



DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

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TITLE:	USE AND MONITORING OF SOCIAL SERVICE PAYMENT SYSTEMS	POLICY 11.05
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Authority:	<a href="#">Title 71A RCW</a> <a href="#">RCW 43.20B.675</a> <a href="#">RCW 43.20A.400 - 430</a> <a href="#">WAC 388-05-0010</a>	Developmental Disabilities Vendor Overpayments Purchase of Services Contractor Submission of Claims
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References:	<a href="#">DDA Policy 11.06</a> <a href="#">Social Services Authorization Manual</a>	Client and Provider Overpayments
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### PURPOSE

This policy establishes expectations for the use and monitoring of the ProviderOne payment system.

### SCOPE

This policy applies to DDA Headquarters staff and all staff in DDA Field Services offices and outstations.

### DEFINITIONS

**CRM** means the DDA Case Resource Manager, Social Worker, or Social Service Specialist.

**ProviderOne** is the payment system managed by the Health Care Authority. ProviderOne is the payment system for providers who are businesses and receive a 1099-MISC tax form or for client or provider reimbursement payments. All social service payment data passes through and is stored in ProviderOne.

**POLICY**

- A. When authorizing payment for services, all DDA staff must take reasonable precautions to prevent abuse of the ProviderOne payment systems.
- B. Only designated personnel must authorize services and payments using the DSHS Comprehensive Assessment Reporting and Evaluation (CARE) and ProviderOne systems.
- C. Case managers must authorize all services through ProviderOne via CARE according to applicable program rules and policies. When authorizing a service, the case manager must add a comment that explains why the authorization is being created, adjusted, ended, etc.
- D. The Payment Systems Unit Manager or designee may make authorization changes directly in ProviderOne when it is not possible in CARE.
- E. CRMs must authorize services prior to the provision of services, with few exceptions. Exceptions include:
  - 1. If the contract or service type requires an invoice before authorization or if establishing client rates or other factors preclude authorization before the service begins, certain service codes may be authorized in "Reviewing status." See service code data sheets for information on specific service codes.
  - 2. Authorizations or authorization service lines that need to be created retroactively for a program, provider, or client need, may be created with the approval of the Payment Systems Unit Manager or designee.
- F. Providers have no more than 12 months to claim payment on authorized services. Services not previously authorized within those 12 months may only be authorized and paid with approval of the Payment Systems Unit Manager.
- G. The DSHS Social Services Authorization Manual and this policy are the guides for authorizing and monitoring payments to service providers.
- H. DDA Regions must develop monitoring and documenting procedures in compliance with this policy.

**PROCEDURES****A. Authorization of Services**

A CRM authorizing services must:

1. Know how to access and use the most current edition of the *Social Services Authorization Manual*;
2. Attend payment systems basic training as soon as training is available after hiring;
3. Attend other payment systems training as recommended by the Payment Systems Unit Manager;
4. Complete authorizations for clients on their caseload before the provision of services;
5. Regularly check payment and authorization reports to proactively resolve current or upcoming payment errors; and
6. Immediately correct all authorization or payment errors discovered on their caseload (regardless of whether they are responsible for the error), including overpayments and payment adjustments.

**B. Payment System Access - ProviderOne**

1. Active ProviderOne system access is required for all staff who authorize services. The Regional Payment Coordinator must coordinate payment system access for staff.
2. The Case Manager's direct supervisor must submit an Entry Access Security Exit (EASE) request for a new employee. Select ProviderOne profile in EASE.
3. To obtain view-only access in ProviderOne, an employee must:
  - a. Complete [DSHS 17-227](#), *DSHS/HCA Systems Access Request*; and
  - b. Submit the completed form to the Regional Payment Coordinator.
4. The Regional Payment Coordinator must submit the completed access request to [HCAITSecurity@hca.wa.gov](mailto:HCAITSecurity@hca.wa.gov).

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5. The Regional Payment Coordinator must forward the ProviderOne ID assigned by Health Care Authority to the DDA CARE Specialist for entry into DSHS Application Security Access Portal (ASAP).

#### C. Roles

1. The Payment Systems Unit, consisting of a Unit Manager and Headquarters Payment Systems Coordinators, provides the following support to Field Services:
  - a. Coordinate development of staff training;
  - b. Provide direction, training, and support to regional Payment Systems Coordinators;
  - c. Serve as DDA's liaison to the Medicaid Fraud Control Department;
  - d. Serve as DDA's liaison to the Health Care Authority, including configuration and maintenance of service codes, data sheets, and Recipient Aid Category (RAC); and
  - e. Establish written payment procedures.
2. Regional Payment Specialists
  - a. Each region must appoint a team of payment specialists. To ensure permissions are assigned appropriately, the region must notify the Payment Systems Unit Manager or designee if a member of the regional payment team changes.
  - b. A Regional Payment Specialist must:
    - i. Have an advanced understanding of CARE and the ProviderOne billing and payment system;
    - ii. Have a basic understanding of all DDA programs and services;
    - iii. Assist in developing and monitoring regional procedures to ensure compliance with this policy and applicable DSHS and HCA rules and procedures;

- iv. Coordinate development and presentation of payment systems training for regional staff;
- v. Be available to assist regional staff with payment systems questions and problems;
- vi. Communicate with the Payment Systems Unit or ProviderOne Help Desk to resolve problems;
- vii. Disseminate information from ProviderOne, or the Payment Systems Unit, to field staff; and
- viii. Meet with the Payment Systems Unit Manager, HQ team, and other payment systems coordinators when scheduled by the Payment Systems Unit Manager or designee.

#### D. Contracts

1. Regions must use the DSHS Agency Contracts Database (ACD) to store and provide the following contract information to all persons who authorize paid services:
  - a. Current contracted and licensed service providers;
  - b. Contract number;
  - c. ProviderOne number;
  - d. Contract effective dates; and
  - e. Taxonomy.
2. A payment must not be authorized for services that do not fall within the effective dates and terms of the provider's signed contract.
3. Before authorizing services and payments, all CRMs must verify that the provider has a signed contract for the service period, service type, and rate being authorized.

#### E. Overpayments

For information about submitting both client and provider overpayments, refer to [DDA Policy 11.06](#), *Client and Provider Overpayments*.

**F. ProviderOne Payment Issue Resolution**

Refer to the Social Service Authorization Manual for instructions on resolving issues related to ProviderOne authorizations and payments.

**G. Training**

1. The Payment Systems Unit Manager must ensure payment and authorization training is available for all staff.
2. Each Region must ensure that all employees who authorize services are adequately trained.
3. Each Region must ensure that all employees who monitor authorized services are adequately trained.
4. Training must occur at least annually and as needed for new employees.
5. Training must occur before an employee creates authorizations without direct oversight by a regional payment coordinator.
6. Before the employee can authorize on their own, the regional payment coordinator must review at least five authorizations made by the employee with at least five different codes across the authorizations. These authorizations must feature a variety of services and clients.

**EXCEPTIONS**

Any exception to this policy must have the prior written approval of the Deputy Assistant Secretary.

**SUPERSESION**

DDA Policy 11.05, *Use and Monitoring of Social Service Payment Systems*  
Issued May 1, 2016

Approved:



Deputy Assistant Secretary  
Developmental Disabilities Administration

Date: April 1, 2025