HCA Credentialing Online

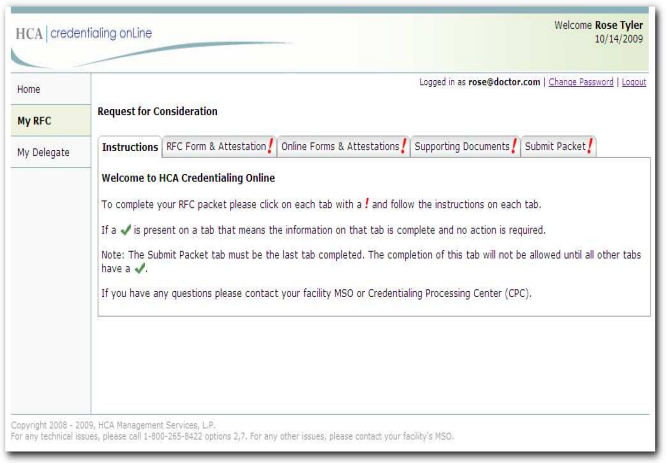
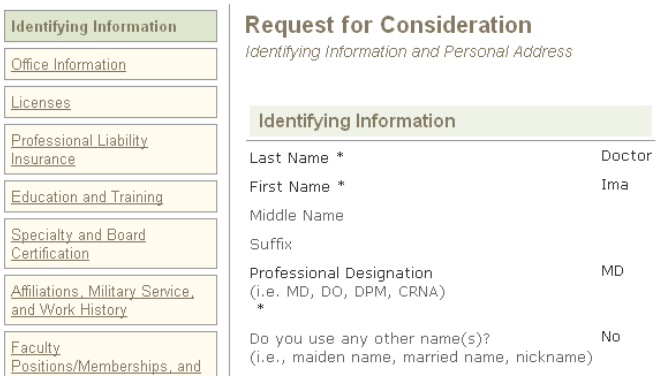
Providers – Completing and Attesting the RFC or R-RFC

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 or R-RFC.
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
Provider Home Page 	**Review and Attest the RFC or R-RFC** 1. **Click** RFC Form & Attestation Tab to review or Edit RFC to complete the RFC or R-RFC **Click** Edit/View RFC **Note:** Providers without Delegates will see Edit RFC.
	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. ➢ **Verify or complete** the information on the each page of the form. o Information previously entered in the Credentialing system will pre-populate the form. o Provider will complete all additional information required on the form. o The title of the current page is highlighted on the left-hand navigation bar. **Note:** The RFC or R-RFC can be printed entirely once the full packet has been submitted to the CPC for processing.

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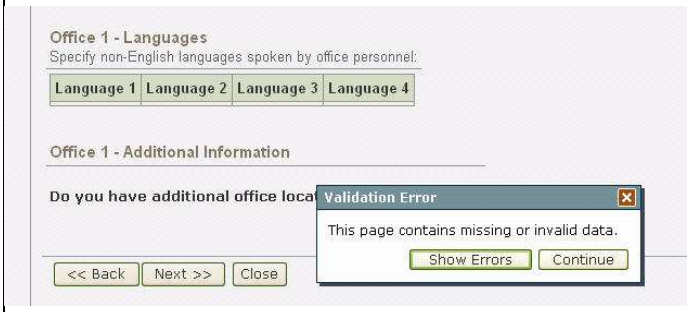
WHAT YOU SEE	WHAT TO DO
	2. **Click** Next at the bottom of the page when the current page of the form is completed. If data has been entered or changed; ➢ The system asks if you would like to save changes. 3. **Click** Yes. ➢ System saves and validates all data on the page. If error occurs, user will 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. To exit the form and finish completion at a later time: ➢ **Click** Close. **Note:** Subsequent pages of the form include a back navigation button at the end of the page.
	

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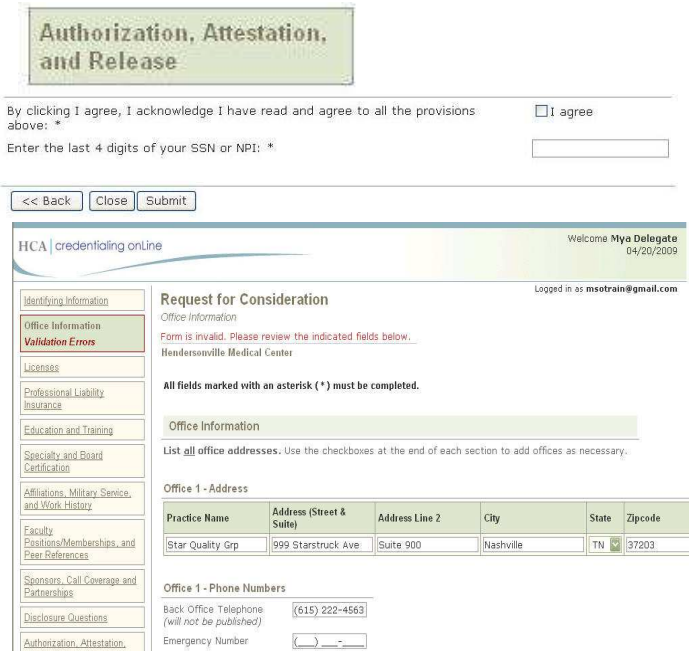
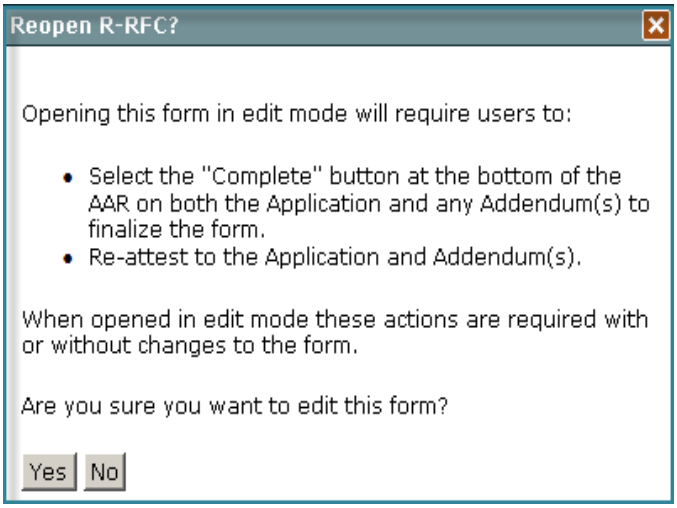
WHAT YOU SEE	WHAT TO DO
	5. **Attest** to the form by completing the Authorization, Attestation and Release section of the form: • **Click** the, I agree box. • **Enter** the last four digits of Social Security Number or NPI number. 6. **Click** Complete RFC when the last page of the form is complete. **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. ***Click** on the form with error noted to make the correction.
	**Re-Open RFC/R-RFC?** If the form is re-opened in edit mode after receiving the green completed check, the users are required to re-attest to the form changes

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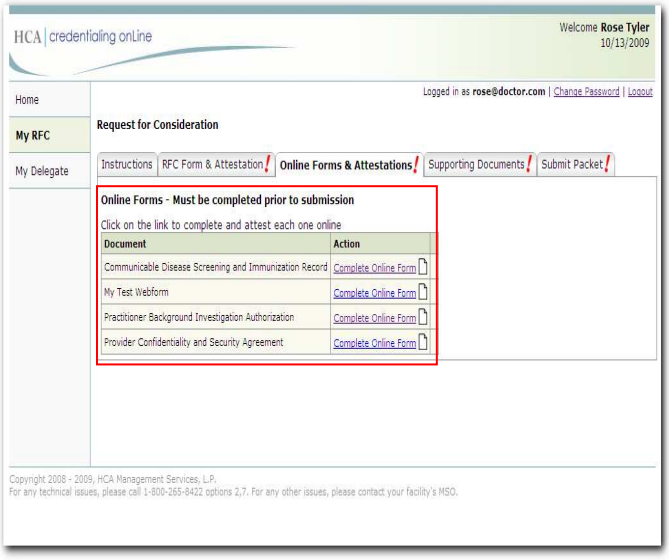
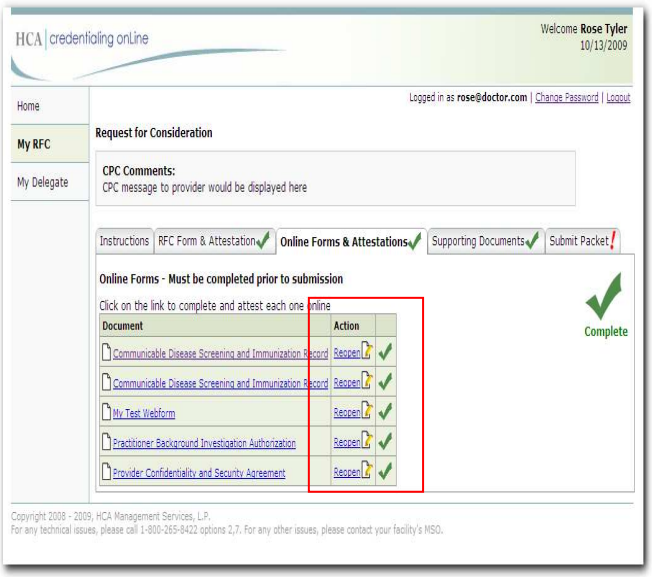
WHAT YOU SEE	WHAT TO DO
 **Complete Online Form Documents** **These forms **must** be completed before the RFC or R-RFC is submitted to the CPC.	**Attest to the Online Forms** Once the RFC or R-RFC has been reviewed and attested to**:** 7. **Locate** the Online Form & Attestations tab. 8. **Click** the 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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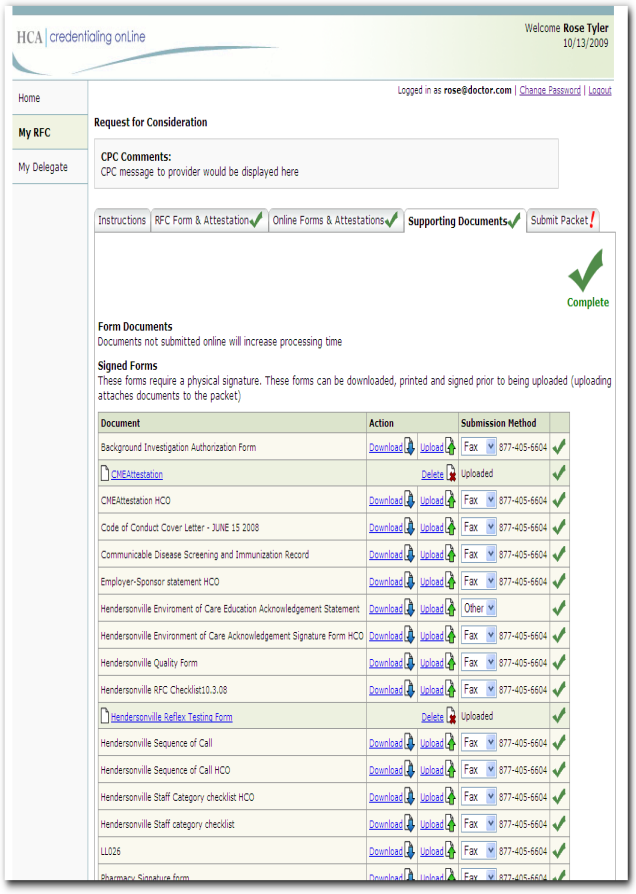
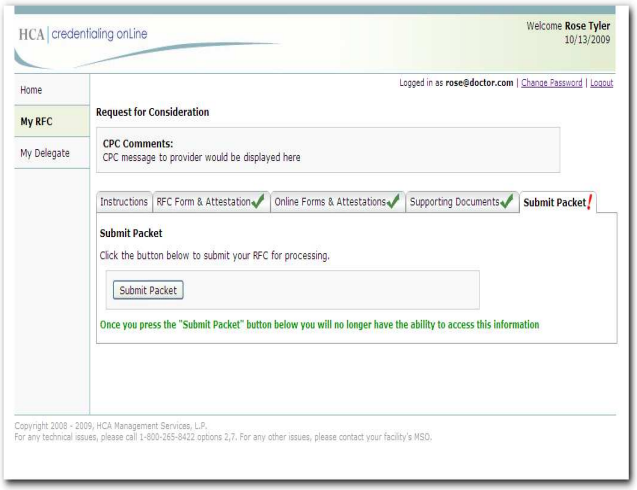
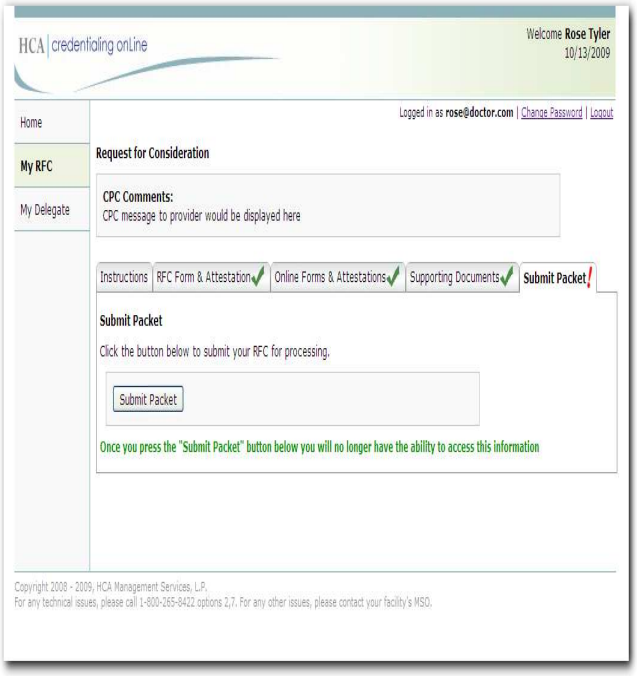
WHAT YOU SEE	WHAT TO DO
Reviewing Documents 	The Supporting Documents tab contains additional documents required for the verification process. If a Delegate was assigned, the Delegate should have completed the task of uploading necessary supporting documentation. If this is the case, documents can be reviewed for accuracy. **11. Click** the title of the document to review. The submission method field indicates how the document will be submitted to the CPC for processing. **Note:** If a Delegate was **NOT** assigned, the Provider will need to complete additional documents as applicable**.** **Click here for instructions how or locate the "How to Download and Upload Supporting Documents" on page 6.**
Submitting Packet 	**Submit the Packet** Once the RFC or R-RFC is complete, the home page displays. 12. **Click** Submit Packet. ➢ A message will display stating access to the information will not be available for editing or making changes.

WHAT YOU SEE	WHAT TO DO
Submission Message/Print Form  	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." 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. At this point the Provider can log out of the system. **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.

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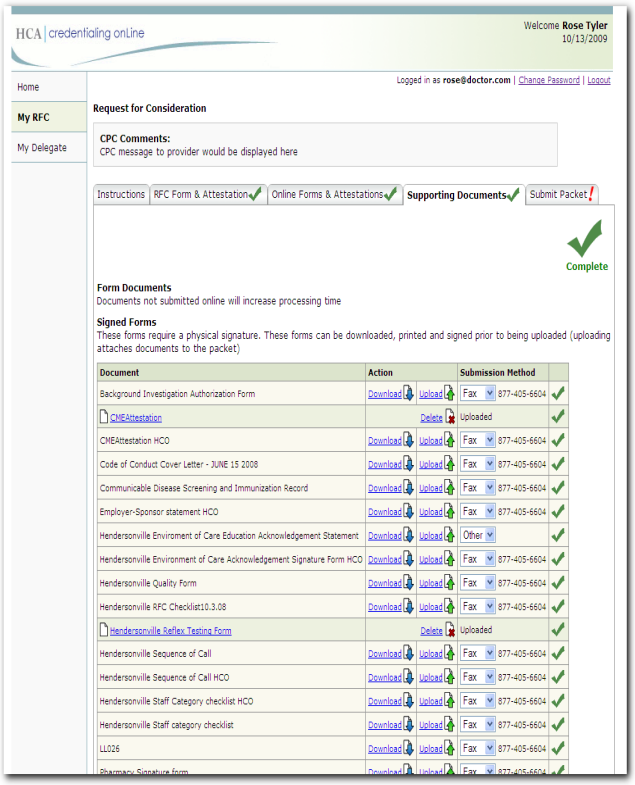
Providers – Completing and Attesting the RFC or R-RFC

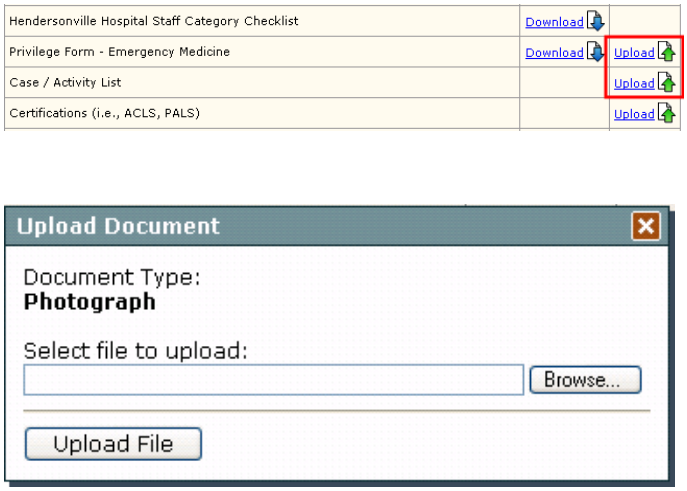
How to Download and Upload Supporting Documents



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.

a. **Click** the Download Document link to download the forms.
b. **Save** forms to the desktop.
c. **Print** forms requiring signatures.
d. **Sign** the forms requiring signatures.
e. **Scan** signed forms into the local computer.



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.

a. **Select** the Upload link next to the name of an item that needs to be uploaded to the HCO.
b. **Browse** to find the location of the file on the computer.
c. **Click** Upload Document
d. **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 submission method, the local CPC fax number will display.

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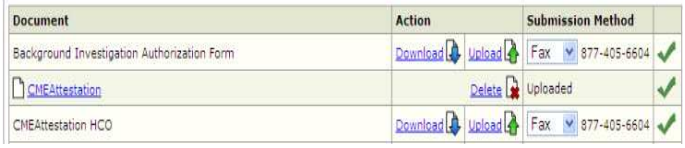
How to Download and Upload Supporting Documents	
	When a form has been uploaded, it will be confirmed by a green check mark and a Delete link replaces the Upload link in some cases. The Upload link will remain available if more than one of that type of document can be included. a. **Click** the Delete 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. NCPCHCOinbox@hcahealthcare.com.