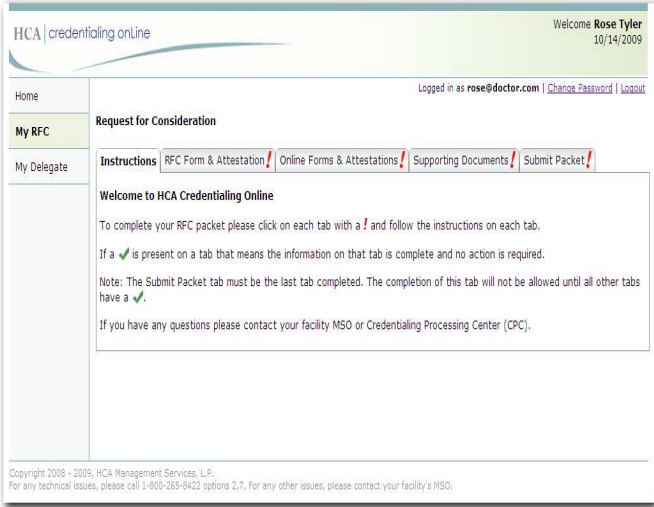


Provider w/out Delegates or Delegates- Completing the RFC/R-RFC HCA Credentialing Online-With Addendum

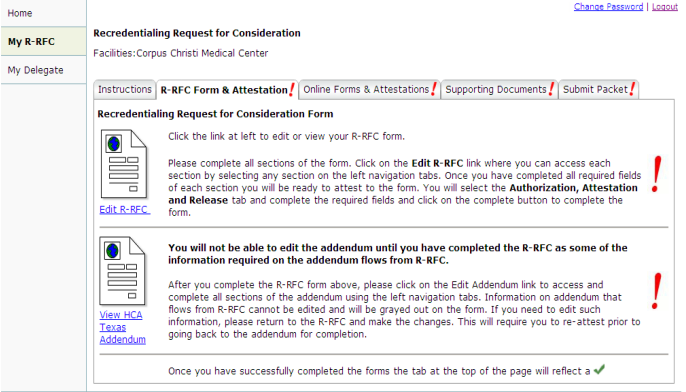



*****Attention, this is not the same process as CAQH. All Requests for Consideration are submitted online by the Delegate and Provider and not printed and mailed back to the CPC *****

WHAT YOU SEE	WHAT TO DO						
<p>Delegate completes the RFC/ R-RFC</p> <p>Provider Forms</p> <p>The following providers have delegated their form entry to you. Click the provider name to edit his/her Request for Consideration data.</p> <table border="1"> <thead> <tr> <th>Provider</th> <th>Status</th> <th>Last Updated</th> </tr> </thead> <tbody> <tr> <td>Doctor, Jma</td> <td>Pending Provider Submission</td> <td>02/16/2009 03:49:48 PM</td> </tr> </tbody> </table>	Provider	Status	Last Updated	Doctor, Jma	Pending Provider Submission	02/16/2009 03:49:48 PM	<p>After a delegate successfully logs into the system, the delegate home page appears with a list of Providers who have assigned their form entry to the delegate. To complete the Providers RFC/R-RFC packets:</p> <ul style="list-style-type: none"> • Select a Provider by clicking the Provider name.
Provider	Status	Last Updated					
Doctor, Jma	Pending Provider Submission	02/16/2009 03:49:48 PM					
 <p>RFC = Initial Request for Consideration R-RFC = Reappointment Request for Consideration CPC = Credentialing Processing Center HCO = HCA Credentialing Online</p>	<p>The Provider's My RFC page displays.</p> <p>This view includes instructions for completing the Request for Consideration (RFC) or Reappointment Request for Consideration (R-RFC) packet as applicable.</p> <p>Each Tab will be identified by an exclamation point until it is complete. A green check mark will appear when the information is complete on each tab.</p> <p>All tabs must be complete prior to Submission of the packet.</p> <p>Note: It is critical to submit the DOP (Delineation of Privileges) attachment on the Supporting Documents tab to the CPC. The receipt of the DOP form is required before the verification process begins.</p>						

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WHAT YOU SEE	WHAT TO DO
 <p>Home Change Password Logout</p> <p>My R-RFC Recredentiaing Request for Consideration Facilities:Corpus Christi Medical Center</p> <p>My Delegate</p> <p>Instructions R-RFC Form & Attestation Online Forms & Attestations Supporting Documents Submit Packet</p> <p>Recredentiaing Request for Consideration Form</p> <p>Click the link at left to edit or view your R-RFC form.</p> <p>Please complete all sections of the form. Click on the Edit R-RFC link where you can access each section by selecting any section on the left navigation tabs. Once you have completed all required fields of each section you will be ready to attest to the form. You will select the Authorization, Attestation and Release tab and complete the required fields and click on the complete button to complete the form.</p> <p>You will not be able to edit the addendum until you have completed the R-RFC as some of the information required on the addendum flows from R-RFC.</p> <p>After you complete the R-RFC form above, please click on the Edit Addendum link to access and complete all sections of the addendum using the left navigation tabs. Information on addendum that flows from R-RFC cannot be edited and will be grayed out on the form. If you need to edit such information, please return to the R-RFC and make the changes. This will require you to re-attest prior to going back to the addendum for completion.</p> <p>Once you have successfully completed the forms the tab at the top of the page will reflect a </p> <p><small>Copyright 2008 - 2011, HCA Management Services, L.P. For any technical issues, please call 1-800-955-9422 options 2,7. For any other issues, please contact your facility's MSO.</small></p>	<ul style="list-style-type: none"> • Select the RFC/R-RFC Form & Attestation Tab. • Select the Edit RFC link to complete the RFC/R-RFC form.
 <p>Identifying Information</p> <p>Office Information</p> <p>Licenses</p> <p>Professional Liability Insurance</p> <p>Education and Training</p> <p>Specialty and Board Certification</p> <p>Affiliations, Military Service, and Work History</p> <p>Faculty Positions/Memberships, and</p> <p>Request for Consideration <i>Identifying Information and Personal Address</i></p> <p>Identifying Information</p> <p>Last Name * Doctor</p> <p>First Name * Ima</p> <p>Middle Name</p> <p>Suffix</p> <p>Professional Designation MD (i.e. MD, DO, DPM, CRNA) *</p> <p>Do you use any other name(s)? No (i.e., maiden name, married name, nickname)</p>	<p>The initial page of the RFC or R-RFC displays.</p> <ul style="list-style-type: none"> • Verify or complete the information on the initial page of the form. <ul style="list-style-type: none"> ○ Information previously entered in the Credentialing database will pre-populate the form. ○ The title of the current page is highlighted on the left-hand navigation bar. <p>Note: The RFC or R-RFC can be printed entirely once the entire packet has been submitted to the CPC for processing.</p> <p>The RFC or R-RFC can also be saved as an HTML file through the Print/Save functionality.</p>

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WHAT YOU SEE	WHAT TO DO
 	<ul style="list-style-type: none"> • Click Next at the bottom of the page when the current page of the form is completed. <p>If data has been entered or changed, the system asks if you would like to save changes.</p> <ul style="list-style-type: none"> • Click Yes. <ul style="list-style-type: none"> ➢ System saves and validates all data on the page. If error occurs, user will be prompted with Validation Error message. ➢ Click Show Errors to view page errors. ➢ Click Continue • Repeat these steps until all sections of the RFC or R-RFC are verified to be accurate and complete. <p>To exit the form and complete at a later time:</p> <ul style="list-style-type: none"> ➢ Click Close. Option to save becomes available. <p>Note: Subsequent pages of the form include a back navigation button at the end of the page.</p>
	<p>A “Required Fields are not Complete” message will appear if information is missing or in the incorrect format. The system indicates the page with errors on the left navigation menu.</p> <p>Click on the form with error noted to make the corrections.</p>

Provider w/out Delegates or Delegates- Completing the RFC/R-RFC HCA Credentialing Online-With Addendum



WHAT YOU SEE	WHAT TO DO
<p>The screenshot shows a web application interface. At the top, it says 'Home' and 'Logged in as GKU9684 Logout'. Below that, it says 'Recredentiaing Request for Consideration - Provider has packet'. The provider is identified as 'Corpus Christi Medical Center'. There are several tabs at the top: 'Instructions', 'R-RFC Form & Attestation' (which is active and has a red exclamation mark), 'Online Forms & Attestations' (with a red exclamation mark), 'Supporting Documents' (with a red exclamation mark), and 'Submit Packet' (with a red exclamation mark). The main content area has a heading 'Recredentiaing Request for Consideration Form'. It contains two sections with document icons. The first section says 'Click the link at left to edit or view your R-RFC form.' and 'Please complete all sections of the form. Click on the Edit R-RFC link where you can access each section by selecting any section on the left navigation tabs. Once you have completed all required fields of each section you will be ready to attest to the form. You will select the Authorization, Attestation and Release tab and complete the required fields and click on the complete button to complete the form.' There is a green checkmark and the word 'Complete' next to this section. The second section says 'You will not be able to edit the addendum until you have completed the R-RFC as some of the information required on the addendum flows from R-RFC.' and 'After you complete the R-RFC form above, please click on the Edit Addendum link to access and complete all sections of the addendum using the left navigation tabs. Information on addendum that flows from R-RFC cannot be edited and will be grayed out on the form. If you need to edit such information, please return to the R-RFC and make the changes. This will require you to re-attest prior to going back to the addendum for completion.' There is a red exclamation mark next to this section. At the bottom of the main content area, it says 'Once you have successfully completed the forms the tab at the top of the page will reflect a ✓'. At the very bottom, there is a small copyright notice: 'Copyright 2008 - 2011, HCA Management Services, L.P. For any technical issues, please call 1-800-265-9422 options 2,7. For any other issues, please contact your facility's HSO.'</p>	<p>Review and Attest to associated Addendum(s)</p> <p>After users have completed to the RFC/R-RFC form, any addendum(s) associated must be completed.</p> <p>Note: In order to edit any Addendum(s), users must first complete the RFC/R-RFC Packet.</p> <p>Any Addendums associated with the packet will remain as view only until the RFC/R-RFC packet has been completed.</p>
<p>The dialog box has a title bar that says 'Reopen R-RFC?' with a close button (X). The main text says 'Opening this form in edit mode will require users to:'. Below this is a bulleted list: <ul style="list-style-type: none"> • Select the "Complete" button at the bottom of the AAR on both the Application and any Addendum(s) to finalize the form. • Re-attest to the Application and Addendum(s). The text continues: 'When opened in edit mode these actions are required with or without changes to the form.' Below that is the question 'Are you sure you want to edit this form?'. At the bottom are two buttons: 'Yes' and 'No'.</p>	<p>Re-Open RFC/R-RFC?</p> <p>If forms are re-opened in edit mode after receiving the green completed check, the users are required to re-attest to the packet changes</p>

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<p>Request for Consideration</p> <p>Online Forms - Must be completed prior to submission</p> <table border="1"> <thead> <tr> <th>Document</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Communicable Disease Screening and Immunization Record</td> <td>Complete Online Form</td> </tr> <tr> <td>My Test Webform</td> <td>Complete Online Form</td> </tr> <tr> <td>Practitioner Background Investigation Authorization</td> <td>Complete Online Form</td> </tr> <tr> <td>Provider Confidentiality and Security Agreement</td> <td>Complete Online Form</td> </tr> </tbody> </table>	Document	Action	Communicable Disease Screening and Immunization Record	Complete Online Form	My Test Webform	Complete Online Form	Practitioner Background Investigation Authorization	Complete Online Form	Provider Confidentiality and Security Agreement	Complete Online Form	<ul style="list-style-type: none"> • Complete documents that are applicable for the form in the Online Forms & Attestation Tab. <p>Note: A Green Check mark will appear upon completion of each form.</p>																																						
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WHAT YOU SEE	WHAT TO DO
	<ul style="list-style-type: none"> • Click Submit Packet on last tab when all previous tabs have been completed. (Indicated by Check mark) <p>Once the RFC/R-RFC is submitted to the Provider, the Provider receives an email notification to log in, review the RFC/R-RFC, complete and attest to the Web Forms and then submit to the CPC for processing.</p>
	<p>The Provider will receive instructions on how to complete the transaction upon logging into the HCO application.</p> <p>Each tab will be highlighted with Red exclamation marks until Provider completes each section.</p>

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WHAT YOU SEE	WHAT TO DO
	<p>11. Log out of HCO.</p> <p>*If your Provider does not check email regularly, please inform them that the RFC/R-RFC process needs to be completed so it can be submitted to the CPC for processing.</p>

Helpful Notes:

- The Delegate has the ability to print the Provider packet or copy it to an electronic file for record retention. Once the Provider has completed and submitted the packet to the CPC for processing, the Delegate will receive an email stating Provider has submitted packet and it is available to print/save.
- The Delegate can log back into HCO and print or save the forms as an html file from the read-only view.
- To prevent CPC correspondence from being filtered into a Junk mailbox, add your CPC mailbox address to your Contact List.
 - Nashville CPC email address: NCPC.HCOInbox@HCAHealthcare.com
 - Houston CPC email address: HCPC.HCOInbox@HCAHealthcare.com.
 - Orange Park CPC email address: OCPC.HCOInbox@HCAHealthcare.com.
- As a security feature, HCO ‘times out’ after 30 minutes of inactivity. Any work that has been saved will display when logging back in. Any work that is not saved will need to be re-entered.