

Spotlight on ProviderOne

May 5, 2026

Sebastian Cahe

Outreach and Language
Access Lead, DSHS

Carson Crepeaux

IT Business Analyst, Health
Care Authority

Janice Tadeo

Benefits Authorization
Program Manager, DSHS

Alyssa Doherty

Provider Policy Network
Development Program
Manager, DSHS



Get slides and recording at wacaresfund.wa.gov/webinars

Defining long-term care

- Help with **activities of daily living** like bathing, eating, and moving around
- In **your own home** or a **residential setting**



Positive effects of home care*

Quality of life

Depressive symptoms
Risk of loneliness

**Carrino et al (2025)*

A better way to pay for long-term care

Costs create a financial burden for the whole family



\$23,400

Cost of 20 hours per week of home care for 6 months



\$69,000

Median annual household income for WA seniors



26%

of family caregivers' own income spent on care

WA Cares moves cost to years when income is higher



Contribute at a low rate during working years



Contributions end after retirement



Access benefits when you need care

How it works

Automatically contribute

Contribute **0.58% of your paycheck** during your working years

Use your benefits

Choose how to use your **\$36,500 lifetime benefit amount** (grows with inflation) on covered services

Qualify for benefits

Apply to access benefits if you've met contribution and care needs requirements. **Benefits become available in July 2026.**

Contribution requirement

Meet requirements for one of three pathways to qualify

FULL BENEFIT AMOUNT

Permanent

Permanent access if contributed for **10+ years** at any point in career

Temporary

Temporary access if contributed at least **3 of last 6 years** at time you apply for benefits

PRO-RATED AMOUNT

Transition

if born before 1968

Permanent access to **10% of full benefit amount for each year** contributed



For example: 2 years earns 20% of full benefit amount

Affordable contributions across your career

\$40,000 annual salary	
Per month	\$19
Over 30 years	\$6,960

TYPICAL WORKER WHO PARTICIPATES	
\$59,000 annual salary*	
Per month	\$29
Over 30 years	\$10,260

\$80,000 annual salary	
Per month	\$39
Over 30 years	\$13,920

To earn benefits that start at **\$36,500** and grow over time

Care needs requirement

- Need help with **3+ activities of daily living**
- Will continue to need help for **at least 90 days**



Bathing

Transferring



Mobility

Medication
management

Toileting

Bed mobility

Eating

Applying for benefits

- Create an online account at wacaresfund.wa.gov/apply
- Submit your application
- We confirm you've met the contribution requirement
- Schedule an appointment to talk about your care needs
- We let you know if you're approved to use benefits

Need support?



Someone else can manage your account



Your local Area Agency on Aging can help

Use your benefits for any covered services

Up to **\$36,500** in services and supports from WA Cares providers

To help you stay at home

In-home care (individual provider or home care agency)

Home safety evaluations

Home modifications

Home-delivered meals

Transportation

Adaptive equipment and technology

Personal emergency response systems

Housework and yardwork

To support your family caregiver

Paid care from a loved one

Respite care in your home or a facility

Education and consultation

Dementia and behavioral supports

Care transition coordination

In your community

Adult family home

Adult day services

In a facility

Assisted living

Nursing home

Memory care services

How far your benefits will go

Family caregiver

Paying family caregiver 10 hours/week for 2 years	\$31,200
---	----------

Care supplies 2 years of incontinence products	\$3,600
--	---------

Total	\$34,800
--------------	-----------------

These are estimates and do not guarantee the cost of any services, which may vary based on your area and other factors.

Home accessibility

Home safety renovations

Build ramp & widen 3 doorways

\$8,000

Personal emergency response system

Installation & 3 years of service

\$3,124

Weekly meal delivery

10 meals/week for 3 years

\$24,960

Total	\$36,084
--------------	-----------------

Temporary support

Part-time caregiver

20 hours/week for 6 months

\$23,400

Home modification

Ramp

\$5,000

Safety equipment

Bedside commode, bath bench

\$500

Total	\$28,900
--------------	-----------------

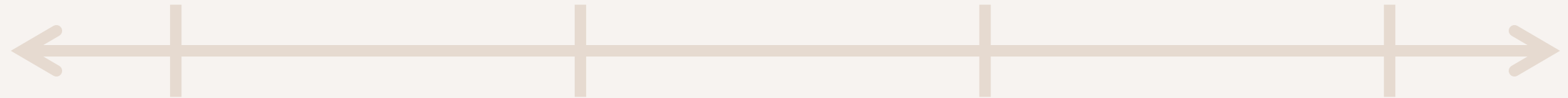
Launch milestones

**Jan. 6,
2026**

**April 1,
2026**

**May 18,
2026**

**July 1,
2026**



Pilot began
in Lewis, Mason,
Thurston &
Spokane counties

Online account
creation began &
contribution
history available

Applications
open
statewide

Benefits
available
statewide

Taking benefits out of state

- **July 2026:** Can continue participating after leaving the state if you:
 - Have contributed for at least 3 years (500+ hours per year)
 - Opt in within 1 year of leaving
- Keep contributing during your working years
- **July 2030:** Benefits available for out of state participants



“If my family had WA Cares, **I would’ve had a different reality.** WA Cares and your ability to take it to another state is huge.”

– Kendall, family caregiver in Seattle

ProviderOne for WA Cares

Providers and beneficiaries will work together to agree on services and rates. Since WA Cares does not have case managers, providers will have direct access in ProviderOne to:

- Create and view the status of pre-authorizations, which must be approved by the beneficiary prior to delivery of service
- Submit claims for services rendered

ProviderOne can also be used for:

- Tracking lifetime benefit units for beneficiaries
- Ensuring approved services are provided through audits or service verification processes
- Implementing coordination of benefits rules

Limits to pre-authorization length

ProviderOne enforces the following duration limits for WA Cares services :

- Care transition coordination pre-authorizations must not exceed two calendar months
- Environmental modification pre-authorizations must not exceed six calendar months
- Pre-authorizations for all other WA Cares service codes can be made for up to three calendar months

Please note that these limits do not limit total service length, just the amount of time that can be pre-authorized at a time. More information can be found on the corresponding service code data sheet on the WA Cares [provider toolkit](#) website.

Timely claims

Claims must be submitted, without errors, no more than **60 days** after the end date in the pre-authorization.

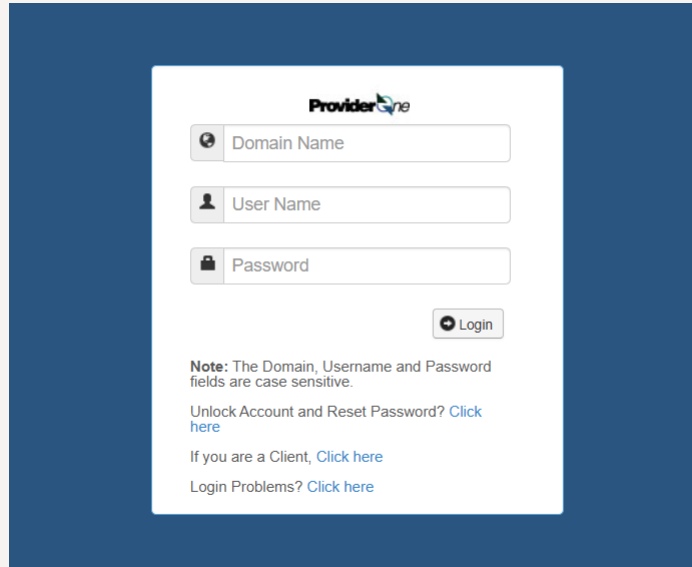
This means providers must:

1. Clear any claims edits that post; and
2. Complete any adjustments or modifications to the claim within the 60-day window.

Please note that this timeline differs from Medicaid timely filing rules.

ProviderOne

- The ProviderOne system is what providers will use to check on a beneficiary's available balance, submit pre-authorizations and submit claims for payment.
- Providers must submit a pre-authorization for services to the beneficiary to review and approve before they can deliver services and be reimbursed.

A screenshot of the ProviderOne login interface. The page has a dark blue background. At the top center is the "ProviderOne" logo. Below it are three input fields: "Domain Name" with a globe icon, "User Name" with a person icon, and "Password" with a lock icon. To the right of the password field is a "Login" button with a globe icon. Below the input fields is a "Note" stating: "Note: The Domain, Username and Password fields are case sensitive." Underneath the note are three links: "Unlock Account and Reset Password? Click here", "If you are a Client, Click here", and "Login Problems? Click here".

ProviderOne

Domain Name

User Name

Password

Login

Note: The Domain, Username and Password fields are case sensitive.

Unlock Account and Reset Password? [Click here](#)

If you are a Client, [Click here](#)

Login Problems? [Click here](#)

How to get started in ProviderOne

Once a provider has executed their WA Cares contract, a ProviderOne profile will be created for the provider.

- A welcome letter will be sent to the provider.
- A unique ProviderOne ID will be assigned.
- A ProviderOne user access request letter will be sent to the provider with instructions on how to access their ProviderOne account. That letter will include the provider's domain and ProviderOne ID.

Contact

- For help with pre-authorizations and creating claims, please call 800-562-3022, then choose option four, WA Cares Fund.
- For help with direct deposit, contact information or communication preferences, please call 800-562-3022, Ext. 16137
- For help logging into ProviderOne, your password or your account, please contact ProviderOne Security at provideronesecurity@hca.wa.gov.



Questions & answers



How did we do?

We value your feedback! Share your thoughts about today's presentation by completing a short survey.

Thank you!

Find webinar materials at wacaresfund.wa.gov/webinars

Follow us on [Facebook](#), [Instagram](#), and [LinkedIn](#)

Contact us by email

wacaresfund.wa.gov/contact-us

**Contact us by phone
(employers & exemptions)**

833-717- 2273

**Contact us by phone
(other questions)**

844-CARE4WA