

September 2009

Ten Common Problems Providers Face in the Registration Process

Phase 1 implementation

Step 2: Locations

1. **Problem:** You are an FAOI provider (Facility, Agency, Organization or Institution) – for example, a DME (durable medical equipment) provider or a pharmacy. You do not have beds, such as a hospital does. You make a change (such as your phone number) in your provider file. The system prompts you to fill in all required fields. One of the required fields is “number of beds.” Because you do not have beds, you get stuck at this step.

What to do: Some FAOI providers (such as hospitals) have beds; they must enter the number of beds when completing this step for their various locations. All FAOI provider types must complete that field in order to exit that screen. Any FAOI providers that do not have beds must enter “0” (zero) in the “number of beds” field. Failing to do so will prevent the provider from exiting that screen.

Step 3: Specializations

2. **Problem:** The Specialization dates you entered in Step 3 are not consistent with the dates you entered for License and Certification in step 5.

What to do: All specializations in step 3 must have effective dates on or before the start date of the corresponding license or certification in step 5.

Step 5: Licenses and Certifications

3. **Problem:** The system will give you an error message at this step if you do either of the following:
 - For your license / certification, you enter either an incorrect type OR effective date
 - Enter (or don't update) a license / certification which has expired (the end date is in the past)

What to do: When entering information related to your license or certification, be sure to enter both the correct license or certification type and dates associated with the license or certification. The effective date must be on or before the start date of the specialization.

Step 11: EDI Submission Method

4. **Problem:** You are unsure whether you use Web Batch or FTP Secured Batch for EDI submission. You might then choose both OR the wrong one.

What to do: Both Web Batch and FTP Secured Batch are secure methods you can use for EDI submission. When choosing your method in this step of registration, think about the way you do business with DSHS today, before ProviderOne goes live.

- Your EDI submission method is “Web Batch” if you currently upload and download batches through the WaMedWeb portal. This method is most often used by providers who submit their own HIPAA batch transactions. It allows a maximum file size of 50 MB.
- Your EDI submission method is “FTP Secured Batch” if you submit and retrieve batches at a secure web folder assigned to you by DSHS. This method was designed with clearinghouses and billing agents in mind. It allows a maximum file size of 100 MB.

If you do not submit in either of the two methods described above, do not check either of those boxes at this step.

Step 12: EDI Billing Software Information

5. **Problem:** You aren't sure what your EDI Billing Software is, and do not have the information required to complete this step accurately, so you inadvertently enter incorrect information in the fields.
What to do: If you chose either "Web Batch" or "FTP Secured Batch" as your EDI Submission Method in Step 11, you must complete this step. If you do not have the software information on hand, you should contact your IT system support personnel for this information before proceeding.

Step 13: EDI Submitter Details

6. **Problem:** Your claims for DSHS payment are submitted through a Clearinghouse or Billing Agent. You enter the wrong EDI (electronic data interchange) submitter information in ProviderOne. If you enter information for one Clearinghouse but that agent has handed off the function of submitting claims to another agent, you have not indicated the correct agent with authority to receive your outbound files from ProviderOne. If this occurs, ProviderOne does not have the necessary information needed to send the outbound files (i.e., 835, 271, 277) to the correct agent.
What to do: Before entering information related to your EDI submitter into ProviderOne, verify with the Clearinghouse or Billing Agent they are indeed the agent who submits your claims and you have the correct EDI submitter number.

Step 15: Servicing Provider Information

7. **Problem:** Your provider type is FAOI (Facility, Agency, Organization or Institution). Some FAOIs have servicing providers, some do not. When you reach step 15, the system indicates this is an optional field for FAOI providers. You decide to not complete this step, as it is an optional field. However, your FAOI does have servicing providers working with it, so skipping this step will result in information missing from your provider file.
What to do: Although step 15 states it is optional for FAOIs, if you have servicing providers you must complete this step.

Step 16: Payment Details

8. **Problem:** You open the "payment details" screen to review the information entered there. EFT (electronic funds transfer) information is shown on this screen. You click "OK", so the system expects you to enter new EFT information. Failure to do so gives you a system error and you cannot exit this screen until you satisfy the system requirement of entering the accurate EFT information.
What to do: If you open the "payment detail" page to review the information and there is EFT information on file, click on "cancel" – do not click on "OK". Clicking "OK" will require you to re-enter the EFT account information.
9. **Problem:** You select "835" which gives you a message that an email is required. You see there is no place on that page to enter an email address, and are stumped by this.
What to do: Be aware that you do not enter an email address on this page – it should have already been entered in Step 2 of the registration process. If you did not enter an email address at Step 2, go back to that step to enter your email address.

Step 17: Submit Modification for Review

10. **Problem:** You complete the last step of registration but fail to click the "submit provider modification" button. The result is you have NOT officially registered. Also, you may think that you need to gather and send to DSHS all of the items on the "Application Document Checklist".
What to do: In order to complete your registration, you MUST click the "submit provider modification" button. Also, be aware that of the items listed on the "Application Document Checklist", the only item you need to send to DSHS is a copy of the required licenses or certifications from Step 5, along with the Document Cover Sheet.