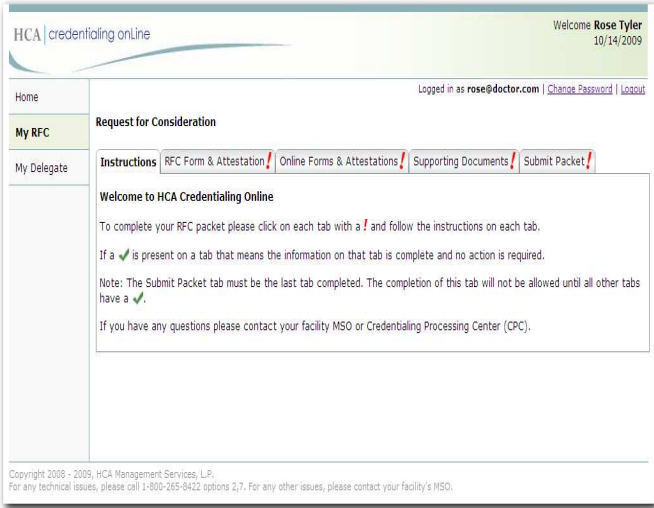


HCA Credentialing Online

Delegates - Completing the RFC or R-RFC

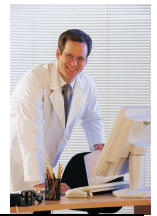


*****Attention, this is not the same process as CAQH. All Requests for Consideration are submitted online by the Delegate and Provider and not printed and mailed back to the CPC *****

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>						

HCA Credentialing Online

Delegates - Completing the RFC or R-RFC



WHAT YOU SEE	WHAT TO DO
	<ul style="list-style-type: none"> • Select the RFC Form & Attestation Tab. • Select the Edit RFC link to complete the RFC/R-RFC form.
	<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 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>

HCA Credentialing Online

Delegates - Completing the RFC or R-RFC

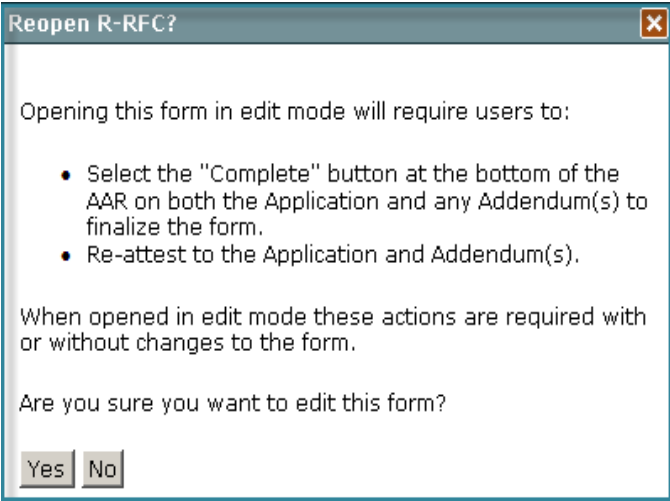
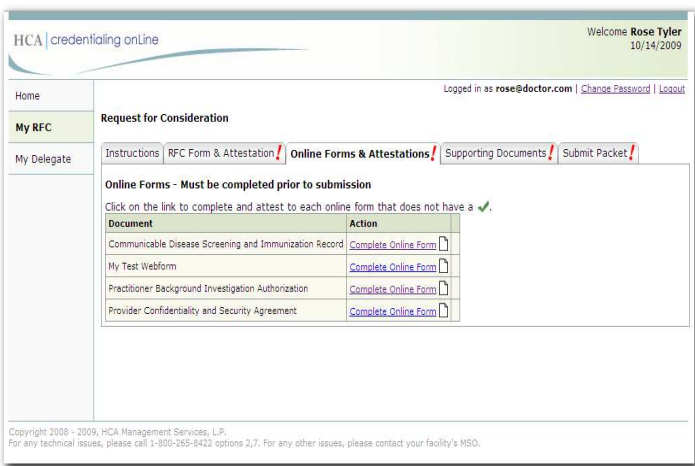


WHAT YOU SEE	WHAT TO DO
 	<ul style="list-style-type: none"> • Click Next at the bottom of the page when the current page of the form is completed. <p>If data has been entered or changed, the system asks if you would like to save changes.</p> <ul style="list-style-type: none"> • Click Yes. <ul style="list-style-type: 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>

HCA Credentialing Online

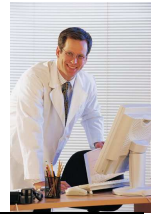
Delegates - Completing the RFC or R-RFC



WHAT YOU SEE	WHAT TO DO
	<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 forms changes</p>
	<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>

HCA Credentialing Online

Delegates - Completing the RFC or R-RFC



WHAT YOU SEE

WHAT TO DO

HCA | credentialing online Welcome Mya Delegate
11/12/2009

Home Logged in as delegatemy@gmail.com | [Change Password](#) | [Logout](#)

My RFC Provider: Doctor, Anne

Instructions [RFC Form & Attestation](#) [Online Forms & Attestations](#) [Supporting Documents](#) [Submit Packet](#)

Form Documents
Documents not submitted online will increase processing time

Signed Forms
These forms require a Provider signature. Please download, print, sign (must be a Provider's signature) and upload. If you must fax in please indicate that as your method of submission. A will be present on all forms that have been completed and/or a submission method entered. Complete

Document	Action	Submission Method
Pharmacy Signature Form (Action Required)	Delete	Uploaded
Practitioner Acknowledgement (Action Required)	Download Upload	Fax 877-405-6604
Privilege Form - Family Medicine (Action Required)	Download Upload	Fax 877-405-6604
RFC Attachment - Bogus template form	Delete	Uploaded
Reflex Testing Form (Action Required)	Delete	Uploaded

Supplementary Documents
Attach each item in this section by clicking the Upload link next to the document/item name and attaching the file from your computer. If you must fax in please indicate that as your method of submission. A will be present on all attachments that have been completed and/or a submission method entered.

Document	Action	Submission Method
Case / Activity List	Upload	Fax 877-405-6604
Certifications (i.e., ACLS, PALS)	Upload	Fax 877-405-6604
Copy of Current Professional Liability Face Sheet	Upload	Other
Copy of Government Issued ID	Upload	Fax 877-405-6604
Copy of Military Discharge Form - DD214	Upload	Fax 877-405-6604
Copy of Purified Protein Derivative (PPD) Test Results	Upload	N/A
Copy of Visa (As applicable)	Upload	Fax 877-405-6604
Curriculum Vitae	Upload	Other
Photograph	Upload	Fax 877-405-6604

Reference Documents
These forms are for reference only and should be downloaded and saved for the provider

Document	Action
Code of Conduct	Download
Hendersonville Hospital Medical Staff Bylaws	Download
Hendersonville Hospital Medical Staff Rules and Regulations	Download
Hendersonville Hospital Reflex Testing Form	Download
Physician Access to the Internet Policy	Download

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For any technical issues, please call 1-800-265-6422 options 2,7. For any other issues, please contact your facility's MSO.

- **Supporting Documents Tab**

Download/Upload Document – These forms should be downloaded, reviewed, printed and completed according to instructions on the forms. If the Action column includes an Upload link, then the completed form can be scanned into the system and uploaded.

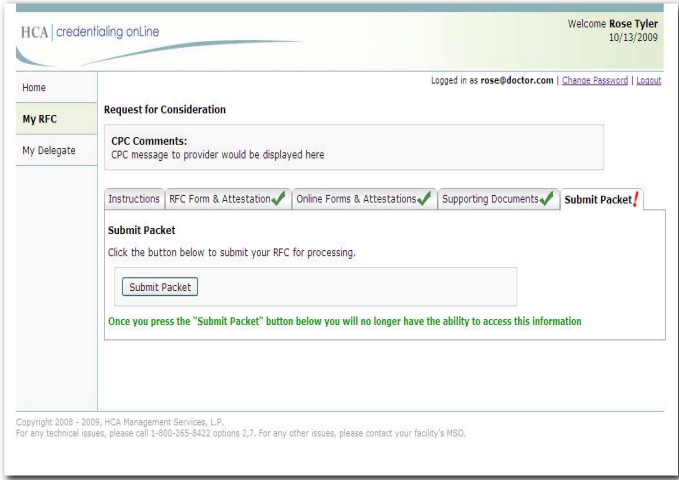
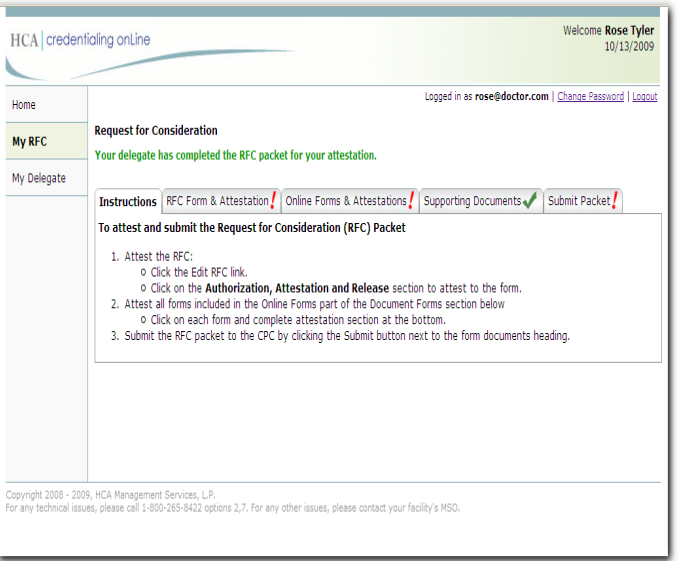
- Click the **Download Document link** to download the forms.
- Save** forms to the desktop.
- Print** forms requiring signatures.
- Ask** the Provider to sign forms requiring signatures.
- Scan** signed forms into the local computer.
- From drop down list, **select** an alternate Submission Method for each form that will **NOT** be uploaded.

Note: If access to a scanner is not available, the documents can be faxed to the CPC. This will also add processing time to the request. The fax number will display when fax is selected as submission method.

HCA Credentialing Online

Delegates - Completing the RFC or R-RFC

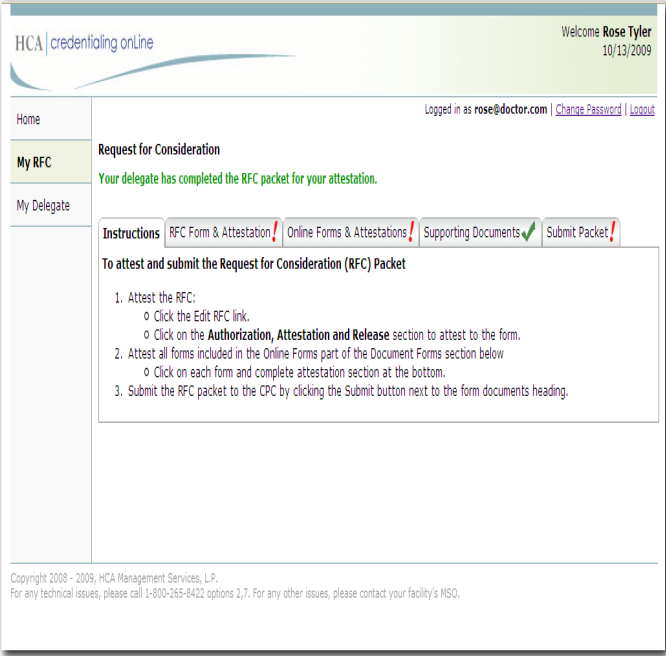


WHAT YOU SEE	WHAT TO DO
	<ul style="list-style-type: none"> • Click Submit Packet on last tab when all previous tabs have been completed. (Indicated by Check mark) <p>Once the RFC/R-RFC is submitted to the Provider, the Provider receives an email notification to log in, review the RFC/R-RFC, complete 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>

HCA Credentialing Online

Delegates - Completing the RFC or R-RFC



WHAT YOU SEE	WHAT TO DO
 <p>Copyright 2008 - 2009, HCA Management Services, L.P. For any technical issues, please call 1-800-265-8422 options 2,7. For any other issues, please contact your facility's HSO.</p>	<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.