

ATTACHMENT A: Critical Provider Readiness Activities for ProviderOne

The key readiness activities to prepare for ProviderOne are listed below. Specific instructions and resources are available at <http://hrsa.dshs.wa.gov/providerone/providers.htm>.

1. **Set up necessary security profiles under each “pay to” NPI so staff can conduct business with DSHS electronically. Large organizations may use a spreadsheet upload process to expedite this process.** New security access, logins and passwords in ProviderOne are required to:

- Look up new client ID numbers
- Check client eligibility
- Submit or check claim status
- Complete ProviderOne registration and maintain your DSHS provider file
- Access your Remittance Advice (RA) to know what you have been paid. *RAs will only be available electronically once ProviderOne is operational. DSHS announced this cost reduction measure in May (see numbered memo 09-19).*
<http://hrsa.dshs.wa.gov/download/Memos/2009Memos/09-19.pdf>

2. **Complete ProviderOne registration for each “pay to” NPI to ensure we have the correct information that could affect payments.**

DSHS uploaded your provider record into ProviderOne. You should verify information on where your payments will be sent and report missing data, such as NPIs. You should also indicate how you will bill DSHS so we know if you will need a Trading Partner Agreement.

- **HELPFUL DSHS ACTION: DSHS has already pre-loaded your organization’s information into ProviderOne.**

3. **Retrieve new ProviderOne Client ID Numbers before and after ProviderOne is put into operation.**

DSHS will not accept the current Personal Identification Code (PIC) in ProviderOne.

- **HELPFUL DSHS TOOL: A crosswalk for all clients you have billed during the past 24 months is available now to test.**

4. **Learn about using DSHS approved taxonomies for billing in ProviderOne.**

NPI and DSHS approved taxonomies are required on each claim for both your organization and your performing providers. You can learn, add, and remove taxonomies during ProviderOne registration.

- **HELPFUL DSHS TOOL: DSHS is developing a report you will be able to download closer to implementation.**

5. **Modify and test HIPAA batch files to comply with the new ProviderOne format.**

If you plan on exchanging HIPAA batch files with ProviderOne, all transaction types must successfully pass HIPAA format testing before you can submit or receive transactions – including batch eligibility inquiries (270/271). Providers who have started testing are experiencing high rates of first time failures. It is critical that file structures and systems are modified and pass testing so you can get paid in ProviderOne. Each transaction type has a HIPAA Companion Guide with instructions on modifying files and testing. I urge you to carefully read and follow the Companion Guides to be successful.

- **HELPFUL DSHS TOOL: The Companion Guide provides step-by-step instructions that, when followed, is your best insurance toward continued payments.**