

## ProviderOne goes live May 9<sup>th</sup>

ProviderOne – the Department's new provider payment system – goes live May 9. Providers have been working hard to prepare for ProviderOne. Your efforts help to ensure you can bill and be paid accurately come May 9!

### What you can do before May 9<sup>th</sup>

- **Test, practice, and verify claims** submission, benefit inquiries, and other transactions in Expanded Provider Readiness Testing (EPRT). EPRT is available for 30 days after go live – or until June 9, 2010. We know that success in a new system takes time, and providers' experience confirms it. There is a learning curve with any new computer system – and with ProviderOne is no exception. Providers will need to ensure their own systems and staff are ready to bill with three new identifiers: taxonomy, client ID number, and National Provider Identifier. Providers who don't test won't find out if they have a problem until after ProviderOne implementation – when **payments could be impacted. Testing will improve providers' paid rate at go live!** For more information, go to <http://hrsa.dshs.wa.gov/ProviderOne/EPRT.htm>.
- Check batch eligibility inquiry transactions in the "old" Medicaid Management Information System (MMIS) until 11:59 p.m. **May 7**. It's available for view-only features (like eligibility and claim status inquiries) until 11:59 p.m. **May 8**.
- Review *What Will Change with ProviderOne*. It explains not only the long-term changes effective with ProviderOne, but five temporary changes to help providers through the transition. For details, go to <http://hrsa.dshs.wa.gov/ProviderOne/Providers/Fact%20Sheets/P1PR012.pdf>.

Many other activities have paused – including security, registration, and actual claims submission for payment – for the transition to ProviderOne. You will be able to do these things again beginning May 9<sup>th</sup>.

### Resources to help you through ProviderOne stabilization

Even though ProviderOne has been rigorously tested and providers have had an unprecedented opportunity to prepare, there will be new discoveries after implementation. The Department recommends you have a plan for your organization that includes naming one person to monitor and troubleshoot ProviderOne issues.

The Department's plan to support providers through go live includes:

- **Support webinars:** To help providers be successful with the transition, the Department will host one-hour support webinars to share tools and resources available after go live. We recommend at least the person leading your transition attend the webinar. There are three opportunities. Use the links below to register:
  - Friday, April 30, 11 a.m.: <https://www2.gotomeeting.com/register/606417218>
  - Monday, May 3, 10:30 a.m.: <https://www2.gotomeeting.com/register/253058883>
  - Friday, May 7, 10 a.m.: <https://www2.gotomeeting.com/register/122119650>
- **Daily Provider Bulletins:** If you run into a problem, please check the **ProviderOne Web site** first: <http://hrsa.dshs.wa.gov/providerone/providers.htm> Beginning May 10, 2010, we will post a daily Provider Bulletin, with new system discoveries – defects, training issues, or system changes. There also are links to the *ProviderOne Billing and Resource Guide*, E-Learning, questions and answers, and fact sheets to assist you.
- **Topic-Specific Webinars:** The Department will monitor common problems through top claim denial reasons and top Help Desk calls, and will sponsor ad hoc, topic-specific webinars to address these issues. Watch our Web site or provider email distribution list for notices and topics.
- **Bi-Weekly conference calls:** We will monitor the system and processes both internally on a daily basis, and with several provider groups through bi-weekly conference calls.
- **Before and After Snapshots:** Beginning May 9<sup>th</sup>, the Department will provide general information comparing providers' experience with paid/denied rates in ProviderOne to the historical rates from the legacy payment system. This information will be available at <https://fortress.wa.gov/dshs/npicaphrsa/FrontDoor.aspx>. Providers will need their old MMIS ID number and tax ID to log in. The ProviderOne information will be refreshed weekly beginning May 24<sup>th</sup>.
- **Provider email distribution list:** If you are not already signed up for our ProviderOne provider e-mail distribution list, please do so at [http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)
- **ProviderOne Help Desk:** Our Help Desk staff will continue to be available until August 6, 2010. Contact them at 1-800-562-3022, extension 19583, or [providerone@dshs.wa.gov](mailto:providerone@dshs.wa.gov) and the permanent **Customer Service Center** will continue to support claims and payment questions just as they do today. Call 1-800-562-3022 and follow the appropriate prompt.