ProviderOne notifications are delivered in one of three ways (ProviderOne Notice, Email, or Standard Mail). Providers can choose the way they get notified about changes.

1) ProviderOne Notice – Notifications that appear in your ProviderOne inbox inside ProviderOne. To view the new or updated authorization information, visit the authorization list page.

   **NOTE:** To view the most recent Notification Message
   Click the blue triangle to change the sort order:

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Alert Message</th>
<th>Alert Date</th>
<th>Due Date</th>
<th>Read</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correspondence Generation</td>
<td>An Authorization 1012377921 is created/updated in ProviderOne</td>
<td>12/08/2014</td>
<td>02/08/2015</td>
<td>N</td>
</tr>
</tbody>
</table>

2) Email – Notices sent to the email you have designated by location. To view the new or updated authorization information, visit the authorization list page.

3) Standard Mail – Paper notifications are mailed to the addressed you have designated by location. You can view the change listed on the paper notification or view the new or updated authorization information inside the authorization list page.

To change your notification preference or email address, please follow the instructions below.

**Step A** Logon to the provider Portal and select the profile that this change will affect (e.g., EXT Provider Social Services or EXT Provider Social Services Medical)

**Step B** Select Manage Provider Information hyperlink

**Step C** Choose Step 2: Locations

**Step D** Click on the location code hyperlink you would like to update

**Step E** On the far right of the screen you will see two areas:
   - Email address:
   - Communication Preference:

**Step F** Update your preference and email address accordingly.

**Step G** **DO NOT FORGET** – Complete step 16/17 Sumit Modification for Review. Your change will not update if you do not complete this step every time you make a change to manage provider information.

**NOTE:** This does not change the mail for the system administrator.

For complete step-by-step instructions, see the “Manage Provider Data” How-To Guide located on the ProviderOne website: [https://fortress.wa.gov/dshs/adssaapps/providerone/Default.htm](https://fortress.wa.gov/dshs/adssaapps/providerone/Default.htm)

If you need further assistance, please contact BASS by email or by phone at BASS@dshs.wa.gov. Call 1-800-562-3022, wait to hear the brief intro and then select option 5 for Provider Services, then option 1 for Social Services.