

Hints and Tips

Provider Type: Social Service and Social Service Medical
Category: All

Below are the top computer and P1 navigating tips to help you successfully bill in ProviderOne.

General Navigation Questions	Provider Action
When I log in to ProviderOne nothing happens.	<ul style="list-style-type: none"> Turn off Pop Up Blockers. Set Internet Explorer security to medium or lower. Clear cookies and browsing history. <p>See Hints and Tips Help! ProviderOne is not Working</p>
When I log in I can click on some screens but ProviderOne pop ups do not appear.	<ul style="list-style-type: none"> Turn off Pop Up Blockers. Set Internet Explorer security to medium or lower. Clear cookies and browsing history. <p>See Hints and Tips Help! ProviderOne is not Working</p>
ProviderOne was working and now I get an error message when I try to click on a different link inside the provider portal.	<ul style="list-style-type: none"> Don't use the back button in Internet Explorer. If you click one of the links in the ProviderOne path, the error message will stop. <p>See How To: Navigating ProviderOne page 5</p>
Authorizations Questions	Provider Action
Why do I see error messages when I click on the authorization list page, billing screens, and other portal links? I get error messages.	<ul style="list-style-type: none"> Verify you are using the correct profile. <p>See How To: Getting Started page 15</p>
My authorizations are missing.	<ul style="list-style-type: none"> Conduct and Start/End date filter search for the month you are billing. If your authorizations do not appear, contact your case worker. If you still cannot see them, contact your case worker(s) and ask them to enter the authorizations into ProviderOne. <p>See Hints and Tips Researching Authorization Updates</p>
How do I get my authorizations out of error?	<ul style="list-style-type: none"> Conduct and Start/End date filter search for the month you are billing. Most of the errors will change to no error. Contact your case worker about any authorizations that appear in error. <p>See Hints and Tips Researching Authorization Updates</p>
It takes time to write down all my authorizations information. Is there an easier way to do it?	<ul style="list-style-type: none"> You can click the SaveAs XLS button and the authorizations can be viewed in an Excel file. From the excel file you can copy and paste the number into the billing screens. <p>See How To: Authorizations Page 5</p>
Billing Questions	Provider Action
After I submit my claim and get my TCN, ProviderOne shows "No Records Found" in red. Why does this happen?	<ul style="list-style-type: none"> Ignore this message. It means there are no documents attached to the claim. You should never attach documents to social service and social service medical claims. <p>See How To: Basic Billing Social Service page 13 See How To: Basic Billing Social Service Medical page 22</p>
The last TCN page is blank and nothing appears.	<ul style="list-style-type: none"> Turn off Pop Up Blockers Set Internet Explorer security to medium or lower Clear cookies and browsing history <p>See Hints and Tips Help! ProviderOne is not Working</p>