

Re-issued

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington

To: All Providers
Managed Care Organizations

Memo #: 10-01
Re-Issued: February 11, 2010

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
1-800-562-3022, option 2, or go to:
<http://hrsa.dshs.wa.gov/contact/default.aspx>

Subject: New Form to Initiate Request for Prior Authorization

In response to providers' feedback the Department of Social and Health Services (the Department) is reissuing this memo with a *later effective date* of March 1, 2010.

Effective for dates of service on and after **March 1, 2010**, the Department requires all providers to use the new General Information for Authorization form, DSHS 13-835, when initiating a request for prior authorization (PA).

This memo also reminds providers of the requirement to complete ProviderOne registration.

What Is Changing?

Prior to March 1, 2010, providers requested PA by submitting a completed *claim* form. The Department will no longer accept a *claim* form as a request for PA.

On and after March 1, 2010, The Department will require providers to use the new General Information for Authorization form, DSHS 13-835, to initiate a PA request for services provided to eligible clients.

To download and print Department forms, go to the Department/HRSA website at:
<http://www.dshs.wa.gov/msa/forms/>.

ProviderOne Registration

To continue to receive payment, providers must complete ProviderOne registration to prepare for ProviderOne implementation. Specific instructions and resources are available at
<http://hrsa.dshs.wa.gov/providerone/providers.htm>.

How Do I Conduct Business Electronically With the Department?

You may conduct business electronically with the Department by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

How Can I Get DSHS/HRSA Provider Documents?

To download and print Department/HRSA provider numbered memos and billing instructions, go to the Department/HRSA website at <http://hrsa.dshs.wa.gov> (click the *Billing Instructions and Numbered Memorandum* link).