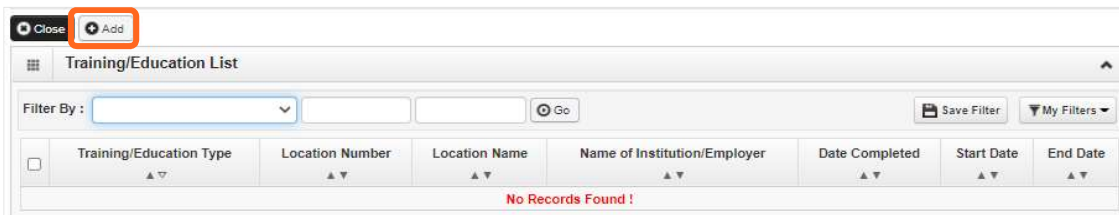
- To view the Training requirements, use the **Filter By** drop-down menu to select **03-Training** and click **Go**.



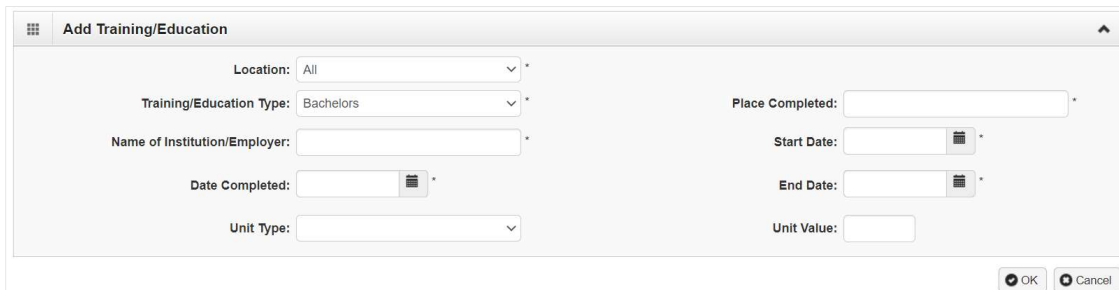
- Training(s) will be displayed, if required.
- When finished, click **Cancel** to close.

## ADD TRAINING/EDUCATION TYPE

- Click **Add**.



- Use the **Location** drop-down menu to select **All**, or the applicable location.
- 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**.

## NEXT

If no additional changes need to be made go to Step 19: Submit modification for review, or continue to Step 8 to continue.

## VIEW SUBMITTED ITEMS

See your changes:

- Click **Step 7: Training and Education**.

**Note:** The screen will show only “Approved” entries.

The screenshot shows a web interface titled "Training/Education List". At the top, there are "Close" and "Add" buttons. Below that is a filter section with "Filter By:" followed by several empty input fields and an "And" operator. To the right, there is a dropdown for "Operational Status" set to "Active" and a "Go" button. Below the filter section is a table with the following columns: Training/Education Type, Name of Institution/Employer, Date Completed, Start Date, End Date, Status, Operational Status, and Inactivation Date. The "Status" column header is highlighted with an orange box. Below the table, the text "No Records Found!" is displayed in red.

- In the drop-down next to **Filter By**, select **Status**.
- In the next field, enter **IN%** and click **Go**. Any entries with an “In Review” status will be displayed.

This screenshot shows the same "Training/Education List" interface as the previous one, but with the filter section updated. The "Filter By:" dropdown is now set to "Status", and the input field next to it contains "In %". The "Go" button is highlighted with an orange box.

**Note:** Enter % to see all entries.

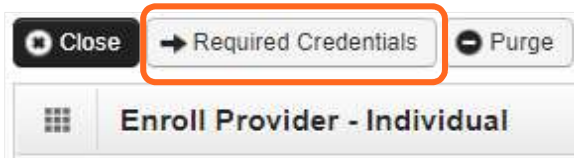
## Step 8: Modify identifiers

This step doesn't apply to all L&I providers. Follow the instructions below if the BPW step is **Required**. Before clicking into Step 8, review **Required Credentials**.

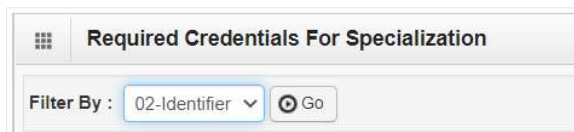
**Tip:** Make note of all requirements. You may use the Required Credentials tool for multiple steps.

### CHECK REQUIRED CREDENTIALS

- Click **Required Credentials** from the BPW.



- To view the Identifier requirements, use the **Filter By** drop-down menu to select **02-Identifier** and click **Go**.



- Identifier(s) will be displayed, if required.
- When finished, click **Cancel** to close.

### MODIFY IDENTIFIER

- Click the blue hyperlink in the **Identifier #** column.
- Enter new or changed information.

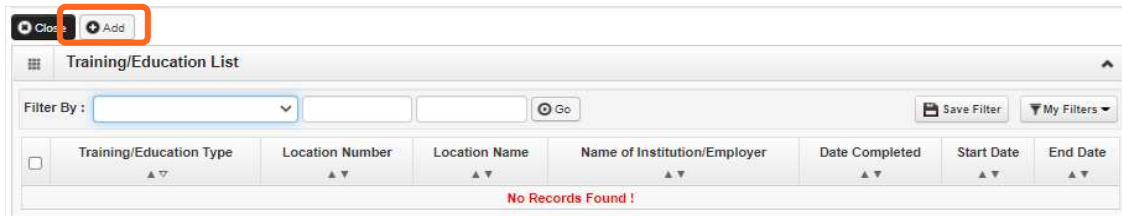
**Note:** For the End Date field, the date must be in the future (e.g. malpractice policy expiration date). If the identifier is required for an active specialization and you change the End Date to a past date, you can't finish this step.

<input type="checkbox"/>	Identifier Type ▲▼	Identifier Value ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼	Operational Status ▲▼
<input type="checkbox"/>	<a href="#">Malpractice Insurance</a>	MAL0012345	01/13/2020	01/13/2022	APPROVED	Active

- Click **Save** to save changes or **Close** to close without saving.

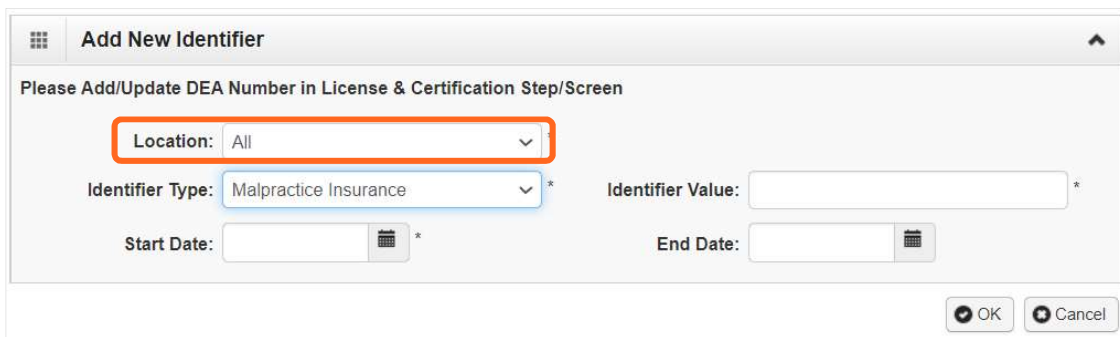
## ADD MALPRACTICE INSURANCE

- Click **Add**.



The screenshot shows a window titled "Training/Education List". At the top left, there are "Close" and "Add" buttons. The "Add" button is highlighted with a red box. Below the title bar, there is a "Filter By:" section with a dropdown menu and a "Go" button. To the right of the filter section are "Save Filter" and "My Filters" buttons. Below this is a table with the following columns: "Training/Education Type", "Location Number", "Location Name", "Name of Institution/Employer", "Date Completed", "Start Date", and "End Date". The table is currently empty, and a red message "No Records Found!" is displayed at the bottom of the table area.

- Use the **Location** drop-down menu to select **All**, or the applicable location.
- 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.



The screenshot shows a window titled "Add New Identifier". Below the title bar, there is a message: "Please Add/Update DEA Number in License & Certification Step/Screen". The form contains the following fields:

- Location:** A dropdown menu with "All" selected. This field is highlighted with a red box.
- Identifier Type:** A dropdown menu with "Malpractice Insurance" selected.
- Identifier Value:** A text input field.
- Start Date:** A date picker field.
- End Date:** A date picker field.

At the bottom right of the form, there are "OK" and "Cancel" buttons.

## NEXT

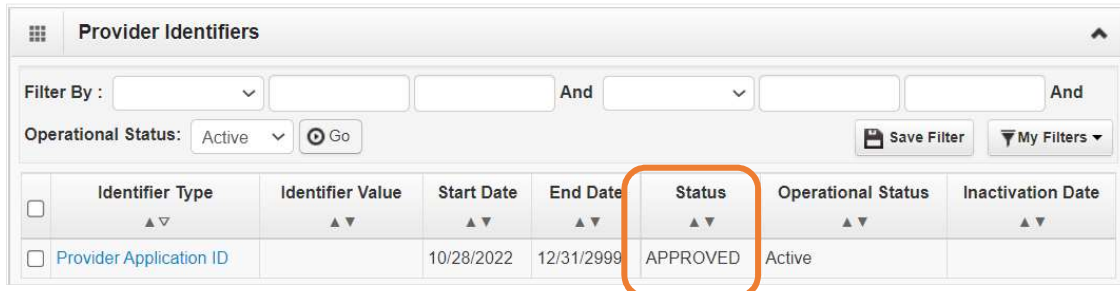
If no additional changes need to be made go to Step 19: Submit modification for review, or continue to Step 9 to continue.

## VIEW SUBMITTED ITEMS

See your changes:

- Click **Step 8: Identifiers**.

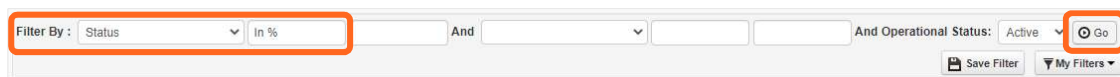
**Note:** The screen will show only “Approved” entries.



The screenshot shows a table titled "Provider Identifiers" with a filter bar at the top. The filter bar includes a "Filter By:" dropdown, an "Operational Status:" dropdown set to "Active", and a "Go" button. The table has columns for Identifier Type, Identifier Value, Start Date, End Date, Status, Operational Status, and Inactivation Date. The "Status" column is highlighted with an orange box, and the value "APPROVED" is visible in the first row.

Identifier Type	Identifier Value	Start Date	End Date	Status	Operational Status	Inactivation Date
Provider Application ID		10/28/2022	12/31/2999	APPROVED	Active	

- In the drop-down next to **Filter By**, select **Status**.



The screenshot shows the filter bar with "Filter By:" set to "Status" and "In %" entered in the adjacent field. The "Go" button is also highlighted with an orange box.

Filter By	Value	And	Operational Status	Action
Status	In %		Active	Go

- In the next field, enter **IN%** and click **Go**. Any entries with an “In Review” status will be displayed.



The screenshot shows a table titled "License/Certification" with columns for License/Certification Type, License Type DOH Prefix, License/Certification #, State of Licensure, Effective Date, End Date, and Status. The "Status" column is highlighted with an orange box, and the value "IN REVIEW" is visible in the first row.

License/Certification Type	License Type DOH Prefix	License/Certification #	State of Licensure	Effective Date	End Date	Status
BUSINESS LICENSE		12345678	WA - Washington	09/01/2021	09/01/2024	IN REVIEW

**Note:** Enter % to see all entries.

## Step 9: Modify contract details

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This step doesn't apply to L&I. L&I and Health Care Authority providers shouldn't enter contract information in this section.

# Step 10: Modify federal tax details

## MODIFY FEDERAL TAX DETAILS

From the **Federal Tax Details** list:

- Click the link of the form you wish to modify.

**Note:** To make changes to your Legal Name or W-9 Entity Type, go to Step 1: Basic Information.

The screenshot shows a web interface for 'Federal Tax Details'. At the top left is a 'Close' button. Below it is a header 'Federal Tax Details' with a grid icon and an upward arrow. The main content area contains a message: 'IRS Form W-9 information is required for all Providers. Please ensure that your Form W-9 information is accurate by clicking on the hyperlink below. You may be eligible to enter optional Form W-4 and W-5 information.' Below this message are two checkboxes: 'Federal Tax Form' (checked) and 'W-9 Form' (unchecked). At the bottom of the form is a navigation bar with buttons for 'Delete', 'View Page: 1', 'Go', '+ Page Count', 'SaveToXLS', 'Viewing Page: 1', and navigation arrows for 'First', 'Prev', 'Next', and 'Last'.

- Enter new or changed information.
- Click **OK** to save or **Cancel** to close without saving.
- Complete additional changes or go to Step 19: Submit modification for review.

The screenshot shows two stacked form sections. The top section is titled 'Form W-9' and contains a message: 'To update/correct the data in the disabled fields, please go back to Basic Information step.' Below this are several input fields: 'Legal Name' (A TEST FAOI), 'SSN/FEIN' (11-1111111), 'W-9 Entity Type' (LLC Filing as Corporation), 'UBI' (empty), and 'Business Name' (empty). There is also an 'Exempt from Backup Withholding' checkbox (unchecked). The bottom section is titled 'Address' and contains a dropdown menu for 'Use Pay-To address from the following location: ---SELECT---'. Below this are several input fields: 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City/Town', 'State/Province', 'County', 'Country', 'Zip Code', and 'Phone Number'. There is also an 'Address' button next to the Zip Code field. At the bottom right of the form are 'OK' and 'Cancel' buttons.

## Steps 11-14: Not applicable to L&I providers

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This information is applicable if you're applying for the Health Care Authority. Instructions can be found at the Enroll as a Provider website:

<https://www.hca.wa.gov/billers-providers-partners/become-apple-health-provider/enroll-provider>

# Step 15: Modify billing provider information

This step only applies to servicing providers.

## MODIFY BILLING PROVIDER INFORMATION

- Click on the blue hyperlink in the **ProviderOne ID** column.

<input type="checkbox"/>	ProviderOne ID ▲▼	Billing Provider NPI ▲▼	Billing Provider Name ▲▼	Agency ▲▼	Billing Location Code ▲▼	Billing Location Name ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	<a href="#">1234567</a>	1111111111	Test, Bill	L&I	00	Test, Bill	07/25/2022	12/31/2999	Approved

- Enter new or changed information.
- Click **Save** to save changes or **Close** to close without saving.

## ADD BILLING PROVIDER INFORMATION

- Click **Add**.

The screenshot shows a table titled "Servicing Providers" with columns: Servicing Provider SSN/FEIN, Servicing Provider NPI, ProviderOne ID / Application #, ProviderOne/Application Name, Agency, Billing Location Code, Billing Location Name, Start Date, and End Date. The table is currently empty, displaying "No Records Found!". The "Add" button in the top left corner is highlighted with a red box.

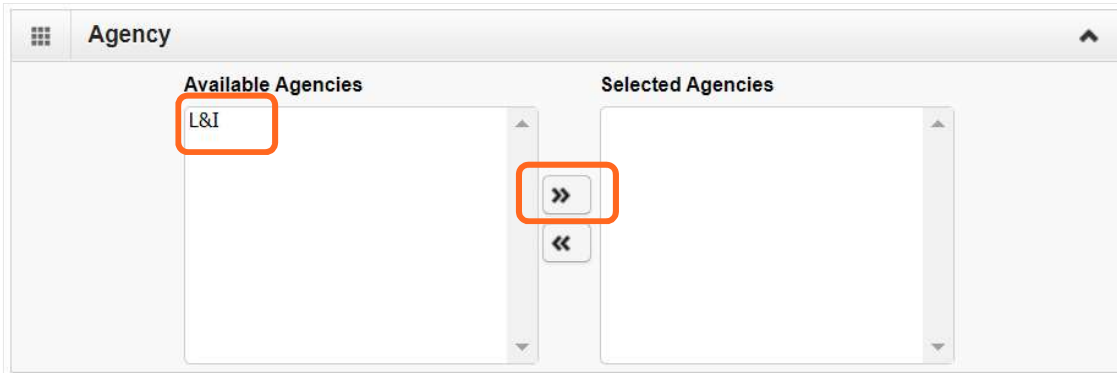
- Enter your group's information, then click **Confirm Provider**.

The screenshot shows the "Add Servicing Provider Association" form. It contains the following fields: SSN/FEIN (required), NPI, Application Id, ProviderOne Id, Start Date (required), and End Date. The "Confirm Provider" button at the bottom is highlighted with a red box.

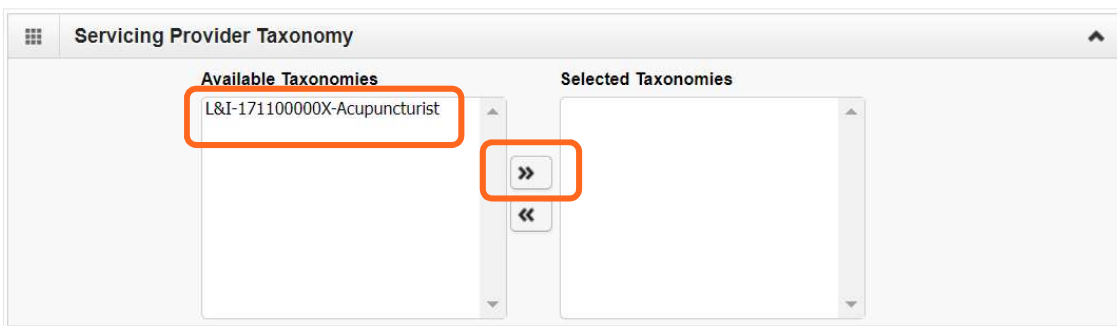
- If the provider is not found, go to **Provider does not exist in the database**.
- If the provider is found, L&I will display in the Available Agencies box.



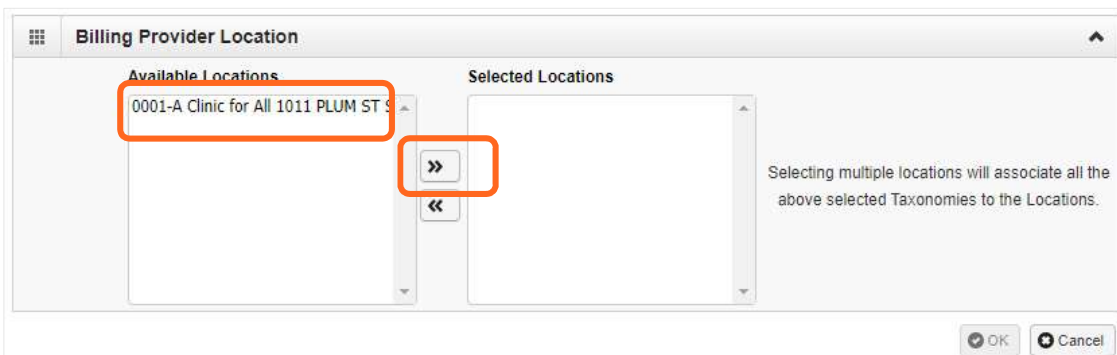
- Click **L&I** and use the double right arrows to move it to the **Selected Agencies** box.



- In **Available Taxonomies**, select 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, however doing so will result in multiple provider accounts, it is advised to only select the primary locations you will provide services.



- 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.

Associate Servicing Provider

Servicing Provider Does Not Exist in the Database

Do You Want to Add the Servicing Provider Now? If yes, Click 'OK' button to start enrollment for the Servicing Provider.

Tax Identifier Type:  SSN  FEIN

Servicing Provider Enrollment Type:  Individual  Tribal Health Services

Back OK Cancel

- 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.

## VIEW SUBMITTED ITEMS

See your changes:

- Click **Step 15: Billing Provider Details**.

**Note:** The screen will show only “Approved” entries.

ProviderOne ID	Billing Provider NPI	Billing Provider Name	Agency	Billing Location Code	Billing Location Name	Start Date	End Date	Status	Operational Status	Inactivation Date
11111111	1111111111	A New Clinic	L&I	00	A New Clinic	10/28/2022	12/31/2999	Approved	Active	

- In the drop-down next to **Filter By**, select **Status**.

Filter By: Status In %

Go

- In the next field, enter **IN%** and click **Go**. Any entries with an “In Review” status will be displayed.

**Note:** Enter % to see all entries.

## **Step 16: Not applicable to L&I providers**

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This step is optional and not needed for enrollment.

# Step 17: Modify payment & remittance details

Payment information applies to all locations.

## MODIFYING PAYMENT AND REMITTANCE DETAILS

- Click the location you want to modify in the Location Number column.

<input type="checkbox"/>	Location Code ▲▼	Location Name ▲▼	Payment Method ▲▼	Start Date ▲▼	End Date ▲▼	Status ▲▼
<input type="checkbox"/>	00	Test, Bill	Paper Check	07/25/2022	12/31/2999	APPROVED

- Enter new or changed information.
- Click **Save** to save changes or **Close** to close without saving.

## ADDING PAYMENT AND REMITTANCE DETAILS

- Click **Add**.

The screenshot shows the 'Payment Details' form with a 'Close' button and an 'Add' button (with a plus icon) highlighted with a red box. Below the buttons is a filter section with a 'Filter By' dropdown, a 'Go' button, a 'Save Filter' button, and a 'My Filters' dropdown. The main table area is empty and displays the message 'No Records Found!' in red text.

## ELECTRONIC FUNDS TRANSFER (DIRECT DEPOSIT)

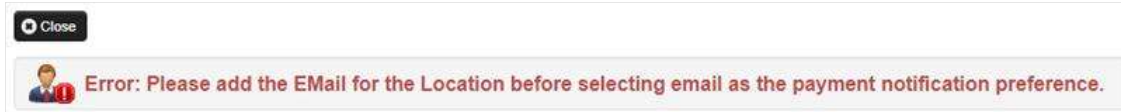
- Click **Electronic Funds Transfer (Direct Deposit)**.

The screenshot shows the 'Payment Details' form with the 'Identify Payment Details' section. The 'Location' dropdown is set to 'All'. The 'Payment Method' section has 'Electronic Funds Transfer(Direct Deposit)' selected with a radio button, which is highlighted with a red box. Below this is the 'Financial Institution Information' section with various input fields: 'Financial Institution Name', 'Financial Institution Routing Number', 'Providers Account Number with Financial Institution', 'Re-enter Providers Account Number', 'Type of Account at Financial Institution' (set to 'Checking'), 'EFT Account Type', 'Payment Notification Preference' (set to 'Email Notification'), and 'Account Number Linkage to Provider Identifier' (set to '1518397074').

- Enter the required information for **Electronic Funds Transfer (direct deposit)**, the fastest payment method. No other forms are required.

- The **Payment Notification Preference** default is **Email Notification**. This requires an email entry in Step 2: Locations.
  - If the error message below appears, you didn't provide an email in Step 2.

**Note:** If you don't want to provide an email, change the **Payment Notification Preference** to **Letter Notification**.



- Click **Close** to close the error message.
- Click **Cancel** to go back to the BPW and **complete Step 2** to continue with EFT enrollment.
- The bank will verify your data in approximately 7-10 days.
- When verified, there will be a status of Successful. If not verified, there will be a status Failed and payments will continue by paper check.

## PAPER CHECK

- If changing from EFT to paper check, the EFT detail area will collapse and any existing EFT information will be removed.
- Click **Paper Check**. The check (warrant) will be mailed to the **Pay-to** address.

## ELECTRONIC REMITTANCE ADVICE

**Skip this section.** Don't edit this for your L&I application. You'll continue to receive your remittance advice as you do today. If you're also applying with Health Care Authority, go to the [Enroll as a Provider website](#) for instructions.

## SUBMISSION INFORMATION

- Use the drop-down menu to select **Change Enrollment** and enter the name of the person authorized to provide the payment choice.

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

## NEXT

Complete additional changes or go to Step 19: Submit modification for review.

## **Step 18: Not applicable to L&I providers**

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# Step 19: Submit modification for review

**Note:** Before submitting your change(s), remember to upload required attachments.

Forms/Documents	Special Instructions	Agency	Link
Provider Agreement		L&I	<a href="https://www.lni.wa.gov/forms-publications/F245-397-000.pdf">https://www.lni.wa.gov/forms-publications/F245-397-000.pdf</a>
W9		L&I	<a href="http://www.lni.wa.gov/Forms/pdf/F248-036-000.pdf">http://www.lni.wa.gov/Forms/pdf/F248-036-000.pdf</a>

- Upload a W-9 for **business legal name changes** and **address changes**. (see upload attachments section below)

- When completing the W-9 form, **print** the form and add the **wet signature** (required by Washington State).

**Note:** Your W-9 form must match the information provided in Step 10: Add Tax Details.

- Make sure to sign and date every form.

- Upload the applicable document if you're changing your individual legal name:
  - Marriage certificate.
  - Updated medical license.
  - Divorce decree.
  - Court ordered documents with your new name.

- After uploading your attachments, click **Submit Provider Modification**.

- A pop-up will appear with your modification request number.

The modification request has been submitted for State review. Please check this Web site to verify the status of your request.

OK

- Click **Close** on the Final Submission page.

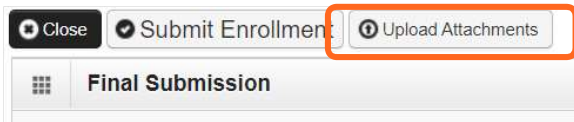
Close Submit Provider Modification

Final Submission

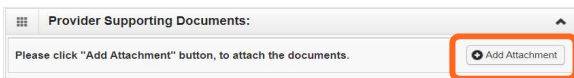


## UPLOADING ATTACHMENTS

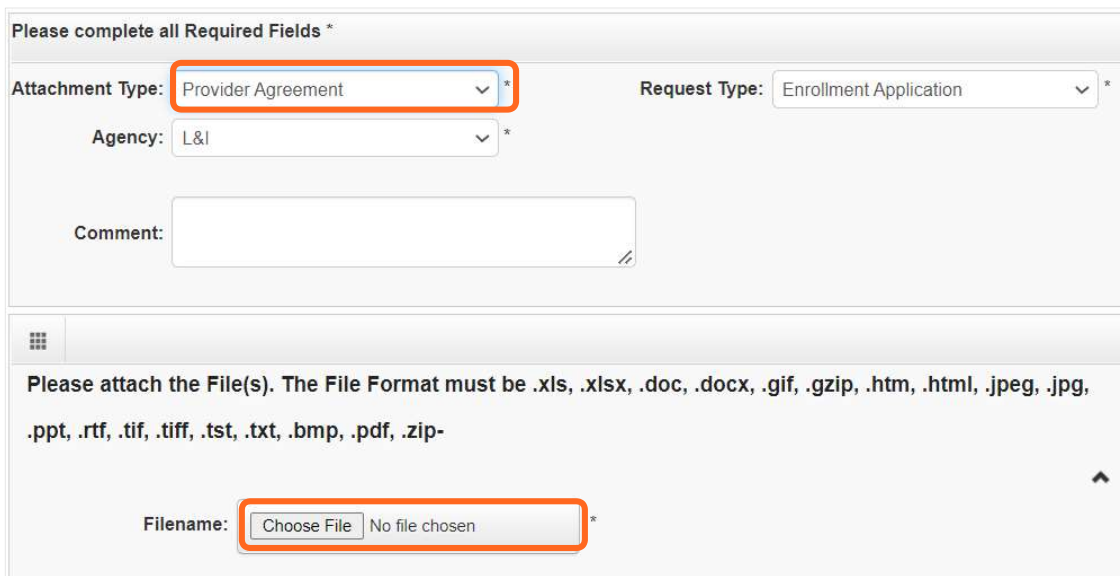
- Click **Upload Attachments**.



- Click **Add Attachments**.

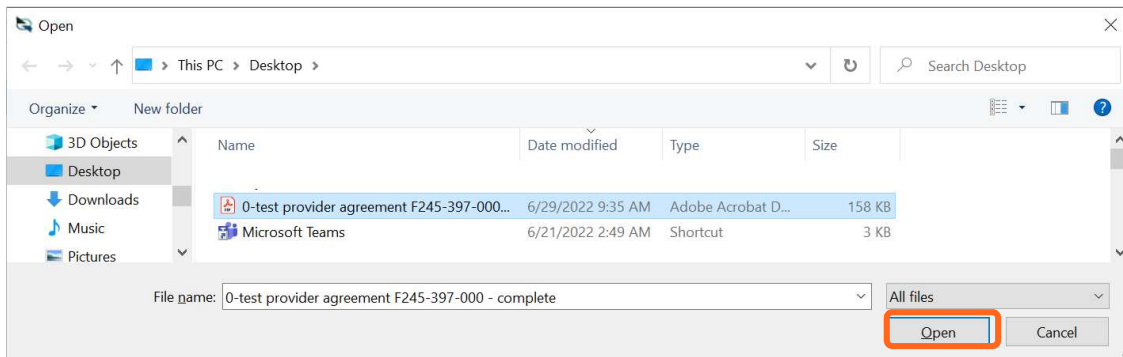


- Use the **Attachment Type** drop-down menu to select the appropriate type.
- Click **Choose File**.



A screenshot of a software form titled 'Please complete all Required Fields \*'. It contains several fields: 'Attachment Type' (dropdown menu set to 'Provider Agreement'), 'Request Type' (dropdown menu set to 'Enrollment Application'), 'Agency' (dropdown menu set to 'L&I'), and a 'Comment' text area. Below these fields is a section titled 'Please attach the File(s). The File Format must be .xls, .xlsx, .doc, .docx, .gif, .gzip, .htm, .html, .jpeg, .jpg, .ppt, .rtf, .tif, .tiff, .tst, .txt, .bmp, .pdf, .zip-'. At the bottom, there is a 'Filename:' label followed by a 'Choose File' button and the text 'No file chosen'. The 'Choose File' button is highlighted with a red rectangular box.

- 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**. Click **OK** to return.