

Application Manager Applicant Guide

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Welcome

The information presented in this user guide has been organized into a series of broad concepts including detailed step-by-step routines and instruction.

The Contents and Index tabs in the left margin offer links to topics within this guide. Keyword searches may be conducted under the Search tab to locate specific topic information. A hardcopy of any open topic may be printed by clicking on the printer icon in the upper right corner of this guide.

Click on the **Contact** link in the Application Manager header for additional help.

[Introduction to Application Manager](#)

Introduction to Application Manager

What is Application Manager?

Application Manager is a web-based service which allows hospitals and managed care organizations to conduct provider activities over the Internet. Every document involved in an employment application process, a provider appointment/reappointment process, or any other kind of process may be passed between the applicant and the organization via Application Manager without mailing any document hardcopies.

Why am I Using Application Manager?

You have been invited to create an Application Manager account since a hospital or managed care organization you are either currently associated with or are interested in joining has opted to use Application Manager to direct, control, and maintain its applicant processes and documentation. This practice offers many advantages over conducting these processes manually:

- Every form and document involved in an Application Manager process is available to the provider via Application Manager.
- Document copies required from the provider (copies of certificates, licenses, academic records, profile photos, etc.) may be submitted electronically via Application Manager. Application Manager allows the provider to submit some documentation via fax.
- Providers may securely store documentation in Application Manager for future activities involving the same medical staff office (MSO) or the MSO of another organization using Application Manager.
- The status of each document in Application Manager may be monitored by the provider and the MSO in real time.
- If a document submitted to the MSO via Application Manager requires further attention, the MSO may return that document to the applicant through Application Manager with the necessary edits marked/noted.
- All Application Manager activities may be restricted to the provider and only authorized MSO personnel.

[The Steps of Using Application Manager](#)

The Steps of Using Application Manager

Using Application Manager

There several steps to using Application Manager as a provider applicant involved in an application process with an MSO. Not every step is required each time the you use Application Manager and some steps may be repeated numerous times in the course of a single process.

Step 1: Accepting the Application Manager Invitation

Every new Application Manager process begins with an invitation from the MSO. Within the email is a hyperlink which leads to the **Sign In** screen for the Application Manager web-based service. If you accept the invitation, clicking the hyperlink is the first step.

Clicking the browser Back button may reset your Application Manager session. To avoid resetting your session, only use the links within Application Manager to navigate the application.

Step 2: Creating an Application Manager Account (required only once) [Detail](#)

Once you have accepted the emailed invitation to participate in an Application Manager process, you must create an Application Manager account if this is your first experience with Application Manager. You only need a single Application Manager account which may be used for any Application Manager process once it has been created.

Step 3: Completing/Filling Out Application Manager Documentation [Detail](#)

It is possible for you to complete and submit all documentation related to an application process via Application Manager.

Step 4: Editing Returned Documentation [Detail](#)

The MSO may occasionally return some documentation to you for corrections or further edits. This editing process may also be conducted completely within Application Manager before the final submission of the document to the MSO for use.

Creating an Application Manager Account

All applicants must create their own Application Manager user accounts. Your user account is the identity by which the MSO will recognize you in Application Manager and the associated email address is the location to which all correspondence and documentation will be sent.

1. Click on the **Sign Up** button on the Application Manager Sign In screen (Figure 1). The **Create account** screen opens (Figure 2).

CACTUS
CACTUS Hospital (Corporate)

New to AppCentral?
If this is your first time you must create an account specific to AppCentral.

Sign Up

Returning to AppCentral?
AppCentral ID:
Password:


Sign In

Having trouble accessing your account? [Click here.](#)

Figure 1
Application Manager Sign In Screen

2. Enter all of the required information into the fields provided (Figure 2). An entry is required for each field which is marked with an asterisk (*). The email address and Application Manager ID entered into this account creation screen are the identifiers Application Manager will use to identify you.
 - The password used for this account must be between 8 and 15 characters long and have at least one numerical character and one alphabetical character.
 - As part of the account creation process, you must designate a challenge question with an answer to be used as a security measure if you ever need to have your forgotten password recovered and your Application Manager access restored.

Sign in



Create account

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.

Personal Email: * Confirm: *

Credentialing Contact Email:

To receive notifications via email about your application process, or to help recover your forgotten password, please provide a contact email address.

Just in case you forget your account info ?

Question1: *

Answer: *

I have read and accept the terms of use agreement.
[View terms of use agreement](#)

* Required

Figure 2
Creating a New Application Manager Account

3. Open the **Terms of use agreement** by clicking the **View terms of use agreement** link.
4. If the terms of use are acceptable, click the **I have read and accept the terms of use agreement** checkbox. You cannot create an Application Manager account without agreeing to the terms of use.
5. Click the **Create my account** button to finalize the account creation process. If successfully completed, a confirmation email will be sent to the email address associated with your Application Manager account (Figure 3).

Completing/Filling Out Application Manager Documentation

The Home Screen

Completing/filling out documentation as part of a new Application Manager process begins on the Application Manager Home screen. When a process is presented, each of the documents associated with that process are listed on the Home screen under the process title (Figure 4).

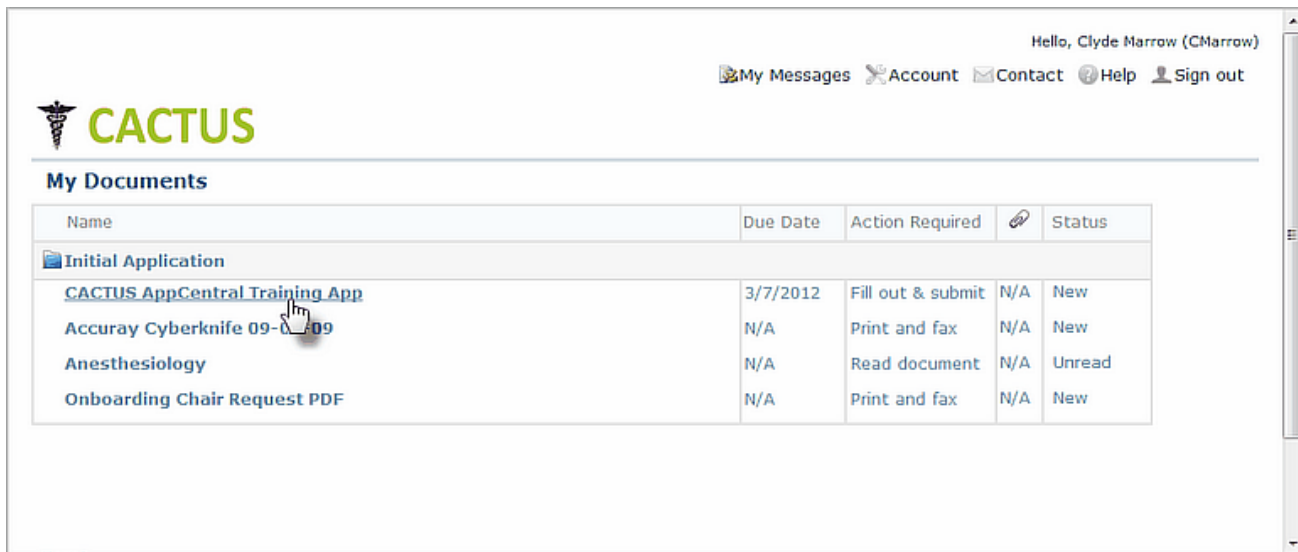


Figure 4
The Home Screen

Each document listed has four conditions displayed for quick reference (Table 1):

Condition	Definition
Due Date	This is the date by which the completed document should be submitted.
Action Required	This is the action/actions required. There are three kinds of documents based on the actions required: Fill out & submit documents must be completed and submitted electronically, Print and fax documents must be printed out as hardcopies to be completed manually and then faxed into the MSO, and read-only documents are documents which you only need to be open and read.
Paperclip Icon 	This indicates the number of attachments currently attached to the document.
Status	This is the current status of the document.

Table 1

Beginning a Process

Clicking on any document listing will open that document. If this is the first time any document in the process has been opened, you will be required to satisfy any applicable provider verification conditions before continuing.

[**Print and Fax Documentation**](#)

[**Electronically Completed and Submitted Documentation**](#)

[**Return to the Application Manager Steps**](#)

Submitting Print and Fax Documentation

Print and Fax Documentation

A Print and Fax document is a document you must print out, complete manually, and then fax to the MSO via a fax number provided through Application Manager. Once successfully faxed to the MSO, the Print and Fax document is part of the collection of documents associated with your Application Manager account. The Print and Fax process begins with selecting a Print and Fax document on the Application Manager Home screen (Figure 5).

Home Hello, Clyde Marrow (CMarrow)

My Messages Account Contact Help Sign out

Action Required: Print and fax (2 of 4 documents)

Print & Fax

**UT Southwestern Medical Center University Hospitals • Request for Hospital Privileges
ACCURAY CYBERKNIFE (FOR NON-RADIATION ONCOLOGISTS)**

Physician Name:

PRIVILEGE LEVEL	CRITERIA TO ESTABLISH COMPETENCY
ADVANCED PRIVILEGES	<p>Initial Appointment:</p> <ul style="list-style-type: none"> Board certification or successful completion of a Residency program in practitioner's specialty. Attendance at an Accuray-sponsored course for use of Cyberknife. Successful performance of 10 supervised cases at University Hospital - Zale Lipshy. Approval by the Medical Director, Radiosurgery. <p>Reappointment:</p> <ul style="list-style-type: none"> Maintenance of Faculty appointment at UT Southwestern Medical Center and clinical privileges at University Hospital - Zale Lipshy. Participation in 10 cases as primary physician in the past two years. When 10 cases not performed in past two years, physician is required to perform the number of cases short of 10 under proctor by a supervising physician, who must sign that the proctored physician has performed the cases satisfactorily. After successful completion of the proctored cases, the physician may perform the procedure independently until the next reappointment. Maintenance of all training requirements for radiation safety, including 100% attendance at the Emergency Response In-service held annually. Approval by the Medical Director, Radiosurgery.

Procedure / Disease Classification – ACCURAY CYBERKNIFE (For Non-Radiation Oncologists)	Physician indicates requested privileges below		Department Chair or Chief notes approval in appropriate column below		
	Requested at UH-ZL	Requested at UH-SP	Recommended WITHOUT LIMITATION	Recommended WITH MODIFICATION	NOT Recommended
ADVANCED PRIVILEGES					
Cyberknife	<input type="checkbox"/>				

Statement of applicant: I am requesting clinical privileges as indicated on the attached form and in accordance with the delineation of clinical privileges process established by the Medical Staff. In making application for delineation of clinical privileges, I have read and agree to abide by the Bylaws at http://www6.utsouthwestern.edu:8080/utsw/cit_192819/11/39/434715BYLAWS_UH-ZL_11-2007_FINAL.pdf and http://www6.utsouthwestern.edu:8080/utsw/cit_192819/11/40/434710BYLAWS_UH-SP_11-2007_FINAL.pdf.

Figure 5
Print and Fax Document

Printing the Print and Fax Document

Click the **Print and Fax** submission button under the Print and Fax tab (Figure 6).

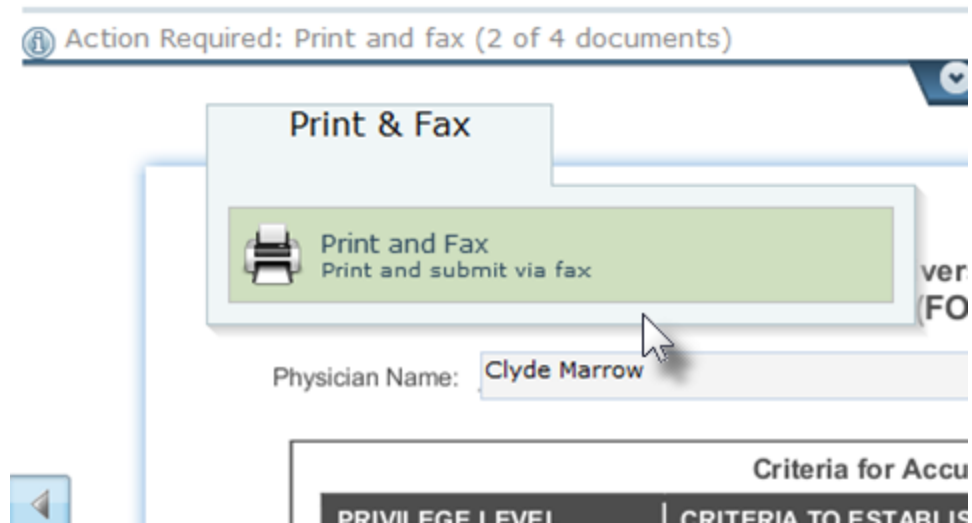


Figure 6
Print & Fax Tab

Clicking the Print and Fax button opens two screen features simultaneously (Figures 7 and 8). The **Print Fax Coversheet Fly-Out** (Figure 7) opens to notify you the process for printing out the selected Print and Fax document has been initiated. The actual Print and Fax document is displayed in a print preview format with the fax coversheet as the first page (page 1 in Figure 8).

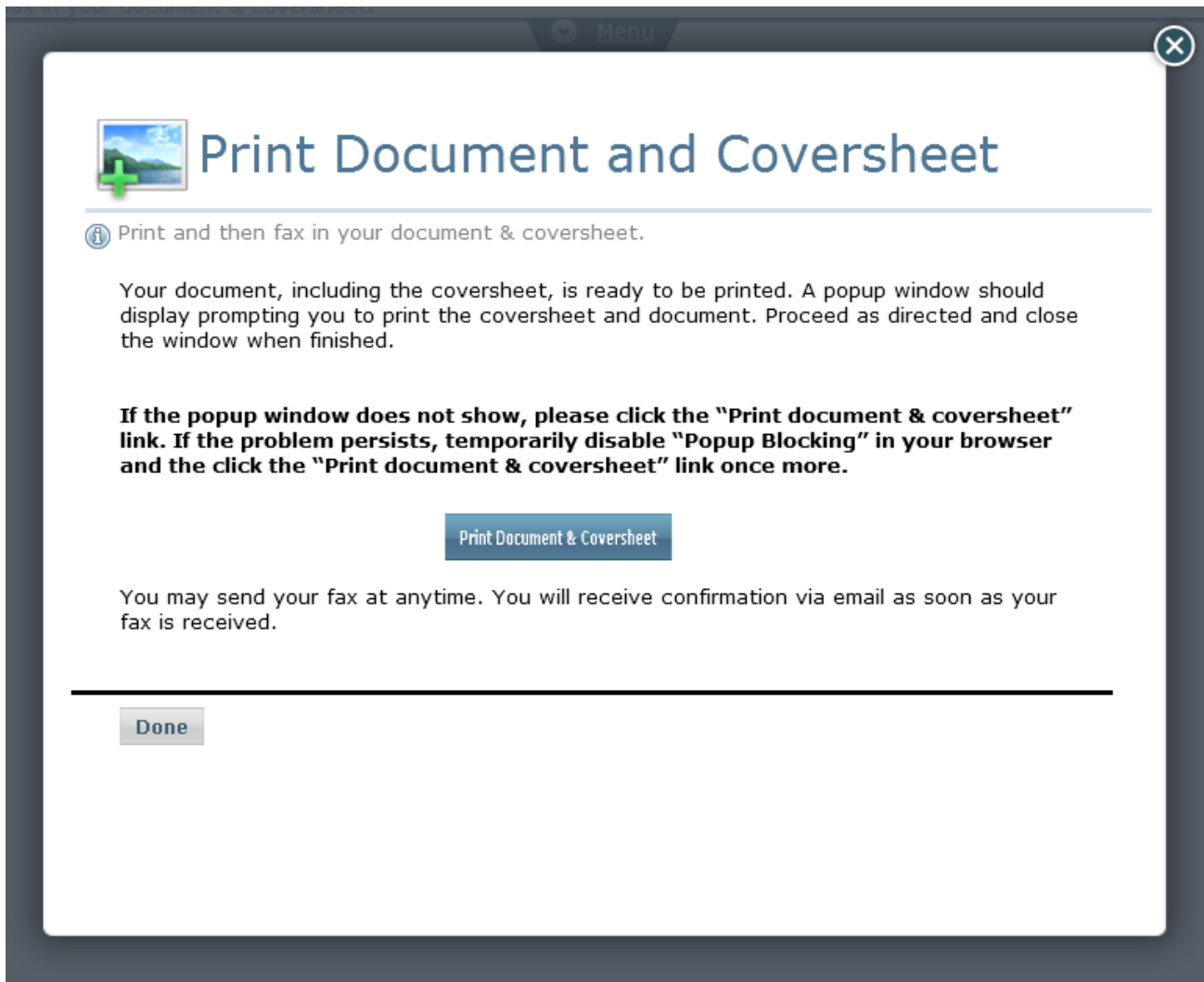


Figure 7
Print Fax Coversheet Fly-Out

You can print the document with the fax coversheet by clicking the **Print Document & Coversheet** button on the Fly-Out (Figure 7) and then close the Fly-Out by clicking the **Done** button (Figure 7).

Completing and Faxing the Print and Fax Document

When the Print and Fax document is printed, Application Manager automatically generates a fax coversheet as the first page of the printed document (page 1 of Figure 8). This coversheet is vital to the Print and Fax Document submission process. The selected document actually begins on the second page of the printed document (page 2 of Figure 8).

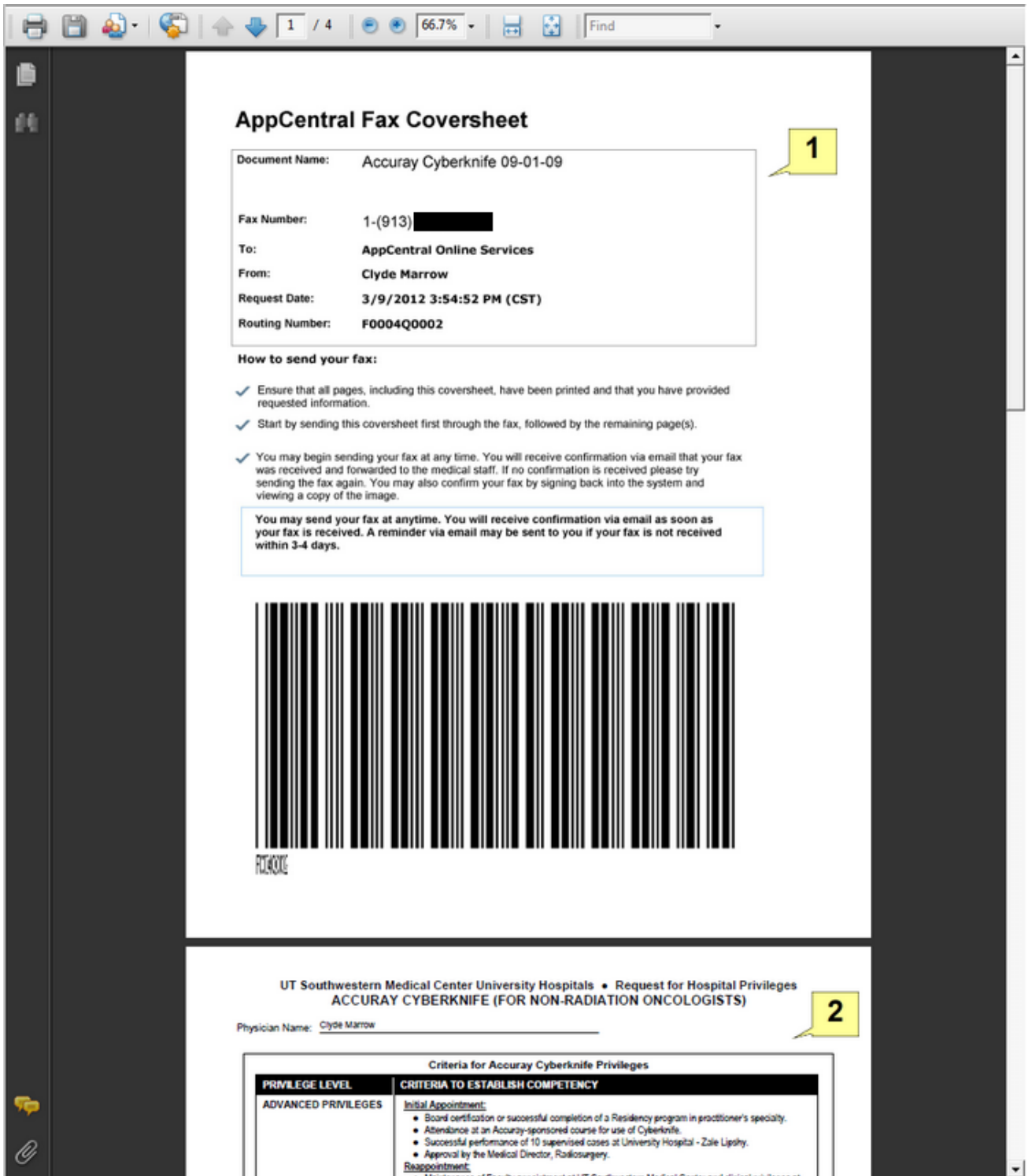


Figure 8
Print and Fax Document and Coversheet

Print and Fax Submission

1. Complete the printed document with the requested information (page 2 in Figure 8).
2. Fax the completed document to the fax number displayed on the fax coversheet with the provided coversheet as the first page to go through the fax machine when faxed.

ATTENTION:

It is absolutely vital the provided coversheet is included in the fax process as the first page. The coversheet barcode must be scanned by the fax machine before any of the process documentation is scanned. This barcode contains encoded information specific to the Application Manager applicant and enables Application Manager to correctly route the following document to your Application Manager account.

[Return to the Application Manager Steps](#)

Electronically Completed and Submitted Documentation

Completing Documentation Electronically

Application Manager allows you to exchange documentation with MSOs over the Internet and avoid the use of hard copy documentation whenever possible. There are document editing features available for use with the electronic completion and submission processes. Begin this document completion process by selecting a **Fill out & submit** document from the list presented on the Home screen (Figure 9).

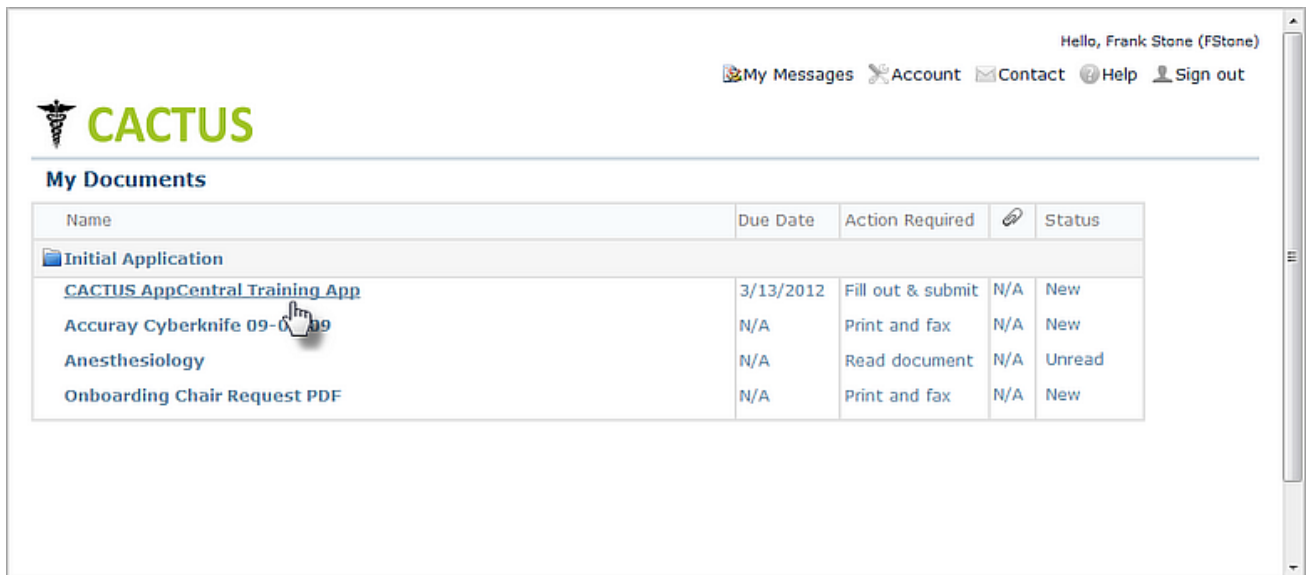


Figure 9
Opening a Fill Out & Submit Document

Completing the Electronic Document

One advantage to completing documentation electronically is the guidance Application Manager offers you by highlighting required fields and identifying required attachments. These features come to your attention immediately as the document selected in Figure 9 is opened within Application Manager (Figure 10):

1. A red banner above the document tells you which document pages contain fields which must be filled for the document to be submitted to the MSO and which attachments you must make to the document if any.
2. Fields which require input are outlined in red while they are empty. Once these fields have been filled, the red outline is removed from the field.

Figure 10
Open Fill Out & Submit Document

Document Menu Items

Some features are available to the applicant in the drop-down document menu in the document header (Figure 10). When you click on the **Menu** tab, the menu opens (Figure 11).

1. **Messages** - Any messages from the MSO to you regarding this document will be displayed in this section.
2. **Actions** - The action choices available to you are displayed in this section:

Add Attachment action - This action is used to attach documents and images to the process document.
[Details](#)

Export to PDF action - This action is used to create a PDF version of the process document.

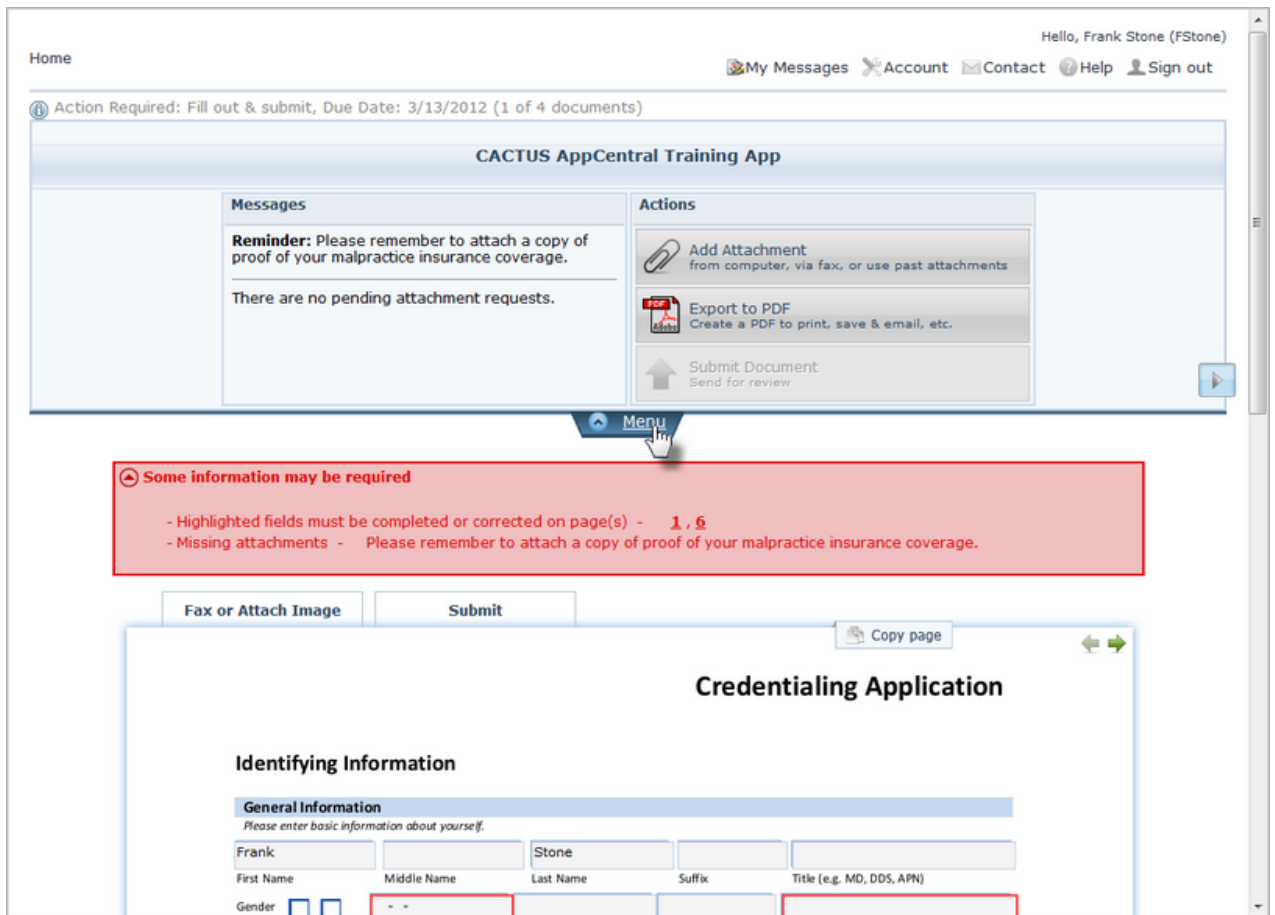


Figure 11
Open Menu

Page Navigation

The green page navigation arrows in the upper right corner of the document provide a quick reference to which document pages contain empty fields requiring information. By moving the cursor arrow over this area, a pop-up appears with each page of the document represented by its page number (Figure 12).

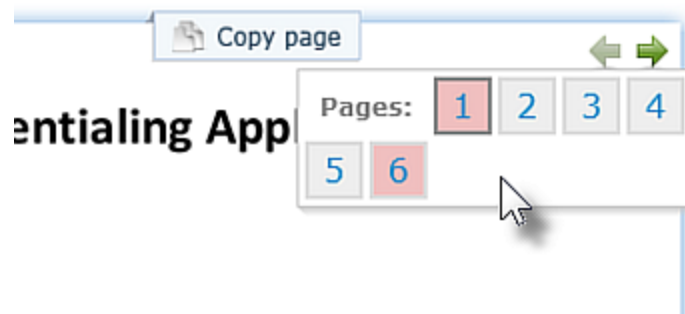


Figure 12
Page Navigation Pop-Up

Page numbers which are colored red contain empty fields which require information before you will be allowed to submit the document to the MSO. The page number with a dark border is the current the page open for review. You may jump to any page in this series by clicking on its number in this pop-up.

Navigating between Documents

You can move directly to the next document in the list of process documents by clicking the right pointing arrow icon. When you hover the mouse pointer over the icon, a pop-up of the next document's information appears for reference (Figure 13).

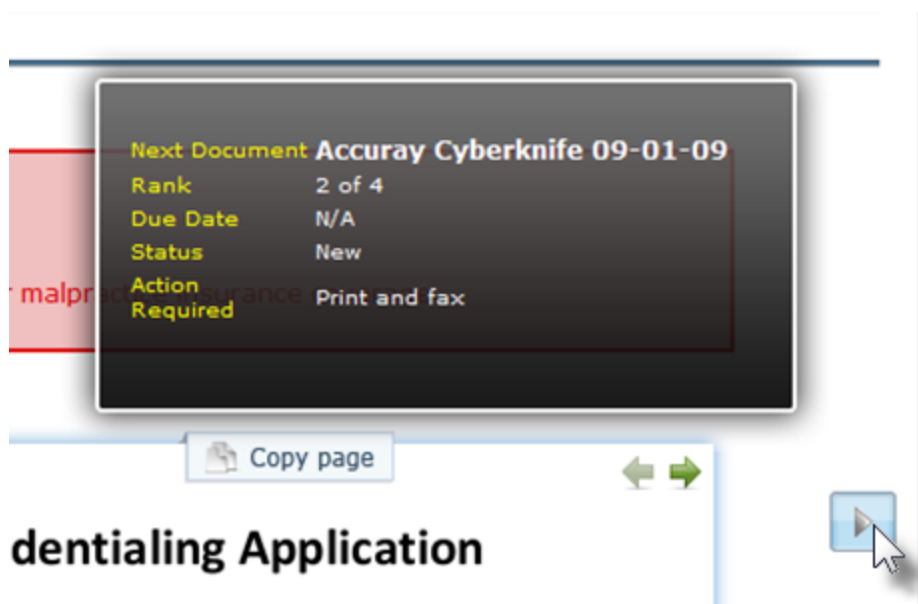


Figure 13
Navigation between Process Documents

Clicking the icon will take you directly to the next document. Another arrow icon on the left side of the document viewer will allow you to jump to the previous document in the group.

Fax or Attach Image Tab

You can view a list of items which have been attached to the document under this tab (Figure 14). Each of the attached items may be opened for review by clicking on its entry in this list and additional items may be attached via the [Add License, Photo, Certification, etc.](#) action also located under this tab.

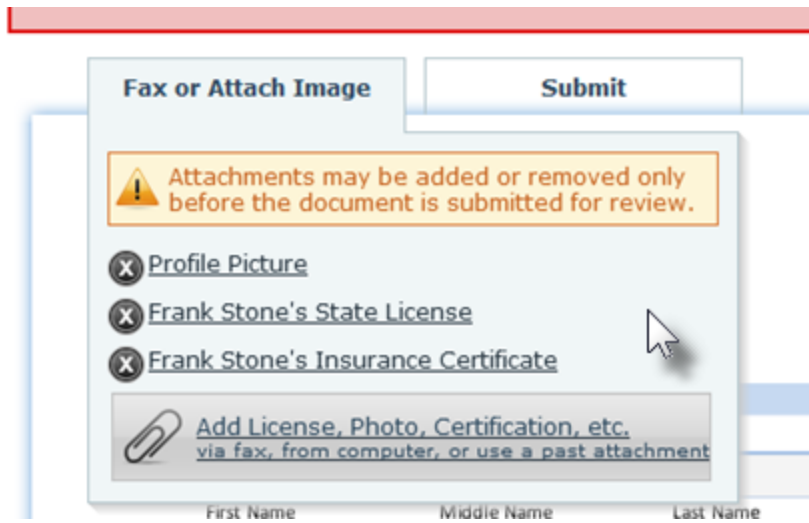


Figure 14
Fax or Attach Image Tab

Submitting the Document via the Submit Tab

You may submit the document to the MSO via the **Submit** tab (Figure 15). A message to the MSO related to the document may be added in the field supplied under this tab. Clicking the **Submit** action initiates the document submission.

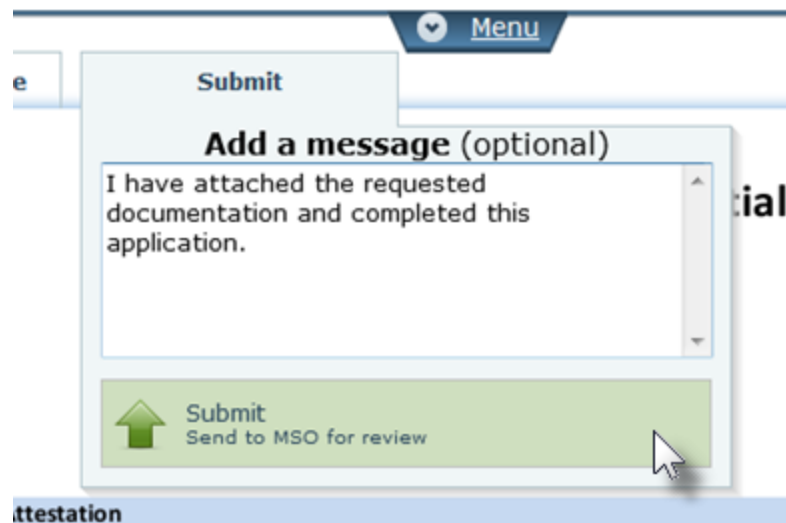


Figure 15
Submit Tab

When the document has been successfully submitted, a message appears stating so (Figure 16). You may either move on to the next document to be completed, return to the Home screen, or sign out of Application Manager completely via the options provided.

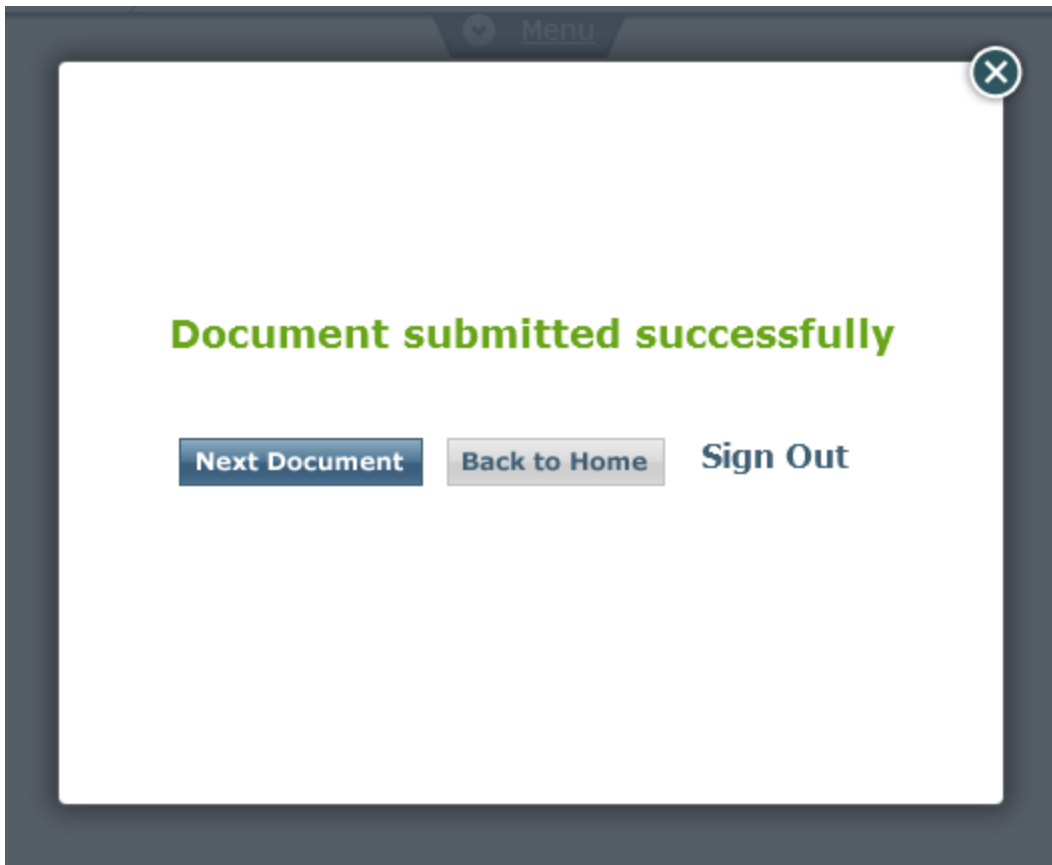


Figure 16
Successful Document Submission

[Return to the Application Manager Steps](#)

Adding an Attachment to an Electronic Document

Adding Attachments

You have three options for making attachments to Application Manager documents: attaching items located on your local hard drive or network, attaching items via fax, or attaching items from the library of items associated with your Application Manager account.

When you click the Add Attachment action, the **Select Attachment Method** Fly-Out opens to present the attachment options (Figure 17).

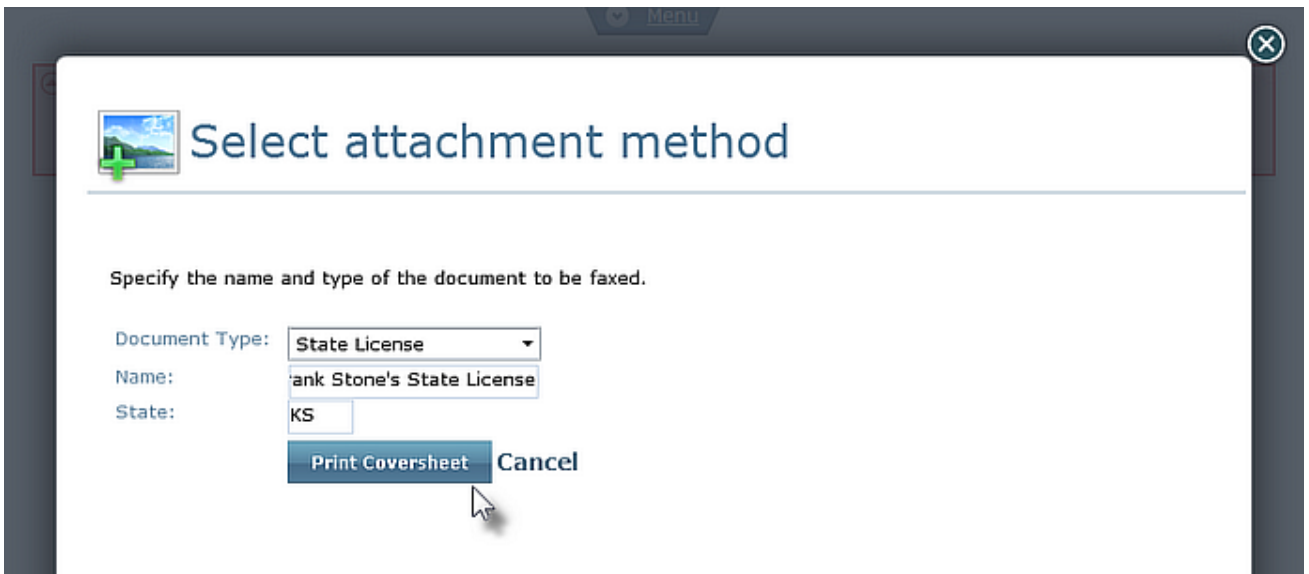


Figure 17
Attachment Methods

Making Attachments from "My Computer"

When the **My Computer** option is selected from the attachment methods (Figure 17), the features for adding an attachment from your local drive or network open (Figure 18).

AppCentral Fax Coversheet

Document Name: Frank Stone's State License

Fax Number: 1-(913) [REDACTED]

To: AppCentral Online Services

From: Frank Stone

Request Date: 3/12/2012 1:30:05 PM (CST)

Routing Number: F0004Q507D

How to send your fax:

- ✓ Locate the document you intend to fax. One document type per coversheet please.
- ✓ Whether a multiple or single page document, ensure that this coversheet is sent through the fax first.
- ✓ Send the fax to the number specified above.

You may send your fax at anytime. You will receive confirmation via email as soon as your fax is received. A reminder via email may be sent to you if your fax is not received within 3-4 days.

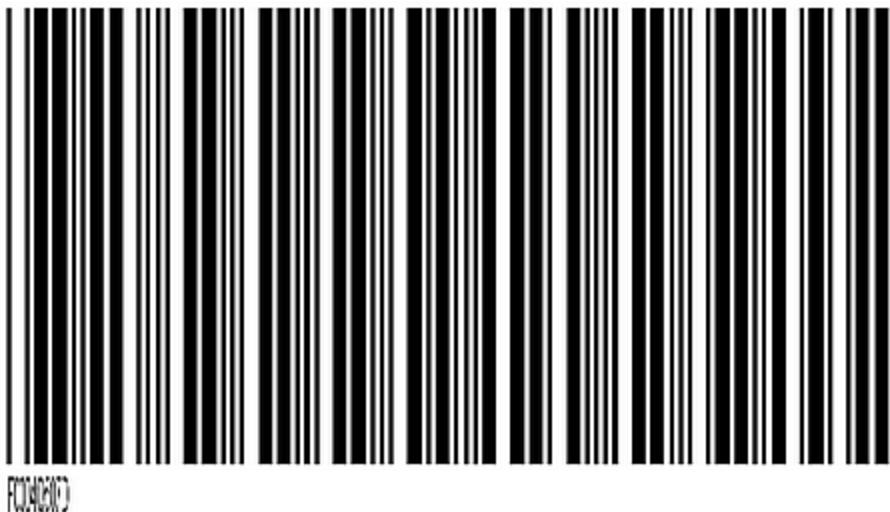


Figure 18
Adding an Attachment from a Local Drive/Network

The Fields on this Fly-Out

Document Type Drop-Down Menu

You may designate the type of item the attachment is (DEA license, State license, Insurance document, Profile Photo, etc.).

Name

You may give the item a specific name in this field.

State

Some items such as license and insurance documents are specific to a single state. You may designate that state in this field.

Choose File Field and Browse Button

When attaching an item from a local hard drive or network you may locate the document via the Browse button and its location designated in the Choose file field.

Attaching a Document/Image From a Local Hard Drive or Network

1. Designate the Document Type and Name of the attachment in the fields provided.
2. Designate an associated state for the attachment in the State field if necessary.
3. Enter the location of the attachment on a local hard drive or network in the **Choose file** field. Browse for the attachment via the **Browse** button if necessary.
4. Click the **Upload** button to attach the selected item to the related Application Manager document.

The attachment is complete.

Making Attachments via Fax

When the **Fax** option is selected as the attachment method (Figure 17), the features for adding an attachment via fax open (Figure 19).

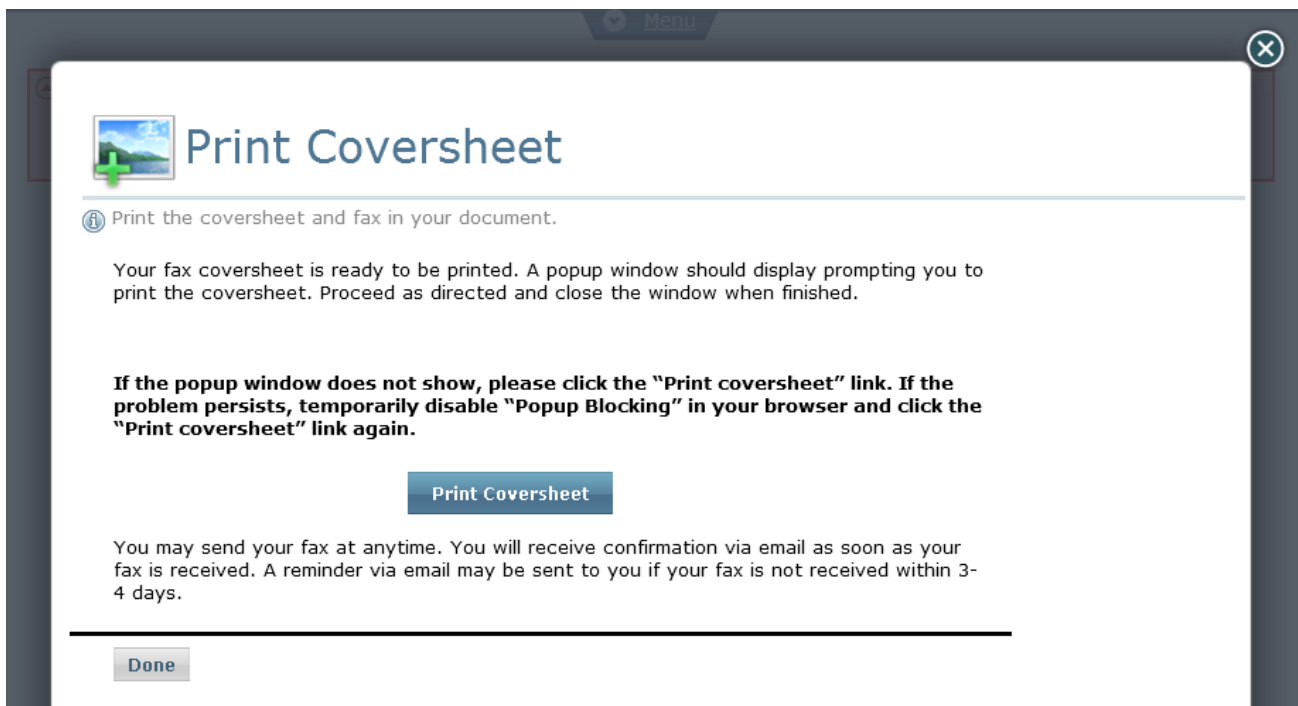


Figure 19
Add an Attachment via Fax

The screen features and fields for the fax attachment Fly-Out are identical to those available when attaching an item from a local hard drive or network with the exception of the **Print Coversheet** button. Since you will be attaching the selected item to the related Application Manager document via fax, a coversheet must accompany the faxed item to route the fax to your Application Manager account.

Attaching a Document/Image via Fax

1. Input the requested information into the fields provided.
2. Click the **Print Coversheet** button. A fax coversheet with a barcode is generated for use (Figure 20).

ATTENTION:

It is absolutely vital the provided coversheet is included in the fax process as the first page. The coversheet barcode must be scanned by the fax machine before the attachment is scanned. This barcode contains encoded information specific to you which enables Application Manager to correctly route the attachment to your Application Manager account.

3. Fax the attachment to the number displayed on the fax coversheet with the coversheet as the first document to pass through the fax machine. The attachment is complete.

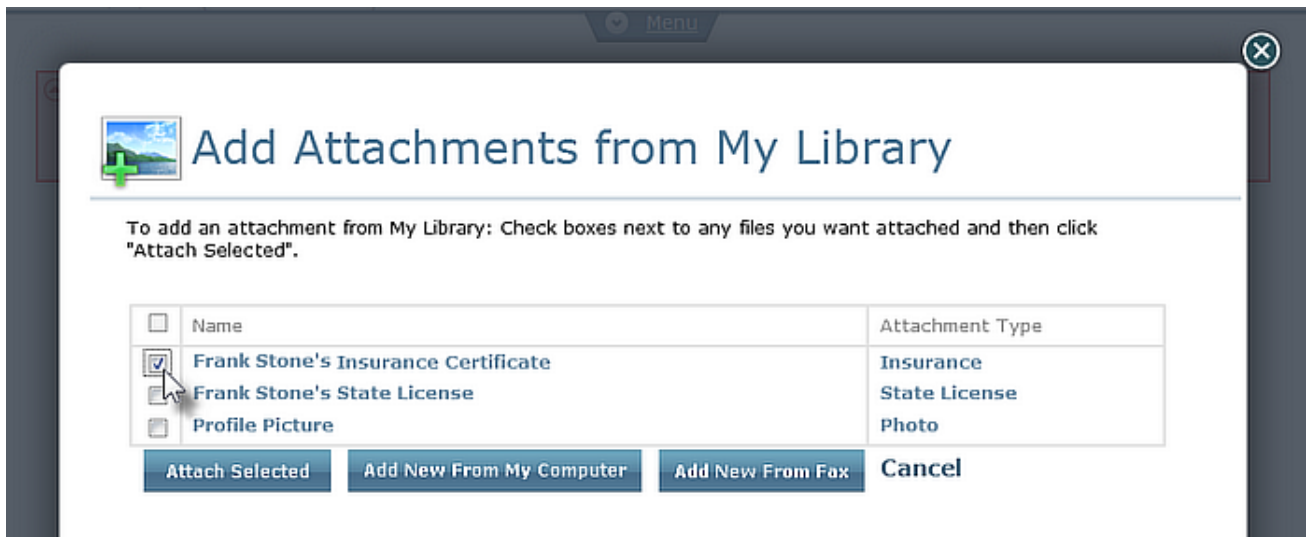


Figure 20
Attachment Fax Coversheet

Attaching an Item From Your Document Library

Every item you have attached to a document in the past is added to your Application Manager library of items. Any of the items in this library may be attached to another document as part of another process. When you select the **Previous Attachments** option (Figure 17), the **Add Attachments from My Library** Fly-Out opens (Figure 21).

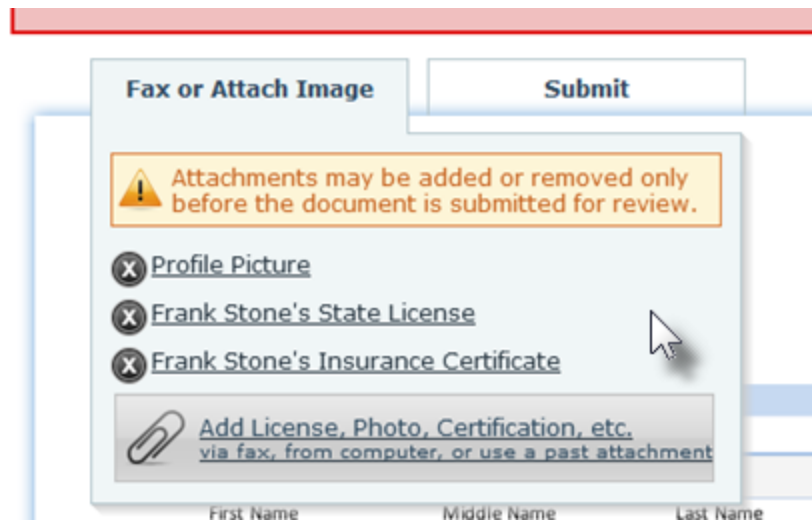


Figure 21
Adding Attachment's from the Document Library

All documents and images you have ever attached to a document as part of an Application Manager process will be stored in your library. You may now select any of these items for attachment to the current document.

Attaching a Library Item

1. Select the item to be attached to the Application Manager document from the list of entries by checking its checkbox. Multiple attachments may be made by selecting multiple entries from the list.
2. Click the **Attach Selected** button to attach the selected item(s) to the Application Manager document. The attachment is complete.

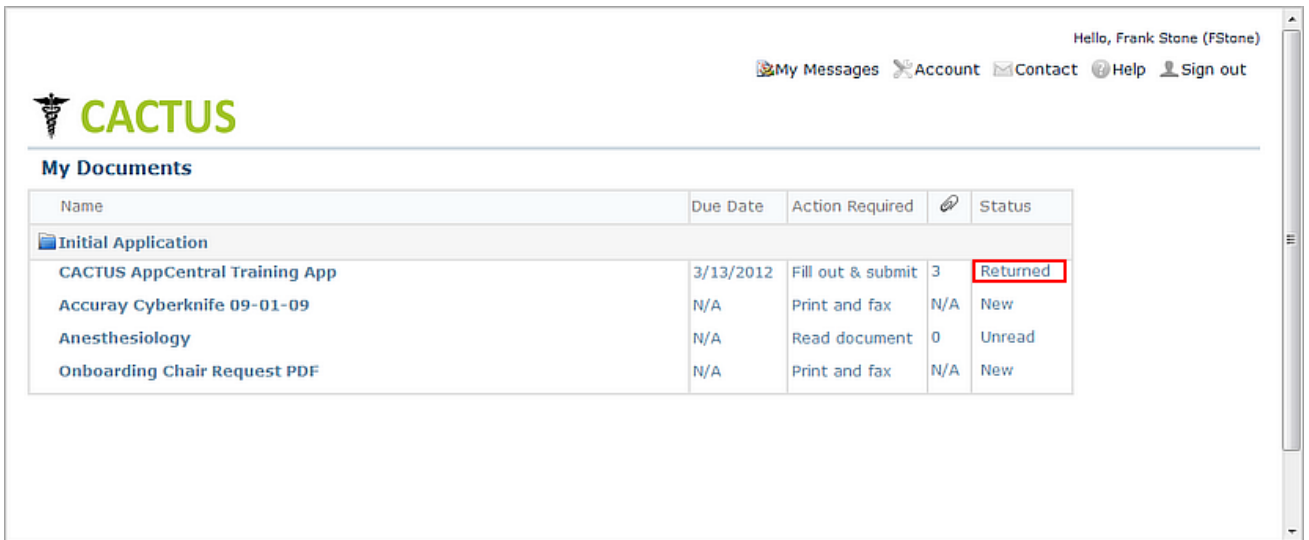
You may attach a new item by selecting either the **Add New From My Computer** or **Add New From Fax** buttons (Figure 21) and following the instructions listed in this section for those attachment processes. Items attached via these button options will be attached to the current Application Manager document while also being added to the library for future use.

[Return to the Electronic Document Section](#)

Editing/Resubmitting Returned Application Manager Documentation

Returned Documentation

A returned document will have a status of **Returned** on your Home screen (Figure 21).



The screenshot shows the CACTUS application interface. At the top right, it says "Hello, Frank Stone (FStone)" and has links for "My Messages", "Account", "Contact", "Help", and "Sign out". The CACTUS logo is on the left. Below the logo is the "My Documents" section, which contains a table of documents. The table has columns for Name, Due Date, Action Required, a link icon, and Status. The first document, "CACTUS AppCentral Training App", has a due date of 3/13/2012, an action required of "Fill out & submit", and a status of "Returned" (highlighted in red). Other documents include "Accuray Cyberknife 09-01-09", "Anesthesiology", and "Onboarding Chair Request PDF".

Name	Due Date	Action Required	Link	Status
Initial Application				
CACTUS AppCentral Training App	3/13/2012	Fill out & submit	3	Returned
Accuray Cyberknife 09-01-09	N/A	Print and fax	N/A	New
Anesthesiology	N/A	Read document	0	Unread
Onboarding Chair Request PDF	N/A	Print and fax	N/A	New

Figure 21
A Returned Document

Satisfying a Returned Document Request

You may click on the document listing on the Home screen to open the document for editing. A message from the MSO is displayed in the header of the returned application (Figure 22). The message requests that you make a correction to the value in the NPI field. The MSO has highlighted this field in red to draw attention to it.

Home Hello, Frank Stone (FStone)

[My Messages](#)
[Account](#)
[Contact](#)
[Help](#)
[Sign out](#)

Message from reviewer : Input a valid NPI number.

Menu

[Fax or Attach Image](#)
[Submit](#)
[Copy page](#)

Credentiaing Application

Identifying Information

General Information
Please enter basic information about yourself.

Frank		Stone		
First Name	Middle Name	Last Name	Suffix	Title (e.g. MD, DDS, APN)
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	555-55-5555		03/19/1969	Overland Park, KS
Male	Female	Social Security #	ITIN	Birth Date
Birth Place (City, State, Country)				

Healthcare Related Numbers

2323	324324	848447	948484
Medicare Number	Medicaid Number	UPIN	NPI

Home Address

Figure 22
Making a Requested Edit to a Returned Document

Once you have made the requested edit. You may [resubmit the document to the MSO electronically](#).

[Return to the Application Manager Steps](#)

Changing my Account Email Address

How Do I Change My Email Address?

1. Click the **Account** action in the Application Manager header of the Home screen. The **Update my account** screen opens.
2. Click the **Update my email and contact information** option. The **Update My Contact Information** screen opens.
3. Edit the email address entered into each of the **email** and **Confirm email** fields provided.
4. Click the **Update** button. A message should appear stating your email address has been successfully changed.
5. Click the **Finished** button to return to the Update my account screen.

Changing my Application Manager ID

How Do I Change My Application Manager ID?

1. Click the **Account** action in the Application Manager header of the Home screen. The **Update my account** screen opens.
2. Click the **Change my Application Manager ID** option. The **Change my Application Manager ID** screen opens.
3. Enter your new ID into the **New ID** and **Confirm** field.
4. Click the **Update** button. Your Application Manager ID has been changed and you may use the new ID the next time you sign into Application Manager.

Changing my Account Password

How Do I Change My Account Password?

1. Click the **Account** action in the Application Manager header of the Home screen. The **Update my account** screen opens.
2. Click the **Change my password** option. The **Change my password** screen opens.
3. Enter your new password into the **New Password** and **Reenter** field. The password characters are masked by dots (●●●) for security purposes.
4. Click the **Update** button. Your password has been changed and you will be required to use the new password the next time you sign into Application Manager.

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