



Providers - Completing and Attesting the RFC/R-RFC HCA Credentialing Online- W/Addendum(s)

Providers with Delegates

If providers signed an authorization form requesting a Delegate to complete the RFC or R-RFC packet and have received an email stating the packet is ready for review, the following steps must be completed prior to submitting the packet:

1. **Review and attest** to the RFC/R-RFC and any associated Addendum(s).
2. **Attest** to the forms in the Online Forms section of the Form Documents.
3. **Submit** the RFC or R-RFC packet.

The below instructions provide the details for completing each of these steps.

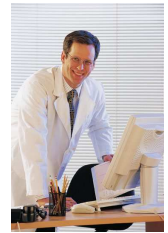
WHAT YOU SEE	WHAT TO DO
	<p>Review and Attest to the RFC or R-RFC</p> <ol style="list-style-type: none"> 1. Click RFC/R-RFC Form & Attestation Tab to review or Edit the RFC/R-RFC and complete the RFC or R-RFC packet. <p>Click Edit/View RFC/R-RFC</p> <p>Note: Providers without Delegates will see Edit RFC.</p>
	<p>The initial page of the RFC or R-RFC displays. If an assigned Delegate has completed the RFC, review and then attest to the information by selecting Authorization, Attestation and Release from the left navigation menu.</p> <ul style="list-style-type: none"> ➤ Verify or complete the information on each page of the form. <ul style="list-style-type: none"> ○ Information previously entered in the Credentialing system will pre-populate the form. ○ Provider will complete all additional information required on 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 full packet has been submitted to the CPC for processing.</p>

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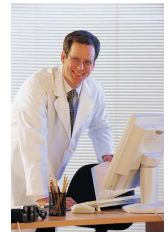
WHAT YOU SEE	WHAT TO DO
 	<ol style="list-style-type: none"> 2. Click Next at the bottom of the page when the current page of the form is completed. If data has been entered or changed; <ul style="list-style-type: none"> ➤ The system asks if you would like to save changes. 3. Click Yes. <ul style="list-style-type: none"> ➤ System saves and validates all data on the page. If error occurs, user will be prompted with a Validation Error message. ➤ Click continue ➤ If No.... The system discards any changes and validation is not completed. 4. 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 finish completion at a later time:</p> <ul style="list-style-type: none"> ➤ Click Close. ➤ The system asks again, if you would like to save changes. <p>Note: Subsequent pages of the form include a back navigation button at the end of the page.</p>

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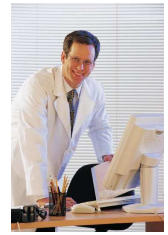
WHAT YOU SEE	WHAT TO DO
	<p>5. Attest to the form by completing the Authorization, Attestation and Release section of the form:</p> <ul style="list-style-type: none"> • Click the, I agree box. • Enter the last four digits of Social Security Number or NPI number. <p>6. Click Complete RFC/R-RFC when the last page of the form is complete.</p> <p>Note: A “Required Information is missing” 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 correction.</p>
	<p>Review associated Addendum(s)</p> <p>After users have attested to the RFC/R-RFC form, any addendum(s) associated must be reviewed and 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>

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WHAT YOU SEE	WHAT TO DO
	<h3>Completing Addendum- Consent and Release</h3> <p>Upon review and completion all the information on the Addendum form, Providers must attest that the information is accurate.</p>
	<h3>Re-Open RFC/R-RFC?</h3> <p>If packets 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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Complete Online Form Documents

****These forms *must* be completed before the RFC or R-RFC is submitted to the CPC.**

Attest to the Online Forms

Once the RFC or R-RFC has been reviewed and attested to:

7. **Locate** the Online Form & Attestations tab.
8. **Click** the first document with a Complete Online Form link in the Action column.
9. **Complete** the document online, including the attestation section at the bottom of the form.
10. **Complete** other forms with the Complete Online Form designation before continuing to the RFC or R-RFC.

Notes: If the Delegate has already completed the form, Provider will only need to review it, make any changes necessary and complete the attestation at the bottom of the form.

Online Forms

After the online forms have been completed, a Reopen link takes the place of the Complete Online Form link. This allows forms to be corrected, if necessary.

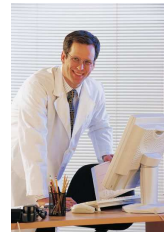
Note: Green Check indicates that all required fields have been properly updated with the necessary information.

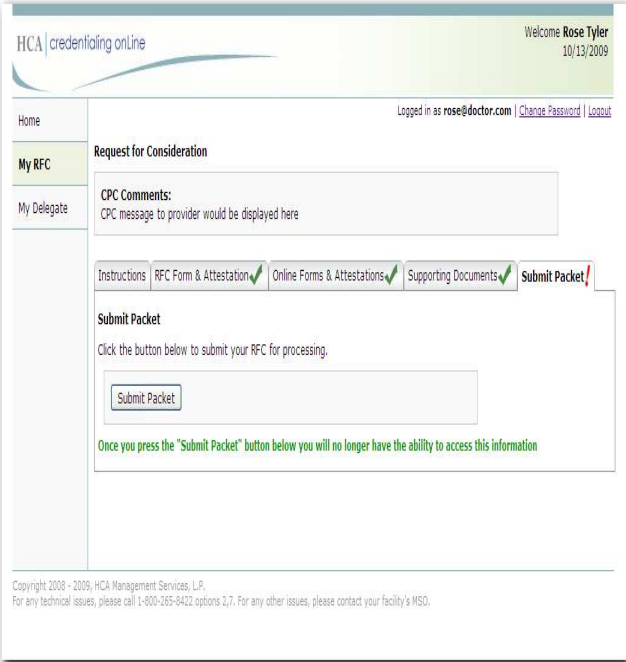
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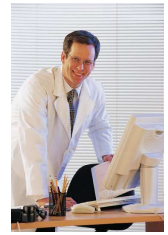
WHAT YOU SEE	WHAT TO DO
<p>Reviewing Documents</p> <p>The screenshot shows the 'Supporting Documents' tab selected. A green checkmark in the top right corner of the document list area indicates that all documents are complete. The list includes various forms such as 'Background Investigation Authorization Form', 'CNE Attestation HCO', and 'Hendersonville RFC Checklist 10.3.08'.</p>	<p>The Supporting Documents tab contains additional supporting documents for the RFC or R-RFC. If a Delegate was assigned, the Delegate should have completed the task of uploading necessary supporting documentation. If this is the case, documents can be reviewed for accuracy.</p> <p>11. Click the title of the document to review downloaded forms.</p> <p>The submission method field indicates how the document will be submitted to the CPC for processing.</p> <p>Note: If a Delegate was NOT assigned, the Provider will need to complete additional documents as applicable.</p> <p>Click here for instructions how or locate the “How to Download and Upload Supporting Documents” on page 6.</p>
<p>Submitting Packet</p> <p>The screenshot shows the 'Submit Packet' section. A 'Submit Packet' button is visible. Below the button, a message states: 'Once you press the "Submit Packet" button below you will no longer have the ability to access this information'.</p>	<p>Submit the Packet</p> <p>Once the RFC or R-RFC is complete, the home page displays.</p> <p>Once each tab has been complete and display a green checkmark...</p> <p>12. Click Submit Packet.</p> <ul style="list-style-type: none"> ➤ A message will display stating access to the information will not be available for editing or making changes.

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WHAT YOU SEE	WHAT TO DO
<p>Submission Message/Print Form</p>  <p>The screenshot shows the HCA Credentialing Online interface. At the top, it says 'Welcome Rose Tyler 10/13/2009'. The user is logged in as 'rose@doctor.com'. The main content area is titled 'Request for Consideration' and contains a 'Submit Packet' button. Below the button, a message states: 'Once you press the "Submit Packet" button below you will no longer have the ability to access this information'. There are also navigation links for 'Instructions', 'RFC Form & Attestation', 'Online Forms & Attestations', 'Supporting Documents', and 'Submit Packet'.</p>	<p>A submission confirmation message appears after the packet has been submitted stating “Your form has been submitted for processing. You will be notified via email when processing is complete.”</p> <ol style="list-style-type: none"> 13. The option to print or save the RFC/R-RFC packet for record retention becomes available. 14. Click on the link located under the submitted message to print a copy. <p>At this point the Provider can log out of the system.</p> <p>Note: It is very critical to submit the DOP (Delineation of Privileges) attachment to the CPC. The receipt of the DOP is required to begin the verification process.</p>

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How to Download and Upload Supporting Documents

Document	Action	Submission Method
Background Investigation Authorization Form	Download Upload	Fax 877-405-6604
CNE Attestation	Delete	Uploaded
CNE Attestation HCO	Download Upload	Fax 877-405-6604
Code of Conduct Cover Letter - JUNE 15 2008	Download Upload	Fax 877-405-6604
Communicable Disease Screening and Immunization Record	Download Upload	Fax 877-405-6604
Employer-Sponsor statement HCO	Download Upload	Fax 877-405-6604
Hendersonville Environment of Care Education Acknowledgement Statement	Download Upload	Other
Hendersonville Environment of Care Acknowledgement Signature Form HCO	Download Upload	Fax 877-405-6604
Hendersonville Quality Form	Download Upload	Fax 877-405-6604
Hendersonville RFC Checklist 10.3.08	Download Upload	Fax 877-405-6604
Hendersonville Staff Category Checklist	Delete	Uploaded
Hendersonville Sequence of Call	Download Upload	Fax 877-405-6604
Hendersonville Sequence of Call HCO	Download Upload	Fax 877-405-6604
Hendersonville Staff Category checklist HCO	Download Upload	Fax 877-405-6604
Hendersonville Staff category checklist	Download Upload	Fax 877-405-6604
LL026	Download Upload	Fax 877-405-6604
Physician Signature Form	Download Upload	Fax 877-405-6604

After completing the online forms, a provider must attach supporting documents for the RFC or R-RFC if a delegate was not assigned. The documents include the following Action options:

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.
- Sign the forms requiring signatures.
- Scan signed forms into the local computer.

Hendersonville Hospital Staff Category Checklist	Download	
Privilege Form - Emergency Medicine	Download	Upload
Case / Activity List		Upload
Certifications (i.e., ACLS, PALS)		Upload

Upload Document – Signed forms, licenses, photos and other supporting documentation can be uploaded from a location on the computer as attachments to the RFC or R-RFC.

- Select the Upload link next to the name of an item that needs to be uploaded to the HCO.
- Browse to find the location of the file on the desktop.
- Click Upload Document
- Select the submission method for each form that has **not** been uploaded.

Note: Individuals without access to a scanner may fax the paper forms to the CPC. When selecting the fax submission method, the local CPC fax number will display.

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How to Download and Upload Supporting Documents

Document	Action	Submission Method
Background Investigation Authorization Form	Download Upload	Fax 877-405-6604
CMEAttestation	Delete	Uploaded
CMEAttestation HCO	Download Upload	Fax 877-405-6604

When a form has been uploaded, it will be confirmed by a green check mark and a Delete link replaces the Upload link in some cases. The Upload link will remain available if more than one of that type of document can be included.

- a. **Click** the Delete link to remove the uploaded document and upload another document in its place.

Note: Once a form has been completed or uploaded, the row changes to a darker color.

Note: To prevent correspondence your CPC may send from being filtered into a Junk mailbox, add your CPC mailbox address to your Contact List. HCPCHCOinbox@hcahealthcare.com.

Note: 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.