

# 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: <u>logging in to their portal</u>, <u>reviewing VPro profiles</u>, and <u>reviewing and</u> <u>processing access requests</u>.

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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.	<u>com/</u> and select <i>Facility</i> .		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. Id 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	log you in. If it does not, or it opens the site in a different browser, go to ing your new password.

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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 <b>Home</b> 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     Apply
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 <b>Checkbox(es)</b> of the VPro to approve and select either <i>Approve Access</i> or <i>Deny Access</i> . Note: To approve <b>all</b> 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      Pret      Start typing last name      Pret      Pret
3.	Click the Approve Access button.	

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4.	<b>If approving</b> : 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.	<ul> <li>If denying: after the <i>Deny Access</i> button is selected, a Denial reason popup will appear.</li> <li>To process the Denial reason: <ul> <li>Click the drop down menu arrow from <i>Denial Reason</i>.</li> <li>Select the desired reason.</li> <li>Type/enter brief note in <i>Denial Notes</i>.</li> <li>Click the <i>Deny Selected</i> button once done.</li> </ul> </li> <li>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.</li> </ul>	Denial reason   Select reason   Select reason   Penial note   Required   Required

# Processing Access Requests from the Individual VPro's Status Page

you wish to run your	yping last name			Панулогия Архиона	x
1.       search, select the VPro's         status column to review         the details of their account.	Name Facility Morales, Raymundo West Hills H	Status ospital & Medical Center A Pending Appro	Tier 1	Division Classification FAR WEST DVISION Laser Technician	Areas

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2.	<ul> <li>The VPro's <i>Detailed Access</i></li> <li><i>Request</i> page will open.</li> <li>You will see listed: <ul> <li>Facility Name and VPro's title.</li> <li>Outstanding Progress section and Status Wheel.</li> <li>Credentialing Progress section and Status Wheel.</li> <li>Pending Section which displays: <ul> <li>Number of days the request has been pending.</li> <li>The requirements and their statuses.</li> </ul> </li> <li>Areas the VPro requests to access.</li> </ul></li></ul>	Access Request for O Pure Water         Evana County Memorial S Physical Therapat         Image 155 days in Provide Stadyoud Verification (File Stadyoud Verification) (File Stadyoud Verification
3.	<ul> <li>Add areas to VPro's account by:</li> <li>1. Selecting the drop down menu.</li> <li>2. Select areas to be added.</li> </ul>	Areas All areas Cardiac Rehab Cardiovascular Services Cath Lab Central Sterile Clerical
4.	<b>Remove areas</b> 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.	<b>If approving</b> : 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.	<ul> <li>If denying: after the Deny Access button is selected, a Denial reason popup will appear.</li> <li>To process the Denial reason: <ul> <li>Click the drop down menu arrow from Denial Reason.</li> <li>Select the desired reason.</li> <li>Type/enter brief note in Denial Notes.</li> <li>Click the Deny Selected button once done.</li> </ul> </li> <li>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.</li> </ul>	Denial reason Select reason Denial 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> .		lame Water, Pure	Facility Butler Creek M	ledical Center I	Status DnBoarding	Division	Classification Default (DO NOT REMOVE)
2.	<ul> <li>The Access Requests page for the VPro will default to the <i>Details</i> tab.</li> <li>Within the Details tab: <ul> <li>The top section displays the VPro's detailed information.</li> <li>The bottom section displays a listing of requirements that still need VPro/delegate attention.</li> </ul> </li> </ul>	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	Credentian Name Classification Employer Delegate Mobile phone a document uploa	Hittory Pure Water Physical Therapist CareFusion Andrea Bassi (222) 333-4556 Caparitin data 21 Un 2010 23 Un 2010 24 Un 2	Address line Address line City State Zipcode Spatan Status Status Dipred Vi Dipred Vi Dipred Vi Dipred Vi		



3.	<ul> <li>Within the <i>Facility Access</i> tab:</li> <li>View name(s) and status of the facilities the VPro is requesting access to.</li> </ul>	Access requests > Pure Water         Details       Facility access       Gredentials       History         Facility       Status       Comments       Status Changed         Butter Creek Medical Center       Orboarding       -       12 Jun 2018         Swain County Memorial       Pending Approval       -       31 May 2018
4.	<ul> <li>Within the <i>Credentials</i> tab:</li> <li>View a list of requirements in various statuses.</li> <li>Note: To view the uploaded document click the View link</li> </ul>	Access requests > Pure Water         Details       Facility access       Credentials       History         Credential       Expiration date       Status         2011-2018 Flav Vaccine       -       O Confirmed       Verest         Annual Credentialing Fee       21 Jan 2018       Expired       Verest         Application       -       O Confirmed       Verest         Background Verification (Tier 2 or 3)       -       O Confirmed       Verest         Cetificate of Insurance       26 Jul 2018       Confirmed       Verest         Cetificate of Insurance       26 Jul 2018       Confirmed       Verest
5.	To <b>Export</b> the credentialing table to an Excel file, click the Export link at the top right corner of the page.	Credentials       Facility access       Credentials       History         Credential       Expiration date       Status         2017-2018 Flu Vaccine          •         •         •
6.	<ul> <li>Within the History tab:</li> <li>Can view all previous work history at your facility.</li> </ul>	Access requests > Pure Water       Details     Facility access     Credentails     History       Filter by     Facilities All v     Division All v     Area All v     Reset filters       Liport     Facility     Division     Classification     Employer     Oneck 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 Risk Assessment	22 Feb 2222	<ul> <li>Confirmed</li> </ul>	⊥ Upload
Tdap	22 Dec 2024	Confirmed	1 Upload
VPro Legal Agreement	25 Feb 2019	🕨 Expired	1 Upload
VPro Legal Agreement	-	Our Construction Of Constru	1 Upload
Varicella	22 Feb 2222	<ul> <li>Confirmed</li> </ul>	1 Upload
eSAF (HWS Internal)	02 Feb 2222	Confirmed	1 Upload
eSAF (HWS Internal)	-	Our Confirmed	🗅 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 <sup>1</sup> 1 Expiring Soon 1 Pending Upload	Collapsed:					
		Far West - Scope of Service	28 Mar 2019	Δ	Expires soon		
		Far West - Scope of Service	-	0	Unconfirmed		
	<sup>1</sup> Updated prior year.		All Versions:				

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

te:	Skills Checklist	03 Jan 2019	۲	Expired	🖞 Upload
No	Skills Checklist	-	0	Unconfirmed	仚 Upload
	Skills Checklist	-	8	Unconfirmed	🖞 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.

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• **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.	During         Fill         Province         Essence Surgings Carloss Tamorgs (M)         More Report           File         The L. The J. The S         Classification         The T - ALER Index (S Tamorgs (M))         More Report           Service         Life Angular (Life Angu
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.	Docume     Docume     Docume     Docume     Docume     Docume       The     The L forg 1 forg 2     The     Consolitation     The L forg 2 forg 2     The       The     The L forg 2 forg 2     The     Consolitation     The L forg 2 forg 2     The       The     The L forg 2 forg 2     The     Consolitation     The L forg 2 forg 2     The       The     The L forg 2 forg 2     The     Consolitation     Consolitation     The L forg 2       The L forg 2 forg 2     The L forg 2       The L forg 2 forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2     The L forg 2       The L forg 2     The L forg 2     The L forg 2     The L forg 2