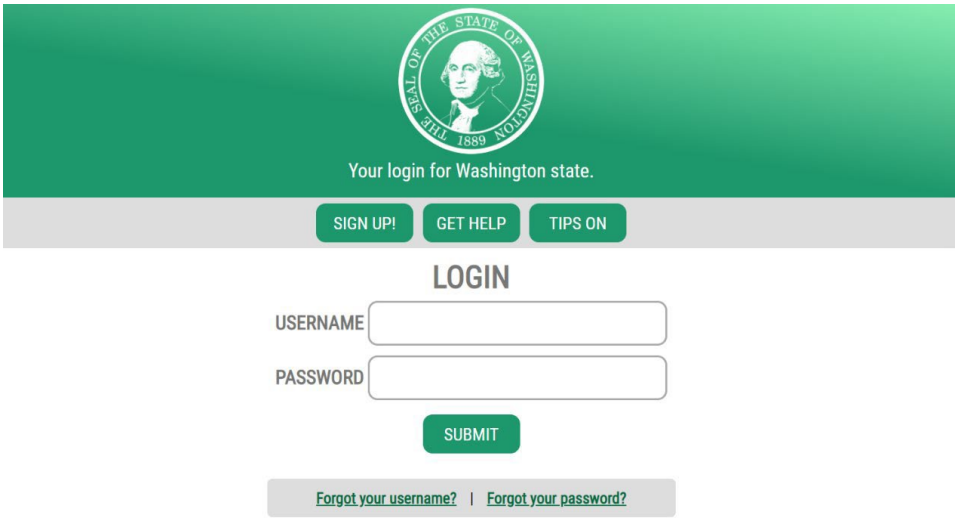
Accessing the Client Services EIP and PrEP DAP Provider Portal

These steps will get you started with using the EIP and PrEP DAP Provider Portal via Secure Access Washington (SAW) to submit claims, download remittance advices and check client eligibility.



Secure Access Washington Login Page

Step 1:

Connect to SAW here: https://secureaccess.wa.gov

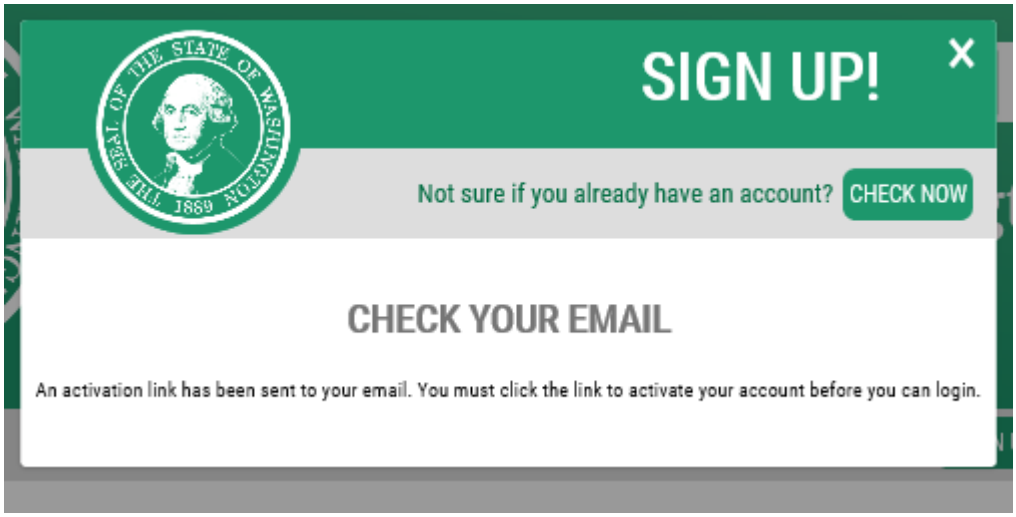
- ***Already have an account?*** Log in to your existing account and skip to step **four**.
- ***New SAW user?*** Create an account by clicking "Sign Up!".

Step 2:

a) **If you do not need to create a SAW account, please skip to step 4.** If you need to create a SAW account, please ensure your information is accurate. You will be asked to confirm your identity once you have requested access to the Provider Portal. The questions asked while confirming your identity are personal to you based on your public information, not the contracted provider's office that you work for.

Step 3:

a) After submitting your account information, you will be prompted to check your email.



b) Please click the link in your email that you received from SAW to continue your registration for the Provider Portal.

SecureAccess Washington : Welcome to SecureAccess Washington

Reply | Reply All | Forward

S secureaccess@cts.wa.gov
To [redacted]

Thu 9/29/2022 11:49 AM

Start your reply all with: Completed. Done! I completed this. Feedback

You are almost finished, [redacted]...

Thank you for signing up with Secure Access Washington.

Your username is: [redacted]

To activate your account, please click: https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecureaccess.wa.gov%2Fpublic%2Fsaw%2Fpub%2FregConfirm.do%3Fs%3D18217%26userId%3Dkylieallen.doh&data=05%7C01%7Ckylie.allen%40doh.wa.gov%7C3cab52d5bd644d07665b08daa24b4a24%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638000741500086464%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=up4X%2BybvcmFDU%2BSkDh%2FholKCnhcv4Q6Im1XxwtGZkvQ%3D&reserved=0

For questions or concerns about your SecureAccess Washington account, please visit https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecureaccess.wa.gov%2Fpublic%2Fsaw%2Fpub%2Fhelp.do&data=05%7C01%7Ckylie.allen%40doh.wa.gov%7C3cab52d5bd644d07665b08daa24b4a24%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638000741500086464%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7qil3ob%2FY8E%2FllbvTncHY3ZvxsnvcbW33B6iSJaojIw%3D&reserved=0

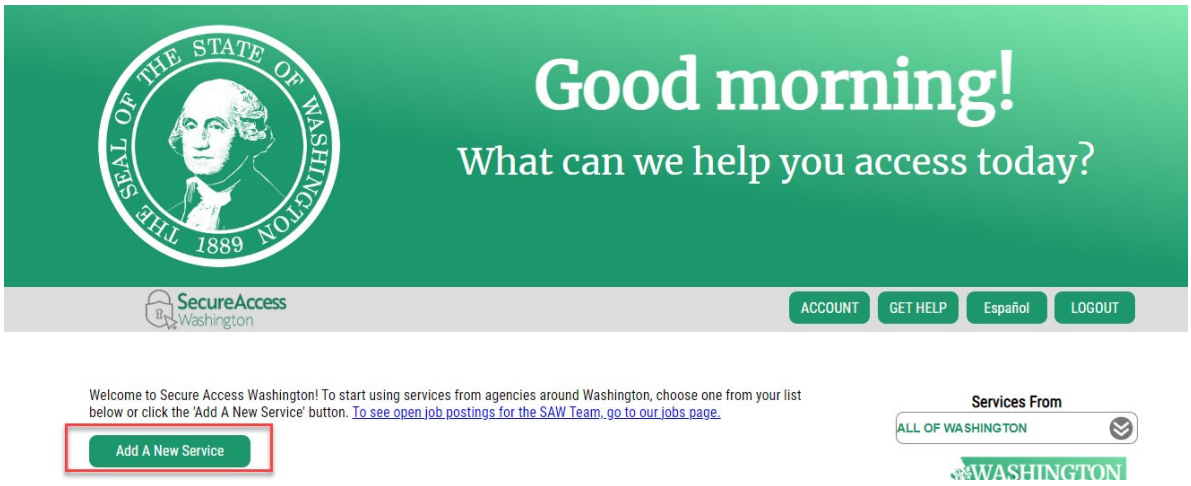
Thank you,
The Secure Access Washington Team

This is an automated message sent by SecureAccess Washington.
Login at https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecureaccess.wa.gov%2F&data=05%7C01%7Ckylie.allen%40doh.wa.gov%7C3cab52d5bd644d07665b08daa24b4a24%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638000741500086464%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uR1JwjWNTlTYvzxOkt43Pm13rKwtPdiGJdv6G%2BrR17Q%3D&reserved=0
If you require assistance, please leave us a note at https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecureaccess.wa.gov%2Fpublic%2Fsaw%2Fpub%2Fhelp.do&data=05%7C01%7Ckylie.allen%40doh.wa.gov%7C3cab52d5bd644d07665b08daa24b4a24%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638000741500086464%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7qil3ob%2FY8E%2FllbvTncHY3ZvxsnvcbW33B6iSJaojIw%3D&reserved=0

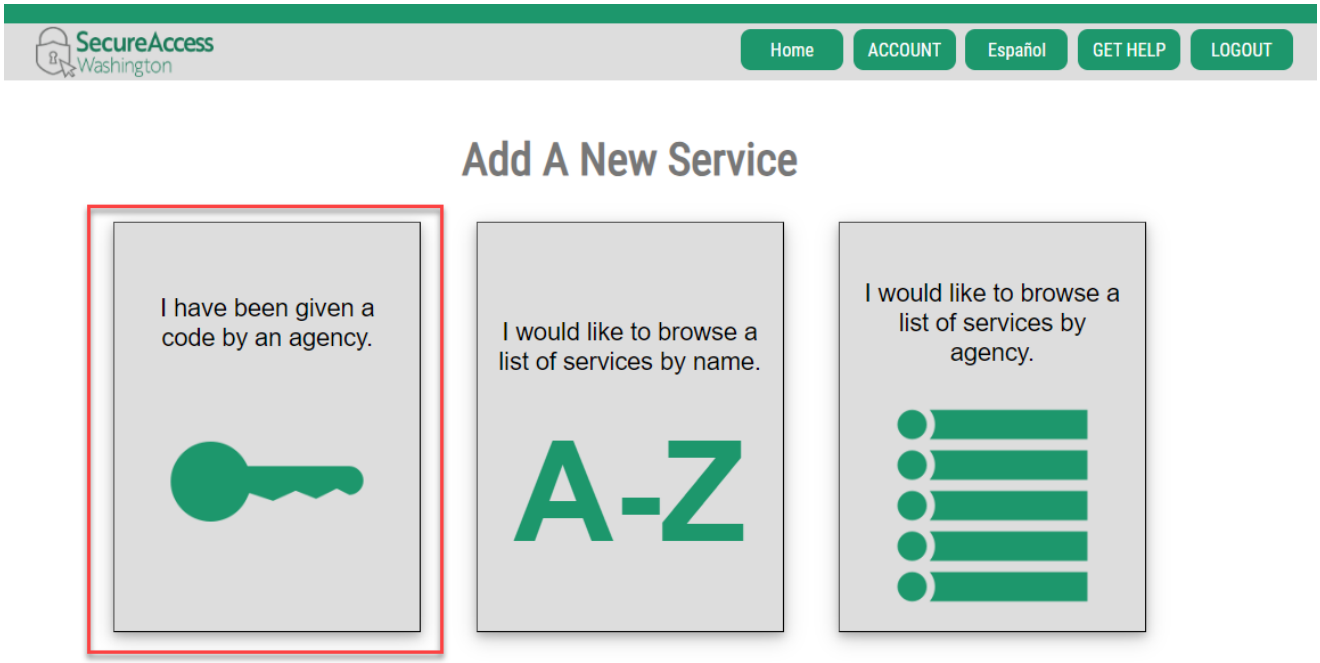
Step 4:

You will now need to add the Provider Portal to your SAW account.

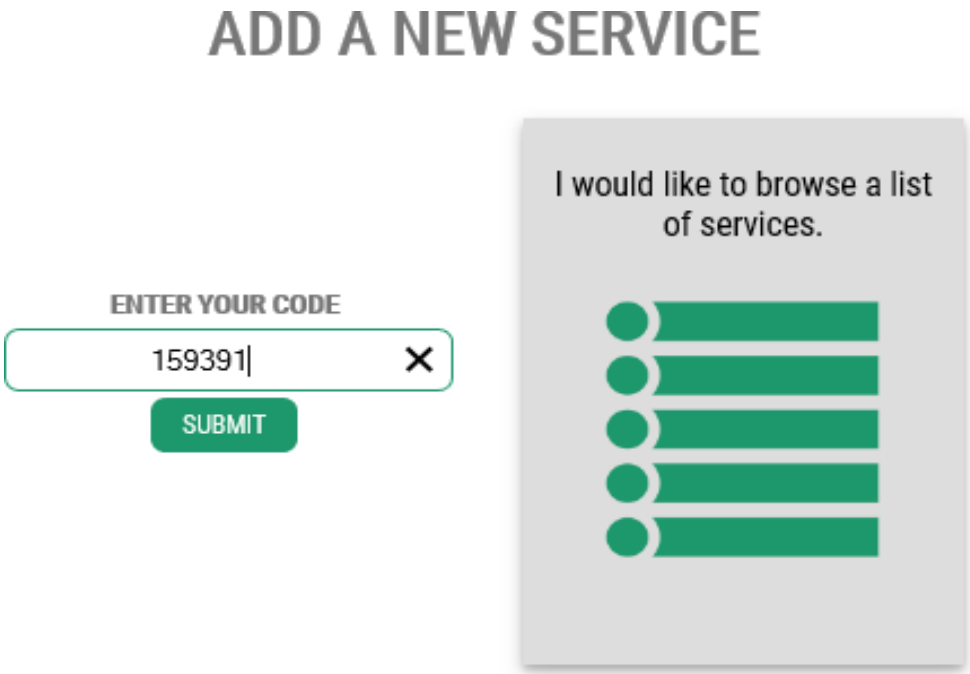
a) Select "Add A New Service".



b) Select "I have been given a code by an agency".



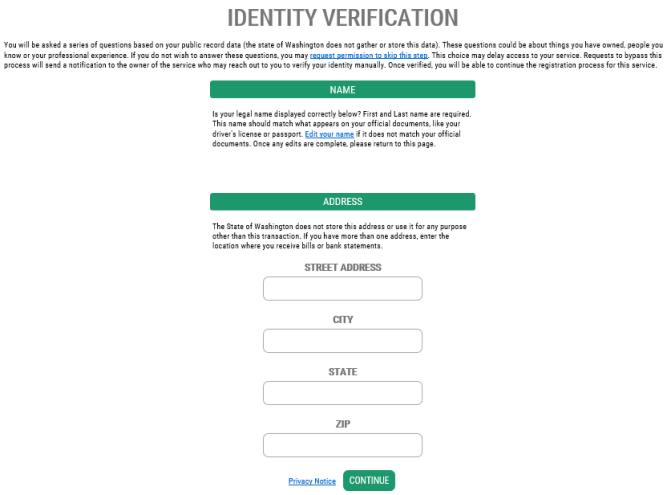
c) Enter the service code, **159391** into the appropriate box and click submit.



Step 5:

a) You will then be asked a series of three questions from your public record to confirm your identity. This is to ensure client information is kept confidential by those authorized to access the information. *If you do not know the answer to a question, the system will provide additional questions.*

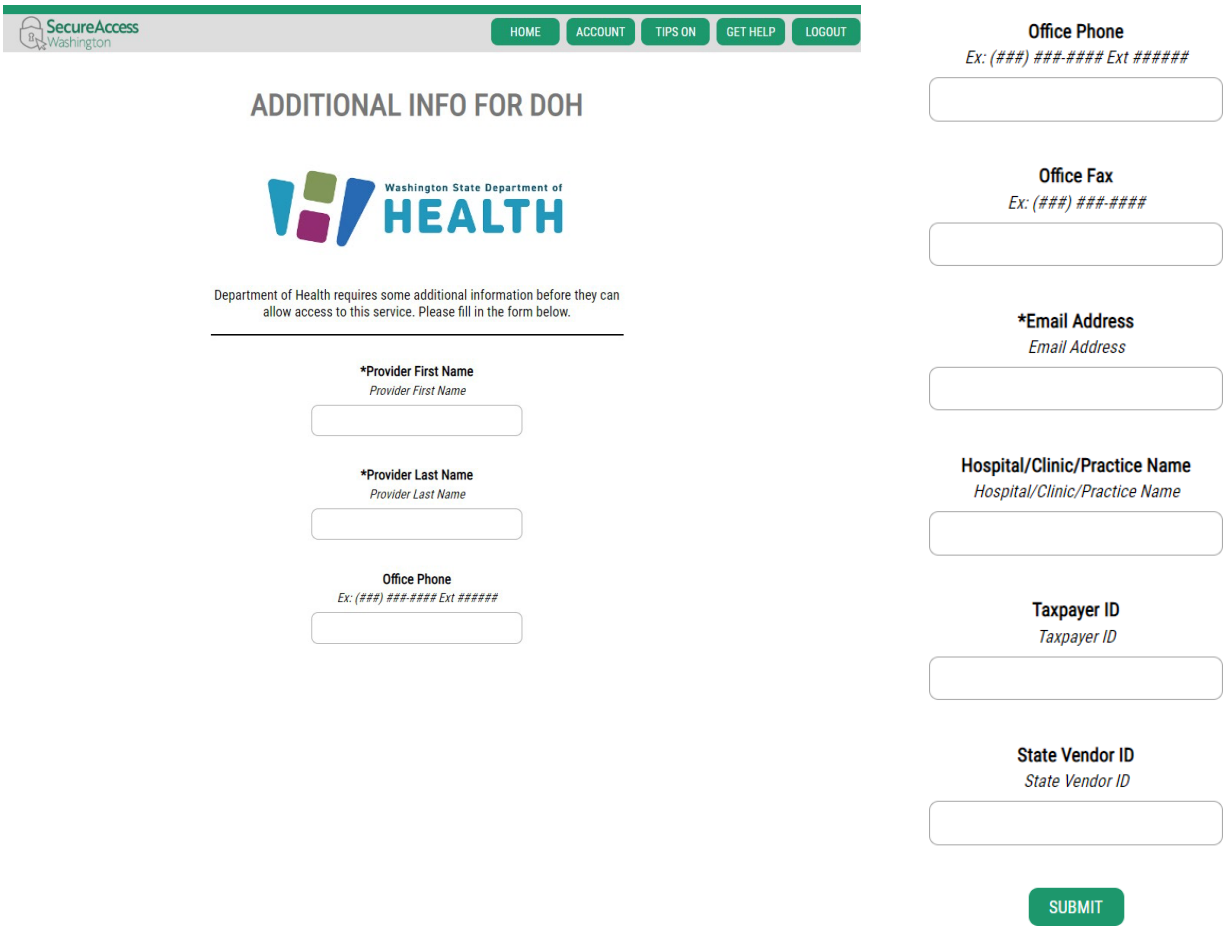
If you are unable to answer the second set of questions, you will be given an option to bypass them called KBA bypass. This request comes to our Client Services Staff, and we will follow up with you via email to ask some identifying questions.



Step 6:

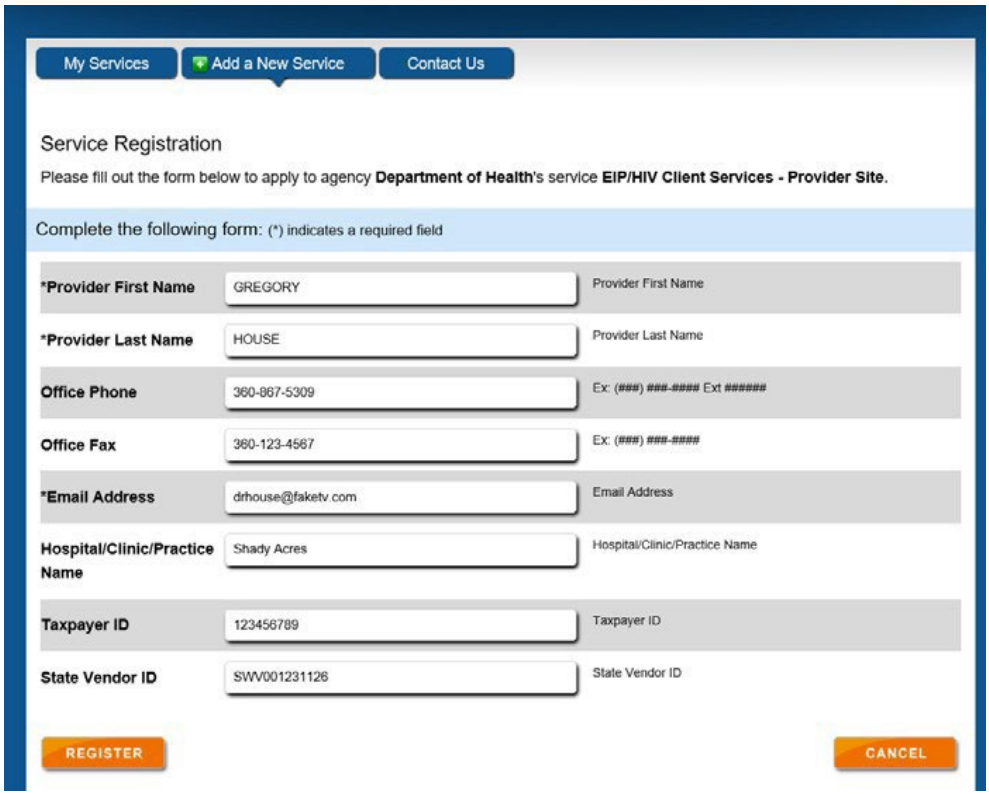
a) After verifying your identity, you will need to register your facility with the portal.

- Please use your name for the provider first and last name
- The Taxpayer ID must match the TIN contracted with EIP or PrEP DAP
- If you do not know your Statewide Vendor ID, please email EIP.ClaimsPayments@DOH.WA.GOV and include your Tax ID as well as the address for the location you're requesting access to.



b) Once your registration is complete, your request will be sent to Client Services.

- Please allow 1 business day for activation.
- We cannot activate your account on state holidays or weekends.
- You will receive an email when your registration has been activated.



Note: Due to SAW system updates, your screen may look different.

Step 7:

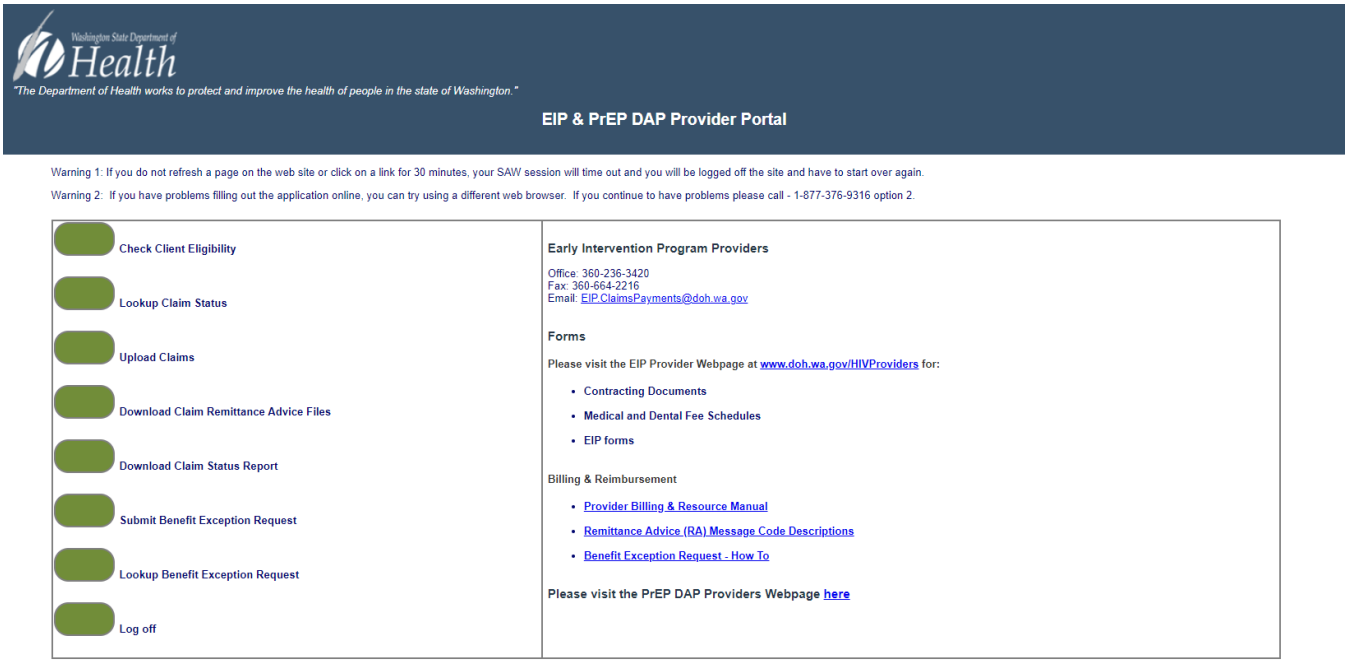
a) You will then access SAW and will be required to select an authentication method every time you log in. This ensures that the staff member assigned to the account is using the service, protecting client confidentiality. You will need to also agree to the DOH terms and conditions of use by pressing "ok" once you authenticate your identity.

Step 8:

You now have access to the Provider Portal. From here you can:

- Check client eligibility.
- Download remittance advices.
- Access EIP materials such as contracting documents, fee schedule and forms.
- Submit claims electronically.

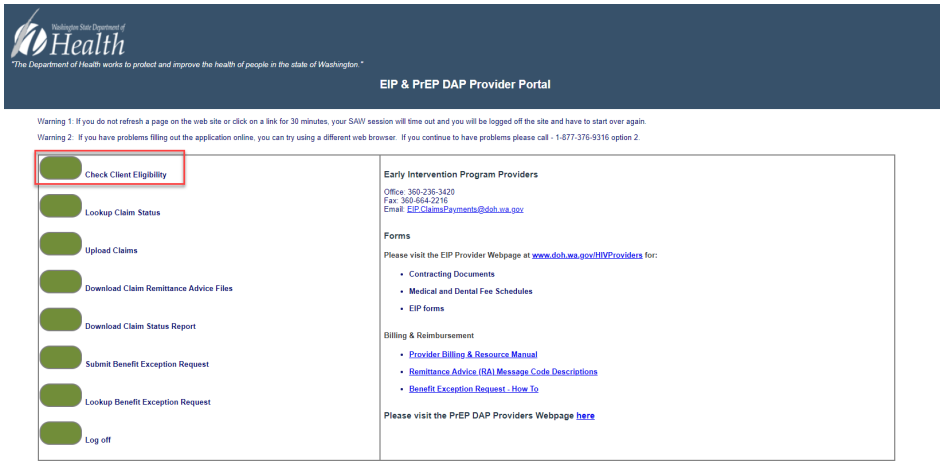
To access these portions of the portal, simply click the link that you wish to see.



Note: Due to SAW system updates, your screen may look different.

Verifying Client Eligibility

1. Select "Check Client Eligibility" on the portal homepage.



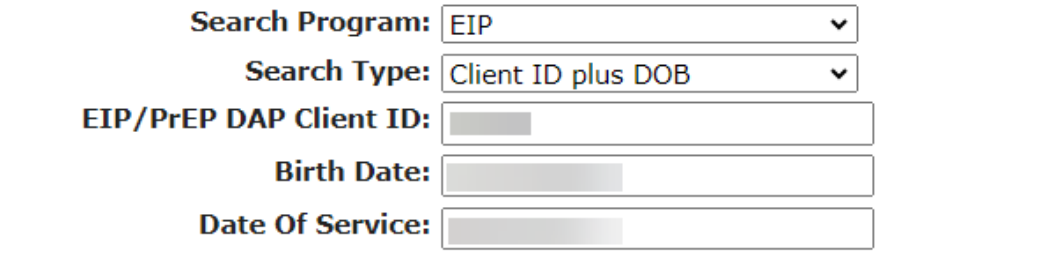
2. You must have two forms of client identification.

   a. EIP or PrEP DAP client ID plus DOB. EIP clients have client IDs between 0-49999 and PrEP DAP clients have client IDs 50000 and above.

   b. EIP or PrEP DAP client ID plus last 4 of SSN.

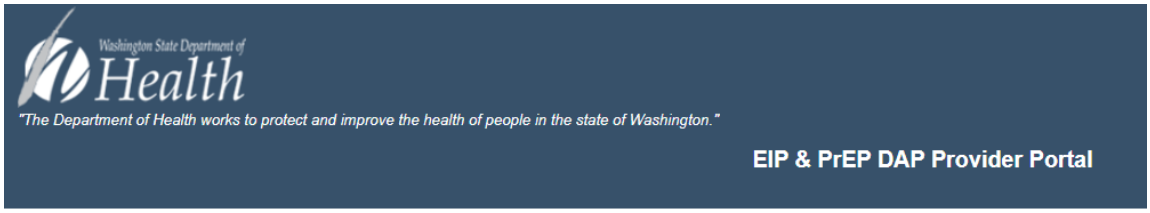
   c. EIP or PrEP DAP client last name, first initial and DOB.

   d. EIP or PrEP DAP client first name, last initial and DOB.



3. You can check past or current dates of service.

   a. The results will verify time and date of eligibility verification.
   b. Will provide client ID for your records.



Eligibility Lookup Successful

Search done on 7/13/2023 9:39:31 AM

You Searched for:

Client ID:
Date of Birth:

Date of Service:

The Clients Early Intervention Program Client ID is and current eligibility settings are:

Eligible for Medical Care Cost Assistance: Yes - EOB Required
Eligible for Dental Care Cost Assistance (Thru EIP): Yes - EOB Required
Eligible for Mental Health Care Cost Assistance: Yes - EOB Required

Eligibility Effective Date: 12/01/2016
Eligibility Expiration Date: 06/30/2017

Active Health Insurance: Please remember to include Explanation of Benefits from the primary carrier with any claims submitted.

Return to Home Page

- Medical Care Costs Assistance
  - **Yes** - EIP will assist with client's cost-share for EIP covered services listed on our fee schedule.
  - **No** - EIP will not assist with client's cost share.

- Eligible for Dental Care Cost Assistance (Thru EIP)
  - **Yes** - EIP will pay for client's cost-share for EIP covered dental services listed on our fee schedule.
  - **No** - EIP will not assist with client's dental costs.
- Part A
  - Eligible for Dental Care Cost Assistance (Thru Part A): Note *** We cannot confirm Part A eligibility. Please contact Lifelong at 206-957-1716 for Part A Dental Care eligibility information.****
    - Clients who reside in King, Snohomish and Island counties are not eligible for EIP dental benefits. They may be eligible for services through Lifelong, who administers Part A.
- Remaining EIP dental cap
  - Clients who are eligible for EIP dental services are entitled to $3000 per calendar year (Jan 1-Dec 31).
  - Additional funds may be available for medically necessary procedures. Your office will need to submit a Benefit Exception Request for consideration.
- Eligible for mental health care cost assistance:
  - **Yes** - EIP will assist with client's mental health care cost- share for EIP mental health services on our fee schedule.
  - **No** - EIP will not assist with client's mental health care costs.
- Eligibility effective and end date:
  - Clients must renew EIP coverage annually. For additional dates, please choose a different date of service.
- Active Health Insurance:
  - **Active Health Insurance** - Please remember to include Explanation of Benefits from the primary carrier with any claims submitted.
  - **No** - EIP is the primary coverage for the client, they do not have health insurance.

Submitting Electronic Claims

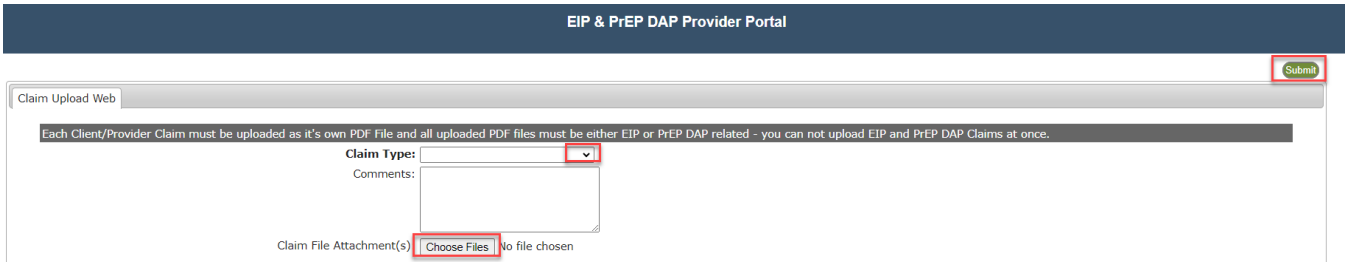
Step 1:

Select "Upload Claims" as shown below.

Step 2:

Below is the screen where you'll upload a **single** claim and EOB **together** (where applicable). Claim forms and EOBs MUST be submitted together as one document/submission, as our system is not able to keep those together when submitted separately. Please **DO NOT** submit the claim form in one submission and the EOB in another, these submissions will be denied.

You'll choose EIP or PrEP DAP, add any comments necessary, and choose the claim (and corresponding EOB if applicable) you'd like to upload for submission. The final step in this screen is the small "Submit" button in the upper right-hand corner.



Step 3:

To submit another claim, you can choose the return to home page and repeat the previous steps.

If you have additional questions about the electronic claim submission process, please reach out to us via email at EIP.claimspayments@doh.wa.gov.