# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™ at El Paso

## El Paso - *Policy and Procedure*

| Title: **POLICY REGARDING THE PREPARATION TO ONBOARD A PROVIDER** | Policy Number: **EP 9.9** |
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| Regulation Reference: | Effective Date: **2/2014** |

## Policy Statement:

It is the policy of Texas Tech University Health Sciences Center at El Paso (TTUHSC at El Paso) to provide for the efficient on-boarding of clinical providers

## Scope and Distribution:

This policy applies to the hiring of all full time providers, and will be distributed to all Department Administrators, Office of Clinical Affairs, MPIP, Human Resources, and EMR.

## Procedure:

120 days prior to anticipated start date, OR when applicant obtains DPS (whichever occurs first):

1. Department creates and submits an ePAF
    a. Be sure to follow instructions in reference to checking if applicant has a prior R number.
    b. Creating the ePAF generates an R number
    c. Department need to check their ePAF work list regularly to determine when ePAF has hit Local HR (Level 73)
        i. An eraider is created one business day after the ePAF hits Level 73
    d. One business day after ePAF hits Level 73, Department submits request to IT Help Desk ELP.Helpdesk@ttuhsc.edu to activate eraider.   Request should include R number from ePAF and applicant's current email address (to be used to send the activation code)
        i. Department notifies applicant to expect activation code and to activate e-raider and to expect further correspondence to this address.
        ii. Help desk sends email to department staff person who requested activation that activation code email has been sent.
        iii. Department should contact the applicant and walk them through the activation process
    e. Upon confirmation of active e-raider, department submits a request with provider NPI to MPIP for billing number, including the statement that "Number will be used for scheduling purposes.  No charges will be submitted until applicant has completed Compliance training". The e-raider must be included with this request. The provider NPI may be obtained at https://npiregistry.cms.hhs.gov/NPPESRegistry/NPIRegistrySearch.do?subAction=reset&searchType=ind
    f. Department notifies compliance of active eraider and requests scheduling of current annual billing compliance online training and new provider orientation
    g. Creating the ePAF generates the request for malpractice letter from the Office of Clinical Affairs (OCA) to legal. OCA will provide to hospitals in support of the providers privileging applications…

2. 120 days prior to start date department submits request to Human Resources (HR) for background check.
    a. There are TWO issues to consider regarding a background check.

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    i. the applicant must have established legal authority to work in the US (this is an issue with J-1 waivers and H1-b visas)

    ii. the background check must be done within 6 months of the hire date. Inform applicant that this request will come by email and to respond. If background check has expired, applicant WILL NOT be able to begin employment.

3. 120 days prior to start date, Department schedules EMR training for first week of employment (note EMR training DOES NOT require an active eraider). The web site to request training is https://aws02.ttuhsc.edu/EMRRequestApp/Init.aspx?logout=manual

    i. For those providers without an eraider, a training account will be used. This will only provide them with access to the training environment.

    ii. The department's administrator is responsible for submitting the provider's eraider information once it is received.

    iii. The provider's EMR account will be activated within 24 hours once the eraider is received.

4. Once applicant has activated their eraider, and the department has a billing number, they may set up clinic schedules to begin one week after effective date of employment. Scheduling is based upon current enrollment. Initially:

    a. HCO, EL Paso First CHIP and Star Medicaid plans and Superior CHIP and Star Medicaid plans are billed under group #'s so they can see these patients immediately.

    b. Traditional Medicare (NOT Medicare advantage plans) and traditional Medicaid is USUALLY retroactive to date of submission of application so the department can probably schedule if Medicare application has been submitted.

    c. Department is responsible for providing their scheduling staff with the plan in which the provider is enrolled.

5. Department provides HR with a copy of Letter of Intent.

6. 30 days prior to start date, the department schedules applicant for new employee orientation, and in-person compliance training

    a. Department must ensure that applicant is not scheduled for other activities that day and attends.

    b. Request OCA to send taxonomy form to MPIP. This is necessary to activate billing number and enable 3$^{rd}$ party billing.

7. OCA Credentialing notifies MPIP when Medicare application has been submitted. The department must check Techplan daily/weekly to find out provider enrollment status. No automated message is generated from Techplan to notify department of changes.

8. 30 days prior to start date, the department opens up clinic schedules based upon estimated start date allowing one week to complete on-boarding once on campus.

9.  During first week of employment

    a.  Faculty attends NEO (may be delayed one week based on HR availability)
    b.  Completes on-line HIPAA training if not previously completed
    c.  Completes on line compliance training if not previously completed.
    d.  EMR training

10.  New faculty may see  patients prior to completing on line HIPAA training, current annual billing compliance online training and in person compliance training

    a.  Department instructs billing personnel to hold any charges from new faculty until further notice.
    b.  Upon completion of current annual billing compliance online training and in person compliance training, compliance notifies MPIP and department of completion
    c.  OCA enrollment sends enrollment data to MPIP to release billing flag.
    d.  Department submits charges.

| Policy Number: **EP 9.9** | Original Approval Date:  **11/2013** |
|---|---|
| Version Number: **2** | Revision Date: **2/2014** |
| Signatory approval on file by:   Michael J. Romano, M.D.<br>Associate Dean of Clinical Affairs<br>Clinical Operations Committee Chairman<br>Texas Tech University Health Sciences Center at El Paso | |