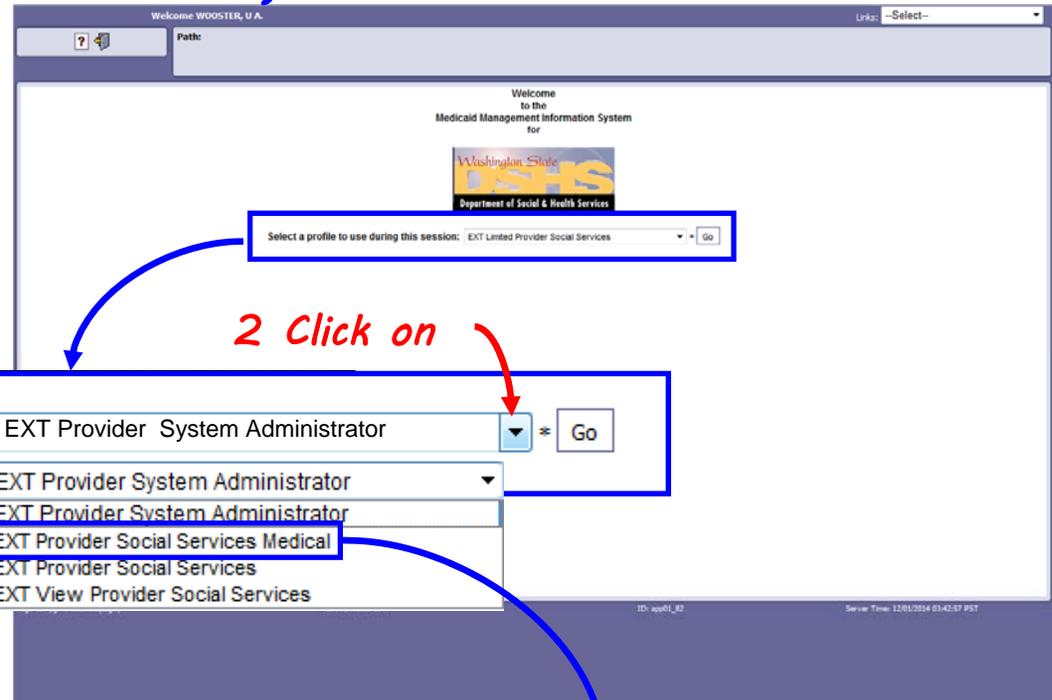


To bill and manage Social Service Medical claims in ProviderOne, you must have the use the **EXT Provider Social Services Medical** profile. Follow these steps to check is you have the profile.

1. From the [Profile Page](#), (this is the 1st page you see after logging in.)

2. Click on  pull down menu

*1 Profile Page*



*2 Click on*

3. [View](#) EXT Provider Social Service Medical.

- ◆ If you [see](#) this profile in you list, then [skip](#) this lesson.

- ◆ If you [do not see](#) this profile in your list [follow the steps in this How To Guide](#) to add the profile.

**3**

**EXT Provider Social Services Medical**

**Note:** The EXT Provider Social Services Medical profile is used to view authorizations, bill, manage claims, and manage your provider information. If it is not included in the list of available profiles on the Profile Page, you must add it to your list.

Some Social Service Medical providers who enrolled early may only have one “approved” profile: EXT Provider System Administrator. This How To Guide shows you the steps to add (and approve) the EXT Provider Social Services Medical profile. This profile allows you to bill and manage Social Service medical claims within ProviderOne.

## 1 Portal Page

Welcome Jones, Katherine. You have logged in with EXT Provider System Administrator Profile. [Links:](#)

**Note:** You must be in the System Administrator profile to add a profile. To change your profile, see pg. 11.

1. From the [Portal Page](#)
2. [Click on](#) Maintain Users link

## 3 Maintain User Page

3. Maintain User page [appears](#) showing the users within the domain.

<input type="button" value="Close"/> <input type="button" value="Add"/> <input type="button" value="Approve"/> <input type="button" value="Reject"/>						
Manage User:						
Filter By			And		With Status:	
All	<input type="button" value="Go"/>					
<input type="checkbox"/>	Name	Domain Name	Organization	Status	Start Date	End Date
<input type="checkbox"/>	Katherine Jones	201102008	Katherine Jones	Approved	01/01/2013	12/31/2999
<input type="checkbox"/>	Neel, Daniel	201102008	Katherine Jones	Approved	01/15/2013	12/31/2999

Viewing Page 1

The System Administrator assigns profiles to users within their domain, including adding profile to themselves.

## Manage User Page

4. Click on user 's name

4 Click On

Close	Add	Approve	Reject			
Manage User:						
Filter By		And		With Status:		
All	Go					
<input type="checkbox"/>	Name	Domain Name	Organization	Status	Start Date	End Date
<input type="checkbox"/>	Katherine Jones	201102008	Katherine Jones	Approved	01/01/2013	12/31/2999
<input type="checkbox"/>	Neel, Daniel	201102008	Katherine Jones	Approved	01/15/2013	12/31/2999
<<Prev Viewing Page 1 Next>> 1 Go Page Count SaveToXLS						

## 5 User Details Page

5. User Details Page appears

6. Click on drop down menu

7. Select Associated Profiles

Path: Provider Portal/ UserList  
 ProviderOne ID: 201102008      Name: Katherine Jones

Close Save      Show: ---SELECT---

**User Details:**

First Name: Daniel	Middle Name:
Last Name: Neel	Lock User: <input type="checkbox"/>
Date of Birth: 01/06/1972	Domain: 2000004
EID: 598896314	User Type: Batch User
Username: DaaN	Confirm Password:
Password:	

6 Click on

7 Select

Associated Profiles Checklist

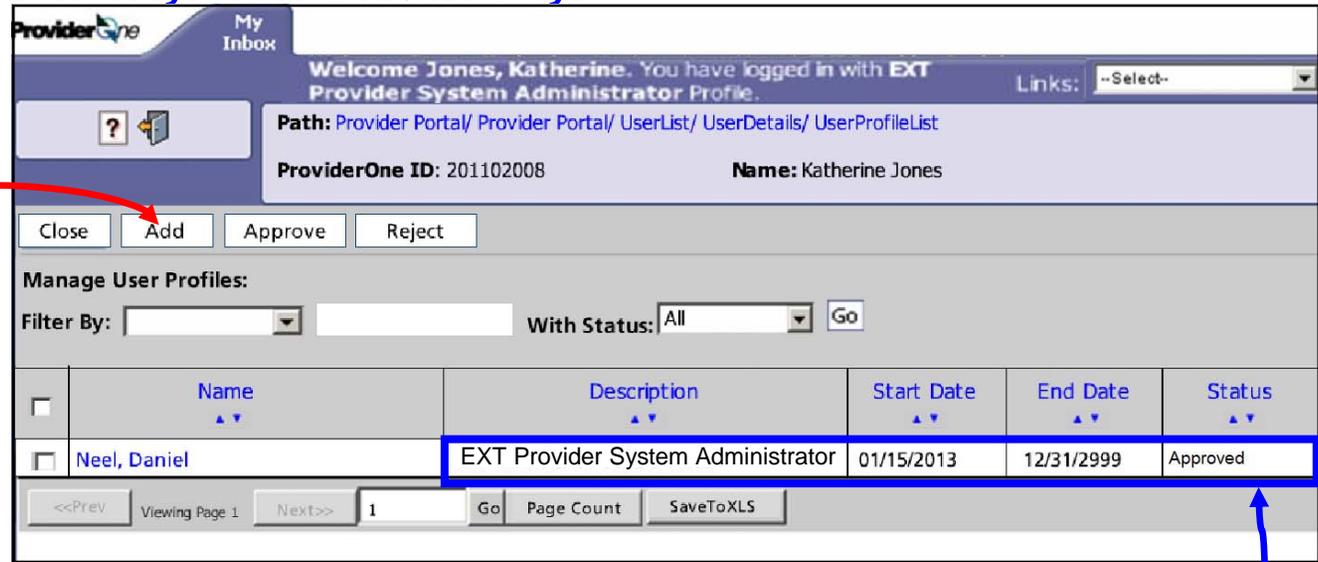
8. Manage User Profiles Page appears

## 8 Manage User Profiles Page

10 Click on

9. Showing existing assigned profiles

10. Click on Add



ProviderOne My Inbox

Welcome Jones, Katherine. You have logged in with EXT Provider System Administrator Profile. Links: --Select--

Path: Provider Portal/ Provider Portal/ UserList/ UserDetails/ UserProfileList

ProviderOne ID: 201102008 Name: Katherine Jones

Close Add Approve Reject

Manage User Profiles:

Filter By: [ ] With Status: All Go

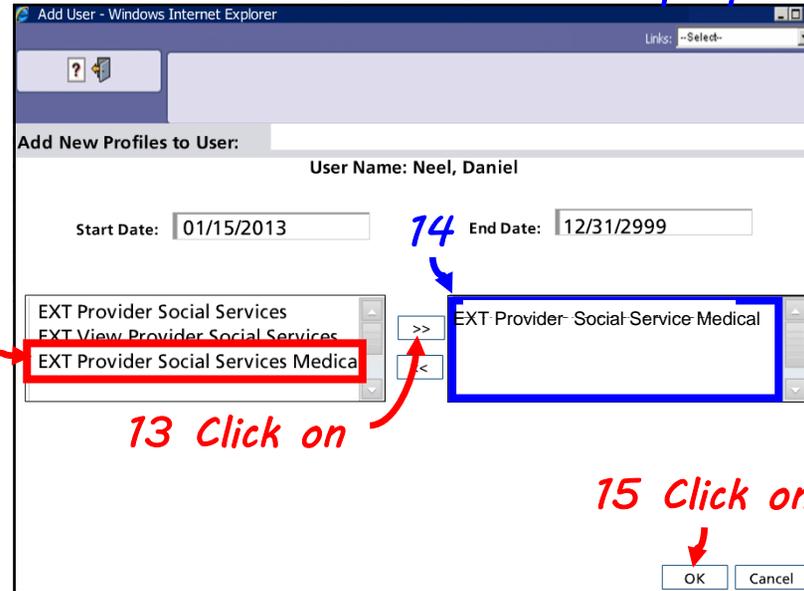
	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	Neel, Daniel	EXT Provider System Administrator	01/15/2013	12/31/2999	Approved

<<Prev Viewing Page 1 Next>> 1 Go Page Count SaveToXLS

9

11. Add New Profiles to User pop-up appears
12. **Select** Ext Provider Social Service Medical
13. **Click on** 
14. Selected profile appears
15. **Click on** OK

## 11 Add New Profiles to User Pop-up



Add New Profiles to User:

Start Date:  End Date:

EXT Provider Social Services  
EXT View Provider Social Services  
EXT Provider Social Services Medical

EXT Provider - Social-Service Medical

OK Cancel

Some users may see a long list of profile options. Select **EXT Provider Social Service Medical**.

This profile will allow you to view authorizations, ill and manage social service medical claims, and manage provider Infomation.

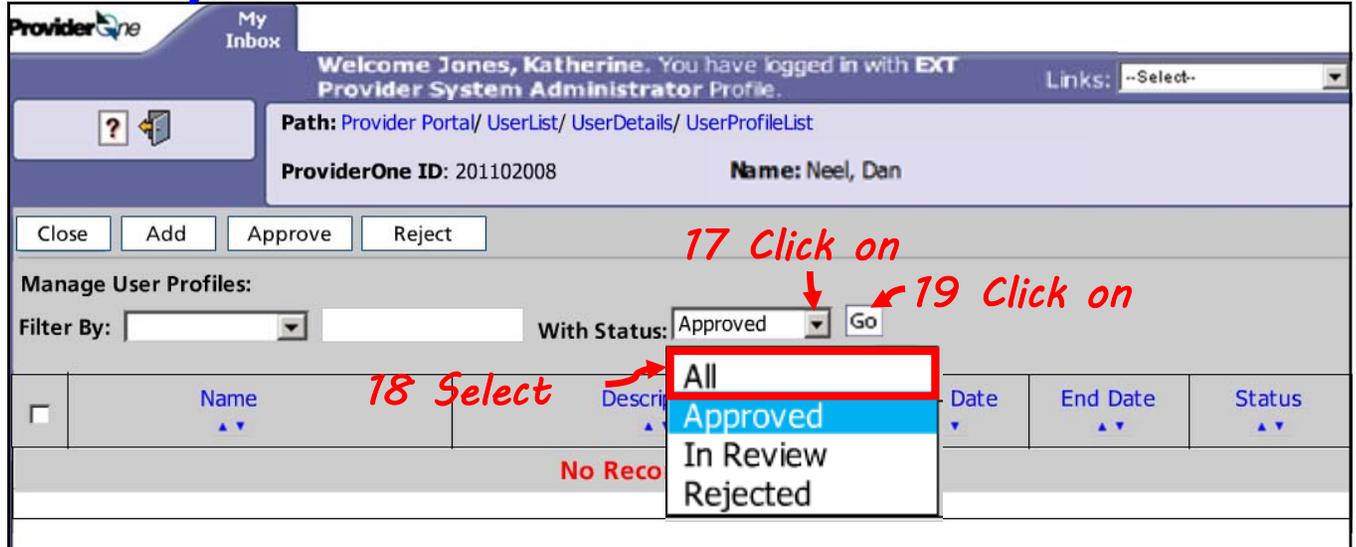
16. Manage User Profiles List appears

17. Click on  drop down menu

18. Select All

19. Click on Go

## 16 Manage User Profiles List



The screenshot shows the 'Manage User Profiles' page in the ProviderOne system. The page header includes a welcome message for Katherine Jones, logged in with EXT, and the path: Provider Portal/ UserList/ UserDetails/ UserProfileList. The user's ProviderOne ID is 201102008 and the name is Neel, Dan. Below the header are buttons for Close, Add, Approve, and Reject. The main section is titled 'Manage User Profiles:' and contains a 'Filter By:' dropdown, a search input field, and a 'With Status:' dropdown set to 'Approved'. A 'Go' button is next to the status dropdown. Below this is a table with columns for Name, Description, Date, End Date, and Status. The table currently shows 'No Records'. A red box highlights the 'All' option in the 'With Status:' dropdown menu, with a red arrow pointing to it from the annotation '18 Select'. Another red arrow points to the 'Go' button with the annotation '19 Click on'. A third red arrow points to the 'Approved' status dropdown with the annotation '17 Click on'.

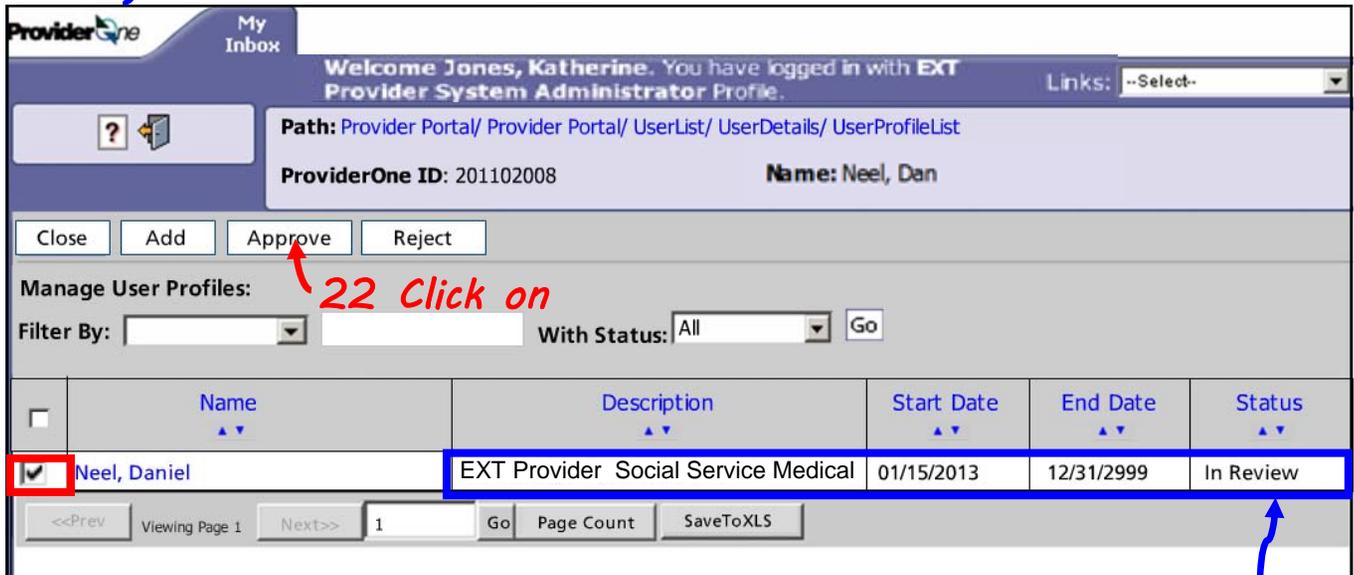
“All” shows all users within the domain regardless of their status. By default, ProviderOne will otherwise only show users in “Approved” status.

20. The list changes to show new profile with a status of In Review

21. Click on box next  to name

22. Click on Approve

## Manage User Profiles List



22 →  Neel, Daniel

	Name	Description	Start Date	End Date	Status
<input checked="" type="checkbox"/>	Neel, Daniel	EXT Provider Social Service Medical	01/15/2013	12/31/2999	In Review

20

A profile must have a Status of Approved to be used in ProviderOne.

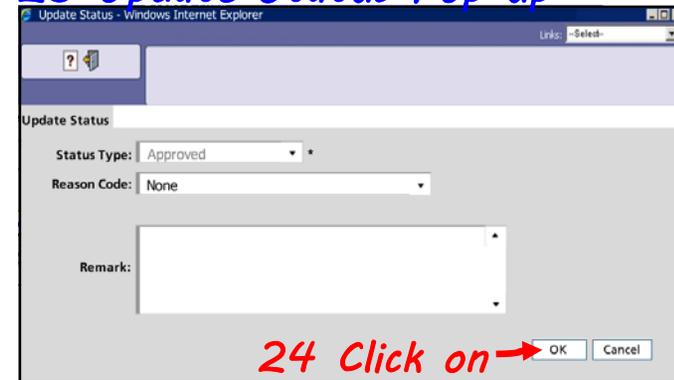
23. Update Status Pop-up appears

24. Click on OK

25. Status changes to Approved

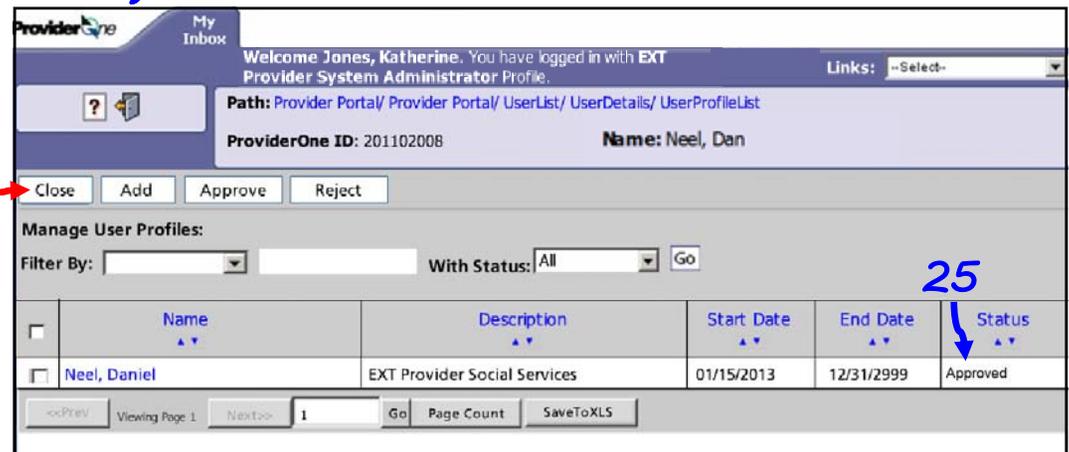
26. Click on Close

*23 Update Status Pop-up*



*Manage User Profiles List*

*26 Click on* →



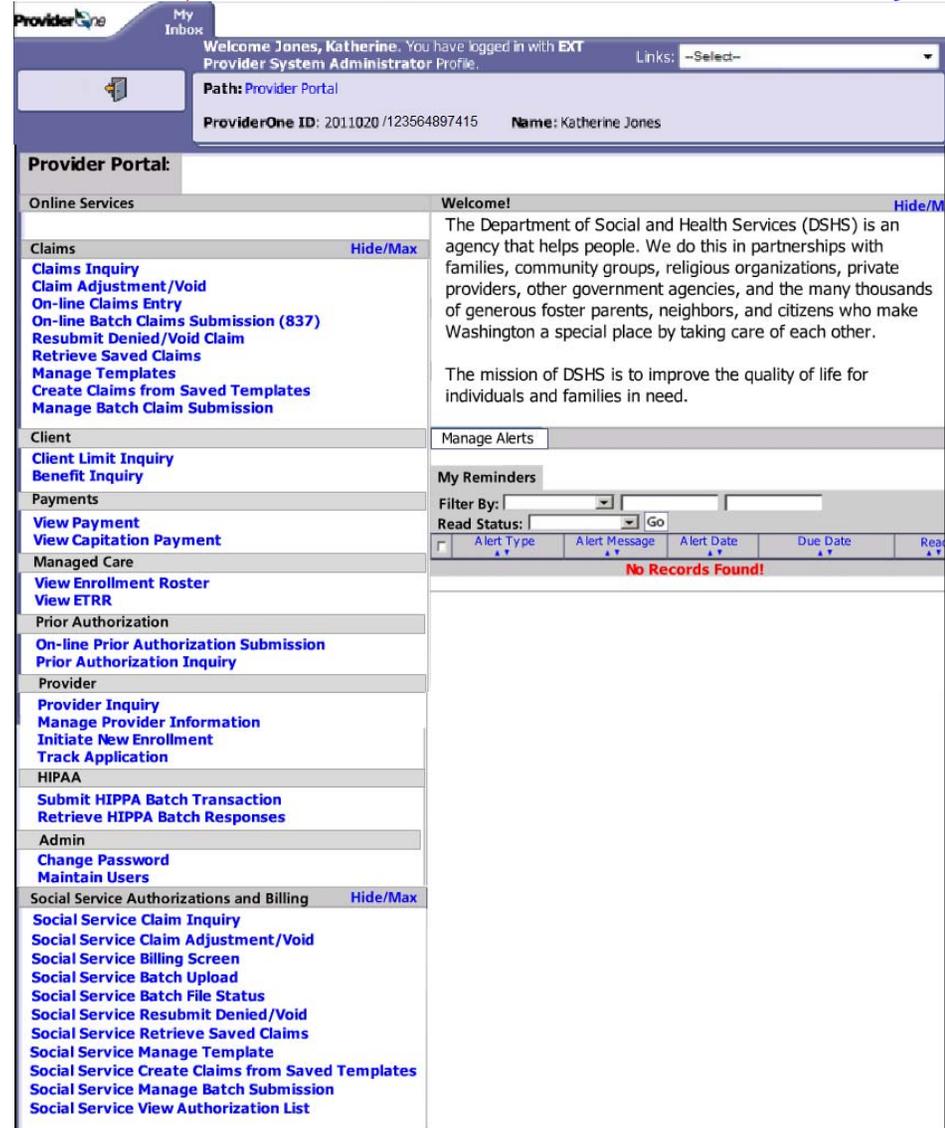
The System Administrator can now use the EXP Provider Social Service Medical profile for billing and claims management.

Once you have added the EXT Provider Social Service Medical profile, this section shows you how to change your profile so you can bill and manage claims.

1. From any page, such as the Portal Page
2. Click on My Inbox

2 Click on

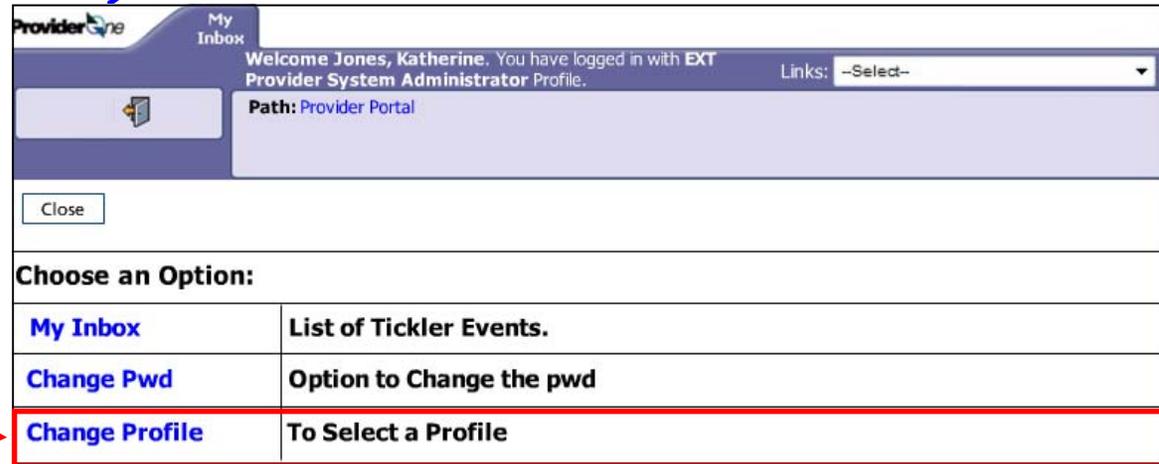
1 ProviderOne Page



The screenshot shows the ProviderOne web application interface. At the top, there is a navigation bar with 'My Inbox' highlighted. Below the navigation bar, a welcome message reads: 'Welcome Jones, Katherine. You have logged in with EXT Provider System Administrator Profile.' The user's 'ProviderOne ID' is 2011020 / 123564897415 and the name is Katherine Jones. The main content area is titled 'Provider Portal' and contains several sections: 'Online Services' (with a 'Hide/Max' link), 'Client' (with 'Client Limit Inquiry' and 'Benefit Inquiry'), 'Payments' (with 'View Payment' and 'View Capitation Payment'), 'Managed Care' (with 'View Enrollment Roster' and 'View ETRR'), 'Prior Authorization' (with 'On-line Prior Authorization Submission' and 'Prior Authorization Inquiry'), 'Provider' (with 'Provider Inquiry', 'Manage Provider Information', 'Initiate New Enrollment', and 'Track Application'), 'HIPAA' (with 'Submit HIPPA Batch Transaction' and 'Retrieve HIPPA Batch Responses'), 'Admin' (with 'Change Password' and 'Maintain Users'), and 'Social Service Authorizations and Billing' (with a 'Hide/Max' link and various options like 'Social Service Claim Inquiry', 'Social Service Claim Adjustment/Void', 'Social Service Billing Screen', 'Social Service Batch Upload', 'Social Service Batch File Status', 'Social Service Resubmit Denied/Void', 'Social Service Retrieve Saved Claims', 'Social Service Manage Template', 'Social Service Create Claims from Saved Templates', 'Social Service Manage Batch Submission', and 'Social Service View Authorization List'). On the right side of the page, there is a 'Welcome!' message from the Department of Social and Health Services (DSHS), followed by a 'Manage Alerts' section and a 'My Reminders' section with a 'Filter By:' dropdown and a 'Go' button. Below the 'My Reminders' section, there is a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read Status'. The table is currently empty, with the message 'No Records Found!' displayed in red text.

3. My Inbox page appears
4. Click on Change Profile

## 3 My Inbox



ProviderOne My Inbox

Welcome Jones, Katherine. You have logged in with EXT  
Provider System Administrator Profile. Links: --Select--

Path: Provider Portal

Close

**Choose an Option:**

<a href="#">My Inbox</a>	List of Tickler Events.
<a href="#">Change Pwd</a>	Option to Change the pwd
<a href="#">Change Profile</a>	To Select a Profile

4 Click on →

5. Profile Page appears
6. Click on ▾ pull down menu
7. Select EXT Provider Social Service Medical
8. Click on Go

*5 Profile Page*



Welcome to the  
Medicaid Management Information System for



Washington State  
DSHS  
Department of Social & Health Services

Select a profile to use during this session:

EXT Provider System Administrator ▾ \* Go

EXT Provider System Administrator

EXT Provider Social Service Medical

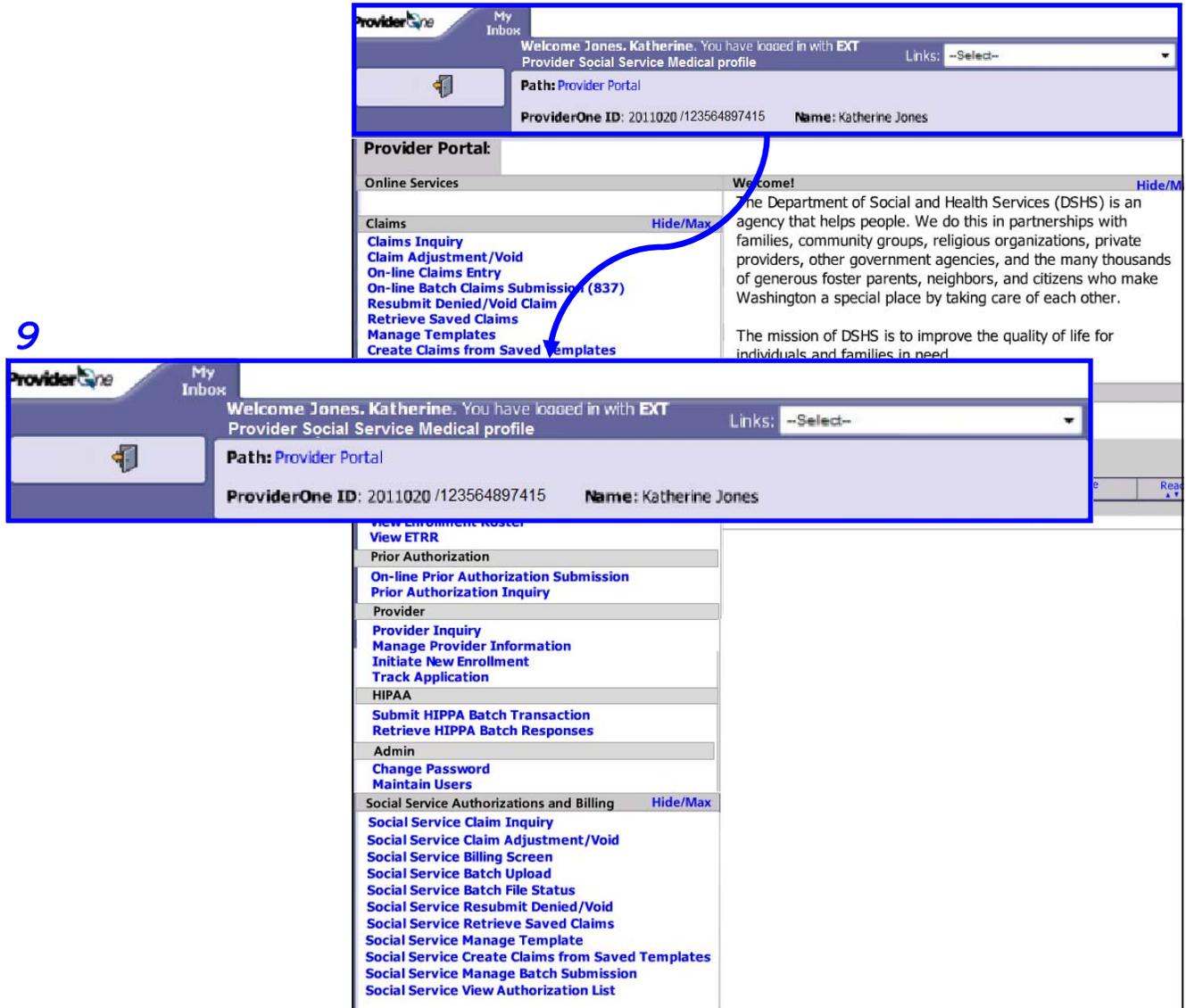
*6 Click on*

*7 Select*

*8 Click on*

- Profile Page **appears** showing new profile

## ProviderOne Page



The screenshot displays the ProviderOne user interface for Katherine Jones. The top navigation bar includes 'My Inbox', a welcome message, and a dropdown menu for 'Links'. Below this, the 'Provider Portal' header shows the user's path and ID. The main content area is divided into two columns: 'Online Services' and 'Welcome!'. The 'Online Services' column contains a list of links, with 'Create Claims from Saved Templates' highlighted. A blue box highlights the top navigation area, and a blue arrow points from the highlighted link to the 'Provider Portal' header area.

**Online Services**

- Claims [Hide/Max](#)
- Claims Inquiry
- Claim Adjustment/Void
- On-line Claims Entry
- On-line Batch Claims Submission (837)
- Resubmit Denied/Void Claim
- Retrieve Saved Claims
- Manage Templates
- Create Claims from Saved Templates

**Welcome!**

The Department of Social and Health Services (DSHS) is an agency that helps people. We do this in partnerships with families, community groups, religious organizations, private providers, other government agencies, and the many thousands of generous foster parents, neighbors, and citizens who make Washington a special place by taking care of each other.

The mission of DSHS is to improve the quality of life for individuals and families in need.

**Provider Portal:**

Path: Provider Portal

ProviderOne ID: 2011020 /123564897415 Name: Katherine Jones

**View Enrollment Roster**

- View ETRR
- Prior Authorization
- On-line Prior Authorization Submission
- Prior Authorization Inquiry
- Provider
- Provider Inquiry
- Manage Provider Information
- Initiate New Enrollment
- Track Application
- HIPAA
- Submit HIPPA Batch Transaction
- Retrieve HIPPA Batch Responses
- Admin
- Change Password
- Maintain Users
- Social Service Authorizations and Billing [Hide/Max](#)
- Social Service Claim Inquiry
- Social Service Claim Adjustment/Void
- Social Service Billing Screen
- Social Service Batch Upload
- Social Service Batch File Status
- Social Service Resubmit Denied/Void
- Social Service Retrieve Saved Claims
- Social Service Manage Template
- Social Service Create Claims from Saved Templates
- Social Service Manage Batch Submission
- Social Service View Authorization List