

July 2009

# DSHS is Changing to a New Client Identifier

## Phase 1 implementation

The Department of Social and Health Services (DSHS) is preparing to implement a new payment processing system known as ProviderOne later this year. With the implementation of ProviderOne, DSHS will replace the current Personal Identification Code (PIC) with a system generated ProviderOne client ID number.

Providers will need to use the ProviderOne client ID number to confirm eligibility for clients and bill claims in ProviderOne. The ProviderOne client ID number will be printed on the client's plastic "Services Card" that will replace the paper Medical Assistance ID at the time ProviderOne is put into operation. (See *Client Services Card will Replace MAID* at <http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm>)

What is different about the ProviderOne client ID?

In the past, the PIC has changed for a client when personal information changed like a name change or correction to the date of birth. The ProviderOne client ID number will follow a client for life.

PIC	ProviderOne
Personal Identification Code (PIC) – 14-digit client ID used in MMIS	New ProviderOne Client ID – system-assigned, static, 9-digit numeric identifier followed by the letters "WA"
Contains client's initials, date of birth and last name	Contains no confidential client information
PIC changes when client name changes	ProviderOne Client ID does not change

Can I bill with the PIC in ProviderOne?

No. ProviderOne cannot recognize the PIC. All claims and encounters using the PIC in ProviderOne will be denied.

What about adjustments?

After ProviderOne is operational, ALL claim submissions – including adjustments – must use the ProviderOne client ID number, regardless of when the service was performed.

Recoveries on previously paid claims will also reference the ProviderOne client ID.

Will Medicare crossovers still have the PIC?

Medicare claims will cross-over from the intermediary with the ProviderOne client ID number.

Will all clients have a ProviderOne client ID?

All Medicaid clients are assigned a ProviderOne client ID number – regardless of their current eligibility status.

How do I bill in ProviderOne if I only have a PIC?

You will need to update claims to be submitted to ProviderOne with the ProviderOne client ID number. DSHS has developed a web tool that provides a “crosswalk” of the current PIC number to the new ProviderOne client ID.

Once ProviderOne is operational, you can access the ProviderOne clients IDs several ways:

- ProviderOne Services Card presented by a client.
- Direct data inquiry in ProviderOne, matching for client name, birth date or Social Security Number. This inquiry is very similar to the current inquiry in WAMedWeb.
- HIPAA single or batch file inquiries in ProviderOne (270/271).
- Enrollment Roster (834)
- It will show on most ProviderOne correspondence to clients in the bottom left corner.

How do I use the Client ID “Crosswalk”?

The Client ID “Crosswalk” was designed to help providers map a client’s former PIC to the new ProviderOne client ID number. This tool is available now for testing purposes only. The data will be refreshed about a month before our implementation so providers can update their billing systems with the new ProviderOne client ID. Some of the ProviderOne client ID numbers could change in the final refresh; however, the format and structure of the file will not change.

**To login to the Client ID “Crosswalk” at <https://fortress.wa.gov/dshs/npicaphrsa>,** providers will need to enter their current DSHS 7-digit provider Medicaid ID (MMIS number) and federal Tax Identification Number. They can then select the “ProviderOne Crosswalk Data” option to see all PICS connected to their tax ID and the corresponding ProviderOne Client ID numbers. The information is exportable to Excel in three formats: CSV, XLS and XLSX.

How much data is in the “Crosswalk”?

The current crosswalk has data for clients that providers billed for from April 2007 to April 2009. The refreshed crosswalk will have additional months of data up to about a month before our implementation.

Who has access to the “Crosswalk”?

All billing providers who have a Medicaid billing number with DSHS, as well as Managed Care Organizations and Regional Support Networks will have access to the crosswalk. If you use multiple Medicaid billing numbers to bill DSHS, you will need to query the crosswalk multiple times – once for each billing number.

How do I modify my HIPAA batch file format?

For HIPAA batch file transactions, the file record layout is limited to nine digits followed by “WA”. For more file layout information, please refer to the HIPAA Companion Guides at <http://hrsa.dshs.wa.gov/dshshipaa>. (You will need to select the correct Companion Guide for your transaction type.)

DSHS suggests creating a new field for the ProviderOne client ID number so that you can retain the PIC in your records.

For more information about ProviderOne, please visit <http://hrsa.dshs.wa.gov/ProviderOne> and sign up for our email list for notifications.