

## Security Webinar Follow-Up Reminders and Frequently Asked Questions

Here are several things to keep in mind, along with some frequently asked questions and their answers. If you have questions that aren't answered here, e-mail [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov) or call 1-800-562-3022, and select option 2, then 4, then 1.

### **System:**

- Everything in the system is case-sensitive.
- You will be logged off of ProviderOne after 20 minutes of inactivity.

Q: Will I lose information if the system times out?

A: No.

Q: Will the portal work with Firefox or Safari?

A: No. You need to use Internet Explorer.

Q: Can registration be done from any computer, or does it need to be the server in the office?

A: It can be done from any computer that has Internet Explorer.

Q: What software is available for electronic filing?

A: We do not endorse any software. There are specific criteria required. This information is in the Companion Guides at <http://hrsa.dshs.wa.gov/dshshipaa/>.

Q: Is there a message when ProviderOne times out so users will know it timed out?

A: Yes. The user will be notified and will have to log back in.

Q: Is the right-click mouse menu disabled in ProviderOne?

A: There are no options in ProviderOne that are accessible using the right-mouse button.

Q: Can you give me the fields for batch files and which programs can be used? We are considering switching from our current billing agent to doing our own billing.

A: You need to access the Companion Guides at <http://hrsa.dshs.wa.gov/dshshipaa/> to get this information.

- Q: When will we be able to use ProviderOne on a Mac? Our company only has Apple computers.
- A: The ProviderOne system requirements specify a Windows Operating System. The Mac Internet Explorer version is not supported.
- Q: My administrator account is locked. I am the only person in my company with access. How does my account get unlocked?
- A: Contact our security unit at [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov), or 1-800-562-3022 (select option 2, then 4, then 1) for assistance.
- Q: Is there a "sandbox" version of this where we can practice before actually accessing our data?
- A: Unfortunately, there is not.
- Q: Has this been tested with Internet Explorer 8?
- A: No. Currently, we are using Internet Explorer 2007.
- Q: "When ProviderOne is implemented, all security with ACS will be deactivated." Does this statement mean there will be a hard cutoff date?
- A: Yes.
- Q: I just tried to login and received a server error, "There is no row...". What should I do?
- A: Please contact our security unit at [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov), or 1-800-562-3022 (select option 2, then 4, then 1).

### ***Security administrator:***

- The most urgent task is setting up staff who will complete registration. Next, set up EDI testing staff. Then, set up the rest of your users before ProviderOne implementation.
- Q: Is there only one security administrator assigned for an organization that has multiple NPIs associated with it?
- A: One security administrator can assign another individual the same profile.
- Q: As the security administrator, I work from the corporate office and do not have an NPI number. Should I set myself up under one of my facility's NPIs?
- A: That is a business decision. You would have to be set up under each NPI if you will be the security administrator for each facility. You can use the same domain and password for each NPI.
- Q: As the security administrator, should I change users' temporary passwords to the permanent passwords, or should the user do that?

A: The user should change their password, and they will need to update it every 120 days.

Q: What do we do if we don't know who our security administrator is?

A: The security activity needs to occur before registration. Someone in your organization needs to complete the security activity and supply you with logon information to the system.

### ***IDs and Passwords:***

- Each user must have a unique ID and password.
- Your password will be issued once via e-mail to the address you entered in the security tool.
- Your initial password is temporary; you should change it immediately.
- Your password is randomly generated and will be sent separately from your login.
- Usernames and passwords set up between providers and ACS will not be valid after ProviderOne goes live.
- The User ID will be active through go-live +30 days. During that period, the domain administrator must make an ID for him- or herself and the back-up domain administrator, and apply the domain administrator rights to these two IDs.

Q: How often do we have to change our password?

A: Every 120 days.

Q: We set up passwords for the security administrator as well as users in 2008. The passwords and user names were not kept as requested. Can we reset those?

A: Yes, you can reset them.

Q: Can we use a default password?

A: Yes, you can use a default password for all of your users. They do not have to change it again once they log in. However, at their first login they do have to answer their security questions.

Q: When an e-mail is sent regarding your new password, does it show the username or full name of the user that asked for their password to be reset?

A: It only includes the password.

Q: Passwords via e-mail only apply to administrators, correct? Other users go to their administrator to get their password?

A: Correct.

- Q: How much time is there between requesting a password reset and receiving the e-mail notification?
- A: If the user is resetting his or her own password, there will not be an e-mail notification. There will only be notification if the password is being reset by our security unit for your security administrator. That notification happens immediately.
- Q: To check eligibility, claim status or pre-authorization, does each of our staff members need their own password, or can we just use one password for everybody in our facility?
- A: Everybody who does any of these activities will need their own login and password.
- Q: Can new passwords be one character different from the last one?
- A: Yes.
- Q: Since we have three facilities, do we need three separate user IDs and passwords for each facility?
- A: It's your choice. You can set up a domain administrator at each facility or just have one who manages all three. The initial domain administrator can create other domain administrators.
- Q: When we reset passwords, do we always have to communicate them to the users? Is there no automatic notification?
- A: For the time being, you do have to notify them. We are hoping to enhance this feature in the future.
- Q: Does each sign-on ID created by the security administrator need to go through the registration process, or once the providers at our clinic are registered under one sign-on, is it complete for all?
- A: Your security administrator needs to give access to each individual in your organization who will be accessing ProviderOne. Each NPI in your organization needs to go through registration.
- Q: How often do we have to change our password?
- A: Every 120 days.
- Q: If a vendor currently handles a number of different providers through a common ACS submitter ID number, will they be able to run in a similar mode under ProviderOne, or will they have to go back to each provider and re-register through the provider?
- A: For security, each NPI needs to have a domain, and each domain must have security set up for its users.
- Q: If we have already been given our ID numbers, do we need to do it again?
- A: No, you do not need to acquire your ID again.

- Q: Do we have the option to *not* allow users to reset their own passwords?  
A: No.
- Q: If you are the only user and you lock yourself out because you can't remember your password, will there be a feature available that the system will automatically send you an e-mail giving you a temporary password to log back in?  
A: No. You will either need to answer your secret question before you lock yourself out or, once you're locked out you will need to contact our security unit at [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov), or 1-800-562-3022 (select option 2, then 4, then 1) for assistance.
- Q: Can a user use the same password for more than one profile?  
A: Each user has one username, one password and one or more profiles. After entering their username and password during login, they will need to choose which profile they will use.
- Q: How often can users use the same password as they used before?  
A: The system will keep track of five previous passwords; they can repeat after that.
- Q: So, only one person will be able to set up logins and passwords? What happens if that person is hit by a bus?  
A: You can have more than one administrator for your domain.
- Q: Is the username the same as the provider one login ID?  
A: Yes.
- Q: I missed the information on how to sign up for a domain, username and password. How do I get that information?  
A: Go to <http://maa.dshs.wa.gov/providerone/Security.htm>.
- Q: What are the password requirements?  
A: Passwords must contain a minimum of eight characters, with at least one special character and one number. It also has to be a mix of upper and lower case.
- Q: Do we create our own Employee ID Number? If so, are there any requirements as far as the number of characters?  
A: Yes, you create your own EIDs. They can be alphanumeric and must not contain any special characters. They must have a minimum of one character, but not more than 20. (Please do not use social security numbers or any personal information.)

- Q: Can users be associated with multiple domains using the same ID and password, or will they need separate accounts for each?
- A: A user can use the same ID and password across domains. However, each user needs to be set up separately in each domain.
- Q: We have a central billing office that bills for multiple clinics. Will they need separate login information for each domain that is set up?
- A: We require different domains for each NPIs. You can use the same user ID and password across domains as long as the user is set up in each domain.
- Q: What will the new ProviderOne ID numbers look like?
- A: They will be seven digits, followed by "WA."
- Q: When a user has 3-4 tax ID numbers that they work for eligibility and claims, will they have 3-4 logins, or will they only have one login name?
- A: It depends on how you consolidated your NPIs. If all those tax IDs are associated with one NPI, you can use the same login/username. However, if there are multiple NPIs/domains, then your users need to be set up in each domain. They can use the same login/username in each domain.
- Q: We began registration back in November 2008. Are those login IDs still valid, or do we need to start over?
- A: They should still be valid.

### ***Logins:***

- Logins were not created for terminated providers.
  - Logins were not created for "servicing-only" providers.
  - Logon credentials can only be accessed once, then the record will be locked. If the record is locked, the user will be instructed to call 1-800-562-3022, and select option 2, then option 4.
  - The User ID will be active through go-live +30 days. During that period, the domain administrator must make an ID for him- or herself and the back-up domain administrator, and apply the domain administrator rights to these two IDs.
- Q: Can more than one individual access ProviderOne at a time?
- A: As long as they use their own login, yes.

### ***Domains/NPIs:***

- Q: Is the domain any logical number or is it just made up randomly?
- A: It is random.

- Q: We have 10 physicians, each with their own NPI. I am the IT person for the practice so to make sure I understand... I have to create a security administrator to assign users to each NPI even though the same users will be for each NPI and the security administrator will be same for each NPI? I basically need to do it over and over again?
- A: You do not complete security on servicing providers. You only complete security for the group practice. You complete security for those individuals who will be accessing ProviderOne. You can access your servicing providers from your business process wizard during registration. You will need to complete registration for each servicing provider.
- Q: Where do I get the domain name, username and password?
- A: From your organization's security administrator.
- Q: What does NPI stand for?
- A: National Provider Identifier. General information on the NPI and how to get one is available through the Centers for Medicaid and Medicare Services' (CMS) Web site: [www.cms.hhs.gov](http://www.cms.hhs.gov).
- Q: We only have one Medicaid number, but two doctors who operate under it. We do have three NPI numbers (two individual and one group). How will this work?
- A: You will have three domains (one for each NPI), so you will need to complete this process three times. The same doctor can be in multiple domains. The same system administrator can manage multiple domains. When there is more than one domain, the system administrator must be associated with each domain.
- Q: If we already have our NPI, do we still need to register again?
- A: Having an NPI is not an indication that you have completed the ProviderOne registration process with DSHS. If you already have completed security and all of your users are in the ProviderOne system, then you are finished with this activity. If you have completed the registration process – all the way through approval by DSHS staff – then you are finished with that activity as well.
- Q: As a hospital, we have multiple DSHS numbers, NPIs, etc., making this process quite cumbersome. Wasn't the reason for pausing registration to make this process easier for providers?
- A: The security process is the same. However, we recently have developed an option to assist with the security process for providers with three or more domains ("pay-to" NPIs) or more than 25 staff who will need to use ProviderOne. Instructions for the spreadsheet are found at <http://maa.dshs.wa.gov/ProviderOne/documentation/Security/Instructions%20for%20Security%20Spreadsheet.pdf>, and the actual spreadsheet is at <http://maa.dshs.wa.gov/ProviderOne/documentation/Security/ProviderOneSecuritySpreadsheet.xls>.

Q: For chains or corporations, will the parent company NPI be the NPI under which all sub-part NPIs are associated to make up the domain?

A: No. Each NPI must have its own domain.

Q: If we have five providers in our clinic, will we have five different domains?

A: Not necessarily. You will only have five different domains if you have five different NPIs.

Q: Can the domain name be alpha only?

A: It can; however, the domain name is generated by ProviderOne. You do not choose your own.

Q: Can you please clarify "domain?"

A: A domain is the security account assigned to each NPI. There is one domain per NPI.

Q: Is "domain" the same as "port" on WAMedWeb?

A: No. You obtain your domain via the security applet.

Q: I am part of a large organization of skilled nursing facilities. We are all under the same tax ID number, but have separate Medicaid ID numbers. Does each facility set up an administrator for their own ID number?

A: Yes, as long as each is set up with its own NPI.

Q: How do you determine how many domains you get? Is it based on tax ID number?

A: It is based on how you consolidated your NPIs.

Q: Are my domain name and login ID still the same as when we began this last fall?

A: They should be. If you have problems logging in, please contact our security unit at [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov) or call 1-800-562-3022, and select option 2, then 4, then 1.

Q: Is one domain set up per provider NPI, or per organizational tax ID number?

A: It depends on how your organization enumerated your NPIs. However, each NPI is assigned a domain. You may want to contact Provider Enrollment at [providerenrollment@dshs.wa.gov](mailto:providerenrollment@dshs.wa.gov) or 1-800-562-3022 (select options 2, then 4, then 2) to find out how your organization enumerated its NPIs.

### **WAMedWeb:**

Q: Will files that are currently in WAMedWeb be transferred to ProviderOne?

A: Yes.

Q: Will I be able to bill through WAMedWeb after creating an account with ProviderOne?

A: Yes, until ProviderOne goes live.

Q: We are currently using WAMedWeb to check eligibility/claim status and download remittances advices. Will this still be available?

A: WAMedWeb will be available until ProviderOne goes live.

Q: I'm with a pharmacy already billing DSHS via Point-of-Sale. Does this webinar apply to me? We're already able to use WAMedWeb.

A: WAMedWeb will not be available after go-live. You will need to use ProviderOne for the same reasons you're using WAMedWeb. So yes, this will apply to you.

Q: Do you need to be part of WAMedWeb before setting up an account with ProviderOne?

A: No.

### **WinASAP:**

Q: I currently use WinASAP to bill my Medicaid claims. Will I need to go through ProviderOne instead?

A: You can continue to use WinASAP for the first six months after ProviderOne goes live. We will let you know when WinASAP is no longer an option.

Q: If we plan on using WinASAP, do we still need to fill out a new trading partner agreement?

A: Yes.

### **Security profiles:**

- The system administrator assigns all the profiles for his or her organization.

Q: What is the difference between the system administrator and file maintenance profiles?

A: System administrator handles user security. File maintenance handles claims, eligibility, prior authorization, etc.

Q: If a user selects the file maintenance profile, will the user also be able to check eligibility or will they need to go back and log in to change the profile to eligibility checker?

A: A user can be assigned multiple profiles. They may need to log out and back in depending on what activity they are performing.

Q: How many profiles can one staff member have?

A: There are 12 profiles to choose from, and one staff member can have as many of those as they need.

Q: If we have a person who has multiple profiles, do they need to log on each time they want to perform an action under a different profile?

A: Yes. They have to log in to each profile they use. However, they can use the same user ID and password each time.

Q: Do we set up security for each provider, or only one for our company?

A: You only need to set up security for those who will be using the system.

Q: I am having a problem changing my security level from only EXT Provider System Administrator to include EXT Provider Super User.

A: You only need the system administrator profile to set up security for your users. If you still need "super user," you should be able to go into your record, click on the profile you want, click on the right arrow, and then approve that addition. If you only are a super user, you cannot make changes to profiles.

Q: We are a dental office. How does the "non-physician" ("provider" v. "non-provider") issue affect us?

A: If you are setting up a dentist as a user, then you have a provider. If you are setting up a person who checks in patients, then you have a non-provider. This information is for your internal purposes only.

Q: I will not only be in charge of setting up and changing users' passwords, but still also need access to the other levels of security, especially the levels for billing. Which profiles do I need?

A: In addition to security administrator, you will need the profile for claims submitter. You can have as many profiles as you need to complete your job functions.

Q: Does the administrator have access to all levels already without setting each separately?

A: No. The system administrator is the only profile that allows you to add users, change passwords, end users, etc. The super user will allow you to do almost everything else.

Q: I am a single provider for occupational therapy services, so can I be both the security administrator and a provider?

A: Yes.

Q: Does the system administrator have the same access as all of the profiles listed, or just access to change/add/update users?

A: The system administrator just has access to change/add/update users.

Q: Does the system administrator need an additional user ID for him/herself, or is "system administrator" all-inclusive?

A: The system administrator needs their own ID – with "system administrator" assigned, as well as any other profiles that may be appropriate. Then, each time you log in, you can select the appropriate profile. The system administrator profile can do most things, but not everything... so you will likely also need the other profiles.

Q: What does EXT stand for?

A: The EXT is for "external" (not a state account). All provider profiles begin with EXT. State worker profiles do not include this prefix.

Q: Will a super user be able to do tasks within all of the profiles without having to log in and out depending on the task?

A: No. A super user cannot set up security or change passwords for staff.

Q: Under "user type," are there options besides "physician" and "non-physician?" What if I am the owner and health care professional, but not a physician?

A: These are the only two user type options available. In your case, you would choose "non-physician."

Q: When going through the security activity, do we just put the doctors on here, or employees, too?

A: You only need to add users who will actually access ProviderOne to perform activities. If a doctor at your organization will be involved in ProviderOne activities, he or she will need an account. However, doctors who will only be serving patients probably will not need an account.

Q: I am the system administrator and the only one who will be working in this system. Do I need to add myself or can I use the system administrator log-in that is already there?

A: You need to associate yourself to the appropriate profile(s) to perform your tasks; the system administrator profile will not have all the functionality you'll need.

Q: In the user account area, if you have one person who does a variety of things, does this mean you have to set up a user profile for each one separately or can you do them all under one user account?

A: A user account can be associated to multiple profiles. They will need to log off and log on to access a different profile.

Q: Is there something showing the details for each of the profiles?

A: Yes; there's a link in Step 3 of the process for obtaining security credentials at <http://maa.dshs.wa.gov/ProviderOne/Security.htm> .

- Q: Can more than one user be on the site at the same time in the office?  
A: Yes.
- Q: Can you have multiple administrators? If so, how do we add the additional administrator?  
A: Absolutely. Just set up the user and assign the system administrator to that user.
- Q: How do you handle drug store chains with multiple stores? Do I have to set up each store individually?  
A: Only if they have different NPIs.
- Q: I am the administrator, but when I click on certain links I get an error saying I don't have user rights to that link.  
A: You may be clicking on a link that you do not have access to. The system administrator does not have access to all business functions. You may need to assign yourself more profiles.
- Q: Can the additional administrators reset passwords, or only the primary administrator?  
A: Any user with the EXT Provider System Administrator profile can reset passwords for any account.
- Q: Should we have more than one administrator (for setting up accounts, resetting passwords) in case someone goes on vacation or is out sick?  
A: That would be a good idea.
- Q: Does the employee get notified that they have been assigned an account?  
A: The security administrator needs to notify them.
- Q: Can a file maintenance user unlock an account if another user locks themselves out?  
A: No; only a user with the EXT Provider System Administrator profile can unlock user accounts.
- Q: What is a super user?  
A: A super user can perform everything **except** security functions.
- Q: If the person we assigned as the initial login administrator leaves, do we deactivate the main administrator account and allow the backup administrator users to set up users?  
A: You end-date the user who has left, and your back-up administrator can carry on.

Q: How can the security administrator change a user profile – for instance, if they decide they gave more access than desired and want to remove a user profile access already approved?

A: Please refer to the Security Administration Manual at <http://maa.dshs.wa.gov/providerone/documentation/Registration/PRR%20Desktop%20Reference%20guide.pdf>.

Q: We saw a claim submitter profile, but not one for checker?

A: EXT Provider Claims/Payment Status Checker allows the user to view claims status, payment and account receivable invoice, and view managed care capitation payments.

### ***Spreadsheet:***

Q: I received an e-mail recently with instructions for setting up ProviderOne security using the spreadsheet. Does this mean that I am no longer to set up users myself?

A: If your organization fits the criteria for using the spreadsheet, then you do not need to complete security through this manner. Please note, however, that this will be the ongoing way security is maintained.

### ***Testing:***

Q: Regarding EDI batch transaction testing, will DSHS require all EDI transactions to be sent directly to DSHS, or can we still submit transactions through our clearinghouse? If we still can submit transactions through our clearinghouse, will we still need to perform EDI testing?

A: You can submit them through your clearinghouse. You will not need to do EDI testing unless you personally submit batch transactions.

### ***Trading partner agreement:***

Q: Who needs to sign the TPA? As a group organization, we have a clearinghouse to submit batches of claims. And then how do we send it to you?

A: You only need a TPA if your organization is submitting batch transactions. If you submit claims one at a time or through the portal, you don't need a TPA. Your clearinghouse should submit their TPA.

Q: Will a TPA be sent to our office?

A: No. You will need to access it at <http://maa.dshs.wa.gov/providerenroll/> (under "What's New").

Q: If we signed a new TPA last year with the first ProviderOne registration, do we need to do it again?

A: No.

Q: Are trading partner agreements only for those who submit electronic claims directly through DSHS? If we submit electronic claims through a clearinghouse, do we need to submit a TPA, or is that step taken care of by our clearinghouse?

A: You only need to complete a trading partner agreement if your organization sends electronic batch transactions directly to DSHS. Clearinghouses **do** need to submit TPAs.

***If you are you a billing agent or clearinghouse:***

- Clearinghouses and billing agents can access security credentials from the Web site without a tax ID number – the MMIS ID will work.
- The security activity is the same for clearinghouses and billing agents as it is for providers. Remember, you only set up security for your business, not the providers you bill for.
- “Provider name” refers to the name you bill us under, not the provider you’re billing for.

Q: We are a clearinghouse and batch submitter. We do not have an NPI. How will this affect our using ProviderOne?

A: You do not need an NPI. As an atypical provider, the system will assign you a ProviderOne ID.

Q: We are a billing service, and provide billing for multiple clinics and physicians. Does each doctor need to do their own registration and set us up as users, or can we build our own?

A: You need to complete your registration. The doctors need to complete theirs.

Q: We are a billing service for facilities. Will we have one domain for all of our providers, or do we need separate domains for each provider?

A: If you have one NPI, then you have one domain. Remember, you only set up security for your business, not the providers you bill for.

Q: I work for a billing agency. We represent more than 20 tax ID numbers. I am the system administrator for all. Will I have to have separate user IDs for every single provider number? Many of our billers work with several clients. Currently, in WAMedWeb each person has to have a separate log-on per provider number. Is there a more efficient way to monitor these or set them up?

A: First, remember that you only set up security for your business, not the providers you bill for. You will need a user ID for each of your billers if they are accessing ProviderOne to submit transactions.

Q: Does a clearinghouse need a login?

A: Yes.

Q: As a billing company and administrator, do I need to add any other people if no one else will be going in to check this information?

A: You only need to add those people who will be using the system.

***If you use a billing agent or clearinghouse:***

Q: If I use a billing agent or clearinghouse, do I still have to do EDI testing?

A: If you use a clearinghouse or billing agent, they will be doing the EDI testing. You will not.

Q: Do we have to complete a trading partner agreement (TPA) if we use a clearinghouse?

A: Your clearinghouse will report to us what kind of submitter they are. You will report who your clearinghouse is. The clearinghouse completes the TPA. You only have to complete a TPA if you're doing electronic batch submissions.

Q: We currently submit claims electronically through a clearinghouse, which in turn forwards those claims on to the ACS-EDI gateway. However, we would like to use ProviderOne to review claim status and download electronic remittance advices for those claims. Will that be possible, or are the only claims we can obtain status on those that were originally submitted directly through ProviderOne?

A: It is absolutely possible!

Q: We use a billing agent. Do we still need to register in this system?

A: You may want to set up security for anyone who needs access to ProviderOne for things like checking eligibility, remittance advices, etc.

Q: Is there a list of clearinghouses and their ProviderOne IDs available?

A: Yes. It's at

<http://hrsa.dshs.wa.gov/dshshipaa/attachments/pdf/Clearinghouse%20ProviderOne%20ID%20List%209-30-08.pdf> .

Q: Our claims go through a clearinghouse. Will this affect setting up user IDs and passwords?

A: No. You will need to set up security for anyone in your office who will access ProviderOne.

- Q: Do we get our initial site ID from our clearinghouse, and then set up our system administrator? How does that work?
- A: You set up your security, and your clearinghouse sets up theirs. We have a list of ProviderOne IDs for clearinghouses available on our Web site at <http://hrsa.dshs.wa.gov/dshshipaa/attachments/pdf/Clearinghouse%20ProviderOne%20ID%20List%209-30-08.pdf> .
- Q: Will you be working directly with clearinghouses to set up their own security access, or does the provider need to do this?
- A: Clearinghouses are working with us. However, it's a good idea to check with them to make sure it's getting done!

### **General and How-To Information:**

- Q: What does "provider name" refer to?
- A: We mean the name you bill us under, not the provider you're billing for.
- Q: We currently use two submitter numbers. What should we do?
- A: You need to complete the security process for each submitter number.
- Q: Do I need to go through the security process three times to obtain a ProviderOne ID for a group and two physicians?
- A: You'll get one set of credentials for your group. Then you'll need to set up access for each user. There is nothing for you to do with physicians related to security.
- Q: Do I need a log-on for my group NPI and each of my two physicians' NPIs even though they are all under the same tax ID?
- A: You can use the same log-on for each NPI. Note: More than one person can be logged into the domain at the same time. Only one person can use a single log-on.
- Q: Do I have to complete the Employee ID Number (EID) field?
- A: Yes, it is required to make sure users aren't duplicated. It has to be unique, and the fields are numeric only.
- Q: What if I still need to report my NPI?
- A: You can report NPIs for performing providers during registration. Any additional organizational NPIs can be added by contacting Provider Enrollment at 1-800-562-3022 (select option 2, then option 5).
- Q: Will we be able to delete users?
- A: You can disable the user by end-dating their record.
- Q: Can more than one person be logged on at a time?

- A: Yes. More than one person can be logged into the domain at the same time. However, only one person can use a single log-in at a time.
- Q: Our hospital only bills for the facility portions of the bills. Our physicians bill separately. Will we need to set up with the hospital NPI, or should we add all the physicians' NPIs, too?
- A: If the physicians bill separately, then they will register separately with their own NPIs.
- Q: The person who set up our organization is no longer employed here. How can I verify what has been done?
- A: Determine who your organization's system administrator should be and have that person try setting up security. If the credentials have already been retrieved, contact 1-800-562-3022, option 2.
- Q: If we choose to submit claims via direct data entry (DDE) initially, it is possible to switch to 837 batch submissions in the future?
- A: You can switch at any time.