



**Long-Term Care Foundation**

of Washington State

# Introduction to Successful Claiming in ProviderOne

Presented by:

**Jodi Lamoreaux, MSW**

**Social Services Over-Payments Program Manager, DSHS**

**Shereice Brown**

**Workforce Development Specialist, Long-Term Care Foundation**

# Objectives

- Know how to navigate [hca.wa.gov](https://hca.wa.gov) to support your success
- Successfully submit claims in ProviderOne for services provided to clients
- If claiming problems occur, identify how to resolve them

# Agenda

- Review navigation of the ProviderOne for Social Services page at [hca.wa.gov](http://hca.wa.gov)
- Viewing your authorization list
- Submitting Social Service Claims
- Creating Templates
- Submitting batch claims
- Adjusting, voiding and resubmitting social service claims
- Reviewing claim status
- Viewing, understanding and reconciling every Remittance Advice
- Who and how to access help when something goes wrong

# ProviderOne for Social Services Page Navigation

- <https://www.hca.wa.gov/billers-providers-partners/providerone/providerone-social-services>
- There are many resources on this page. Explore! You're not going to break anything. The majority of your work will happen here:

## Billing essentials and managing provider files and users

- [Getting started](#) - Covers basic navigation, pop-ups and browsers, password troubleshooting, and managing alerts.
- [Managing provider data](#)
- [Adding new users and assigning profiles](#)
- [Social service providers frequently asked questions \(FAQ\)](#)

## Viewing authorizations

- [Viewing authorization list](#)

## Submitting and adjusting social service claims

- [Submitting social service claims](#)
- [Creating social service templates](#)
- [Adjust, void, and resubmit social service claims](#)



# ProviderOne for Social Services Page Navigation Continued

## Creating and submitting batch claims

- [Creating and submitting social service batch claims](#)
- [Creating and submitting social service medical batch claims](#)
- [ProviderOne batch upload setup guide](#)
- [.DAT file formatting requirements](#)

## Viewing claim status and remittance advice

- [Claim status inquiry and viewing remittance advice \(RA\)](#)





# Submitting Social Service Claims

- Submitting social service claims

- Turn off your pop-up blockers.
- ProviderOne pays on Fridays. Claims must be submitted by Tuesdays at 5 pm for payment the following **Friday**.
- Establish a billing routine (i.e. weekly, bi-weekly, monthly, etc.).
- Never claim for the same date of service for the same client and service code more than once!
- Submit new claims when it is the first time you are billing for services.
- Check your authorization before you claim, authorizations may change.
- If there is an error related to the social service authorization, work with the case manager.
- If you get a claim error work with the Medical Assistance Customer Service Center (MACSC) with the Health Care Authority.



# Creating Templates

- [Creating social service templates](#)

- **Claims from saved templates:** Having templates with previously saved information will help cut down on errors by reducing the amount of data entry for each claim.
- **Template Batch:** A group of claims which share the same date of service. The batch allows the provider to create a group (batch) of templates, change the date of service on all the templates at one time, and submit the batch all at once.



# Batch Claims

- Creating and submitting social service batch claims

There are 2 different types of batch claims:

- Template batch submission (social service and social service medical).
- ProviderOne batch upload.
- **Batch Upload:** Social service batch upload billing is an optional billing method to allow providers to extract billing data elements from their current timekeeping and/or billing software and upload the claim(s) data into the ProviderOne system.
- Date range and batch billing is only available when:
  - All claims have the same date range.
  - Unit types are daily or monthly.
  - There is no break in service for a client within the submitted date range.

# Adjusting, voiding and resubmitting social service claims

• Adjust, void, and resubmit social service claims

- Adjustments to claims should only happen when you need to change a previously submitted claim.
- Adjust paid claims if you need to change units, rates, or remove dates. If you need to “add” dates submit a new claim.
- If you need to add dates of service then you should be submitting new claims NOT adjusting.
- Adjusting a paid claim can result in no change, additional payment or an overpayment to the provider.
- Claims can be adjusted/voided for four years from date of payment.
- Never complete an adjustment to an adjustment!





# Viewing, understanding and reconciling the remittance advice

Viewing claim status and remittance advice

- [Claim status inquiry and viewing remittance advice \(RA\)](#)

- **Every single Remittance Advice (RA) must be reconciled!**
- Failing to reconcile every RA puts your business at risk.
- For every claim that is paid, an RA is created and sent to your electronic mailbox.
- Actions can occur in a client's case that affect payment both retroactively and in the future.
- Actions on the same payment can occur months or even years apart. The only way to effectively and accurately track your payments is to reconcile every RA.



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# The Remittance Advice

- **Each Remittance Advice is broken down into 6 key elements:**
  - **The RA newsletter:** contains key messages and new information for providers
  - **The RA summary:**
    - totals of pd. claims
    - deductions
    - adjustments resulting in overpayments sent to OFR for debt collection
    - payments netted by ProviderOne to offset debt at OFR
  - **Paid claims**
  - **Denied claims**
  - **In-process claims**
  - **Adjusted claims:**
    - Each of the above sections contains amounts paid by client
    - Date
    - Service code
    - Client responsibility applied
    - Adjustment Reason Codes/Rejection Codes (key code is on the last page of the RA)

# If you receive a Vendor Overpayment Notice, this is where you will locate the information you need.

RA Number: 1591591  
Warrant/EFT # 123456  
Warrant/EFT Amount: \$267808.08  
Claims Summary

Warrant/EFT Date: 07/31/2014  
Payment Method: EFT

Prepared Date: 08/01/2014  
RA Date: 08/01/2014  
Page 2

Provider Adjustments

Billing Provider	Category	Total Billed Amount	Total Allowed Amount	Total TPL Amount	Total Sales Tax	Total Client Resp Amount	Total Paid	Billing Provider	FIN Invoice Number/ Parent TCN	Source	Adjustment Type	Previous Balance Amount	Adjustment Amount	Remaining Balance Amount
18882	Paid	\$3565979.70	\$642398.02	\$850.69	\$0.00	\$337.65	\$396293.96	9991118882	2223334445556/ 30143650001112 2001	System Initiated	NOC Invoice	\$0.00	\$0.00	\$5336.57
9991118882	Denied	\$5692237.80	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9991118882	2223334445556/ 30143650001112 2001	System Initiated	NOC Referred to CARS	\$5336.57	\$5336.57	\$0.00
18882	Adjustments	-\$187481.35	-\$79841.70	\$0.00	\$0.00	\$0.00	-\$34060.85	9991118882	3335559996667/ 30143780002229 9001	System Initiated	NOC Invoice	\$0.00	\$0.00	\$158.87
9991118882	In Process	\$2415404.48	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9991118882	3335559996667/ 30143780002229 9000	System Initiated	NOC Referred to CARS	\$158.87	\$158.87	\$0.00
								9991118882	99966885/ 30149850005553 0001	Provider Initiated	P1OFF Recoupment	\$72.77	\$72.77	\$51.78
								9991118882	99966185/ 30149150005553 0000	Provider Initiated	P1OFF Recoupment	\$14.95	\$14.95	\$0.00

- A. Check # and date of payment.
- B. Total pmt. received on the check or EFT
- C. Total of the pd. claims on this RA
- D. Deduction due to a claim adjustment from the total pd. amt.
- E. Deduction due to an overpayment (NOC referred to CARS/OFR)
- F. Deduction due to a provider adjustment (P1OFF Recoupment)

# Troubleshooting billing/claims

## Provider (verify)

- Pop-up blockers off
- Client indicators correct\*
- Claim matches authorized\*:  
Provider ID, service code, dates,  
units, rate
- For medical-social service claims  
confirm mandatory fields completed

\*When verifying the client indicators and authorization details consider whether it is a data entry issue or source system issue. Client indicators on the claim should be correct and match the client's ProviderOne Profile. If the authorization details need to be modified work with the Case Manager.

## Case Manager (modify)

- Service code
- Dates
- Units
- Rate
- Authorization service line errors

## MACSC (ProviderOne)

- Profile questions
- Billing and claims errors
- General navigation
- Technical difficulties
- Other non-authorization related  
issues

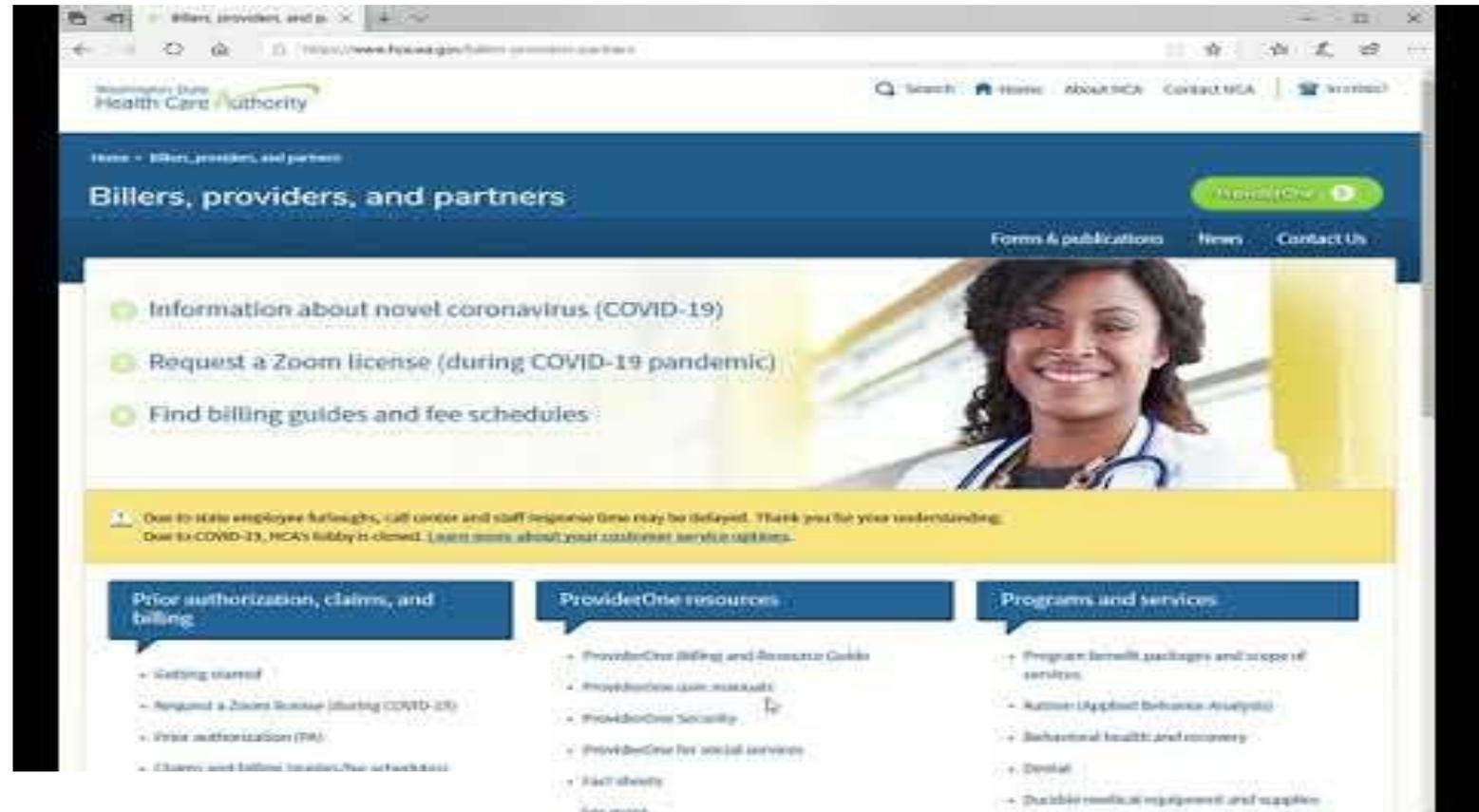


# If you receive a Vendor Overpayment Notice from OFR and need help researching the potential overpayment:

- There are many resources available to you when you need assistance.
  - If you need help researching a potential overpayment, you can contact  
Jodi Lamoreaux, MSW  
Overpayments Program Mgr. @ ALTSA HQ's  
360-789-4830  
[Jodi.Lamoreaux@dshs.wa.gov](mailto:Jodi.Lamoreaux@dshs.wa.gov)

# Finding Provider Enrollment and Provider Security

<https://www.hca.wa.gov/billers-providers-partners>



How do I...



[Request a PA](#)

[Find provider billing guides](#)

[Find out if I am eligible](#)

[Enroll as a provider](#)

[Login and use ProviderOne](#)

[Get help with my ProviderOne account](#)

[Submit a claim and get paid](#)

[Update my provider profile](#)

[Check the Discovery Log](#)

[Sign up / view Provider Alerts](#)

# Provider Enrollment

I need help with ...	Contact ...
<ul style="list-style-type: none"><li>• Provider enrollment and revalidation</li></ul>	<p><b>Phone:</b> 1-800-562-3022 ext. 16137 <b>Email:</b> <a href="mailto:Providerenrollment@hca.wa.gov">Providerenrollment@hca.wa.gov</a> <b>Fax:</b> 360-725-2144</p>

# Sign-in Help ProviderOne Security

I need help with ...	Contact ...
<ul style="list-style-type: none"><li>• Login information</li><li>• Security</li></ul>	<p><b>ProviderOne Security</b></p> <p><b>Phone:</b>1-800-562-3022 ext. 59991</p> <p><b>Email:</b> <a href="mailto:provideronesecurity@hca.wa.gov">provideronesecurity@hca.wa.gov</a></p>

# Claim Help - MACSC

I need help with ...	Contact ...
<ul style="list-style-type: none"><li>• Billing and claims (medical and social services)</li><li>• Claim inquiry</li><li>• Service limitations</li></ul>	<p><b>Medical Assistance Customer Service Center (MACSC)</b> <b>Phone:</b> 1-800-562-3022 (choose "provider services") <b>Online:</b> <a href="#">Secure web form</a> </p> <div data-bbox="494 686 1421 921" style="border: 1px solid #ccc; padding: 10px;"><p><b>Important!</b> If you need assistance on a claim close to the two-year timely filing deadline, please type "Urgent, timely issue." in the <b>Other Comments</b> box on our <a href="#">secure web form</a> .</p></div> <p><b>Business hours:</b></p> <ul style="list-style-type: none"><li>• Provider general line and social services billers: Monday through Friday 7 a.m. to 4:30 p.m. (Pacific) (except state holidays)</li><li>• Claim line: Monday through Friday <b>8 a.m. to noon</b> and <b>1:30 to 3:30 p.m.</b> (Pacific) (except state holidays)</li></ul>

# How to find the Secure Web Form

<https://fortress.wa.gov/hca/p1contactus/>

Washington State Health Care Authority

Home About HCA Contact HCA

## Contact us

**Client**  
If you are looking for more information about eligibility, health plans, services, cards or finding a provider.

**Provider**  
If you are a medical, dental, or behavioral health provider or with questions about enrollment, billing policy, a claim inquiry or service initiation.

**Social service provider**  
If you are a social services provider with questions about ProviderOne billing, claims, logs, provider information, security, etc.

Contact HCA | Accessibility | Integrated Devices | Language access | Freedom of Information | Privacy | Public disclosure requests | Public notices | Site registration

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# Contact Information

- Social service batch upload billing
  - For help: [hipaa-help@hca.wa.gov](mailto:hipaa-help@hca.wa.gov)
- Authorization errors: contact the Case Manager associated to the authorization
- Claims issues: Contact the MACSC team via phone or their online web form <https://www.hca.wa.gov/billers-providers-partners/contact-us>
- Questions about today's presentation: [shereice@lctfwa.org](mailto:shereice@lctfwa.org)