



LA Credentials/Hospital Services Corporation for Credentialing Services



LA Credentials, LLC (LAC) is a Credentials Verification Organization (CVO) that was formed by the Hospital Services Corporation (HSC) based in Albuquerque, New Mexico and ShareCor based in Metairie, Louisiana. LAC provides credentialing for many hospitals, healthcare and surgical facilities including credentialing for physicians, mid-level and allied health medical staff.



HSC is NCQA certified for ten out of ten credentials verification services through April 3, 2019. All of our credentials verification files strictly adhere to Joint Commission, NCQA, and other standards.

The custom eCreds software allows customers the flexibility to download completed credentials files, and to generate a variety of different reports.



OUR CORE ACTIVITIES

Activity	Description
Outreach to your practitioners when initial credentialing is required	Our automated request system sends application request letters to your practitioners when you tell us that a practitioner needs to be credentialed for your facility for the first time
Outreach to your practitioners when their recredentialing is due	Our automated request system sends reappointment request letters to your practitioners six months ahead of the reappointment we have in our system. This ensures the recredentialing can be completed timely
Outreach to your practitioners to gather missing or conflicting application information and documents required for the credentialing process	Once a credentialing file is in process our system recognizes gaps in information and documentation, based on your file requirements and sends request letters to practitioners to obtain the needed items
Access to an online version of our credentialing application via our Practitioner Portal	To streamline the data gathering process an online pre-populated version of our credentialing application is available to practitioners 24/7/365. Practice/office managers can also submit applications on behalf of their practitioners. Our credentialing application can also be completed hard-copy and sent to us for processing
Primary source verification of your practitioners credentials to meet the regulatory and facility specific requirements your files require	Your file standards, based on any regulatory and facility specific requirements you need to meet, are built into our eCreds system. Our experienced credentialing staff review each file at the beginning of the process to determine which items we need to verify direct from the source. When the file is initiated, our automated request system sends out letters to third parties to obtain the necessary verifications. Items available online are obtained by our team of credentialing staff in line with industry standards



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<p>Compliance audit of your files before we ship them to you</p>	<p>When all the required items have been gathered for a credentialing file, in line with your customer standards, we complete a full audit of the file to ensure that all necessary items have been verified, that all items are complete and meet regulatory standards. All our regular files are shipped with a Profile report that summarizes the items contained within the file. This profile draws attention to any items that may need closer review during the approval process, such as malpractice claims, sanctions by licensing or other bodies, or other items that pose a risk. As a CVO it is our role to pass this information on to you and highlight possible areas of risk – we do not make decisions or determinations based on this information.</p>
<p>Posting of completed files to our Customer Portal for you to access</p>	<p>Once a credentialing file has passed audit, we “ship” the file to you. Once a file is “shipped” it is immediately available to you on our secure Customer Portal</p>
<p>Online Customer Portal for self-service special processing requests, upload of documents, and access to reports relating to your credentialing</p>	<p>Our Customer Portal gives you access to reports to help track key activity relating to your credentialing files. You can place orders for initial files, and make special processing requests such as requests to ship files pending, or as-is, or requests for expedited processing (additional fees apply).</p>
<p>Itemized request service to meet the need for emergency or temporary privileging, or pre-employment screening</p>	<p>Our itemized request service allows you to make requests for special or one-off verifications that you need to meet immediate or urgent patient care needs outside of regular file processing. Our turnaround time for itemized requests is typically two business days, depending on the verification required. This service can be used for pre-employment screening.</p>
<p>Ongoing monitoring of the status of expirable items for each of your practitioners via our File Maintenance Service</p>	<p>As part of our file maintenance service, we monitor the expiration dates of key expirable items for each of your practitioners and verify that these items have been renewed by practitioners prior to their expiration date. We monitor the following five items – current New Mexico licenses, current New Mexico Controlled Substances registration (CSR), Board Certification, current malpractice insurance coverage (copy of the renewed certificate serves as proof of continued coverage) and current Federal Drug Registration (copy of the renewed DEA certificate serves as proof of ongoing coverage).</p>
<p>Availability of a Customer Service Desk via phone and email to ensure that your questions and concerns are handled promptly and efficiently</p>	<p>Our Customer Service Representatives are available 8-5 p.m. Mountain Time Monday through Friday to answer your questions and your practitioners’ questions. Through our ticketing system, calls and emails are logged and, if applicable, are escalated to our expert staff for review and response.</p>
<p>Access to knowledgeable credentialing staff who can help answer questions relating to your credentialing</p>	<p>If you or your practitioners have questions about our processes, or about the credentialing process in general, our knowledgeable and experienced credentialing analysts are happy to help.</p>



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Provision of a webpage dedicated to your facility where key documents can be posted online for your practitioners to access	Practitioners can access documents and forms like your delineation of privilege forms, bylaws and other key documents from a webpage that we create for you. Posting these documents online makes them easily accessible in one location for your practitioners, as needed.
Automated email reminders to keep you informed about your credentialing files	Our system sends automated emails to you keep you informed about your files. For example, we notify you when practitioners are slow to respond to our requests for information, and when your files are complete and ready for you to download.

How you can help us with the credentialing process?

There are a number of ways that you can help us to keep the credentialing process for your facility and your practitioners running smoothly.

- Ensure that your practitioners know the importance of responding to our requests in a timely manner and providing accurate and complete application data.
- Use the Customer Portal to keep your practitioner roster current and up-to-date. This includes monitoring and updating reappointment dates to make sure they are accurate, keeping contact information for practitioners current, and removing practitioners from their roster when they have resigned from your facility.

Our commitment to you and your practitioners

We're accessible. We are available and believe our customers are entitled to speak with the appropriate contact so that your questions can be resolved promptly.

We're accountable. We are going to try our best to provide quality service the first time. If there ever is a problem, we will take care of it as quickly as possible.

We listen. We will always be courteous, friendly, and professional. We want to truly hear what you have to say so that we can meet or exceed your expectations in every interaction.

We're honest. We will do the right things for the right reasons, every time you deal with us.

We'll keep our promises. If we say we are going to do something, then we will do it, and in those occasions when something gets beyond our control, we will let you know as soon as possible.

FOR MORE INFORMATION

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