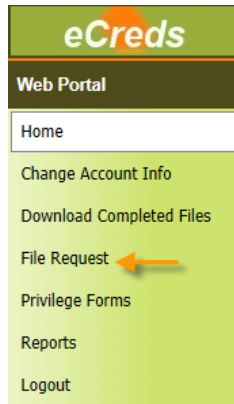


How to Make File Processing Requests in eCreds

What are file processing requests?

File processing requests are requests to add new practitioners to your roster for credentialing. An initial request is a request to add a practitioner to your roster for initial credentialing. If you handle your own initial appointments, or you handled the initial credentialing of a practitioner in-house, you may need to add a practitioner to your roster for future reappointment credentialing. These are known as reappointment requests.

Please note that you will not be able to submit a request for a practitioner that is already on your roster. The file processing request feature is only for adding new practitioners to your roster for credentialing.



How do I access the file processing request screen?

To make a new request, on the home page of the customer portal click on the "File Request" link on the left-hand navigation bar. The file request screen will then be displayed.

When the file request screen displays, you will first be asked to search for the practitioner in our database (see screenshot below). Although the practitioner you wish to request may be new to your organization, we may already have credentialed the practitioner for other customers, either recently or in the past. Asking you to search for them in our system helps to ensure that duplicate practitioners do not get added into the system.

Searching for a practitioner

The practitioner search tool allows you to search on a variety of criteria, including Last Name, First Name, DOB, SSN and NPI. You do not have to enter information for all these items to make a search - you can search using just last name, or one of the other options, or you can use them in combination, for example, last name and DOB.

The screenshot shows the eCreds search interface. The search fields are populated with 'America' for Last Name and 'c' for First Name. The 'Search' button is highlighted with an orange arrow. A callout box explains the search process.

Enter the information you wish to use for your search in the relevant fields, and then click "Search". Our system will then search our database for any active practitioners matching the criteria that you entered. The results will be displayed on the screen below the search grid:

The screenshot shows the search results grid. The grid shows a single practitioner with the following information: On Roster (checkbox), Doc Code (49193), Last Name (America), First Name (Captain), SSN (****-**-5555), DOB (**/**/1965), NPI (1245236598), City (New York), and State/Region (NY). The 'Select' button is highlighted with an orange arrow. A callout box explains the 'Select' button.

	On Roster	Doc Code	Last Name	First Name	SSN	DOB	NPI	City	State/Region
Select	<input type="checkbox"/>	49193	America	Captain	****-**-5555	**/**/1965	1245236598	New York	NY

This grid allows you to see limited information on practitioners that we already have in our database – this information includes first name, last name, last four digits of the social security number (SSN), year of birth, NPI

number and the city and state from the address information we have on file. This information is intended to help you to decide whether the practitioner is already in our system, or whether the practitioner needs to be added as a new practitioner.

Making a request for a practitioner already in our database

To select a practitioner from the results grid, click the "Select" button next to the name of the practitioner that you wish to select. The right-hand side of the screen will then update to display the full contact information for the selected practitioner:

What type of request do you wish to make?

	On Roster	Doc Code	Last Name	First Name	SSN	DOB	NPI	City	State/Region
Select	<input type="checkbox"/>	49193	America	Captain	***-**-5555	**/**/1965	1245236598	New York	NY

To make your request, you must select the relevant file request type from the dropdown list - select Initial or Reappointment depending on the type of request you are making

The practitioner name, DOB, SSN and NPI are displayed for information only and cannot be edited. The address, email, phone and fax number fields can all be edited before you submit your request

Once you have selected the file request type and updated the address information, if appropriate, click the "Submit File Request" button to make your request and add the practitioner to your roster

File Request Type: **Please Select** ▼

First Name:

Last Name:

Middle Name:

Suffix:

Titles: **MD**

Date of Birth:

SSN:

NPI:

Department:

Address Line 1:

Address Line 2:

Country: ▼

City:

State/Region: ▼

Zip:

Email:

Phone:

Fax:

Submit File Request

Requests made today:

File Request Type: **Reappointment** ▼

First Name:

Last Name:

Middle Name:

Suffix:

Titles: **MD**

Date of Birth:

SSN:

NPI:

*Reappointment Date:

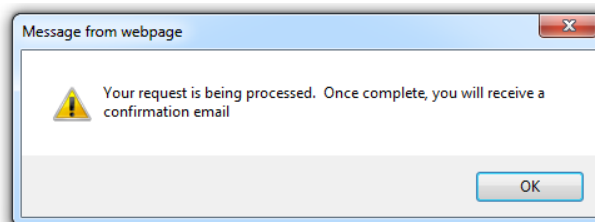
To make your request, first select the relevant file request type from the dropdown list. If you select Reappointment instead of Initial, the grid will update to include a reappointment date. A reappointment date must be provided if you are making a reappointment request.

The practitioner name, DOB, SSN and NPI are displayed for information only and cannot be edited. The address, phone fax and email address fields can be edited. This is the address we will use to contact the practitioner if we do not have a valid application on file, so please ensure that this is the address where the practitioner can be contacted.

Once the file type has been selected, and the contact information has been edited, if appropriate, to submit your request, click the "Submit File Request" button.

How do I know if my request has gone through successfully?

As your request is being processed, the following message will be displayed on screen:

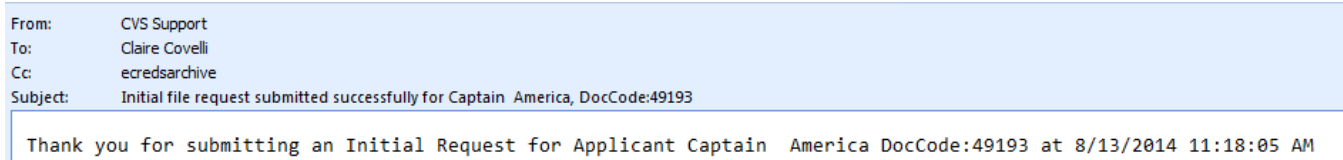


Once your request has gone through successfully it will be listed at the bottom of the screen so you can keep track of the requests you have made during the session:

Requests made today:

Name	Doc Code	File Request Type	Order Date	Ordered By
Captain America	49193	Initial	08/13/2014	Claire Covelli

You will also receive an email confirming the receipt of your request:

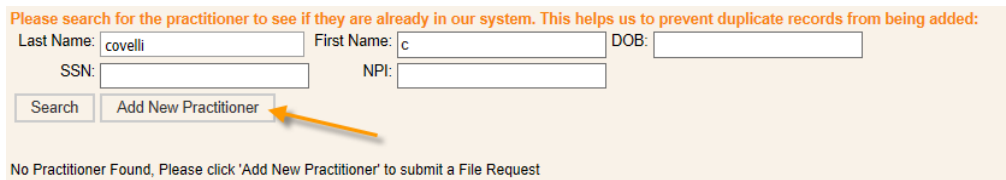


What happens if my search is unsuccessful?

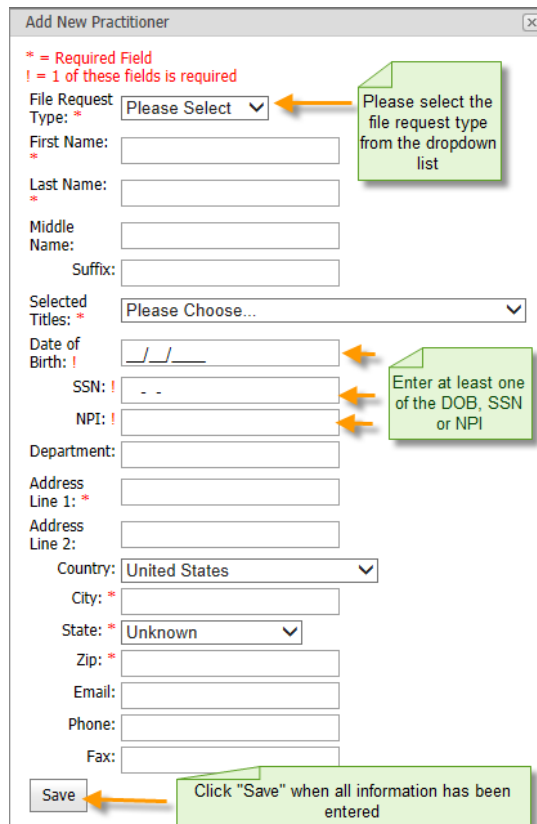
If your search renders no results, or if the practitioner is not found on your original search, please try searching using different criteria to make sure that the practitioner is not in our system.

Adding a new practitioner to our database

Once you've determined, positively, that we do not have your practitioner in our database, click the "Add New Practitioner" button:



The "Add New Practitioner" form will display on the screen as a pop up form:



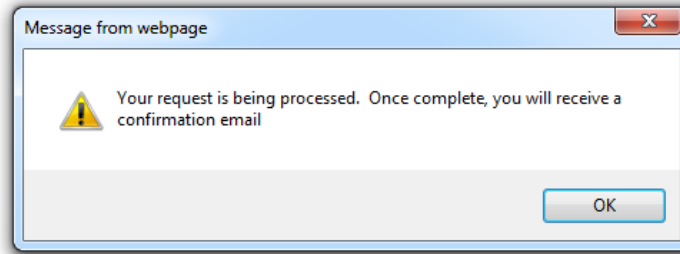
To make your request, select the file request type from the dropdown list. If you select reappointment, the form will update to include a reappointment date field. For reappointment requests, you must supply a reappointment date.

Carefully enter the practitioner's information on the form. Required fields are indicated with an asterisk *. To submit a request you must enter at least one of SSN, DOB or NPI – you will be unable to submit a request without providing at least one of these unique identifiers.

When adding a new practitioner, please take care when entering the information and double check that the practitioner's name is correctly spelt and that the first and last names are entered in the correct fields. Also, please enter only the required information in the fields. Middle names or middle initials should be entered in the Middle Name field, not in the Last Name or First Name fields. Similarly, suffixes such as Jr or Sr, should be entered only in the Suffix field.

Once you have entered all of the information, click the "Save" button to complete your request.

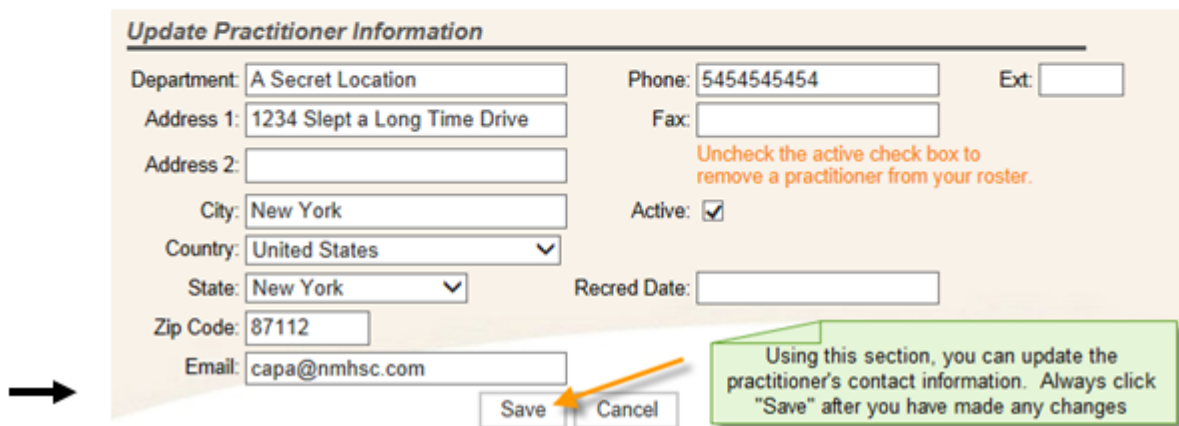
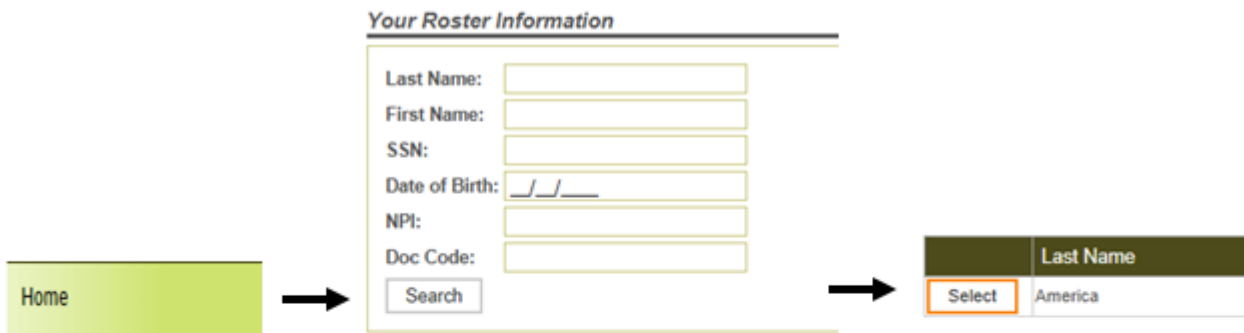
You will receive a confirmation pop up and a confirmation email if your request is submitted successfully:



How do I update information for practitioners already on my roster?

As previously noted, the file processing request feature is intended only for adding new practitioners to your roster.

To make changes to a practitioner's information when the practitioner is already on your roster, click the "Home" button in the navigation pane, search for the practitioner and click the "Select" button next to the practitioner's name. You can then update the practitioner's contact information. To save any changes, simply click the "Save" button.



Can I submit itemized requests through the file processing request screen?

Currently, itemized requests cannot be made online. To submit an itemized request, please complete the Itemized Request Form, located under the "Documents" link on the customer portal, and email the completed form and a release signed by the practitioner to credentialing@nmhsc.com.

Questions?

If you have any questions regarding file processing requests, please contact us and we'll be happy to help. For customer service, email credentialing@nmhsc.com or call 505-346-0222 or toll free 1-866-908-0070 x2006.