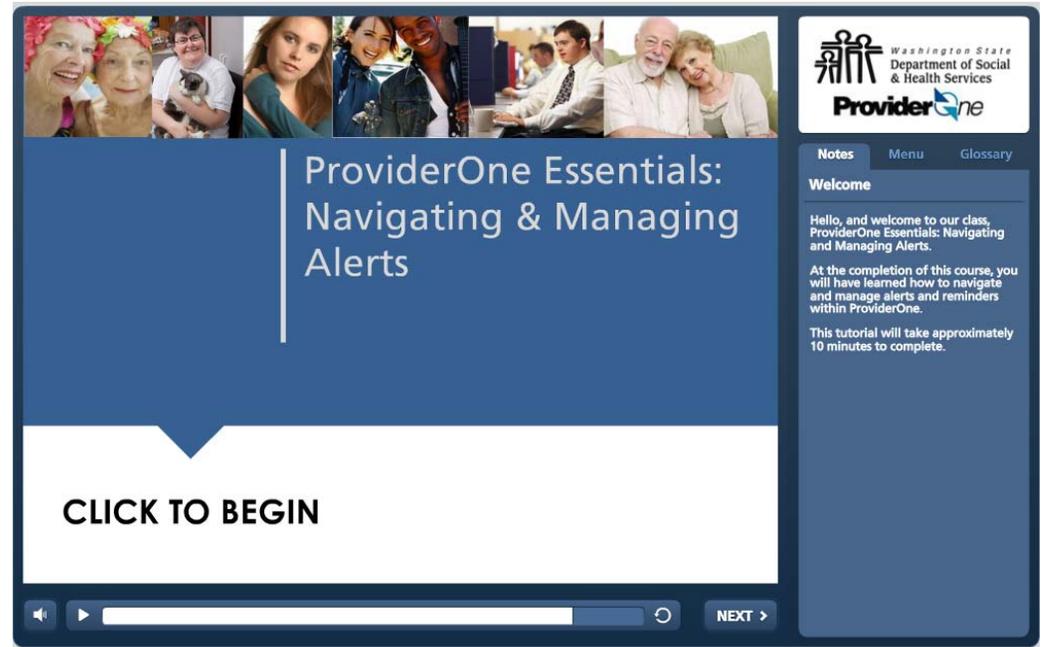


The “Navigating & Managing Alerts” How To provides instructions on:

- Navigating
 - ◇ Portal Page
 - ◇ Hyperlinks
 - ◇ Pathway
 - ◇ Hide/Max
 - ◇ Close ProviderOne
 - ◇ Inactivity
- Alerts & Reminders
 - ◇ View Alerts
 - ◇ Subscribe to Alerts
 - ◇ Delete Alerts
 - ◇ Forward Alerts



The screenshot shows a video player interface for a tutorial. The main content area has a blue background with the text "ProviderOne Essentials: Navigating & Managing Alerts" and a large white button that says "CLICK TO BEGIN". Above the text is a horizontal strip of images showing various people. In the top right corner, there is a logo for the Washington State Department of Social & Health Services and the ProviderOne logo. Below the logo, there are navigation tabs for "Notes", "Menu", and "Glossary". The "Notes" tab is selected, showing a "Welcome" message: "Hello, and welcome to our class, ProviderOne Essentials: Navigating and Managing Alerts. At the completion of this course, you will have learned how to navigate and manage alerts and reminders within ProviderOne. This tutorial will take approximately 10 minutes to complete." At the bottom of the video player, there are playback controls including a progress bar, a "NEXT" button, and navigation arrows.

1. The top part of the Portal Page shows the **User Information** who is logged in, your profile, Provider Identification number, and path.
2. **On-Line Services** are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate “How To”
3. **Manage Alerts** is located along the lower right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.

Portal Page *1 User Info*

2 On-Line Services *3 Alerts*

Social Service [Medical Provider](#) portal:

- A. The top part of the page shows the [User Information](#) who is logged in, your profile, Provider Identification number, and path.
- B. [Manage Alerts](#) is located along the right side of the page. Alerts from ProviderOne will be displayed here. You can filter and sort the alerts.
- C. [Medical & Admin On-Line Services](#) are located along the left side of the page. Click on a Hyperlink to open different activities in ProviderOne. The activities are described in separate “How To” instructions.
- D. [Social Services On-Line Services](#) located along the lower right side of the page.

The screenshot shows the ProviderOne portal interface. At the top, a blue box highlights the user information area, including the welcome message, login path, and user name (Emily Matthews). Below this, the 'Provider Portal' section is visible. On the left side, there are several menu categories: 'Online Services', 'Client', 'Payments', 'Managed Care', 'Prior Authorization', 'Provider', 'HIPAA', 'Admin', and 'Social Service Authorizations and Billing'. Each category contains a list of hyperlinks for various services. On the right side, there is a 'Welcome!' message and a 'Manage Alerts' section. The 'Manage Alerts' section includes a 'My Reminders' filter and a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', and 'Due Date'. The table currently shows 'No Records Found'. Blue arrows and text labels (A, B, C, D) point to these specific areas on the page.

1. The blue text on a page is a **hyperlink** that, when clicked, will open a new page within ProviderOne.
2. **Click on** the Social Service View Authorization List hyperlink
3. The Authorization List page **appears**
4. To close the page **click on** Close

Portal Page

1 →

2 Click On

Authorization List Page

4 Click On

Authorization #	Line #	Suffix #	Client ID	Client Name	Provider ID	Service Code	Service Description	Modifier
1000000234	1	1	200907004WA	Bill Waters	201102008	SA 114	Caregiver Services	
1000000242	2	1	200907004WA	Bill Waters	201102008	SA 106	Caregiver Services	
1000000251	1	1	200907004WA	Bill Waters	201102008	SA 420	Non-Medical Supp	
1000000268	6	1	200587415WA	John Banks	201102008	SA 420	Caregiver Services	
1000000425	1	1	200587415WA	John Banks	201102008	SA 114	Caregiver Services	
1000000427	3	1	200587415WA	John Banks	201102008	SA 106	Caregiver Services	
1000001585	7	1	201482298WA	Mary Neil	201102008	SA 114	Caregiver Services	
1001528745	5	1	225658929WA	Bob Owen	201102008	SA 114	Caregiver Services	
1001528857	1	1	225658929WA	Bob Owen	201102008	SA 716	Supported Living	
1001529584	6	1	325858829WA	Megan Self	201102008	SA 716	Supported Living	

The path at the top part of the page, shows a history of the pages you have visited. By clicking on the name of a page, you return to that page.



1. Click on Provider Portal 1 Click On

2. Provider Portal Page appears

3. When you want to close ProviderOne

click on



4. The Hide/Max will hide or reveal the section

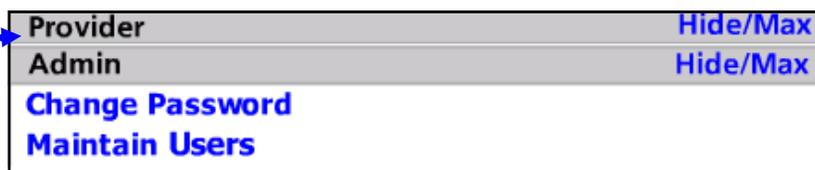
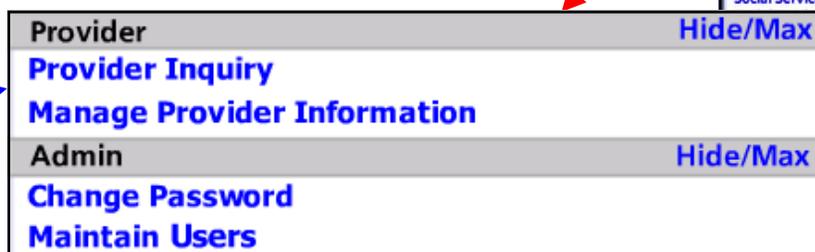
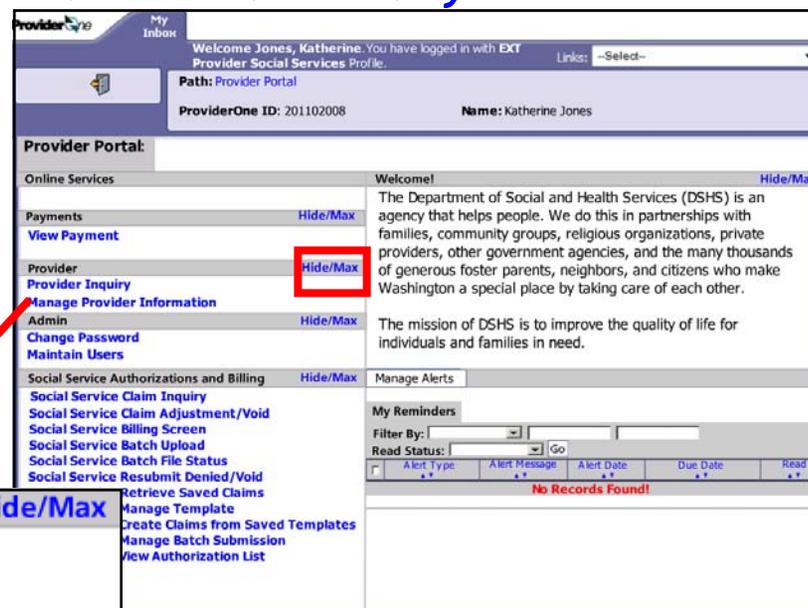
a. Max

b. Hide

4a Max

4b Hide

2 Provider Portal Page



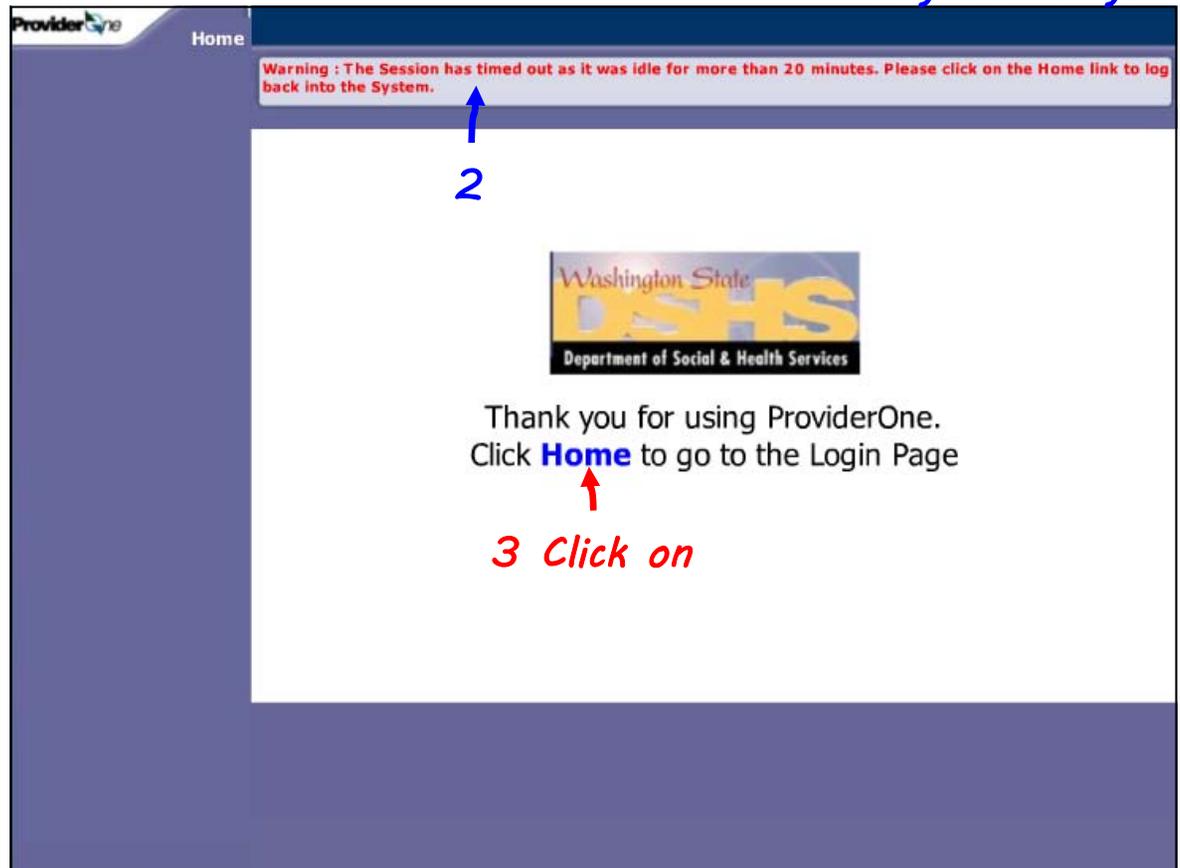
Note: You should only use the Path and ProviderOne control buttons to navigate. Using Internet Explorer Controls can cause errors later in your session



You will be logged out of ProviderOne after an extended periods of inactivity.

1. The logged out screen **appears**
2. Timed Out message **appears**
3. **Click on** Home to log back in to ProviderOne

1 Log Out Page



ProviderOne will post alerts and reminders to providers on the Portal Page. There are two ways to view alerts.

1. On the **Portal Page**
2. In the lower right corner is the **Manage Alerts** section

or

3. **Click on My Inbox**

3 Click on

1 Portal Page

The screenshot shows the ProviderOne Portal Page for Katherine Jones. The 'Manage Alerts' section is highlighted with a blue arrow pointing to the 'My Reminders' table.

2 →

The close-up shows the 'Manage Alerts' section with the 'My Reminders' table. The table has columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. Two rows of alerts are visible, both for 'Provider Modification is Approved' with request number 231.

	Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

Navigation controls at the bottom include: << Prev, Viewing Page 1, Next >>, 2, Go, Page Count, Save To XLS.

4. Click on My Inbox

4 Click on →

Choose an Option:	
My Inbox	List of Tickler Events.
Change Pwd	Option to Change the pwd
Change Profile	To Select a Profile

5. My Reminders appears

6. Alert type

7. Alert message

8. Alert date

9. Due date

10. Read

5 My Reminders Page

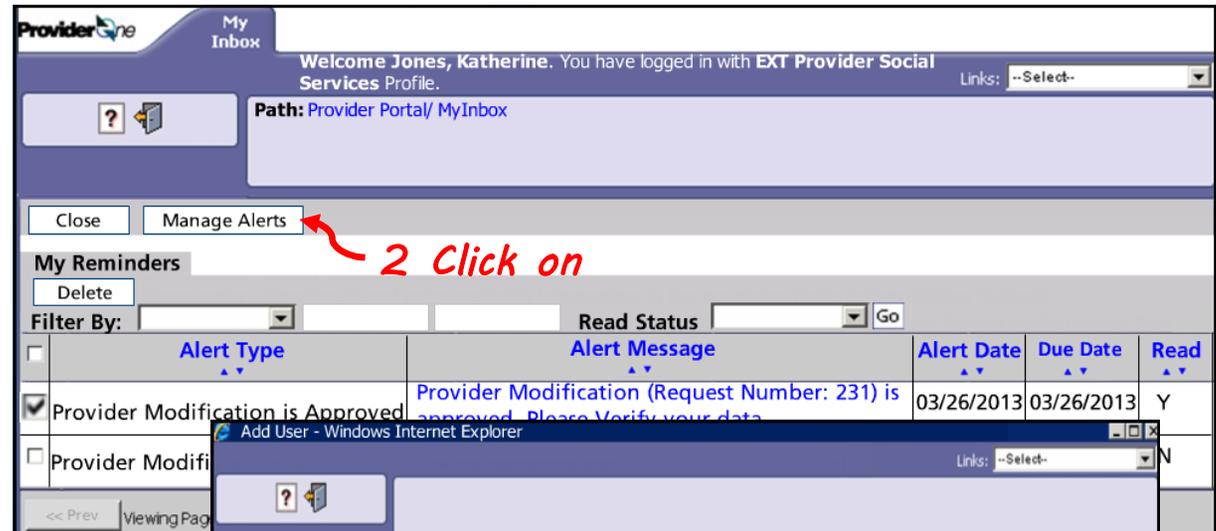
Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
<input type="checkbox"/>	Provider Modification (Request Number: 235) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

Alerts & notifications are not email and can only be used within your domain in ProviderOne. You can read, respond, forward, or delete messages. Once you have deleted a message, it cannot be retrieved.

You can subscribe to alerts.

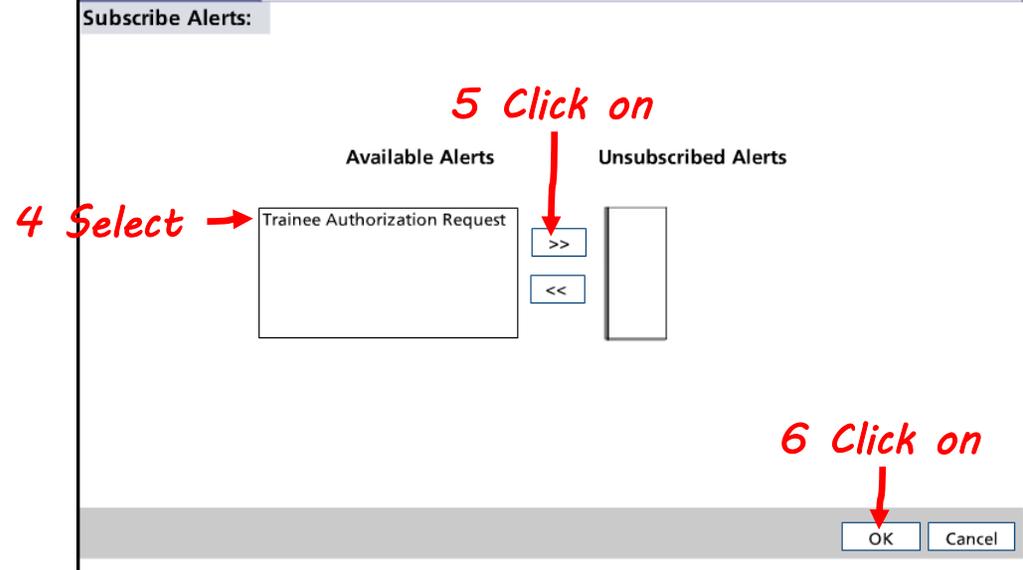
1. From [My Reminders](#) page
2. **Click on** Manage Alters

1 My Reminders Page



3. Subscribe Alerts pop-up [appears](#)
4. **Select** desired alert message
5. **Click on**
6. **Click on** ok

The list of alerts may differ from what is shown here.



3 Subscribe Alerts Pop-Up

You can delete alerts.

1. From [My Reminders Page](#)
2. Click on next to message to be deleted
3. Click on delete

1 My Reminders Page

3 Click on →

2 Click on →

	Alert Type	Alert Message	Alert Date	Due Date	Read
<input checked="" type="checkbox"/>	Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Request Number: 235) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

4. Message is [deleted](#)

Once an alert is deleted, it cannot be retrieved.

4 →

	Alert Type	Alert Message	Alert Date	Due Date	Read
<input type="checkbox"/>	Provider Modification is Approved	Provider Modification (Request Number: 235) is approved. Please Verify your data.	03/27/2013	03/27/2013	Y

You can forward alerts to staff within your organization/business.

1. From [My Reminders Page](#)
2. **Click on** Alert Message

1 My Reminders Page

Alert Type	Alert Message	Alert Date	Due Date	Read
Provider Modification is Approved	Provider Modification (Request Number: 231) is approved. Please Verify your data.	03/26/2013	03/26/2013	Y
Provider Modification is Approved	Provider Modification (Request Number: 235) is approved. Please Verify your data.	03/27/2013	03/27/2013	N

2 Click on

3. Message Details Page [appears](#)

3 Message Details Page

4 -> Message: Provider Modification (Request Number: 231) is approved. Please Verify your data.

Forward To:

5 Click on

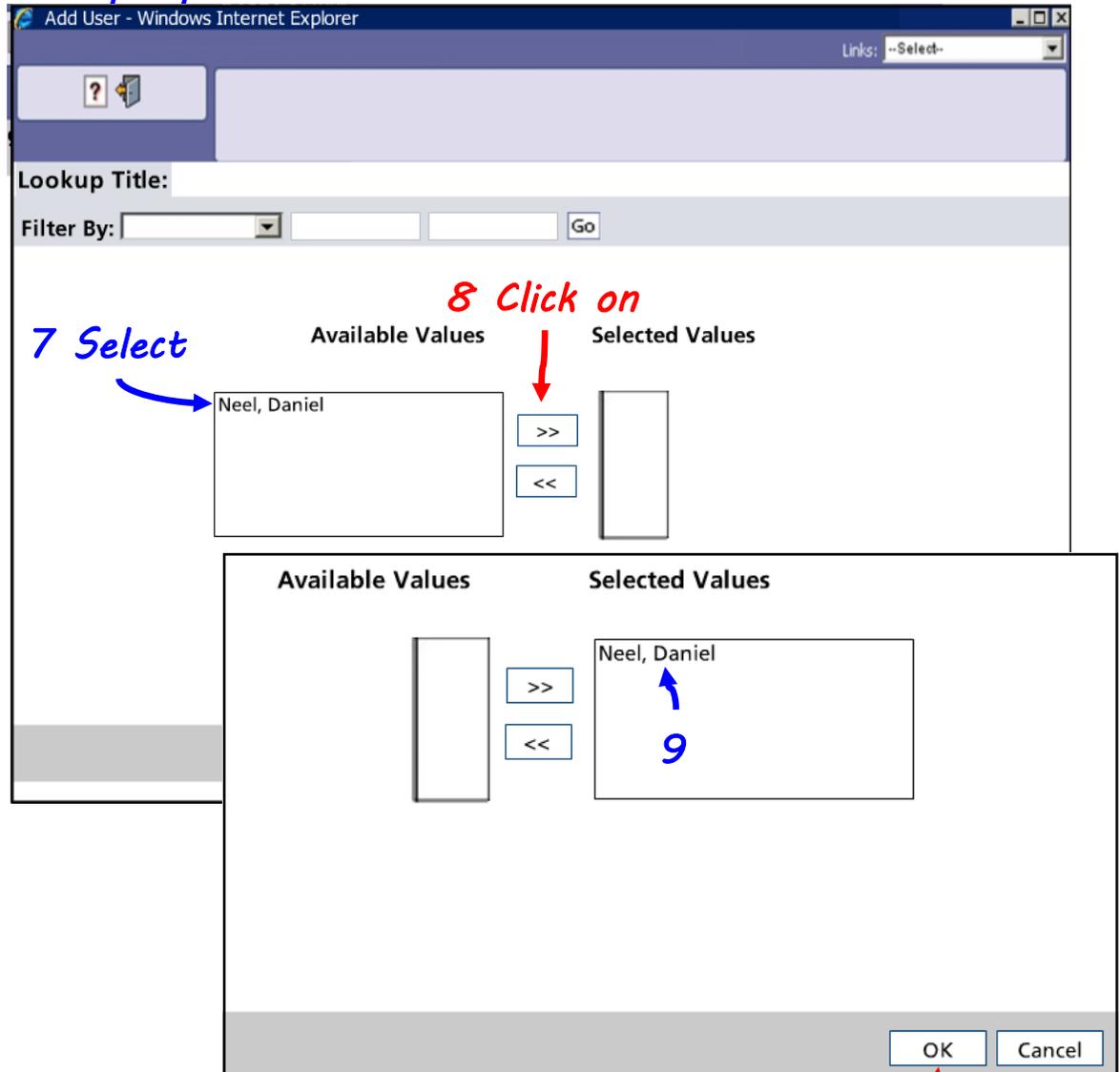
Comments:

4. [Message](#)

5. **Click on** ◀

6. Pop up window appears
7. Select the user within your organization/business to receive the message.
8. Click on 
9. Selected name appears
10. Click on OK

6 Pop Up Window



Links: --Select--

Lookup Title:

Filter By: Go

7 Select

8 Click on

Available Values Selected Values

Neel, Daniel

>> <<

Available Values Selected Values

Neel, Daniel

9

OK Cancel

10 Click on

11. Enter comments or directions about the message
12. Click on OK

The screenshot shows the 'My Inbox' interface in ProviderOne. At the top, it says 'Welcome Jones, Katherine. You have logged in with EXT Provider Social Services Profile.' Below that, the path is 'Provider Portal/ MyInbox'. The main content area is titled 'Message Details:' and shows a message from 'Administrator, Super' with the subject 'Provider Modification (Request Number: 231) is approved. Please Verify your data.' The 'Forward To:' field contains 'Neel, Daniel'. The 'Comments:' field contains 'Please verify.'. At the bottom right, there are 'OK' and 'Cancel' buttons.

11 Enter →

12 Click on ↗