

Hints and Tips

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

When ProviderOne authorizations are created and/or updated, providers receive communications in one of three ways: standard mail, email or ProviderOne notifications. The notification date is the day after the “last update” date listed on the authorization list page.

Email and ProviderOne notifications read, “An Authorization 1234567891 is created/updated in ProviderOne.” The notification prompts the user to review the Authorization List Page.

Use the information below and learn to find specific information related to authorizations.

Authorization List Page Search

	FIND	ACTION	RESULT
1	New Authorization	<ul style="list-style-type: none"> Click 'Filter By:' Select authorization # Type or paste the authorization number into the search box Click Go 	View the first authorization 'Last Updated' column. This will indicate the date the authorization was created.
2	Authorization Change History	<ul style="list-style-type: none"> Click 'Filter By:' Select authorization # Type or paste the authorization number into the search box Click second 'Filter By:' Select 'Processing Status' Type the wildcard symbol percent sign % Click Go 	<p>All the authorization history lines will appear.</p> <p>Each line will contain 'Last Updated' date the update occurred.</p> <p>View the 'Processing Status' column 'Active' to indicate which line is in effect.</p>
3	Client Responsibility For Each Month	<ul style="list-style-type: none"> Click 'Client Responsibility' hyperlink. 	The table lists responsibility amounts for each month with the 'Last Update' date.
4	Error Status	<ul style="list-style-type: none"> Click 'Filter By:' Select 'Start/End Date' <i>Choose one full month to research errors</i> In the first field type the date from In the second type the date to Click Go 	The active authorizations will appear and indicate the error status for the whole month that was entered.
5	My Authorizations Have Disappeared	<ul style="list-style-type: none"> Click 'Filter By:' Select 'Start/End Date' <i>Choose one full month to research authorizations</i> In the first field type the date from In the second type the date to Click Go 	The authorization list page displays authorizations for the current month. If you believe you are missing authorizations filter by the Start/End Date. If they are missing after the filter search, call your case worker.

For complete step-by-step instructions, visit the ProviderOne website located at <https://fortress.wa.gov/dshs/adsaapps/providerone/Default.htm> to view the corresponding How To Guide.