

## DSHS fields a ProviderOne Response Team

A special ProviderOne Response team has been organized to handle queries from providers about the new ProviderOne Payment System and the National Provider Identifier (NPI), which federal law requires most health-care providers to have by May 23, 2007.

Although the identifier is a federal requirement, DSHS staff can expect queries about how to report the identifier to DSHS to increase as we get closer to the deadline.

For many, this prospect may be reminiscent of when the nation adopted health-care transactions changes under the Health Insurance Portability and Accountability Act (HIPAA) several years ago. And in fact, the identifier was mandated under the same law. Like the consistent codes the health insurance industry adopted under HIPAA, the National Provider Identifier will be a unique code for each provider, helping streamline the payer system in an electronic world.

The ProviderOne Response Team was established primarily to address questions about ProviderOne, the new Medicaid Management Information System. ProviderOne has involved hundreds of DSHS employees as it moved through planning and design stages, and it ultimately will affect nearly every part of the agency.

The new payer system, expected to go live early in 2008, will begin by handling claims for medical assistance and long-term care but will start handling social service providers, too, over the next few years - ultimately becoming the main DSHS payer system.

If you field questions about either ProviderOne or NPI, please direct them to the following:

- ✓ Providers can call the regular MACSC helpline -- **1-800-562-3022** (select option 2, then option 4). This is a special direct line to MACSC staff trained in ProviderOne and NPI.
- ✓ Providers can also e-mail their questions to ProviderOne at [ProviderOne@dshs.wa.gov](mailto:ProviderOne@dshs.wa.gov) If you get e-mails, simply forward them to that address.

DSHS staff may call the ProviderOne response team directly at 725-1844. However, this is for internal agency use only. Providers or other business-related calls should be referred to the toll-free helpline above, not the direct line.