



Washington State Department of
Labor & Industries

Provider  *ne*



Adding servicing providers to a domain

ProviderOne User Guide

Updated March 2025

Disclaimer: Every effort was made to ensure this manual's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and department rule, the department rule controls.

Adding Servicing Providers

In order to ensure there are no billing issues with your group or servicing accounts, please complete the following steps to add all servicing providers associated with your provider group.

Important Note: Only select locations where the provider will be providing services to injured workers. They will be issued a unique billing account for each location

PROVIDER ENROLLMENT GUIDES

Use this link for more information about adding servicing providers to a group domain:

[Modification Guide for Group/FAOI](#)

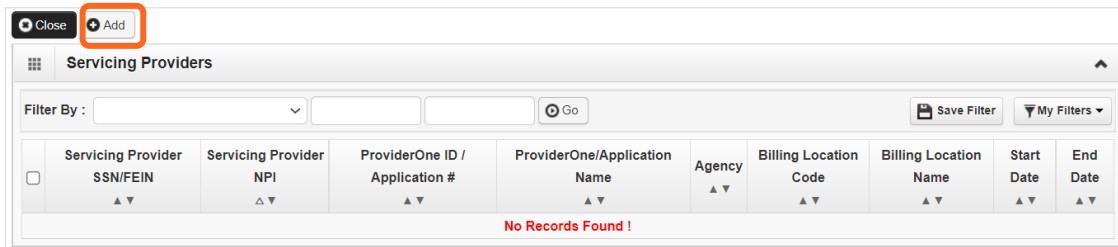
Use this link to start a new servicing provider enrollment:

[Enrolling as an Individual Servicing Provider](#)

Step 1: Check for a Provider Domain

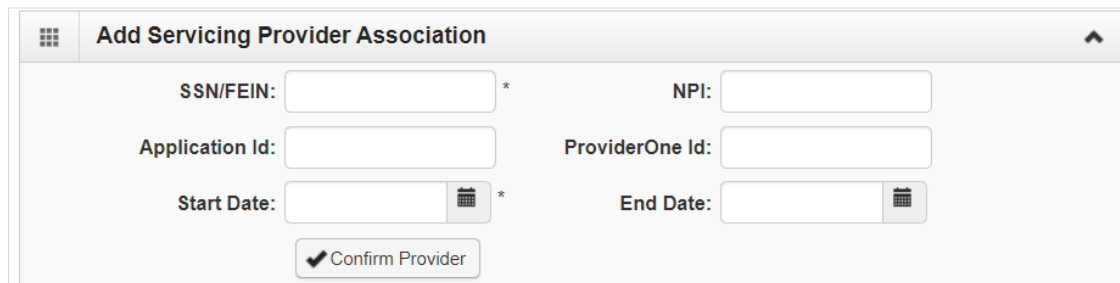
CHECKING IF THE PROVIDER EXISTS IN PROVIDERONE:

- Click **Add**.



The screenshot shows a web interface for 'Servicing Providers'. At the top left, there are 'Close' and 'Add' buttons. The 'Add' button is highlighted with a red box. Below the buttons is a filter section with 'Filter By:' and a 'Go' button. The main area is a table with the following columns: Servicing Provider SSN/FEIN, Servicing Provider NPI, ProviderOne ID / Application #, ProviderOne/Application Name, Agency, Billing Location Code, Billing Location Name, Start Date, and End Date. The table is currently empty, and a red message 'No Records Found!' is displayed at the bottom of the table area.

- Enter the **SSN/FEIN** of the servicing provider, and one of the following: **NPI, Application #or ProviderOne ID**.
- Enter the **Start Date**. Leave the **End Date Field blank**.



The screenshot shows a form titled 'Add Servicing Provider Association'. It contains the following fields: SSN/FEIN (required, marked with an asterisk), NPI, Application Id, ProviderOne Id, Start Date (required, marked with an asterisk), and End Date. There are calendar icons next to the Start Date and End Date fields. At the bottom of the form is a 'Confirm Provider' button with a checkmark icon.

- Click **Confirm Provider**.

Note:

- If the provider you are adding **has an active L&I ProviderOne domain**, continue in **Option 1**
- If ProviderOne states the Provider **does not exist in the Database** continue in **Option 2**

OPTION 1: PROVIDER EXISTS IN PROVIDERONE

If the Individual Provider exists in ProviderOne, follow these steps:

- If the Provider is found, you will be prompted to add an agency.
- Follow the system prompts.
- Once you have completed the association, stay in Step 14 and filter by **Status I%**.
- Click on the providers name to complete the enrollment by using Step 14 of [this guide](#).
- Review each required step and upload the required documents at the final step.
- Submit new application modification for L&I review.
- Repeat steps 1-6 for each additional provider.
- Go back into the group and submit modification once you have completed your updates.

OPTION 2: PROVIDER DOESN'T EXIST IN DATABASE

To add individual servicing providers who do not exist in ProviderOne, follow these steps:

- Click to [Apply for an L&I account through ProviderOne](#).
- Choose individual provider enrollment.
- Please use individual provider's Social Security Number (SSN) and National Provider Identification (NPI).
- For servicing type, you must select “**servicing only**”.
- Complete all required steps for this enrollment by using this [guide](#).
- **Only select** the primary taxonomy for the individual. L&I only requires the primary taxonomy.
- Step 15 of the providers' application is where you add the group NPI (type 2) to associate the provider to your group.
- Step 19, the final step, indicates all **required documents** you need to upload before you submit. Make sure all documents are complete and signed.
- Click "Submit Enrollment" to send to L&I for review.

Upon request, language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.

PUBLICATION F248-376-000 [03-2025]