

2020 PROVIDER AGREEMENT RENEWALS
FEBRUARY 5, 2020
FREQUENTLY ASKED QUESTIONS

2020 Provider Agreement Renewals

This document includes answers to questions asked during the 2020 Provider Agreement Renewals webinar. Renewal instructions can be found in the [Provider Agreement Renewal Guide](#).

Question 1: Who should submit the provider agreement? Should it be the vaccine coordinator, supervisor, or manager of the clinic?

This is up to the discretion of the clinic. Vaccine coordinators can renew the provider agreement, but may want to have a supervisor or clinic manager review the agreement before it's submitted.

Question 2: With the new requirement to include a Billing Coordinator in the Provider Agreement this year, do all clinics have to send the signed signatory page of the agreement?

No. You only have to email a scanned copy of the signed signatory pages to WACHildhoodVaccines@doh.wa.gov if your clinic changed its name, changed addresses, or if you have a new signatory.

Question 3: Who should be listed as the Billing Coordinator if we do not have "in house" billing or the billing company is in another state?

If your clinic works with a third-party billing company or the company is in another state, you can list the company name, contact number, and email.

Question 4: Who should be listed as the Billing Coordinator if we have multiple billing contacts?

We recommend sharing the name or group name of the billing coordinator(s) most relevant to the Childhood Vaccine Program. If there is not one individual, you can list your billing team name and main contact email and phone number as well.

Question 5: Who should be listed as the Billing Coordinator if we work in a primary care clinic that is part of a hospital? Should the hospital or the clinic be listed as the contact?

We recommend sharing the billing coordinator name most relevant to billing for the Childhood Vaccine Program. In this case, it may be helpful to learn who that is within your organization and list the billing coordinator that is appropriate for your facility.

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Question 6: What is the purpose of requiring a Billing Coordinator contact in the Provider Agreement?

Sharing a billing coordinator contact will help bridge the gap in communication around billing for vaccines supplied by the Childhood Vaccine Program. We receive many questions about billing and having a contact and point of reference with billing questions in your facility will help us to streamline our assistance in this area.

Question 7: Does the Billing Coordinator need to complete the You Call the Shots modules?

No. Only the Primary and Backup Vaccine Coordinators are required to complete the You Call the Shots training modules.

Question 8: Do we need to update our agreement if the billing coordinator changes throughout the year?

Yes, anytime changes occur that impact your agreement you should request the agreement be returned to you in the IIS so you can make updates. You can request your agreement be returned for updates by contacting us at WAChildhoodVaccines@doh.wa.gov or 360-236-2829.

Question 9: What should we document for the required training dates if we completed the two You Call the Shots Modules on different dates?

If the two You Call the Shots modules are completed on different dates, please list the date the second course was completed.

Question 10: If I am a vaccine coordinator for a whole organization, but there are also vaccine coordinators for each of the clinics I work with, should I list myself as an additional contact (e.g. Contact Type 5) in each clinic's provider agreement?

This is up to your discretion and is not required. We require the primary and back up coordinator for each facility to be listed in the agreement. If you would like to include the lead vaccine coordinator for the organization, please enter their information in Contact Type 5.

Question 11: If the signatory listed in our agreement stays the same, do we need to submit the signed signatory pages to the Department of Health?

No. You only need to submit the signed signatory pages if any of the following information has changed: clinic name, clinic address, or signatory.

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Question 12: Should we list PharmD providers on the Authorized Provider section of the Provider Agreement?

Yes. Please list all providers with prescribing authority in the Authorized Provider section of the agreement.

Question 13: If a provider listed in the agreement resigned from their position, how do we remove them from the provider agreement?

If a provider is no longer working with your clinic, you can mark the provider as inactive on the Authorized Providers page of the agreement.

Question 14: Do we have to update our provider agreement if a resident's license was updated to their permanent medical license number after the provider agreement is renewed?

License numbers should be updated as needed throughout the year. You can do this by requesting the agreement be returned to you. During the renewal period we review all license numbers to ensure they are current.

Question 15: We are planning to add new providers to our practice this year. How do we add those providers?

If you need to add new providers after the renewal period, you just need to request your agreement be returned for updates. You can do this by emailing us at WACHildhoodVaccines@doh.wa.gov or calling us at 360-236-2829. We will return the agreement to you in the IIS so you can make changes.

Question 16: What should we do if our thermometer calibration expires before our provider agreement expires? Do we need to submit another provider agreement?

You will need to request your agreement be returned in the IIS so you can make the updates. You can do this by emailing WACHildhoodVaccines@doh.wa.gov or calling 360-236-2829.