

PROVIDER APPLICATION FAQs

After I submit my provider application how long will it take to obtain a provider number?

Answer: Applicants for provider numbers should expect to receive provider numbers within 10 days of the application being received by the department. The department strives to complete all applications as expeditiously as possible. The process is dependent on several different staff members processing the application.

1. Private Sector Rehabilitation Services (PSRS) will verify the information and determine WAC-296-19A-210 criteria have been met. *This usually takes 1-2 days*
2. It is then sent to Provider Accounts (PA) within the Provider Credentialing and Compliance (PC&C) unit to be double-checked for completeness and the assignment of a provider number.
3. PA then sends the application to be Imaged.
4. The Imaging unit returns the application to PA. *Steps 2-4 usually take 3-5 days.*
5. PA then returns the application to PSRS and all the final steps are completed or updated before a welcome letter is sent to the provider applicant. *This usually takes 1-2 days.*

How long should I wait to terminate my old provider number after I have been assigned a new one?

Answer: It is recommended that vocational providers include at least a three day overlap between inactivating a provider number and obtaining a new one. When an existing provider number has been inactivated prematurely, bills for the provider's last days at a previous firm do not get paid. Projecting an inactivation date for an existing provider number on a new application should take into consideration the estimated 10 day turnaround time. It should be noted that Claim and Account Center (CAC) access is immediately denied when a previous provider number is inactivated.

Why do I have to wait for a letter that includes my provider number and Logon Id? Why can't I get this information by telephone as soon as it is assigned?

Answer: Even after a Logon Id is assigned by PSRS, it typically takes 2-5 days for IT to activate it. Activation of Logon Ids to access Claim and Account Center (CAC) usually coincides with receipt of mailed approval letter.

When filling out an application for an individual provider, whose information should appear on the Statewide Payee Registration and W-9 form?

Answer: Only the firm's tax information needs to be provided. **Note:** Department of Labor & Industries can only accept the Statewide Payee Registration & W9 forms steps 1-5. Please don't substitute step 5 with the Federal W9 form. Doing this will delay your account.

Why does the Statewide Payee Registration and W-9 form need to be completed with every individual provider application even though the information is on file with the firm provider application?

Answer: PA needs a completed application for each provider number. However, a vocational firm can photocopy original documents and attach them to subsequent applications.