HCA Credentialing Portal (HCP)

Practitioner Quick Reference Guide on Navigation and Completing Credentialing Packet
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HCA Credentialing Portal (HCP)

This reference guide is to assist practitioners with monitoring the status of their file, monitor expiring items, make demographic changes to their profile, submit documents through HCP, and complete the credentialing packet for Request for Consideration (RFC) or Reappointment Request for Consideration (RRFC).
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Logging In and Accessing HCP
Sign into the Parallon Credentialing Portal.

1. If this is your first time logging in, you will need to select Create Account, and follow the prompts and respective emails.
2. If you are a returning user, enter your Email.
3. Enter your Password.
4. Click Login.
5. Login help is available by clicking the hyperlink “Login Help”.

Notes:

- If using remember me, you will be asked to re-authenticate or reset your password after a period of time due to security reasons.
- If you need job aids or microlearnings, on HCP navigation visit HCA HealthCare’s Practitioner Credentialing Page.
To verify your identity, HCP uses a two-factor authentication process.

5. Click Email or SMS to receive your six-digit authorization code.
6. Click Send Code.
7. Once received, enter your six-digit authentication code in the field provided.
8. Click Log In.

Note: If using “remember this device” you generally will not have to re-authorize due to your connection being saved. However, when logging in from the HCA Healthcare network, you may be asked to authorize your device each time.
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General Navigation
From the HCP landing page, you can navigate using the

1. **Left Navigation**
2. **Center Dashboard Navigation**
3. **Right Navigation**
4. **Icons for provider profile, message center and help are located in the center dashboard upper right hand corner.**
From the left navigation you have the following options:

1. Home – Click here to return to the HCP home page.
2. Credentialing Status – Click here to view the status of your packet.
3. Outstanding Items – Click here to view outstanding packet items needed before Parallon can complete the credentialing process.
4. Expiring Items – Click here to view all items with an expiration date.
5. Facilities – Click here to view facility and privilege details.
6. Resources and Help Center – Click here to find documents, links and contact information for supporting Credentialing Processing Center or CPC.
7. Sign out – Click here to sign out of HCP.
Center Dashboard Navigation: Using the Key Performance Indicator or KPI boxes, you can navigate to:

1. **Credentialing Status** – The number indicates the number of open packets. From this view, you can work the credentialing packet by clicking Work Packet. If a delegate is assigned, you can view the packet progress.

2. **Outstanding Items** – The number indicates the number of items that need to be submitted by either the practitioner or the entity before Parallon can complete the credentialing process.

3. **Expiring Items** – The number indicates the number of items expiring within 1 to 45 days.

4. **Facilities** – The number represents the number of facilities or entities with open or requested privileges.
Right Navigation includes:

1. A scrolling notification with pertinent information

2. Quick Actions – Click here to update the practitioner’s profile information, delegate information, change email or change HCP password.

3. My Profile – shows a quick view of name, phone number and email address
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Credentialing Status
From the left navigation, click on Credentialing Status and the Credentialing Status home page appears. There are four (4) tabs across the top.

1. **Online Packets Needing Submission** – This view shows packets that need to be “worked” by a practitioner. This view will be empty if the practitioner has a delegate. 

2. **Online Packets Needing Delegate Action** - This view shows packets that are with a delegate. This view will be empty if the practitioner does NOT have a delegate.

3. **All Recent Credentialing Requests** – This view shows status of the packet and next steps. A solid blue bar indicates the step has been completed. A pulsing orange bar indicates the current step.

4. **Copies of Completed Online Packets** – This view shows completed packets that have been sent to the CPC.

5. Enter the credentialing packet by clicking **Work Packet**.

**Note:**
- The number beside each tab represents the number of documents in each tab.
- You can also navigate to Credentialing Status using the Center Dashboard KPI box.
From the left navigation, click on Outstanding Items. There are three (3) tabs across the top.

1. Unverified Practitioner – These items are the practitioners responsibility to provide.
2. Unverified Institution – These items are the institution’s or entity’s responsibility to provide.
3. Verified – This tab lists what has been verified from the other two tabs.
4. Documents can be uploaded as one single file.
5. Documents can be uploaded as a single document.

Note:
- The number beside each tab represents the number of items in each tab.
- You can also navigate to Outstanding Items by using the Center Dashboard KPI box.
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Expiring Items
From the left navigation, click on Expiring Items. There are three (3) tabs across the top.

1. Licenses, Boards and Insurance – Pay close attention to cancel symbols and caution symbols.
2. A cancel symbol, a circle with an exclamation mark, indicates the item has expired.
3. A yield sign/symbol with an exclamation mark indicates the item will expire between 1 – 45 days.
4. Notice expired dates on items between 0-45 days are noted in red font.
5. Updated items can be uploaded through HCP by clicking Upload Document.

Note:
- The number beside each tab represents the number of items in each tab.
- You can also navigate to Expiring Items by using the Center Dashboard KPI box.
- State and DEA licenses do NOT need to be uploaded as the CPC must complete a primary source verification on these licenses.
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Facilities
From the left navigation, click on Facilities. There are two (2) tabs at the top of the page.

1. **Active Tab** – displays all facilities where the practitioner has or is requesting privileges. The active listing displays facility name, address, appointed date, approved date, expired date, status, and category.

2. **Inactive Tab** – displays all facilities where the practitioner previously held privileges that have now ended and/or expired. The inactive listing displays facility name, address, appointed date, approved date, expired date, ended date, status, and category.

**Note:**
- You can also navigate to Facilities by using the Center Dashboard KPI box.
From the left navigation, click on Resources and Help Center. The following is displayed:

1. **Documents** – Click on credentialing documents available for download.
2. **Links** – Click on the link provided for additional training resources on HCA Healthcare’s Practitioners Credentialing Website.
3. **CPC Contact Information** – displays contact information for the Credentialing Processing Centers.
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Instructions on working the Credentialing Packet; Request for Consideration or RFC and Reappointment Request for Consideration or RRFC.
The Introduction section of the Request for Credentialing provides details of how to navigate through the credentialing packet process while showing all facilities where you are being credentialed.

From this page, you are able to access the following details:

1. **Instructions** – provides details on how to navigate the Request/Re-Request for Consideration credentialing packet.
   a) Pay close attention to Section Status Indicators.

2. **Facilities** – provides details of all facilities where the practitioner is being credentialed.

3. **Need Help** – provides details on who to contact for assistance as you are navigating the packet. There is also a hyperlink for additional training materials.

4. **Generated PDFs** – are standard files that will be used in the process.

5. The Left Navigation shows a listing of all requirements of the package.
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Credentialing Packet – General Requirement
1. The following requirements are part of the General Requirement:
   • Identifying Information – This provides all demographic details.
   • Home Address – This provides the home address which will always be silent (meaning it will not appear on reporting that is shared outside the Medical Staff Office.)
   • Credentialing Address – This will be the primary address used to service patients.
   • Practice Locations – This is where the practitioner will perform their service.

2. The below will only display if there is a state application that requires state specific information:
   • Correspondence Address – This provides the address to send all documentation regarding the credentialing process.
   • HIPAA Compliant Address – This address will be used to share and send key details to the provider protecting Protected Health Information (PHI).
1. Click on General, then click on Identifying Information.
2. All fields marked with a red asterisk (*) are required.
3. For fields without an asterisk, if you know the information being asked, it should be answered.
4. Contact your Medical Staff Office or your Credentialing Processing Center if any prepopulated, noneditable fields are incorrect, i.e., name, NPI, etc.
5. Save and Continue to move on to the next requirement.
1. Click on Correspondence Address. If applicable, fill in the required fields, then Save and Continue.

2. If you do not have a Correspondence Address, click in the box beside “This section is not applicable.”

3. Save and Continue.

4. Click on Home addresses. Provide all addresses where you have lived for the past seven (7) years.

5. For prepopulated addresses, select Status and edit, if necessary.

6. To add an address, click on the blue Add Address button and complete all required fields denoted with a red asterisk (*).

7. Click Save and Continue when finished.
1. Click on Credentialing Addresses. This is the address where you want communication sent during your credentialing process. One current Credentialing Address is required.

2. For prepopulated addresses, select Status and edit, if necessary.

3. To add a Credentialing Address, click on the blue Add Address button and complete all required fields denoted with a red asterisk (*).

4. When finished, click Save and Continue.
1. Click on Practice Locations. One of the locations must be marked as your primary location.

2. For prepopulated addresses, select Status and edit, if necessary.

3. To add a Primary Location, click on the blue Add Address button and complete all required fields denoted with a red asterisk (*).

4. When finished, click Save and Continue.
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Credentialing Packet –
Licenses & Certifications Requirement
The requirement for Licenses and Certifications includes State Licenses, DEA Licenses, CDS Licenses, and Certifications. Each licenses screen allows you to enter all details regarding licenses that are appropriate to your credentialing process.

1. Click on State Licenses.
2. Read instructions thoroughly.
3. List all current and past professional state licenses.
4. You must enter at least one state license for the state of the entity for the packet.
5. For prepopulated licenses, select Status and edit, if necessary.
6. To add a new license, click the Add License blue button and enter all required fields denoted with a red asterisk (*).
7. When finished, Save and Continue.
1. Click on DEA Licenses.
2. Read Instructions.
3. List all Current DEA Licenses.
4. For prepopulated DEA licenses, select Status and edit, if necessary.
5. To add a new DEA license, click the Add License blue button and enter all required fields denoted with a red asterisk (*).
6. When finished, click Save and Continue.
List all current State Controlled Substance Registration Licenses.

1. If you have none to add, click Save and Continue.
2. To add a CDS, click on the blue Add License button and fill out the required information denoted by a red asterisk(*).
3. When finished, Save and Continue.
List all Life Support Certifications. Be sure to pay close attention to any State specific requirements.

1. If you do not have any certifications, click on Save and Continue.
2. To add a certification, click on the blue Add Certification button and complete the required fields denoted by a red asterisk (*).
3. A copy of each certification is required. Upload in the Supplementary Documents section.
4. When finished, click Save and Continue.

Documents can also be faxed. However, for a timely credentialing process we recommend all supporting documentation be uploaded through HCP.
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Credentialing Packet – Insurance Requirement
The insurance requirement includes Liability Insurance and Liability Insurance History. This section ensures all details regarding the practitioner’s insurance have been added showing they have coverage for any malpractice claims.

1. Click on Liability Insurance
2. Answer the question if you are insured or plan to be insured by HCA’s Healthcare Indemnity (HCI) insurance.
3. If No, please complete the required fields.
4. To add an Insurance Carrier, click on the blue Add Carrier button and complete required fields denoted by a red asterisk (*).
5. When finished, click Save and Continue.
6. Upload a copy of the certification to the Supplementary Documents page.
State requirements may ask for historical proof of Professional Liability Insurance.

1. If listed, click on Liability Insurance History.

2. Read instructions thoroughly. Please list previous professional liability carriers within the past five (5) years.

3. If this section does not apply to you, click the box next to “This section is not applicable.” Click Save and Continue.

4. To add a Carrier, click the blue Add Carrier button and complete required fields denoted by a red asterisk (*).

5. When finished, click Save and Continue.
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 Credentialing Packet –
 Education & Training Requirement
The Education Requirement includes:

- Foreign Medical Graduate
- Post High School Education
- Post Graduate Training
- Education Gaps

1. Click on Foreign Medical Graduate.
2. If you are NOT a Foreign Medical Graduate, answer No. Click Save and Continue.
3. If you answer Yes to Foreign Medical Graduate question, please answer the question pertaining to attending a Fifth Pathway.
4. If you answer Yes, please provide the Fifth Pathway Record by clicking on the blue Add Fifth Pathway.
5. If you answer No, please provide the Education Commission for Foreign Medical Graduate or ECFMG.
6. When finished, Save and Continue.
1. Click on Post High School Education.

2. For prepopulated schools, please edit, as necessary.

3. Please list up to ten (10) post high school education records. To add an education record, click on the blue Add Education Record and fill out the required information denoted by a red asterisk (*).

4. An Education Institution Lookup is available to assist you.

5. When finished, click Save and Continue.
1. Click on Post Graduate Training.

2. If you do not have post graduate training, please click on the box next to “This section is not applicable.” Click Save and Continue.

3. To add a post graduate training record, click on the blue Add Training Record button. Enter required information denoted by a red asterisk (*).

4. An Education Institution Lookup is provided to assist you.

5. When finished, click Save and Continue.
1. Click on Education Gaps.
2. Please provide up to four (4) Gaps in Education that have occurred since graduation from professional school that are more than 180 days.
3. If you do not have Education Gaps, please click on the box next to “This section is not applicable.” Click Save and Continue.
4. To add an Education Gap, click on the blue Add Gap button. Enter required information denoted by a red asterisk (*).
5. When finished, click Save and Continue.
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Credentialing Packet –
Specialties & Boards Requirement
1. Click on Specialties and Boards, and the requirements expand.

2. Click on Specialties. You may list up to 20 Specialties with one (1) being Primary and one (1) being Secondary. All others would have a status of Alternate.

3. For non-specialty/board areas of professional practice interest or focus, i.e., HIV/AIDS, please list them in the field provided.

4. Edit prepopulated Specialties, as necessary.

5. To add a Specialty, click on the blue Add Specialty button and complete the required information denoted by a red asterisk (*).

6. When finished, click Save and Continue.
1. Click on Boards.
2. Boards will prepopulate based on the Specialties listed in the previous section. Please make edits, as needed.
3. To add a Board, click on the blue Add Board button and complete the required information denoted by a red asterisk (*).
4. When finished, click Save and Continue.
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Credentialing Packet –
Affiliations & Work History Requirement
The requirements for Affiliations and Work History include:

- Military Service
- Affiliations
- Work History
- Gaps

1. Click on Military Service.
2. Answer the Military Service Questions.
3. Complete all required information denote by a red asterisk (*).
4. If you have served in the Military but are no longer active, please provide a copy of the DD214 Member 4 or Member 2 document.
5. We recommend using our Supplementary Documents section to upload documents for a timely Credentialing process.
6. When finished, click Save and Continue.
1. Click on Affiliations
2. Answer the Affiliations question.
3. If you answer No, please explain what type of admitting arrangements you have in the field provided.
4. If you answer Yes, please follow instructions and list affiliations by clicking on the blue Add Affiliation button and complete required information denoted with a red asterisk (*).
5. Edit prepopulated Affiliations, as necessary.
6. When finished, click Save and Continue.
1. Click on Work History.

2. List all professional Work History including:
   - Employment
   - Self-employment
   - Service as an independent contractor
   - Military experience

3. Edit prepopulated Work History, as needed.

4. To add a work history, click on the blue Add History Record button and complete the record information denoted by a red asterisk (*).

5. When finished, click Save and Continue.
1. Click on Gaps.

2. Please provide up to 15 gaps of work history that have occurred since graduation from professional school that are more than 180 days. If you do not have work history, please select the box beside Not Applicable.

3. To add a gap, click on the blue Add Gap button and complete the required information denoted by a red asterisk (*).

4. When finished, click Save and Continue.
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Credentialing Packet – References Requirement
1. Click on References. Then, click on Peers.

2. Read instructions thoroughly and provide three (3) professional peers who have current knowledge of your clinical competency.

3. If you have graduated from your highest level of medical training within the last 12 months, please provide the requested information for the residency training program director and two (2) professional peers.

4. To add a reference, click the blue Add Peer Reference Record button and complete the required information denoted by a red asterisk (*).

5. To add an existing peer on file, click the blue Select Existing Peer button.

6. Populated references can be edited or removed.

7. When finished, click Save and Continue.
Call Coverage provides details of the practitioners that will cover for you when you are not available.

1. The requirements for call coverage include:
   - Alternate Practitioners
   - Practice Partners
   - Sequence of Call
2. Click on Call Coverage. Then, click on Alternate Practitioners.
3. Answer the required questions denoted with red asterisk (*).
4. To add a practitioner, click the blue Add Practitioner button and complete the required information denoted by a red asterisk (*).
5. When finished, click Save and Continue.
1. Click on Practice Partners.
2. List up to 20 partners at your practice.
3. To add a partner, click on the blue Add Partner button and complete the required information denoted by a red asterisk (*).
4. To bypass this section if not applicable, click on Save and Continue.
1. Click on Sequence of Call.
2. You can list up to five (5) numbers in the order in which you would like to be contacted after normal business hours regarding a patient or a patient consultation.
3. To add a call number, click the blue Add Call Number and complete the required information denoted by a red asterisk (*).
4. When finished, click Save and Continue.
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Credentialing Packet –
Questions and Forms Requirement
The requirement for Questions and Forms includes
- Disclosures
- CME Attestation
- Practitioner Acknowledgement
- Confidentiality and Security Agreement
- Communicable Disease Screening and Immunization Record
- Privileges

It is important to note, specific questions and forms will depend on State Requirements, Specialties and Privileges.

1. Click on Questions and Forms.
2. Click on State and/or HCA disclosure forms.
3. Read thoroughly and answer questions.
4. Questions answered with a Yes will require further explanation.
5. When finished, click Save and Continue.
1. Click on CME Attestation.
2. Answer all questions.
3. If you answer No to the CME question, an explanation is required.
4. If you answer Yes to the CME question, you will be prompted to choose how you prefer to complete the online form.
5. CME Attestation Form requires an Acknowledgement of clicking on “I Agree”.
6. When finished, click Save and Continue.
1. Click on Practitioner Acknowledgement.
2. Read the statement thoroughly.
3. Click on “I Agree”.
4. When finished, click Save and Continue.
1. Click on Practitioner Confidentiality and Security Agreement.
2. Read the document thoroughly.
3. Click on “I Agree” to attest that you acknowledge that you have read the agreement and agree to comply with all the terms and conditions stated.
4. When finished, click Save and Continue.
1. Click on Communicable Disease Screening and Immunization Record.
2. A link to CDC Guidelines is provided for you.
3. Read instructions thoroughly.
4. Answer all questions.
5. Provide supplementary documents as directed.
6. Answer the Acknowledgement question by clicking on “I Agree” attesting that all of the information provided on the form is true and accurate.
7. When finished, click Save and Continue.
1. Click on Privileges
2. Complete each requested Privilege form listed by clicking on Edit beside the Facility name where you are requesting privileges.
3. Read instructions thoroughly.
4. Finalize Privileges by selecting one of the following:
   • I request the privileges as checked
   • I need to print and upload the privileges to mark my changes
   • I do not want any privileges on this form
5. Click “Print” if Applicable.
6. When finished, click Complete.
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Credentialing Packet – Documents Requirement
The requirement for Documents include:

- Signed Forms
- Supplementary Documents
- Reference Documents

1. Click on Documents.
2. Click on Signed Forms.
3. Click on each form listed.
   - Download the form.
   - Print the form.
   - Sign the form.
4. Upload the form in HCP. Forms can also be faxed but for a timely credentialing process, we recommend uploading all supplementary documents and forms.
5. When finished, click Save and Continue.
1. Click on Supplementary Documents.
2. Read the instructions thoroughly paying close attention to file types needed for uploading required documents. i.e., DOC, DOX, PDF etc.
3. Documents required in this section depend on answers to other sections of the packet. Please review and ensure a document has been uploaded for each item listed.
4. Documents can also be faxed but we recommend uploading for a timely credentialing process.
5. When finished, click Save and Continue.
1. Click on Referenced Documents.

2. These are documents that provide information that users can download for references.

3. Click Save and Continue after reviewing documents.
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Credentialing Packet – Submit Requirement
The requirements for Submit Packet include:

- Authorization, Attestation and Release
- Submit Packet Acknowledgement

1. Click on Submit Packet.
2. Click on Authorization, Attestation and Release.
3. Read the document thoroughly. By clicking on “I Agree” you are attesting you understand the foregoing Authorization, Attestation and Release form.
4. Click Save and Continue.

It is important to note, state requirements may require State Authorization, Attestation and Release forms.
1. Click on Submit Packet.
2. Review and make any necessary changes to the requirements of the packet.
3. By clicking “Agree” this is your electronic signature and submission of the form, and it serves as an attestation that you have read and confirm the accuracy of the information being submitted.
4. When finished, click Submit Packet.