

Facility VPro Software Overview

Self Service Portal | Logging in & Out, Reviewing & Processing Access Requests

This technical document is designed to assist Facility Contacts in utilizing specific functions of their selfservice portal for the purpose of: logging in to their portal, reviewing VPro profiles, and reviewing and processing access requests.

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Verified Professional Process

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Verified Professionals (VPro's/DHP's) have their own self service portals and may be represented by agencies that have delegates that process access requests on their behalf.

After a request and the necessary credentials are uploaded, HealthTrust Workforce Solutions processes the credentials to confirm validity. When this process is complete, the access requests will appear in the Facility Contact's Self-Service Portal for the contact(s) to approve or reject access to specified areas of their facility.

Within the Delegate Portal, this entire process can be monitored for each VPro's Profile within a Delegate's Roster.

Please note: All VPro accounts are self-registration. They will need to create the account.

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First Time User Set-Up

If you have not yet set-up an account, or wish to create one, please contact HWS at **954-514-1440** for assistance on setting up your Facility Contact account.

Once you receive confirmation of having your account set-up, please proceed with the below steps on logging in:

Note: You will no longer be using your 3-4 ID to log in. Please log in using the email address provided.

			Choose account type	
1.	Go to the website link	\langle	Facility	`
1.	https://www.hwsverified. com/ and select Facility.		Delegate	>
			Verified Professional	>

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2.	Select Forgot Password. Note: This will establish your new password.	Log in to your account
3.	Type in your HCA email address and select <i>Send</i> .	Forgot Password Enter your e-mail and we'll send you instructions to reset your password. Email address Send
4.	A message will pop-up confirming it has been sent.	• A password reset email has been sent.
5.	Once you receive the email, s	elect the link provided.
6.	You will be prompted to reserver Note: Passwords are confidential and password.	t your password. In unique to you. For the protection of yourself and the company, please do not share your
7.	The site should automatically the link in Step 1 and login us Note: For the best experience, ensur	

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Logging in and out of the Portal

Once you establish your password for initial login, you will be able to login regularly moving forward using the password created.

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1.	Go to the website link <u>https://www.hwsverified.</u> <u>com/</u> and select <i>Facility</i> .	Facility > Delegate >
		Verified Professional
2.	Type in your HCA email address and the password established and select <i>Log</i> <i>In</i> .	Log in to your account
3.	To Log Out of the portal, click the <i>Log Out</i> button on the far top right corner of your Home page.	Your Name Facility User

Understanding your Portal

The portal will consist of 3 tabs:

- Home
- Access Requests

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Reports

Below, we will explain the actions you can take on each individual tab and what they represent.

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Home Tab

This is your landing page. Every time you log in, the portal will open to this section. The Home Tab will provide a general overview of your account, where daily activity and Notifications can be monitored/reviewed.



Section Descriptions

- **1** The amount of requests in your queue pending review.
- Provide the second state of the second stat
- How many VPro's have logged in to the Kiosk for the day.
- Actionable link to all requests to that specific facility.
- Actionable single instance request.

Actionable Items

- Select the VPro's name under the Notification's section, and you will be redirected to their account.
- B Select the facility under your Facilities section to be redirected to that specific facility's Access Requests.

Access Requests Tab

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Allows the facility contact to review, monitor, and process daily Verified Professional requests throughout their life cycle with a facility. Utilize the steps below to process facility access requests.

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A Home	Access Requests
Access Requests	1 Filter by Facilities 1 ✓ Division All ✓ Classification All ✓ Tier All ✓ Reset filters
Reports	Onboarding Credentialing Pending Approval Approved Denied All <u> Li: Export</u> Li: Export Export
	3 Start typing last name Deny access Approve access
	Name Facility Status Tier Division Classification Areas
	Morales, Raymundo West Hills Hospital & Medical Center-CA Pending Approval Tier 2 FAR WEST DIVISION Laser Technician

Section Descriptions

Filters – Ability for multiple searches. Provides functionality to filter/set search criteria by:

- Facilities
- Division
- Classification

To set Search Criteria:

1.	Click the desired filter dropdown arrow.	Facilities All
2.	A list of menu options will open.	Facilities All Search Select All West Hills Hospital & Medical Center-CA
3.	From the dropdown list, sele	ct desired criteria and select <i>Apply</i> .

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Status Search – These sub-sections will provide a full list of all the VPro's requesting access to the user's facility. The underlined tab represents the current status selected for review. This will default to the Pending Approval section. The available status' are:



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Understanding a Credential Request Status

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- **Onboarding** Two possible scenarios:
 - A. Recently created their profile and has not yet uploaded all required documentation.
 - B. Documents have been rejected by credentialing specialist and are not pending VPro's action.
- Credentialing Documents needed have been uploaded and are pending review by Credentialing Specialist.
 - You will be able to see how long the person has been under this status by viewing the *Status Wheel*.
- Pending Approval (Default Sub-Section) VPro has completed credentialing and is pending facility review and approval/denial.
- 4 **Approved** VPro has been approved for access to this facility.
- 5 **Denied** VPro has been denied for access to this facility.
- **Last Name Search** To search for a specific VPro under specific sub-section selected.

Approving or Denying access from Access Requests Tab

1.	Select the Checkbox(es) of the VPro to approve and select either <i>Approve Access</i> or <i>Deny Access</i> . Note: To approve all listed on the page, in the top header row select the top checkbox to "select all listed."	Access Requests Filter by Facilities 1 v Division All v Classification All v Tier All v Reset filters Onboarding Credentialing Pending Approval Approved Denied All
2.	When activated: The checkboxes will highlight blue with a white checkmark.	Export Pret Start typing last name Pret Start typing last name Pret Start typing last name Pret Pret
3.	Click the Approve Access button.	

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4.	If approving : Portal will ask you to confirm and profile(s) will move to the <i>Approved</i> sub-section.	X Are you sure that you want to approve 1 access requests?
5.	 If denying: after the <i>Deny Access</i> button is selected, a Denial reason popup will appear. To process the Denial reason: Click the drop down menu arrow from <i>Denial Reason</i>. Select the desired reason. Type/enter brief note in <i>Denial Notes</i>. Click the <i>Deny Selected</i> 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 subsection. 	Denial reason Select reason Select reason Penial note Required Cancel Deny selected

Processing Access Requests from the Individual VPro's Status Page

After selecting the criteria you wish to run your	Start typing last nume Dans access. Approve access
 search, select the VPro's status column to review the details of their account. 	Name Facility Status Ter Division Classification Areas Morales, Raymundo West Hills Hospital & Medical Centerel A Pending Approval Ter 2 FAR WEST DIVISION Laser Technician

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2.	 The VPro's <i>Detailed Access</i> <i>Request</i> page will open. You will see listed: Facility Name and VPro's title. Outstanding Progress section and Status Wheel. Credentialing Progress section and Status Wheel. Pending Section which displays: Number of days the request has been pending. The requirements and their statuses. Areas the VPro requests to access. 	Access Request for Q Pure Water Evana County Memorial Projectal Therapat Provideg 155 days in Provider 2 007 507 BP Viscon 3 badguard Vendosoffin 9 0000 galaxy harm 0 500 000 Vendosoffin 9 0000 galaxy harm 9 00000 galaxy harm 9 0000 galaxy harm <t< th=""></t<>
3.	 Add areas to VPro's account by: 1. Selecting the drop down menu. 2. Select areas to be added. 	Areas All areas Cardiac Rehab Cardiovascular Services Cath Lab Central Sterile Clerical
4.	Remove areas from account by clicking the gray X icon next to areas.	Areas Select area to add CT Scan x Case Management x Cath Lab x Central Sterile x Deny access Approve access
5.	To Approve or Deny Access, select the respective buttons on the screen.	Deny access Approve access

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6.	If approving : Portal will ask you to confirm and profile(s) will move to the <i>Approved</i> sub-section.	X Are you sure that you want to approve 1 access requests?
7.	 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. 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. 	Denial reason Select reason Penial note Cancel Deny selected

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Reviewing a VPro's Profile



A VPro's profile will consist of 4 sections that each display a subset of the VPro's information.

Oetails: Will show you a general overview of the VPro's file. All of their information along with a summary of the credential's that require attention from the VPro or Delegate.

2 Facility Access: Will show you the status of their *Credentialing Request*.

- Selecting the VPro's Status will redirect you to their Progress Page.
- You will be able to see where they stand using the Progress Wheels.

Credentials: Will show you a full list of the credentials required for the VPro and their status.

History: Any previous changes made to an account will be detailed here.

1.	To review the VPro's profile, from within the Status sub-sections, click the <i>VPro's Name</i> .			Facility Butler Creek M	ledical Center I	Status DnBoarding	Division	Classification Default (DO NOT REMOVE)
2.	 The Access Requests page for the VPro will default to the <i>Details</i> tab. Within the Details tab: The top section displays the VPro's detailed information. The bottom section displays a listing of requirements that still need VPro/delegate attention. 	Acces Deta	Require attention Require attention The toberg coducts regime Credental Annual Codentialing Fee HealthTinutWS Legis Agreemer TB Annual Signs Symptoms For Physical Therapat Salls Checkle FAR WEST. Scope of Service	e m	Expiration date 21 Jun 2018 22 Jun 2018 15 Jun 2018 13 Jun 2018	Address ine City State Zgoode Satus Satus Dipred V Dipred V Dipred V		



3.	 Within the <i>Facility Access</i> tab: View name(s) and status of the facilities the VPro is requesting access to. 	Facility Status Contentials History Facility Status Comments Status Changed Butter Creek Medical Center Onboarding - 12 Jun 2018 Swain County Memorial Pending Approval - 31 May 2018
4.	 Within the <i>Credentials</i> tab: View a list of requirements in various statuses. Note: To view the uploaded document click the View link 	Access requests Pure Water Details Facility access Credentials History Image: Credentials History Credential Expiration date Status 2011-2015 Flu Vaccine - O Confirmed Vere Annual Credentialing Fee 21 Jun 2018 Expired Vere Application - O Confirmed Vere Background Verification (Tier 2 or 3) - O Confirmed Vere Cetificate of Insurance 26 Jul 2018 O Confirmed Vere Chest X-Ray - O Confirmed Vere
5.	To Export the credentialing table to an Excel file, click the Export link at the top right corner of the page.	Access requests > Pure Water Details Facility access Credentials History Credential Expiration date Status 2017-2018 Flu Vaccine - O Confirmed View Annual Gredentialing Fee 21 Jun 2018 Expirate View
6.	 Within the History tab: Can view all previous work history at your facility. 	Access requests > Pure Water Details Rolley access Credentails History Filter by Facilities all v Dision All v Classification All v Read filters Access requests Access requests Classification All v Read filters Facility Dision Overall access Broot Print Facility Dision Quasification Employer Overall in

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Understanding a VPro's Credential Status

Types of Credential Status':

Ready for Review — Document uploaded, pending review

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- Confirmed ——— Credential in good standing
- Unconfirmed No document has been uploaded
- Expired ———— Credential expired
- Expires soon ——— Will be expiring within the next 90 days
- Rejected Document did not meet standard, needs to be re-uploaded

VPro Credentials Break-down

You will have two views: Collapse Previous Versions and View all Versions.

To change the view, click the button at the bottom right of the credential's section of the VPro's profile (below).

TB Evidence	-	Onconfirmed	🖞 Upload
TB Risk Assessment	22 Feb 2222	Confirmed	🗅 Upload
Tdap	22 Dec 2024	Confirmed	1 Upload
VPro Legal Agreement	25 Feb 2019	Expired	1 Upload
VPro Legal Agreement		8 Unconfirmed	1 Upload
Varicella	22 Feb 2222	 Confirmed 	1 Upload
eSAF (HWS Internal)	02 Feb 2222	Confirmed	1 Upload
eSAF (HWS Internal)	-	8 Unconfirmed	1 Upload
			View All Versions

As documents are uploaded and requirements expire, VPro is configured to create a new "line" for every requirement. For this reason, it may look as a duplicated requirement; however, below, we listed scenarios of how the requirements are broken out and why you may see duplicates.

1.	1 Expired ¹ 1 Expiring Soon 1 Pending Upload	Collapsed:					
		Far West - Scope of Service	28 Mar 2019	4	Expires soon		
		Far West - Scope of Service	-	0	Unconfirmed		
	¹ Updated prior year.		All Versions:				



		Far West - Scope of Service	06 Mar 2018	Þ	Expired	
		Far West - Scope of Service	28 Mar 2019	Δ	Expires soon	
		Far West - Scope of Service	-	8	Unconfirmed	
		Collapsed:				
	1 Expired ¹ 1 Expiring Soon 1 Rejected ¹ Updated prior year.	Far West - Scope of Service	28 Mar 2019	A	Expires soon	
		Far West - Scope of Service	-	0	Rejected	
2.		All Versions:				
		Far West - Scope of Service	06 Mar 2018	Þ	Expired	
		Far West - Scope of Service	28 Mar 2019	▲	Expires soon	
		Far West - Scope of Service		8	Rejected	
		Collapsed:				
	1 Expired ¹	Far West - Scope of Service	28 Mar 2019	Δ	Expires soon	
	1 Expiring Soon 1 Ready for Review ²	Far West - Scope of Service	-	0	Ready for Review	
3.		All Versions:				
	 ¹ Updated prior year. ² Document has been uploaded by VPro / Delegate, not yet reviewed by HWS. 	Far West - Scope of Service	06 Mar 2018	•	Expired	
		Far West - Scope of Service	28 Mar 2019	Δ	Expires soon	
		Far West - Scope of Service	-	0	Ready for Review	

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In the scenario that you find a VPro with multiple *Unconfirmed* requirements (example below), please reach out to HWS at 954-514-1440 for review. These duplicates will not collapse.

Note:	Skills Checklist	03 Jan 2019	۲	Expired	🖞 Upload
No	Skills Checklist	-	0	Unconfirmed	쇼 Upload
	Skills Checklist	-	8	Unconfirmed	凸 Upload

Reports Tab

In this tab, you will be able to run all necessary reports.



Report Descriptions

- **Compliance** Shows complaint and non-compliant people.
- Credentialing List all the credentials for the VPro's.
- Roster Record of contact information, classification, tier, and employer for all facility approved DHPs.
- Seasonal Flu Record of consent, decline, or missing Flu vaccines for all facility DHPs.



• **Facility Visit** – Record of DHPs who have attempted to check in at the facility during a specified date range. Includes date, time, successful check in, failure reason, kiosk location and area accessing.

How to Run a Report

1.	Select the report you wish to run.	 Compliance Credentialing Roster Seasonal Flu Facility Visit
2.	When you select the report, you will be redirected to the filters you can select.	Sources PARK 100 Park 1
3.	Once you're ready to run the report, select <i>View</i> <i>Report</i> and the report will populate.	View Report
4.	Select the <i>Export</i> icon and select the format you wish to export it to.	Duration Data Hight Description Description Description Two Text Text Text Description Description Text Text Text Text Description Description Text Text Text Text Description Description Text Text Text Description Description Text Text Text Description Description Text Text Text Text Text Text Text Text Text Text Text Text Text <