Washington State Health Care Authority

Creating users and adding profiles

Provider Relations Unit
2018

ProviderOne system requirements

- Make sure you are using one of the following and your popup blockers are turned **OFF**:

Computer operating systems	Internet browsers
Windows • 10 • 8.1 • 8 • 7	Internet Explorer • 11 • 10
Macintosh • OS 10.12 Sierra • OS X 10.11 El Capitan • OS X 10.10 Yosemite	Google Chrome • 55.0.2883 • 54.0.2840
	Firefox • 50.0.2 • 45.5.1 ESR
	Safari • 10.0.1

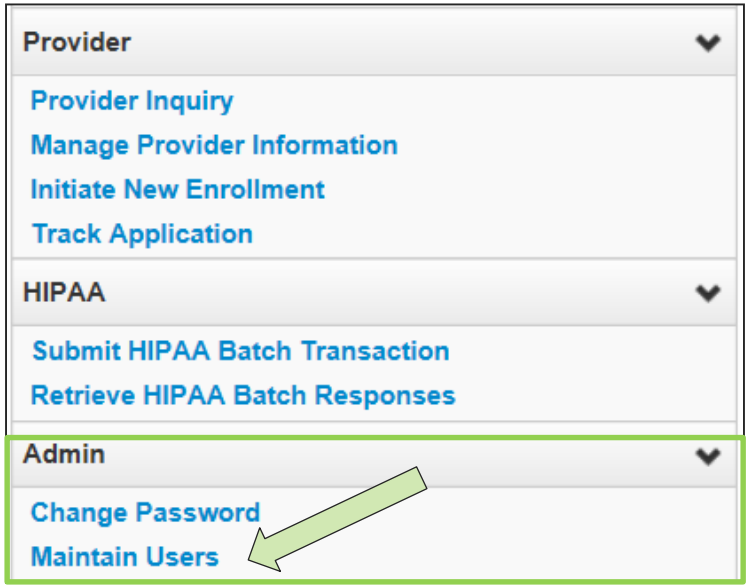
ProviderOne users

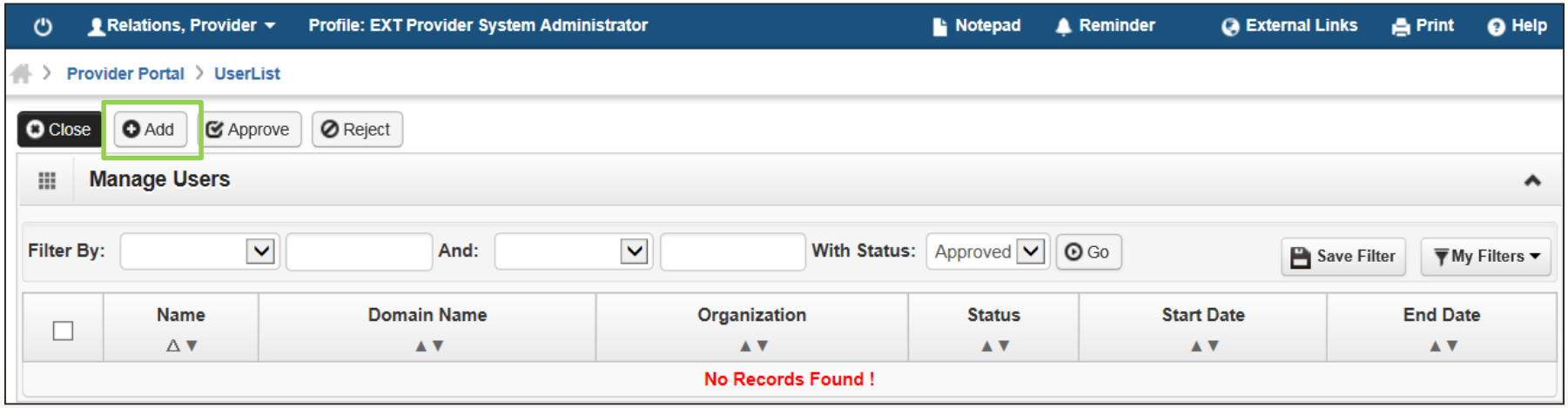
- HCA establishes System Administrators for your domain/NPI
  - The System Administrator is responsible for setting up users within their organization.
  - System Administrators assign profiles to users as necessary.
  - Staff can be assigned one or more security profiles to meet their job duties and provide them the level of access necessary in the system.
  - **Please note**: Each person that accesses ProviderOne must have their own user account. Generic or shared user accounts are not HIPAA compliant and are not allowed.

Visit the ProviderOne Security web page.

How to set up a user

- Log in with the **EXT Provider System Administrator** Profile.
- Click on **Maintain Users.**
- The system now displays the User List screen.
- Click on the **Add** button.





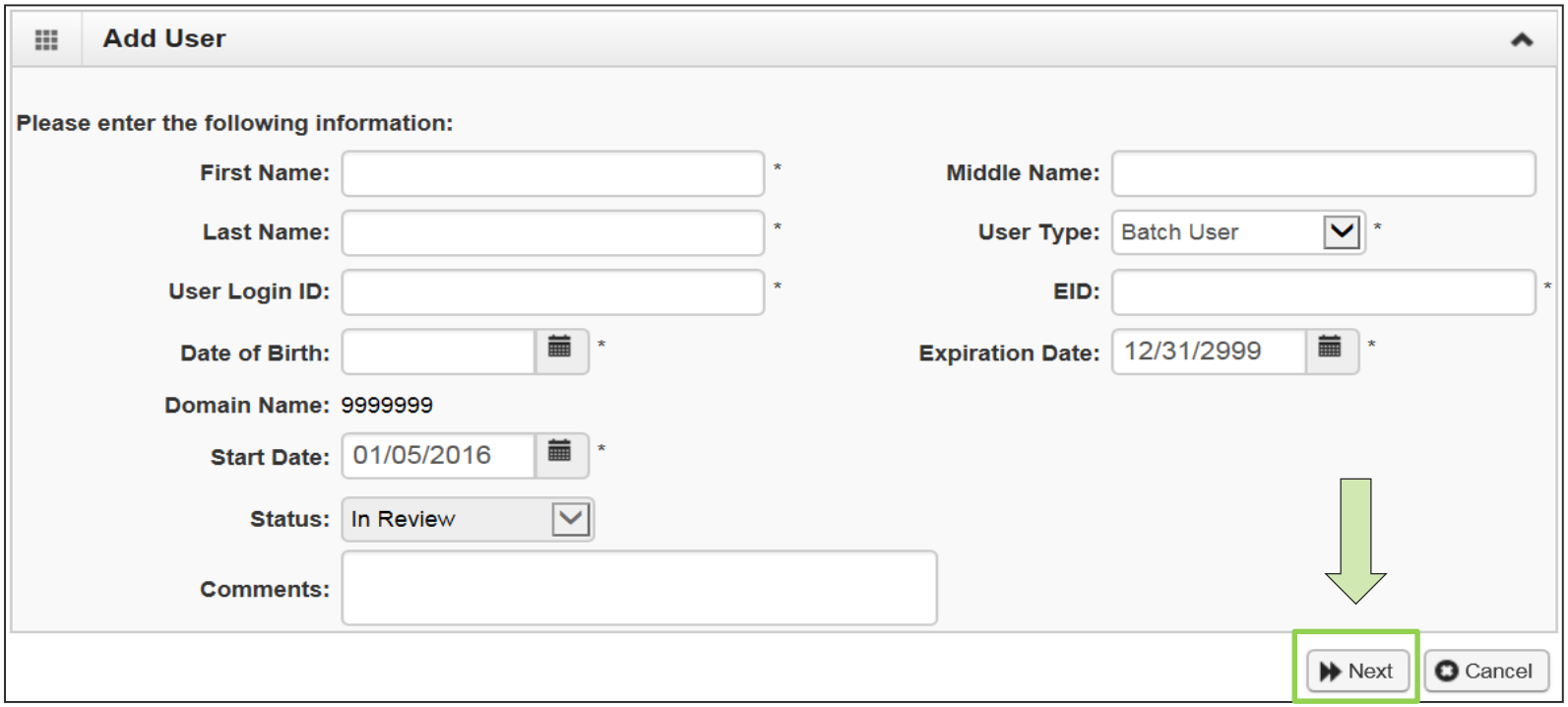
How to set up a user

- Required fields (*) for adding a user:
  - First Name
  - Last Name
  - User Login ID – is required but auto populates once name is entered
  - User Type – is required but default is Batch User
  - Date of Birth – must be entered MM/DD/CCYY
  - EID – must be different for each user
  - Start Date – will auto-populate with date user is added
  - Expiration Date – default is 12/31/2999
  - Password - this is a temporary password that should not be given to the user. It is only used to complete the Add User page.
  - Confirm the same password
  - Email for the user where initial login credentials will be sent and for use in the future for password resets
  - Phone Number – enter without dashes

See next slides for screen shots of the Add User fields.

How to set up a user

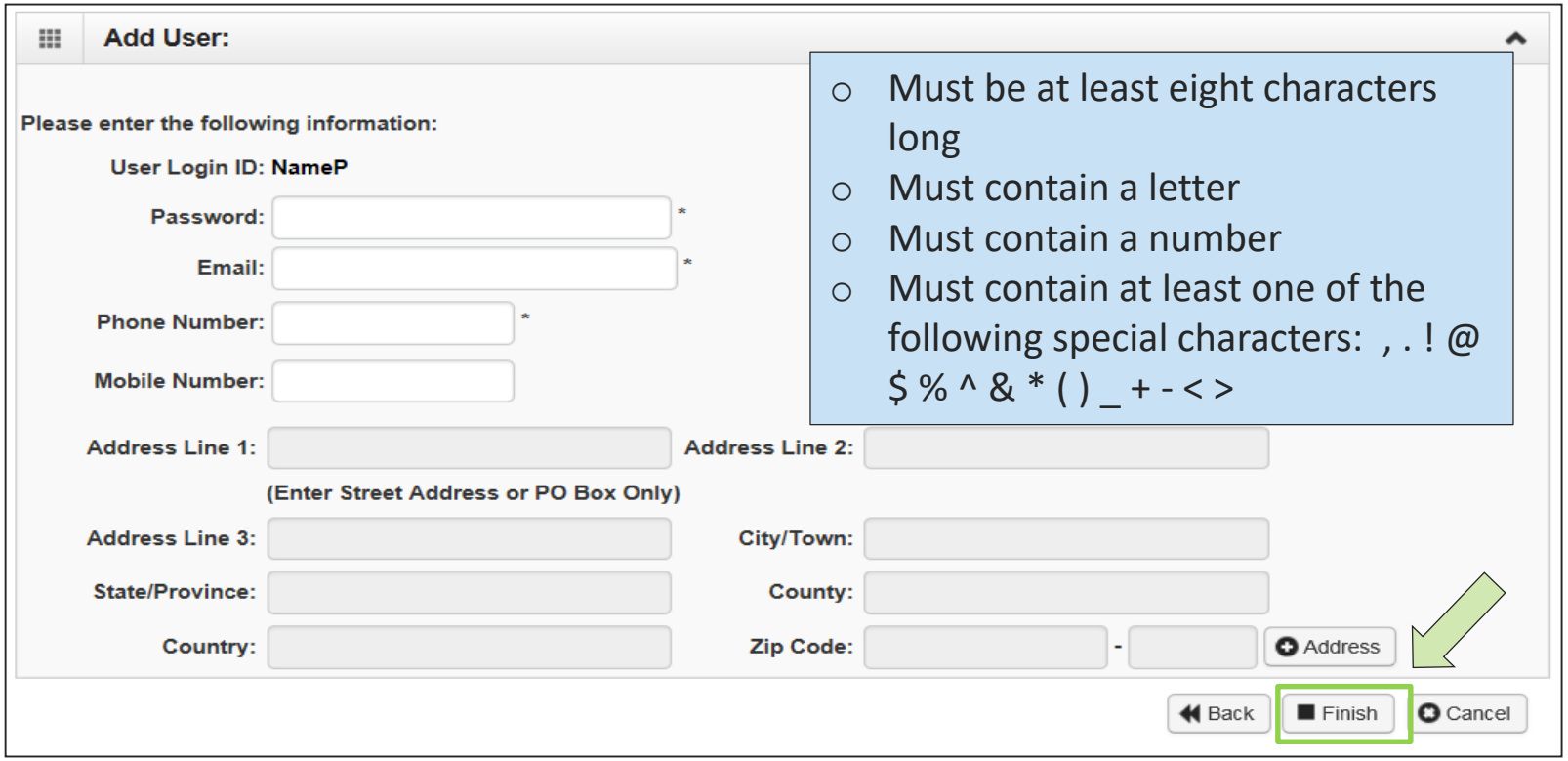
- Adding a user:



- Fill in all required boxes as described on previous slide.
- Click the **Next** button.

How to set up a user

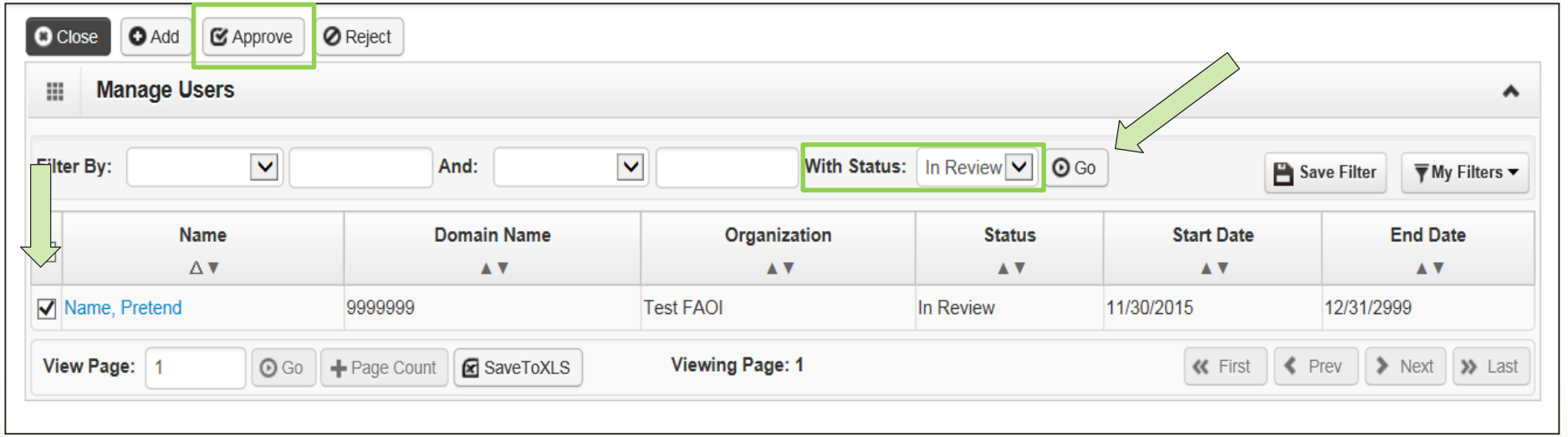
- Complete remaining required fields on 2nd page:



- Click the **Finish** button.

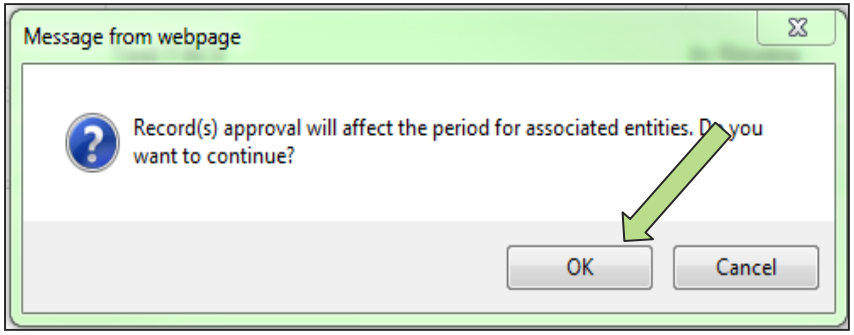
How to set up a user

- To display the new user:
  - In the **With Status** dropdown, select **In Review** and click **Go.**
  - The user's name is displayed with In Review status.
  - Click the box next to the user's name, then click the **Approve** button.

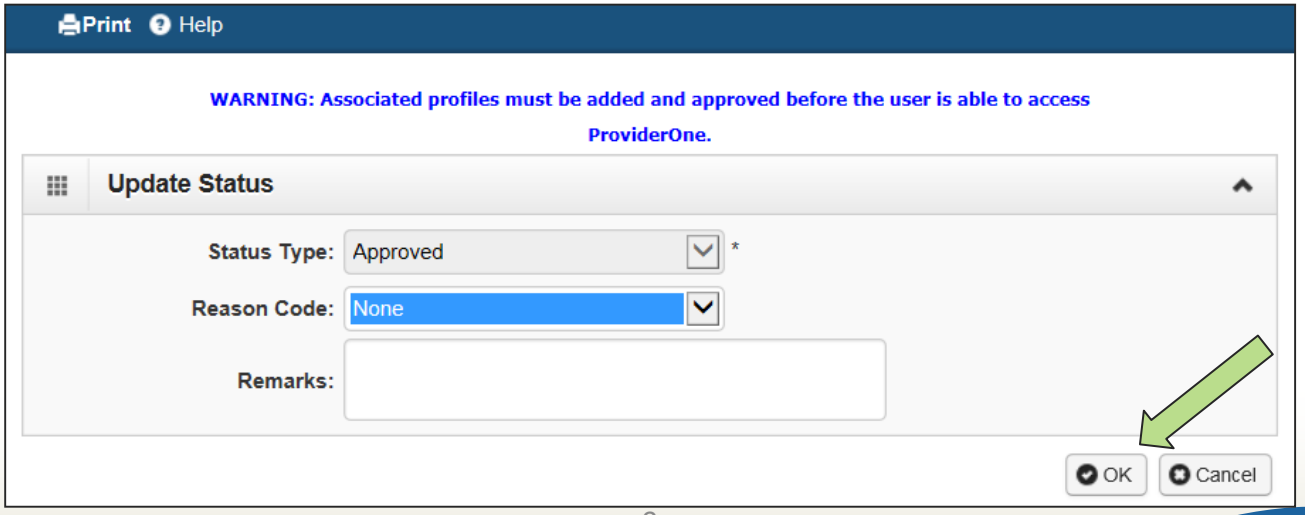


How to set up a user

- Once approved, a dialogue box will pop up, click **Ok.**

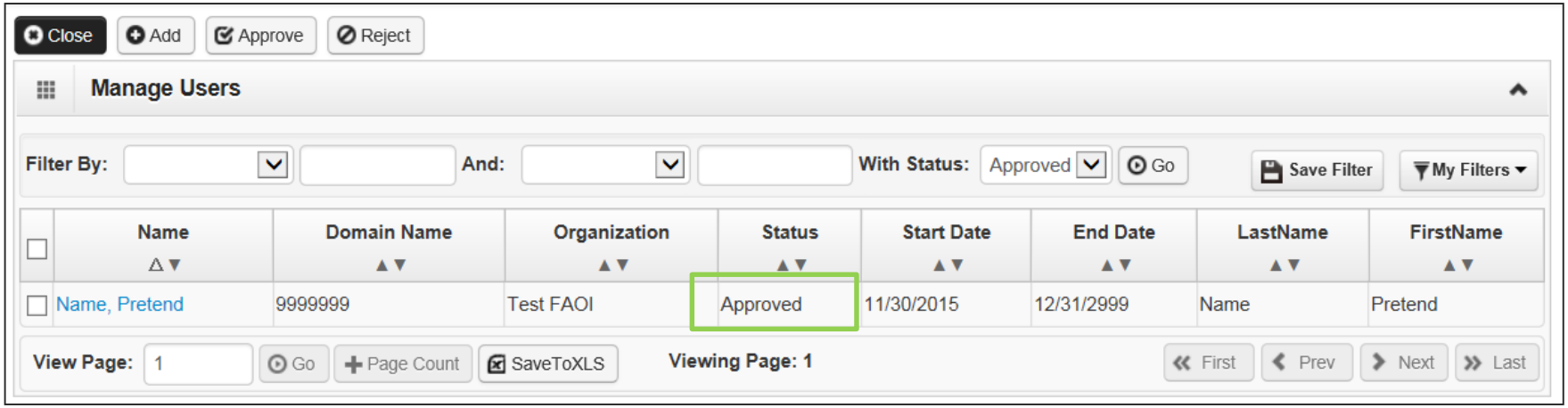


- Once clicked, another window will appear warning you that profiles must be added for this new user. Click **Ok** to complete approval.



How to set up a user

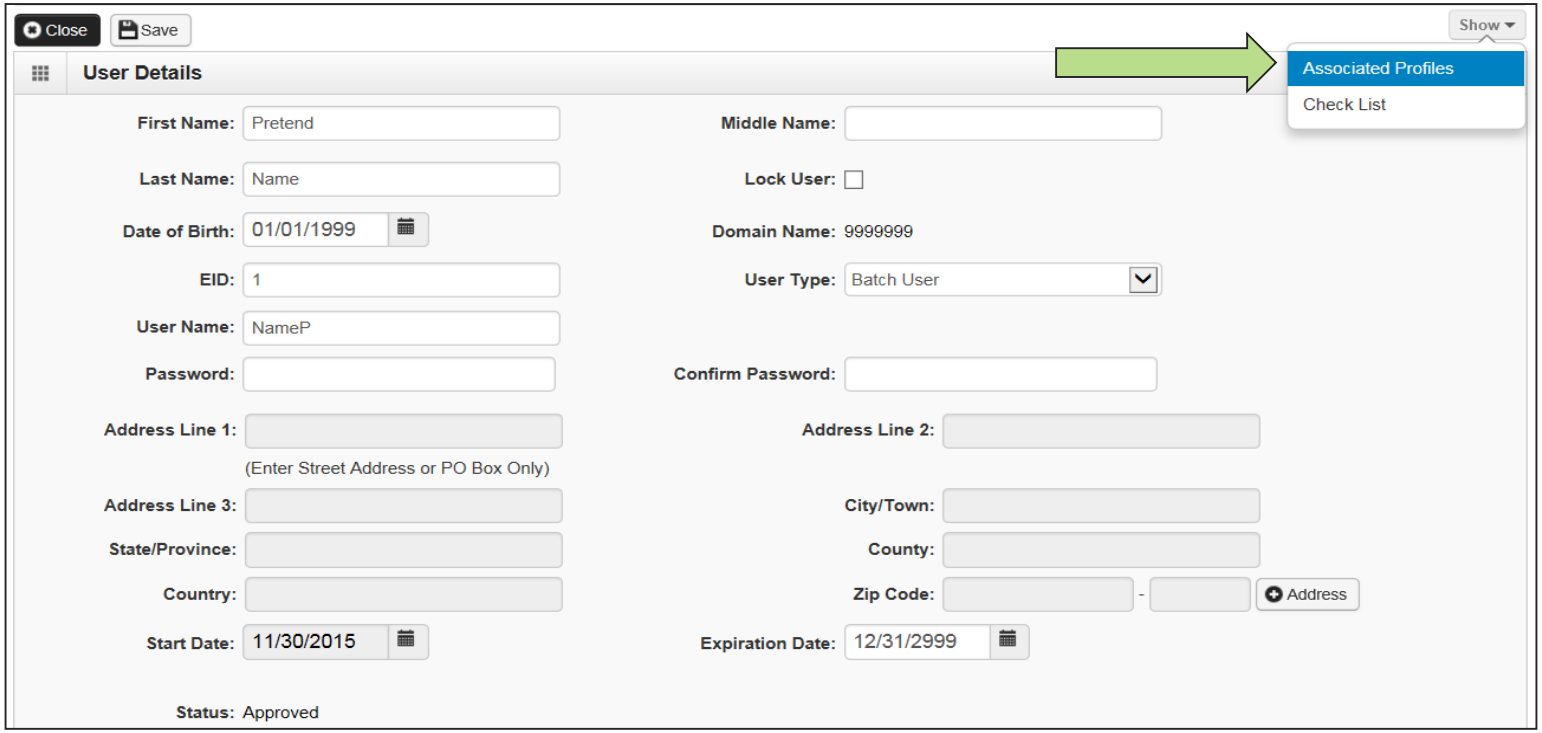
- The user is now in **Approved** status.



- Click on the **User Name** to access their user account and tell ProviderOne the functions they will perform in the system.

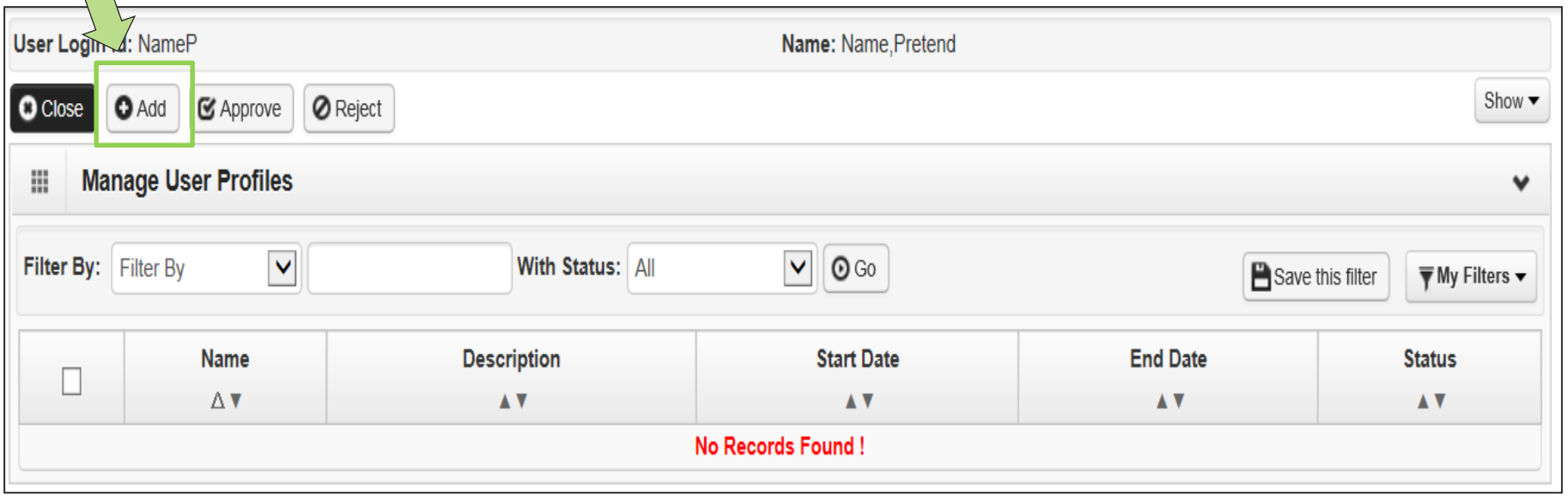
How to set up a user

- Adding Profiles:
  - On the Show menu click on **Associated Profiles.**



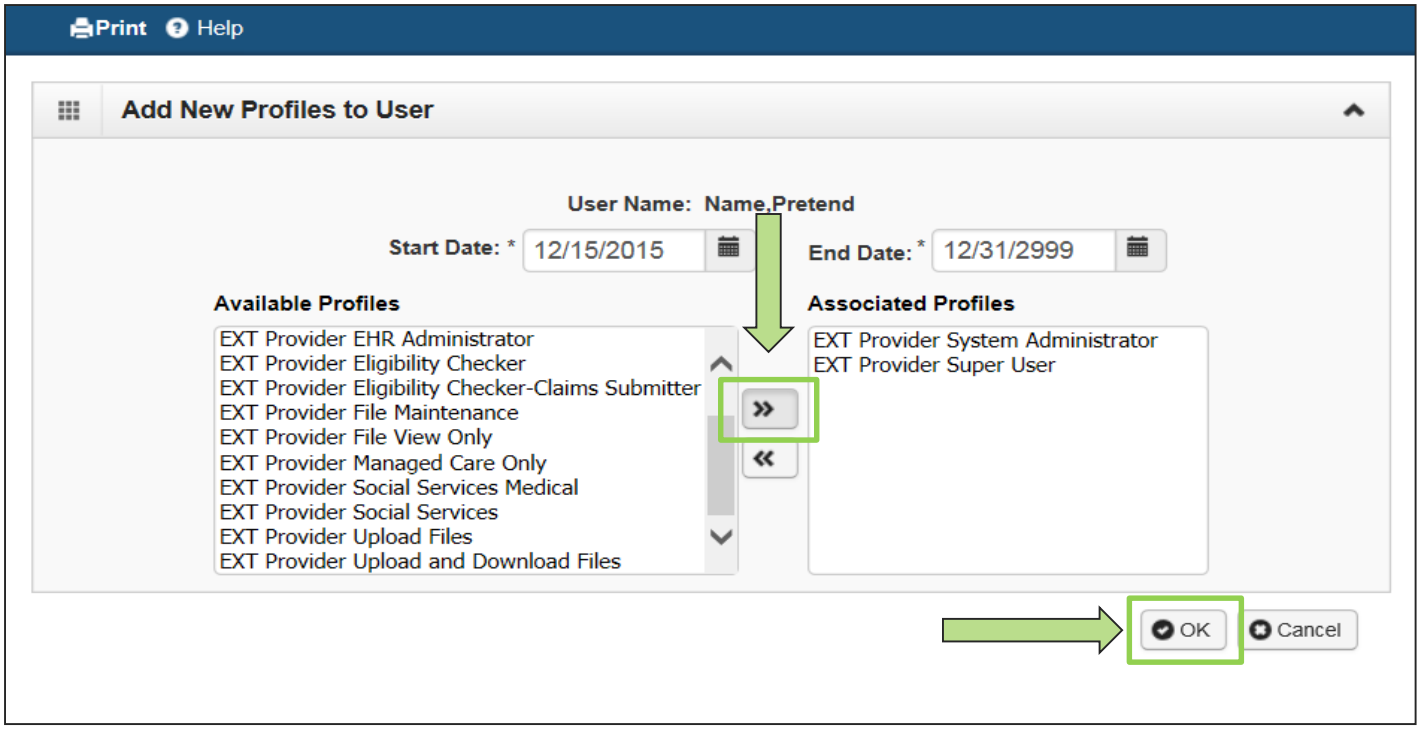
How to set up a user

- Adding Profiles:
  - Click on the **Add** button to select profiles.



How to set up a user

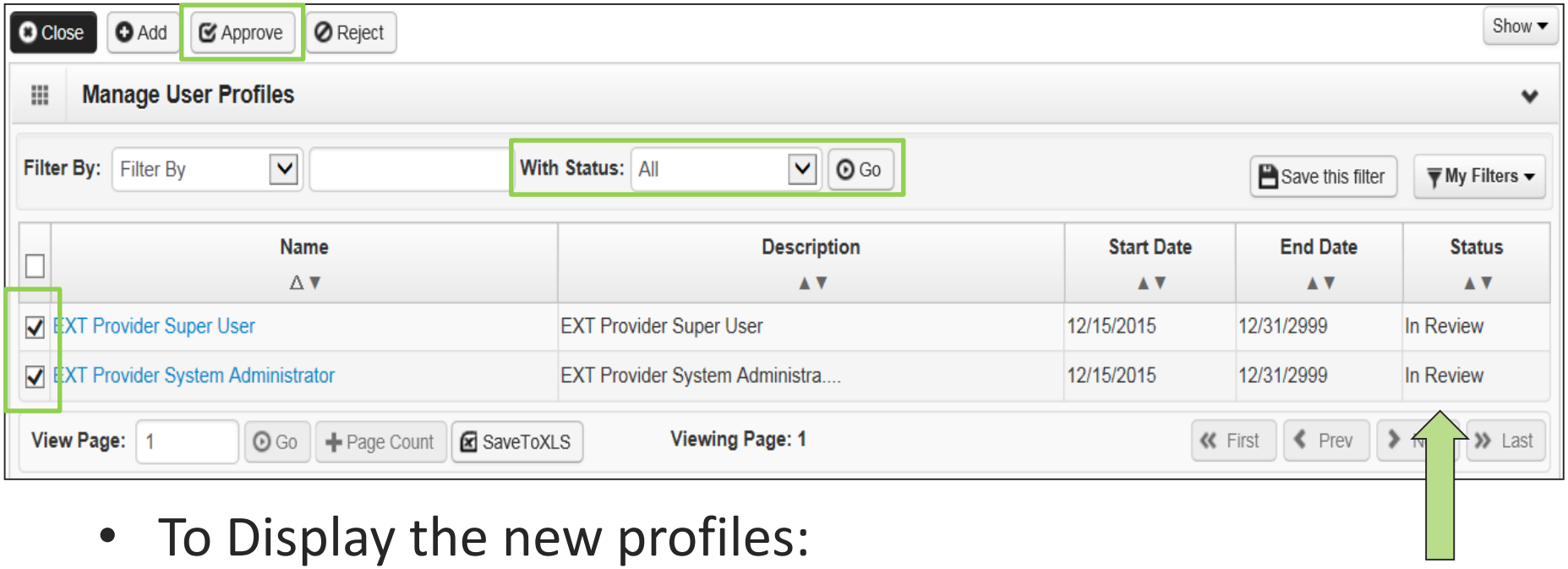
- Adding Profiles:



- Highlight Available Profiles desired.
- Click **double arrow button** and move to Associated Profiles box then click the **OK** button.

How to set up a user

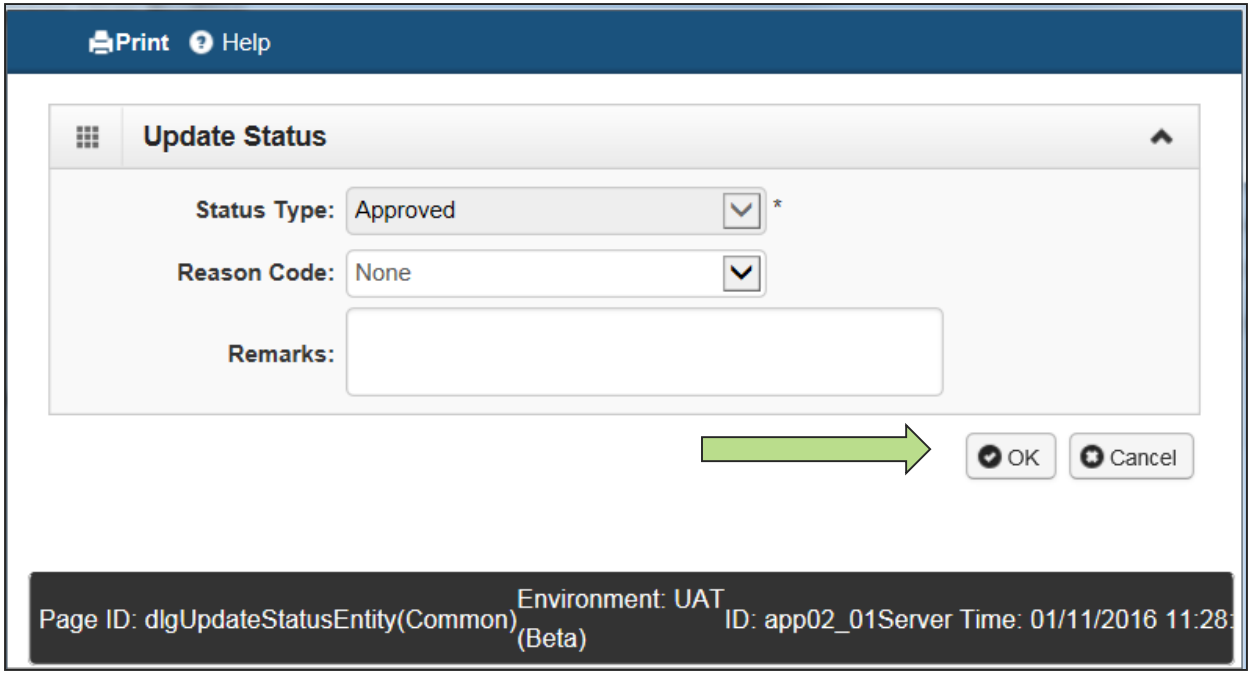
- Adding Profiles:



- To Display the new profiles:
  - The **With Status** dropdown box should state **All**. Click **Go**.
  - The profiles are displayed with **In Review** status.
  - Click the box next to the profile name, then click the **Approve** button.

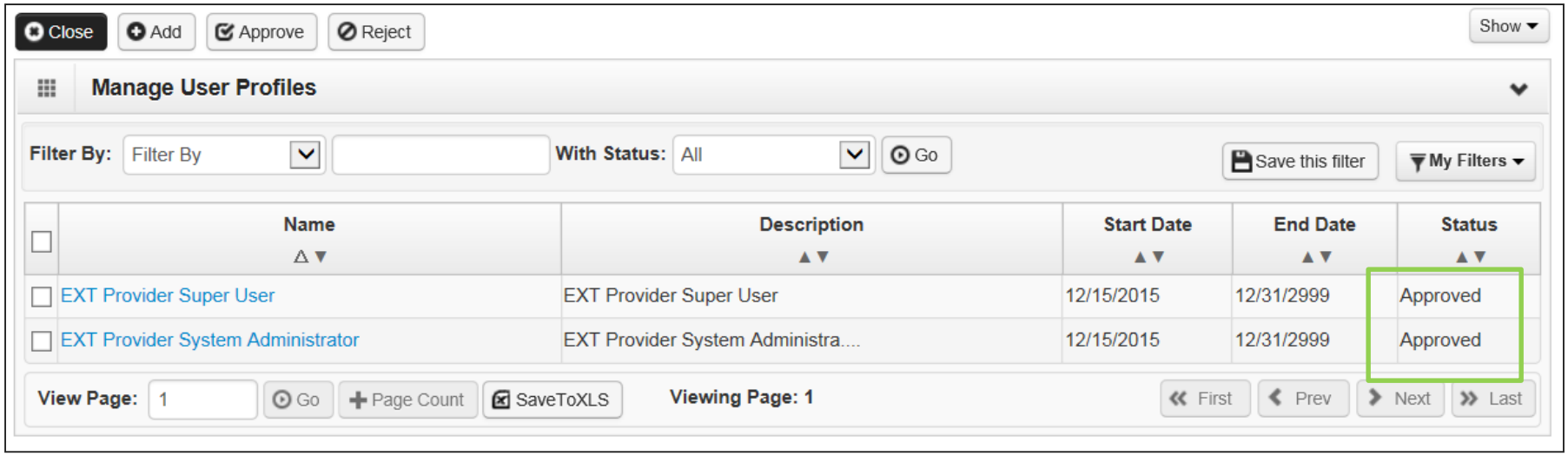
How to set up a user

- Once approved a dialogue box will pop up, click **Ok**.



How to set up a user

- The profile statuses are now **Approved**.



- Click **Close** to return to User Details.

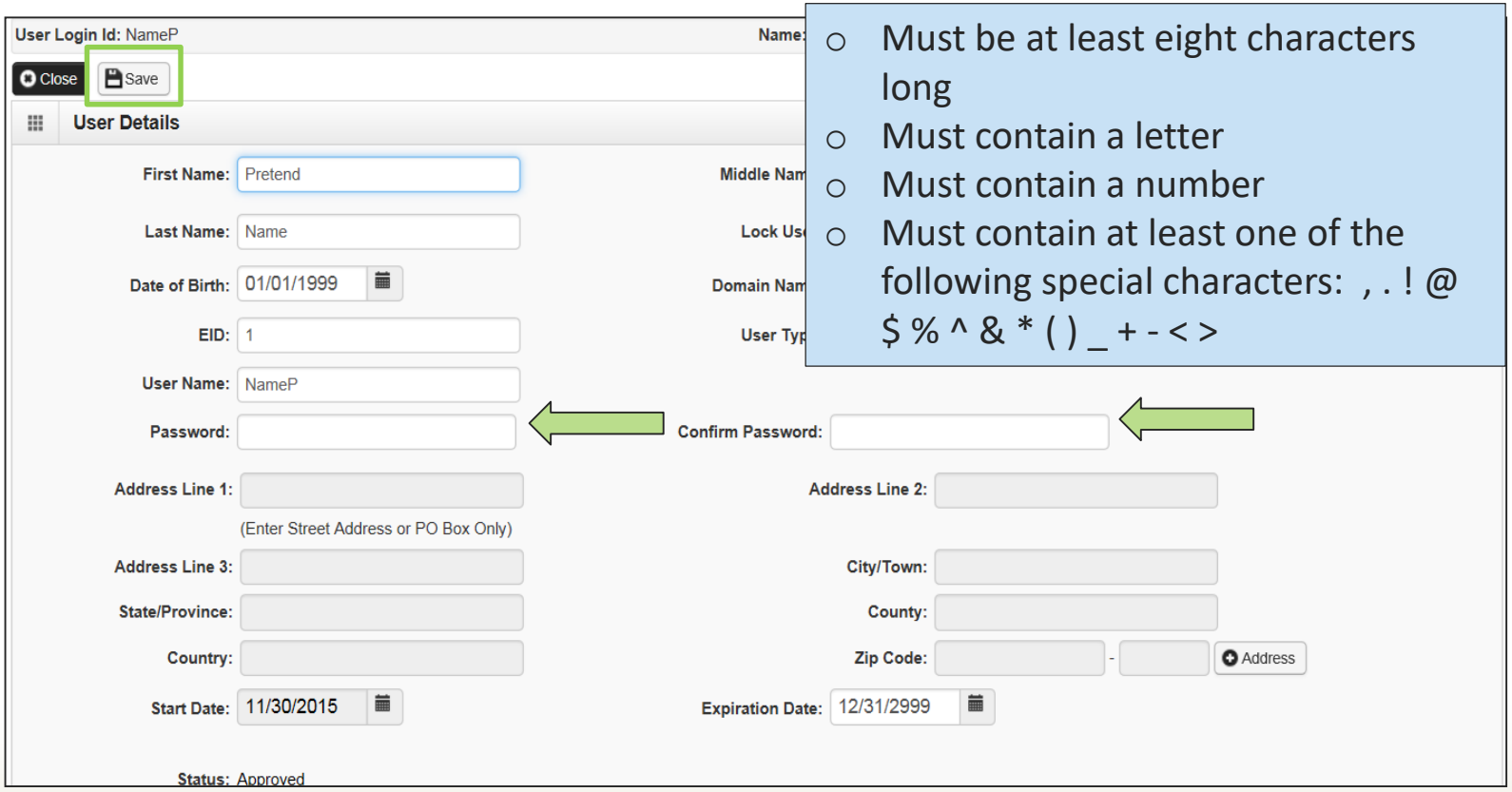
How to set up a user

- Setting up a user's password – password requirements:
  - Must be at least eight characters long
  - Must contain a letter
  - Must contain a number
  - Must contain at least one of the following special characters: , . ! @ $ % ^ & * ( ) _ + - < >
  - Password will expire every 120 days
  - Password cannot be the same as the last five passwords

See next slides for screen shots of the User Details fields.

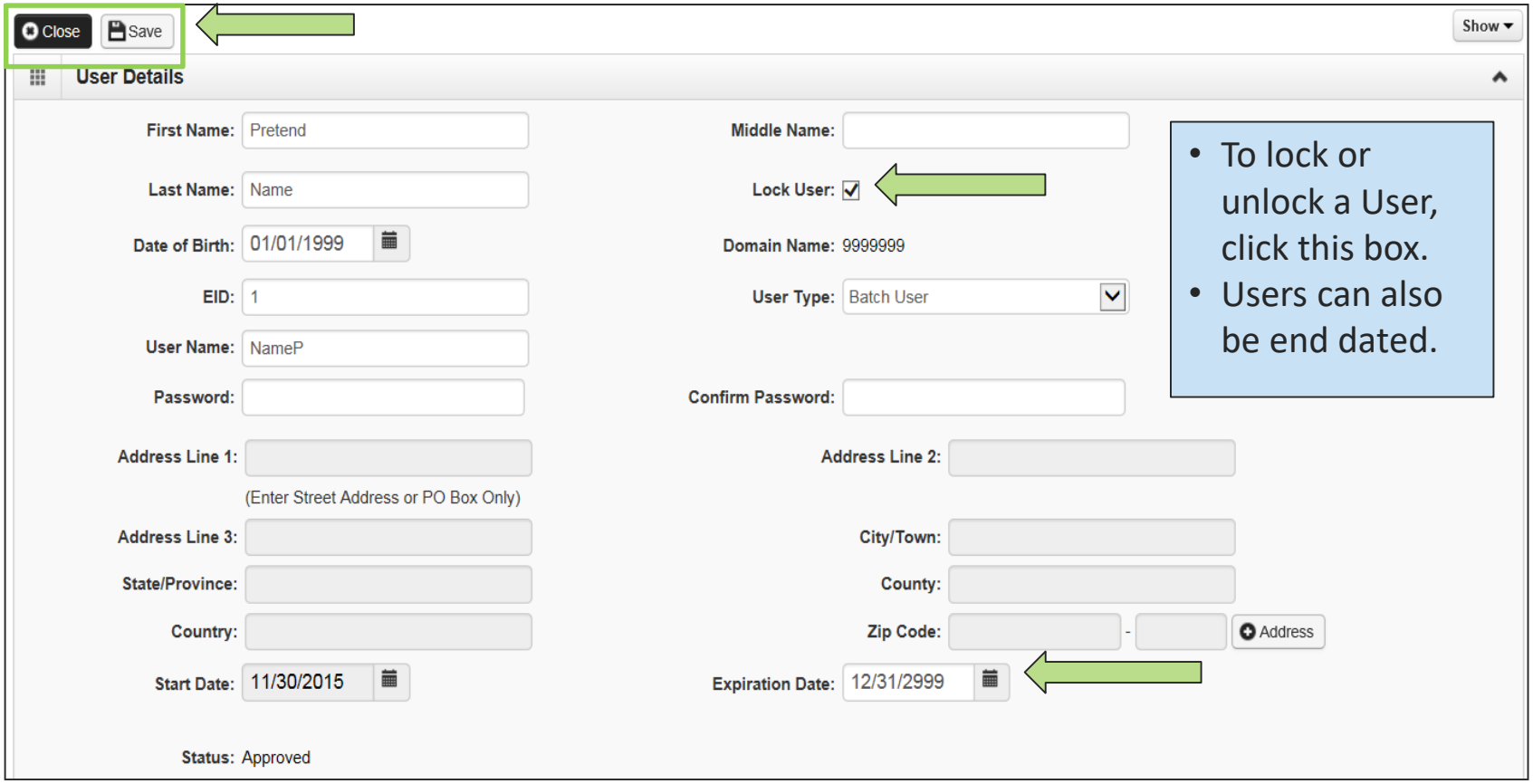
How to set up a user

- Setting up a user's password
  - Enter a new temporary password and click **Save** and then **Close**.
  - This is the temporary password to provide to the new user.



How to manage a user

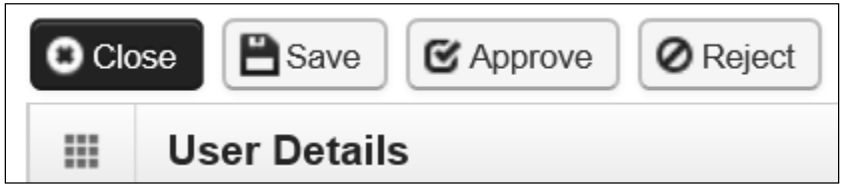
- How to lock or end date a user:



- Click **Save** and then **Close**.

How to manage a user

- If you have end dated the user, this change must be approved.
- Once you click Save, an Approve button will appear in the upper left corner of the User details screen.



- Click approve to finalize this change.

Washington State Health Care Authority

Error messages

Error Message	Definition	Solution
Warning: Invalid Login password. Try again.	The password entered was incorrect.	Enter the correct password or contact your system administrator to reset the password.
Warning: Invalid Login UserID. Try again.	The user ID (i.e. username, login ID) is incorrect.	Enter the correct user ID. The user ID is case sensitive.
Warning: Invalid Domain Name. Try again.	The domain name (i.e. domain number) is incorrect.	Enter the correct domain name (i.e. domain number).
Warning: This EID already exists in this domain.	When adding a new user, the EID (employee ID number) is the same as another user assigned to this domain.	The employee ID number must be unique. Enter a different number for the employee ID to proceed.

Error messages

Error Message	Definition	Solution
Warning: No User Profiles assigned to the User. Please contact Administrator.	There are no security profiles assigned to the user account	The system administrator will need to add user profiles to the account. The user cannot log in until the profiles are added.
Unable to complete request. Error Message: Unable to perform the specified SQL query.	This error normally occurs when a claim is being submitted, when the user uses the back arrow on the browser, or clicks the X in the upper right corner.	Turn off popup blockers on your browser and only use buttons or commands within the ProviderOne screens.
Warning: User ID is locked in the system. Please contact the System Administrator.	The user account is locked.	Use the "unlock" instructions on the ProviderOne Security webpage or contact the system administrator.
Warning: Password Recovery answer does not match with the one in the system. Please try again.	The answer to your secret question is incorrect.	Enter the correct answer or contact the system administrator to reset the password.

Important resources

- ProviderOne Security email: provideronesecurity@hca.wa.gov
- ProviderOne Security phone: 1-800-562-3022 extension 59991

ProviderOne Security assists in setting up the initial login credentials of a domain's System Administrator and can assist with password resets for System Administrator's only. For all other issues or questions:

- Medical Assistance Customer Service Center:
  - Provider general questions – hours 7-4:30 pm
  - Provider claim line – hours 8 am to 12 Noon and 1:30-3:30 pm
  - 1-800-562-3022
  - Web form for submitting questions via email
- More training resources available on the ProviderOne Resources webpage.