

ProviderOne



The following information about provider enrollment is for your eyes only. You are part of a specific provider group that has been selected for access to ProviderOne. Please **DO NOT** share this information with others.

Standby for your ProviderOne registration instructions

Electronic billing will soon be a reality for providers who deliver services to clients eligible for Medicaid. For the next several weeks, we will be enrolling (registering) providers by groups. During this period, providers will log into ProviderOne, set up security, verify provider data, and set up users within their domain, if needed.

It is almost time for your group to register. Prior to logging in, you will receive the following pieces of information delivered over several days.

- (1) a **welcome letter** (via U.S. mail),
- (2) an email with your **Domain and User Name**,
- (3) a second email with your **Temporary Password**, and
- (4) a “**go**” email with information about the Billing Assistance for Social Services (BASS) help desk, and information about training and webinars for your group.

Remember: If you run into difficulties, help will be available. You can send your questions via email to BASS@dshs.wa.gov. **Note:** Please do not call or email your social service case managers. They are not able to help you with ProviderOne enrollment.



Get ready to login to ProviderOne

Add these emails to your list of trusted contacts:

- noreply@hca.wa.gov
- customercare@gotowebinar.com
- ProviderOne@hca.wa.gov
- BASS@dshs.wa.gov

Vocabulary Basics

Enrollment: The process of registering with ProviderOne which includes logging into the system, setting up security, verifying provider data, and setting up other Domain users.

Location: A location is a specific place or a type of business a provider operates. Most social service providers have one location.

Multiple Locations: References a provider with two or more physical locations, or a single place of business associated with several social service contracts.

Enrollment Training



The presentation above gives you access to the tutorials and "How To" guides. Click on the image to access all the training materials you will need for provider enrollment. Training for billing and claims management will be available prior to ProviderOne billing go-live later this year. Visit [Enrollment Training](#).

Next Steps

After you receive your welcome letter and login information, you will get the "go log in" newsletter.

In it, you will find information about participating in a live webinar, the web address (URL) to the ProviderOne billing site, and contact information for the Billing Assistance for Social Service (BASS) help desk.

For more information

Email: BASS@dshs.wa.gov

Newsletter: [Sign up](#) or change your preferences

Web site: [ProviderOne Web site](#)
