

## Current File in Process Grid

To help you to see which items are outstanding on your in process files, we display a grid of the items that are included in the credentialing file on the practitioner's page. The grid includes the dates that requests have been sent out and dates when items are received, as well as pdf images of the items that have been received. This grid will only be displayed once we have initiated a file. At that stage, the information from the application has been input and the information has been reviewed by one of our analysts to determine which items are needed to complete the credentialing.

### How do I view the grid for an in-process file?

To view the grid for an in-process file, you can either search for a practitioner from your home page, or you can click on the "Total Files in Process" link on the home page and then select a practitioner from the list of files that is displayed:

**Your Roster Information**

Home

Last Name:

First Name:

SSN:

Date of Birth:

NPI:

Doc Code:

**Your File Information**

Total Files in Process	10	Rush Files in Process	0
Files in Ship Pending Status	0	Total Completed Files (last 30 days)	5
Records due in Next 30 Days	2	Files Over 30 Days Old	7

Total Files in Process:

	Practitioner Name	Doc Code	Days in Process
Select	Cheeky Monkey	18743	23
Select	Luke Skywalker	39772	33
Select	Captain America	49660	30

### What does the grid show me?

For a file that has been initiated and is in process, the grid shows two main things:

- Applicant Credentials - Information on the items to be obtained from the practitioner
- PSV Credentials - Information on credentials to be verified from a third-party source

For a file that has been initiated and is in process, key information about the file, including file type, date initiated, and date PSV started will be displayed above the grid, as shown below:

#### Current File in Process

File Type: Reappointment    Date Initiated: 11/14/2014    Date PSV Started: 11/05/2014

Below the section that contains information regarding the status of the file, the grid displaying the items in the file is split into two sections, one listing the items obtained directly from the practitioner (these are known as Applicant Credentials), and the other listing the items to be verified from third parties (these are known as PSV Credentials).

### Applicant Credentials







Once a file has been initiated, the items required from the practitioner will be listed in the upper section of the file status grid. Typically, the following items will show in this section: application, attestation, DEA, insurance copy, privileges, PPQ, and release.

Applicant Credentials		Exp Date	First Request	Second Request	Third Request	Most Recent	Received Date	PDF
Application	HSC						11/05/2014	
Attestation	HSC						11/05/2014	
Federal Drug Registry Copy	BA8308860	06/30/2015	03/01/2012				11/05/2014	
Malpractice Insurance Copy	Norcal Mutual Insurance Co (Ver) - 610340	04/01/2015					11/05/2014	
PPQs	HSC						11/05/2014	
Privileges	Presbyterian Medical Services		09/28/2012	10/18/2012			11/05/2014	
Release	HSC						11/05/2014	

Splitting the grid into items that we need from the practitioner and items that we need from third party sources should make it easier to see which items are still required and from whom we are trying to obtain those items.









### PSV Credentials

The items shown in this lower portion of the grid represent the items required from third parties which are needed to complete the file.

PSV Credentials		Exp Date	First Request	Second Request	Third Request	Most Recent	Received Date	PDF
Affiliation Verification	Rehoboth McKinley Christian Hospital		11/15/2014					
Board Certification Verification	Family Medicine - Certified	02/15/2015					11/15/2014	
EPLS Verification	EPLS Verification	01/01/1900					11/19/2014	
License Verification	2003-0155	07/01/2017	08/20/2014				08/20/2014	
OIG Verification	OIG Verification	01/01/1900					11/15/2014	
Reference Verification	Adelfio Fronterota - MD		11/15/2014					
Reference Verification	Lawrence Andrade - MD		11/15/2014				11/17/2014	
Reference Verification	Monique Gibson - MD		11/15/2014					
Reference Verification	Michelle Maclaren -		11/15/2014					
Reference Verification	Chris Gonzalez - MD		11/15/2014					
State Drug Registry Verification		06/30/2015	08/20/2014				08/20/2014	

### Supporting Documents and Copies

In addition to items that are required to complete the file, we receive many items from practitioners that we save to our system as a courtesy and these are typically included in the completed file that we post for you to download. Examples include items such as certificate copies, practitioner documents and customer specific documents. We have also included a grid that displays these items.

Supporting Documents and Copies		Received Date	PDF
	PAF - Practitioner Document -	11/05/2014	
CV	- CV -	03/01/2012	
PractitionerDocument	- Practitioner Document -	11/20/2012	
Board Copy	Family Medicine	11/13/2014	
CSR Copy	CS00208784	11/05/2014	
Education Copy	IN University School of Medicine	11/05/2014	
Education Copy	University of Texas HSC - San Antonio	11/05/2014	
Education Copy	University of Texas HSC - San Antonio	11/05/2014	
License Copy	2003-0155	11/05/2014	

### What do the dates in the grid mean?

The grid displays three types of dates: expiration date, request dates and received dates.

Exp Date	First Request	Second Request	Third Request	Most Recent	Received
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The expiration date (Exp Date) will only be populated for expirable items such as insurance, licenses, and boards.

The request date fields indicate dates when request letters were sent out. Items that are obtained online, like many boards and licenses, will not have request dates because we do not send out request letters for these items.


The received date field will only be populated when we have received an item that we need for the file.

Any items that do not have a received date are outstanding and will be required to complete the file, unless a request is made to ship the file as-is or pending. Items may have a received date, but not yet have a pdf image on those few occasions when the documents have yet to be saved to our documents database.

Verifications will not be requested until we have received a valid release from a practitioner. For this reason, you may see files where no verification requests have been sent out. Once the release is received you should see request dates populating in the grid as the requests are sent out.

**How do I know if an item has been received?**

If we have received an item, the received date field will be populated with the date the item was received. In most cases, you will also see a pdf icon listed. To view the document, click on the pdf icon.

Received Date	PDF
11/05/2014	

**When can I request that a file be rushed, shipped-as-is or shipped pending?**

If a file has been initiated, you will be able to request that a file is rushed, is shipped as-is, or is shipped-pending.

These links will be enabled once the file is fully in process:

[Submit a Rush File Request \(click to expand\)](#) ←

[Print Signature Pages](#)

[Print a Pre-Populated Application](#)

[Change File to Ship-As-Is \(click to expand\)](#) ←

→ [Change File to Ship-Pending \(click to expand\)](#)

If a file has been rushed, the following wording will display on the practitioner screen:

Doc Code: 49578 **This file is Rush requested**

If a file has been set to ship-as-is, the following wording will display on the practitioner screen:

Doc Code: 49366 **This file is set to Ship as is**

If a file has been set to ship-pending, the following wording will display on the practitioner screen:

Doc Code: 32787 **This file is set to Ship Pending**

**Questions?**

If you have any questions regarding your in process files, please contact us and we'll be happy to help. For customer service, email [credentialing@nmhsc.com](mailto:credentialing@nmhsc.com) or call 505-346-0222 or toll free 1-866-908-0070 x2006.