HCA Healthcare <u>Facility User</u> Support For HWSVerified

YOUR ACCOUNT/ENROLLMENT/LOGGING IN THE SITE

G google	Must always use Google Chrome when accessing www.hwsverified.com
Requesting an account	• Facility Users cannot self-register at HWSVerified. If an account has not been provisioned, please request your account at the following location: http://engage.healthtrustjobs.com/verified/enrollment/ **Please allow 3 business days for account to be created**
Facility User First Time Set-Up	• Once you receive confirmation of having your account set-up, please proceed with the below steps on logging in: (For the best experience, ensure you are using Google Chrome) 1. Go to the website link: https://www.hwsverified.com/ and select Facility. 2. Select Forgot Password. This will establish your new password. 3. Type in your HCA email address and select Send. 4. A message will pop-up confirming it has been sent. 5. Once you receive the email, select the link provided. 6. You will be prompted to reset your password. 7. The site should automatically log you in. If it does not, or it opens the site in a different browser, go to the link in Step 1 and login using your new password.
Logging In and Out Of the Portal (must HCA Healthcare email, no 3-4's)	• Go to the website link: https://www.hwsverified.com/ and select Facility. • Type in your HCA Healthcare email address and the password established and select Log In. • To Log Out of the portal, click the Log Out button on the top right corner of your Home page.

NAVIGATING THE HWSVERIFIED.COM SITE

⌂ Home 193 Pending requests	***Home Screen*** This is your landing page. All VPros awaiting file review are in the notifications area. This location will house the last 30 days of pending approvals. You may also select **Pending Requests** or Select Access Request, see below

Access Requests	***Locating Your VPros*** Select your **Access Request** tab Use your First or Last Name field to locate by name. ➢ You can only search by either first or last. Every instance of the characters will show
	Filters (1st set) Use your Filters to find the classification ➢ Select Classification, search for type , ie., Supplier Rep, click the box and hit apply ➢ Note the Account Status will always default to Active (Termed and Suspended are available for searching) Filter by Facilities All ▾ Division All ▾ Classification All ▾ Tier All ▾ Account Status 1 ▾ ***Filters (2nd set)*** You will always default to **Pending Approval**. Other filters are: Onboarding (VPro is in upload status) Credentialing (VPro is in Credentialing verification status) ➢ When you are not sure what status the VPro is in, select All Onboarding Credentialing **Pending Approval** Approved Denied All
Access Requests	Once you locate the VPro, select the Pending Approval to review the credentials Or select the VPro name to see more details about the VPro Start typing first or last name Deny access Approve access ☐ Name Facility Status Tier Division Classification Vendor Areas ☐ ● Aldrich, Danielle Methodist Specialty and Transplant Hospi Pending Approval Tier 2 SAN ANTONIO DIVISION Supplier Representative/Manager Stryker 1. Select Pending Approval ->> view credentials of importance for determining approval or denial. Access Request for ⊖Danielle Aldrich 🏛 Methodist Specialty and Transplant Hospi 📁 Supplier Representative/Manager Pending I 10 Sep 2019 ☑ BG - Criminal Search Verification ☑ BG - Employment History Verification ☑ BG - OFAC SDN Search ☑ BG - San Antonio Verification 2. Select credentials to review 3. At bottom of VPro's Access Request credential page, you can remove or add "areas" and select Approve access or Deny access

Bulk Approval

At the Access Request Tab, select the Check box(es) of the VPros to approve or deny and select either Approve Access or Deny Access.

1. To approve all listed on the page, in the top header row select the top checkbox to "select all listed." When activated: The checkboxes will highlight blue with a white checkmark.
2. Click the Approve Access button.
3. **If approving:** Portal will ask you to confirm and profile(s) will move to the Approved sub-section.
4. **If denying:** after the Deny Access button is selected, a Denial reason popup will appear.
   To process the Denial reason:
   - Click the drop down menu arrow from Denial Reason.
   - Select the desired reason.
   - Type/enter brief note in Denial Notes.
   - Click the Deny Selected button once done.
   - Note: If multiple VPro's are selected from the list, the denial reason and notes entered will apply to ALL selected profiles. Profile(s) will move to the Denied sub-section.

VPros sometimes work in several different divisions and facilities.

Step 1: Select Access Request Tab, locate VPro by search first or ast name or via filters (pending approval, etc)

Step 2: **Select VPro's name** by clicking on it.

Option 1: To view only credentials for your facility/division: (follow steps 1 and 2 above first)

Select **Facility Access at the top of the screen** *(View: Status, Requirement dates, Document on file)*:

- View name(s) and status of the facilities the VPro is requesting access to.
- Select the hyperlink status of the facility status, ie., Pending Approval
- Requirements will populate. Select the individual requirements to view the document on file, with their statuses and dates.

Option 2: To view only credentials for all facilities/divisions: (follow steps 1 and 2 above)

Select **Credentials at the top of the screen** *(View: Status and Requirement dates)*:

View a list of requirements in various statuses.

In the far west, all Texas and North Carolina divisions, there are credentials added that are new. In order to add the credential and give a grace period, there is a credential confirmed and a place holder for the future required credentials. This credential stacking allows the credential to be requested and maintain compliance until the credential is provided.

Although you would typically guide yourself by the ⊗ or the ✔ to check for compliance, in our VPro software, the migration requirements and expirables may look like the below on an account.

You will see what looks like a duplicated requirement.
- The first is the requirement with the grace period.
- The second is the placeholder for the VPro to upload the required credentials.

The VPro is compliant as long as the first requirement is not expired; example below of what a non-compliant requirement will look like.

Credential	Expiration date		Status
Bloodborne Pathogens	14 Aug 2020	✔	Confirmed
Bloodborne Pathogens	-	⊗	Unconfirmed
Certification of Insurance Attestation	-	✔	Confirmed
Code of Conduct	14 Aug 2020	✔	Confirmed
Code of Conduct	-	⊗	Unconfirmed
Completed Employment Review	14 Aug 2020	✔	Confirmed
Completed Employment Review	-	⊗	Unconfirmed
Compliance/Employment in Good Standing	14 Aug 2020	✔	Confirmed
Compliance/Employment in Good Standing	-	⊗	Unconfirmed
Confidentiality and Security Agreement	01 Oct 2019	⚠	Expires soon
Confidentiality and Security Agreement	-	⊗	Unconfirmed

You will also see the below two requirements on all the VPro accounts. This is an internal requirement our team will be using to Primary Source licensure and certification, when applicable.
- These requirements do not mean the VPro is not complaint.
- **Do not deny a VPro because of these two requirements.**

PSV 1 (HWS Internal)	-	⊗	Unconfirmed
PSV 2 (HWS Internal)	-	⊗	Unconfirmed

📄 Reports	**FACILITY REPORTS DESCRIPTION**	**You will be required to login again to access the reporting functions. This is a security measure.**
Report	**Short Description**	**Description**
Compliance	Compliance of Verified Professionals for a Facility	This report provides visibility to report on Compliant or Non-compliant Verified Professionals by Division, Facility and Tier. User also has the ability to filter by Credentialing Request
Credentialing	Future compliance based on Credential Expiration	This report allows the facility to search by Credentialing Request Status and an expiration range into the future to identify specifically for Approved Requests when a VPRO will become non-compliant due to an expiring credential.
Daily Credentialing	Future expiration of credentials	The report provides visibility to Credentials that expire within a period of time. It allows the facility to search by credentialing request, credential status, Division, Facility, Classifications, etc.
Facility Visit	Verified Professionals that printed badges	The report provides the facility the ability to search Verified professionals that printed or attempted to print a badge and the status of the request.
Roster	Verified Professionals Approved for the facility	The report provides the facility the ability to search Verified Professionals that have approved requests for access to the facility.
Seasonal Flu	Seasonal Flu Requirements	The report allows visibility to the season flu credentials.
Downtime	Disaster Report to determine access if tool is ever down.	The report allows visibility to the compliance of the Verified Professionals that have approved access to the facility. It also includes visibility to the License and Certifications of the Verified Professional.
Non-Compliance	Verified Professionals that are non-compliant	It provides the facilities visibility to the Non-compliant VPRO along with the credentials that are making them non-compliant (this includes the expiration date of the predecessor requirement that made them non-compliant. It can be run by the various Credentialing Request Statuses.
COI Report	Verified Professionals certificate of insurance details	This report will provide the status, effective and expiration date for the VPro's company COI. Please note this is only applicable to Tier 2 and 3.
Credentialing Request Status – Approver Report	Details of the facility leader who approved or denied a file	This report is able to be filtered by various VPro status to view who approved or denied (with denial reason) by date. Report includes the VPros name, company, classification (folder group), leader approver/denial, dates and details
Terminated VPros	HWSVerified account terminated Verified Professionals	This report provide account termination dates of VPros. Report includes VPro name, company, email, tier, classification (folder group), facilities