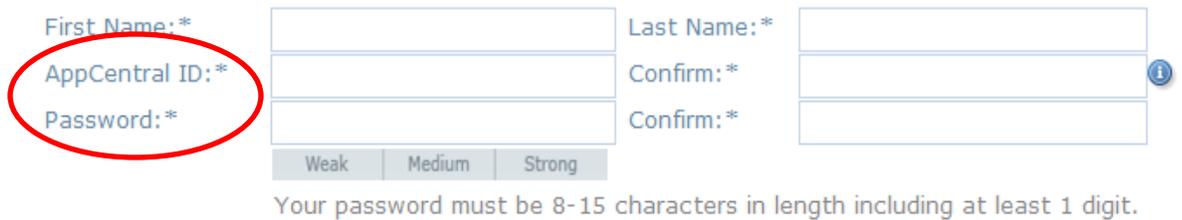


## FAQS for AppCentral

- 1. My date of birth is incorrect, I cannot access the documents and what do I do now?**
  - A. Please call your credentialing verification organization at 505-923-5993 and ask for the date of birth that was entered into CACTUS.

- 2. Where do I obtain my AppCentral ID and Password?**

- A. You will need to create your own unique AppCentral ID and Password.



First Name: \*  Last Name: \*

AppCentral ID: \*  Confirm: \*

Password: \*  Confirm: \*

Weak Medium Strong

Your password must be 8-15 characters in length including at least 1 digit.

- 3. Do I only complete the highlighted areas on the application?**
  - A. No, complete all areas of the application so the primary source verification process will not be delayed
- 4. The application requires me to complete information I do not have at this time, what do I enter in those areas?**
  - A. Enter "Pending" in areas that require data that you do not have at that time (i.e. New Mexico license number)
- 5. If I do not have the documents available can I send them at a later time?**
  - A. Yes, you can email them to [credverorg@phs.org](mailto:credverorg@phs.org) or to your credentialing specialist. You may also fax the documents to 505-923-8586.
- 6. Do I have to attach each document separately?**
  - A. Yes – Please attach each document to the appropriate screen.
- 7. What alternative do I have if I cannot access a fax machine?**
  - A. Please print out the fax cover sheet for each document and place the corresponding document behind each cover sheet and email it to your credentialing specialist or to [credverorg@phs.org](mailto:credverorg@phs.org).
- 8. When I click on the fax coversheet, nothing appears. What should I do?**
  - A. First, try a different browser (i.e. Google Chrome, Firefox, etc)

## **FAQS for AppCentral**

- B. If changing browsers doesn't work, you should update your Adobe Reader, this will resolve the issue for most.
  - C. Lastly if updating your Adobe Reader does not work, you will need to enable the Adobe PDF viewer in Internet Explorer (see attachment).
- 9. When does the Primary Source Verification begin?**
- A. When all of the necessary documents and application have been received by the Credentialing Verification Organization.
- 10. Why do I have to complete two releases, one with an electronic signature and the other with a handwritten signature?**
- A. When the CVO sends verification letters to affiliations or insurance companies, they do not always accept electronic signatures at this time. So unfortunately, we will need you to complete 2 releases (one electronically and the other will need your actual signature). Examples of companies that do not accept electronic signatures are: The Doctor's Company, Valley Medical Center, Southlake Clinic Physicians Group.
- 11. Why did I receive an email from AppCentral but the email does not have a link to access AppCentral?**
- A. You received the email because you were set up as a designated contact person for the applicant. Whenever there is communication with the applicant, you will receive the same message as the applicant. This will keep you up to date on the application process and whenever there is additional information required.
- 12. I have not received the email from EvalAppCentral to access my application, where would it have gone?**
- A. Please check your SPAM or your Junk folder. You will need to add this email address to your safelist.
- 13. How do I enter in my electronic signature?**
- A. Please type your name in the signature section.
- 14. I logged into AppCentral and my document list is empty?**
- A. Please make sure you are accessing the link through the actual email that was sent inviting the provider to participate in the Initial Application process through AppCentral.

## FAQS for AppCentral

15. When I log onto AppCentral I see the following, why?

### Presbyterian Healthcare Services (Root)

**Additional documents and activities...**

Take action now on (14) documents at other facilities or hospitals.

A. Because if you applied with a different facility and/or hospital, and they also use AppCentral, then you will be able to access their documents for employment.

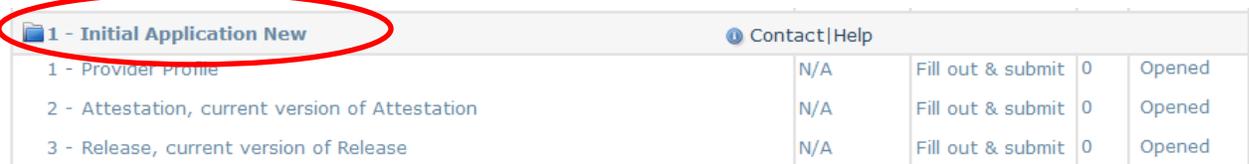
16. Do I need to press “Submit” to save my information in AppCentral?

A. No, “Submit” means that you have completed entering all of the information and you are ready to submit it to the Credentialing Verification Organization (CVO) for review and acceptance.

17. How do I save the information that I enter into AppCentral?

A. Once you start typing information into AppCentral, it automatically saves the data you enter.

18. When I select the information in the grey area, it doesn’t allow me to do anything, I can only select the “Contact/Help”. Why?



1 - Initial Application New		Contact   Help		
1 - Provider Profile	N/A	Fill out & submit	0	Opened
2 - Attestation, current version of Attestation	N/A	Fill out & submit	0	Opened
3 - Release, current version of Release	N/A	Fill out & submit	0	Opened

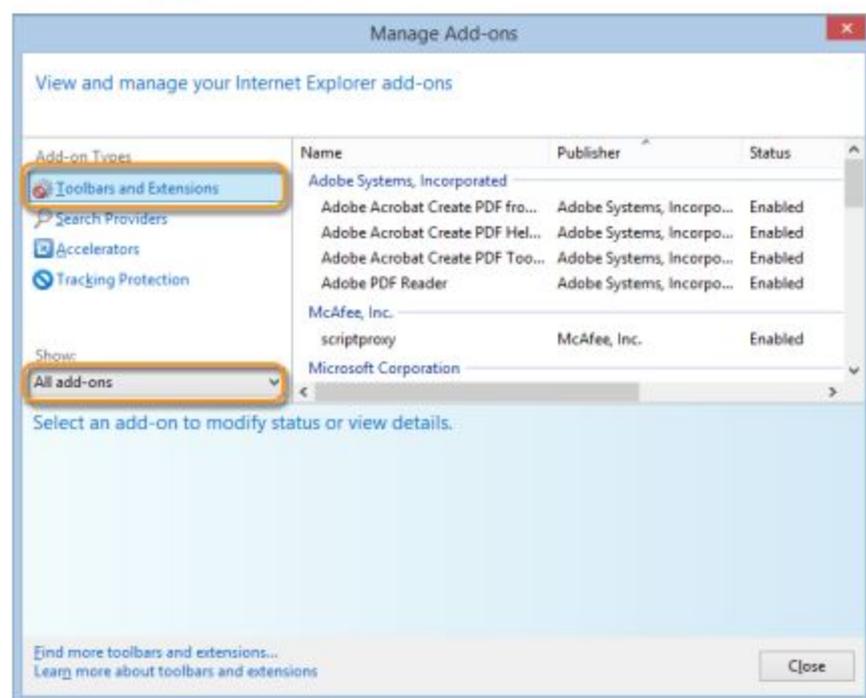
A. Because that is just a title, the documents are listed below the title. “The Contact/Help” area shows who you may contact if you are having issues with completing your application or submitting documents or questions about the process.

## FAQS for AppCentral

19. I forgot to add in some information on the application, when I select the document I am not able to change any information. Why?
- A. Because you have already submitted the document. You cannot add or change information on a document you have already submitted to the CVO. If you have to make changes to your application, please complete the following form and submit [http://docs.phs.org/idc/groups/public/documents/phscontent/pe1\\_00169270.pdf](http://docs.phs.org/idc/groups/public/documents/phscontent/pe1_00169270.pdf).

# Internet Explorer 8 and later

1. Open Internet Explorer, and choose **Tools > Manage Add-ons**.
2. Under Add-on Types, select **Toolbars and Extensions**.
3. In the Show menu, select **All Add-ons**.



Select **All Add-ons** from the Show menu in the Manage Add-ons dialog box.

4. In the list of add-ons, select **Adobe PDF Reader**.

**Note:** If you do not see the Adobe PDF Reader add-on, try the other options on the menu. For example, on some systems, the add-on appears when you select **Run Without Permission**.

5. Click the **Enable** or **Disable** button (it toggles depending on the status of the selected add-on):

**Enable** sets the Adobe PDF Reader add-on to open PDFs in the browser.

**Disable** turns off the add-on so it does not open PDFs in the browser.

