HCA Healthcare Delegate Guide for HWSVerified

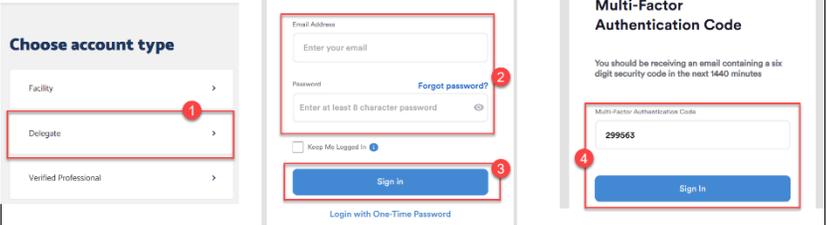HEALTHTRUST Workforce Solutions | VERIFIED PROFESSIONALS

For Verified Professional questions and concerns please contact:
VPro Customer Care 954-514-1440 6:30am-5:00pm EST

Quick Steps for the Company Delegate of Verified Professionals

Instruction	Example
Verified Professionals (VPro's) Process • VPro's have their own self-service portal and may be represented by agencies that have delegates that process access credentials and possibly make payments on their behalf. • After a request and the necessary credentials are uploaded, HWS 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.	
Registration for the First Time Delegate User To request a Delegate account, navigate to: http://engage.healthtrustjobs.com/verified/enrollment/ **Please allow 3 business days for account to be created.**	
Once you receive confirmation of having your account set-up: Use Google Chrome 1. Navigate to: https://www.hwsverified.com/ and select **Delegate** 2. Enter **email** 3. Click **Sign In** 4. You will receive a Multi-Factor Authentication (MFA) Code in order to proceed with login. Enter the code and **click Sign In**. The site should automatically log you in. If it does not, or it opens the site in a different browser, go to the link in Step 1 and login using your new password.	

Navigating the HWSVERIFIED.COM Site

Instruction	Example
Home Page – Landing Page The Home page has specific widget allowing users to get quick access to specific results. 1. Log Out button 2. Main menu tabs 3. Shortcut links to Roster, Payments & Access Request tabs 4. Company Credentials Expirations Status 5. Notifications	
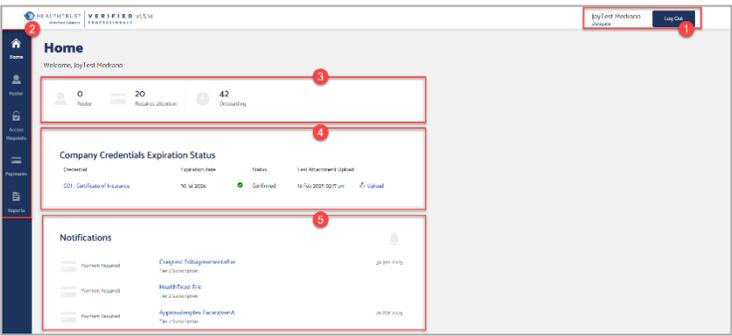
Roster Section

Assigned To Me Tab
Track daily access activity and progress of the VPro's registered in your agency from your Roster and act as a proxy when needed.
1. **Search** in **field** with **last name** only
2. **Select** **hyperlinked name** to view the profile (this will jump to Access Requests)

VPro Profile
1. **Details** displays VPro's detailed information.
2. **Credentials** displays list of requirements in various statuses.
   a. **Click** **View** to view the uploaded document.
3. **Manage Facilities** allows you to add facility access requests and view status of existing requests.
   a. **Select** the **Show facilities near my current location** checkbox OR
   b. Start typing city name or facility in the text field, then select the desired facility.
4. **Facility Status** displays names of facilities access has been requested and related access information.
   a. **Click** the **status link** to view status details.
5. **Payment** displays information related to the VPro's payment transactions.

All Tab
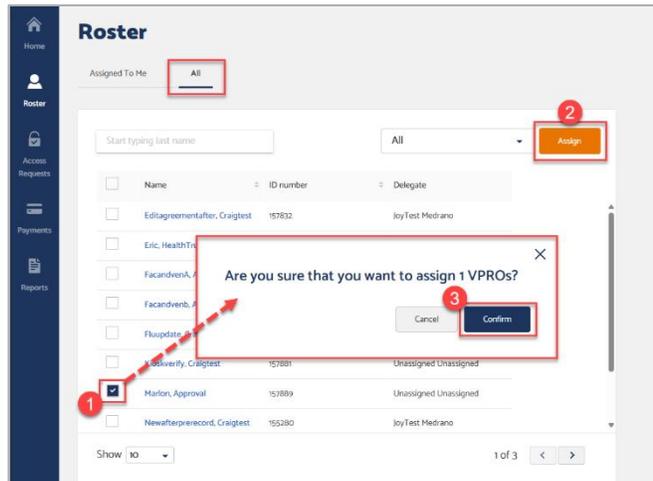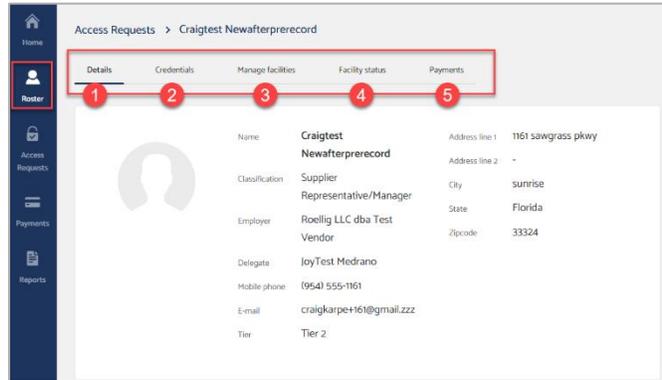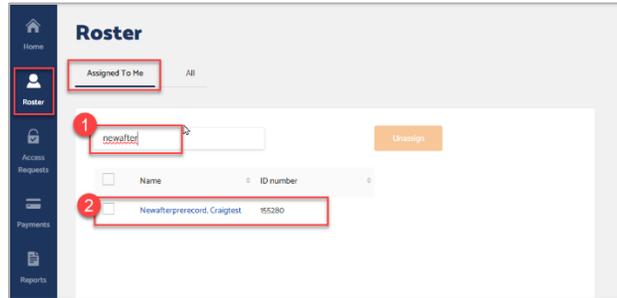Identifies all VPro's. Use this tab to "assign" to a record yourself.

You can search for the VPro if needed.
Click on the **VPro** **checkbox**
Click **Assign**
Click **Confirm** in the popup confirmation

The selected record(s) will now appear in the Assigned to Me tab area.
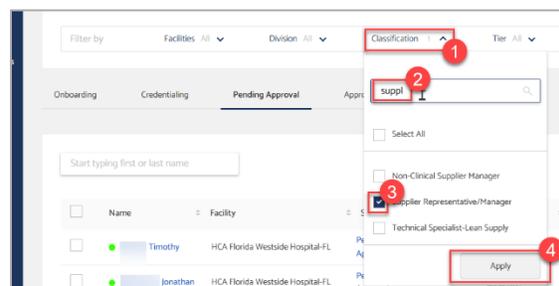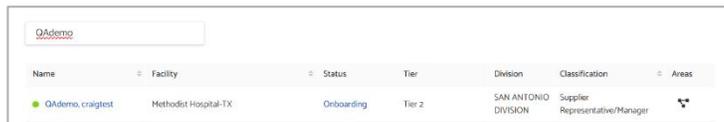
Access Requests Section

If you know the name **click** in **search window**:
- **Enter** **First** or **Last Name**

Set filters to find the **classification**
1. **Select** **Classification**,
2. search for type (ie., Supplier Rep)
3. **Click** the **box** and
4. **Click** **Apply**
Note the Account Status will always default to Active (Termed and Suspended are available for searching)

You will always default to **Onboarding** (VPro is in upload status)

Other filters are:

Pending Approval (waiting on the facility to approval file)

Credentialing (VPro is in Credentialing verification status)

When you are not sure what status the VPro is in, **select All**
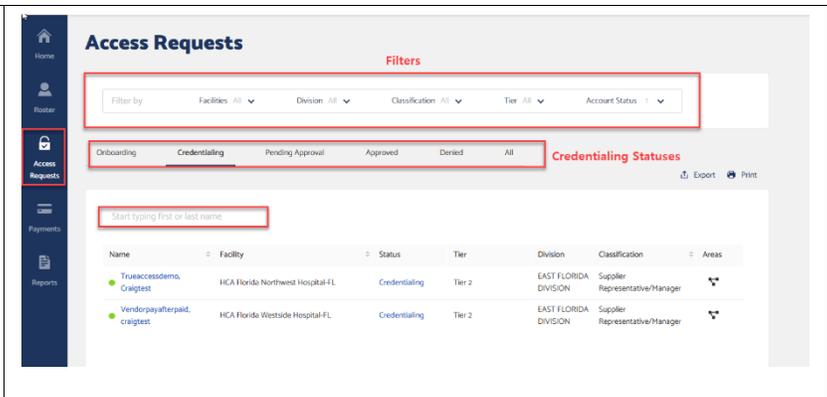
Uploading on Behalf of VPro

- Open a VPro profile and **click** the **Credentials tab**
1. **Click** the **Upload link**.
2. Begin attaching documents by dragging the file to designated area or choosing a file to be uploaded.
3. **Choose file**
4. **Click Open**
5. **Click** the **Save button**
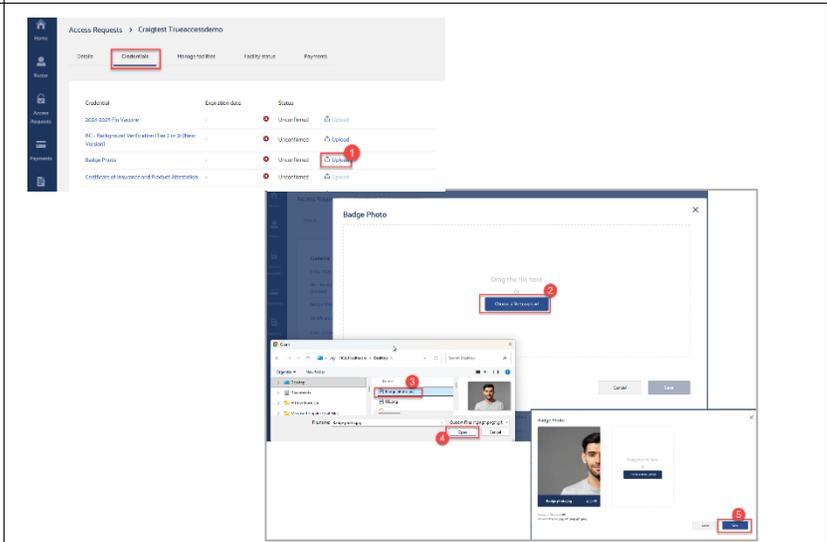
Payments Section

On the VPro's profile within your account (Payment Tab).

1. Select PayPal Checkout.
2. Your screen will grey out and the PayPal link should automatically open as a new window.
3. Follow PayPal instructions.
4. Once payment is processing, screen will refresh and show you the payment confirmation.

Via the **Payment Tab**. Payment can be made via either:

Requires Attention has all types of pending payments

Pending Delegate Payment is for those VPros who state during registration a delegate will pay on their behalf. This is time sensitive as the VPRO cannot finish registration until the payment is made.

1. **Select** the Tab section.
2. **Select** the VPro's you wish to apply payment to.
3. **Click Pay**.
4. You will see a **summary** of your payment (total included).
5. **Select PayPal Checkout** and you will be
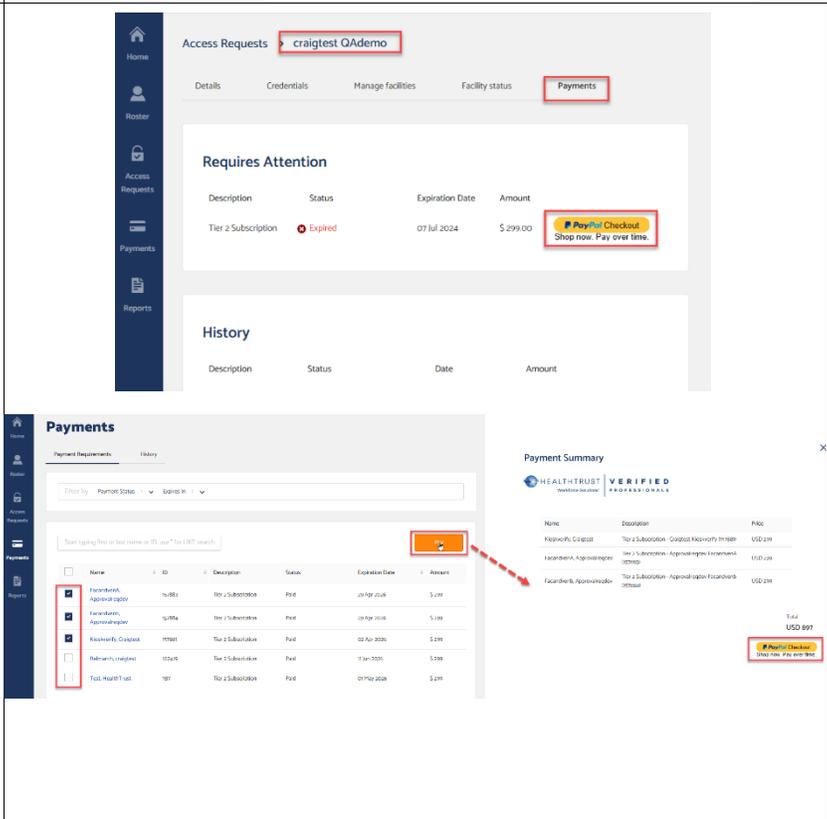
redirected to make payment through a PayPal pop-up.
You do not need to have a PayPal account. You can choose Pay with Debit or Credit Card.

To continue as Guest, toggle the PayPal radio button to gray.

Click Continue as Guest
Follow the Paypal prompts
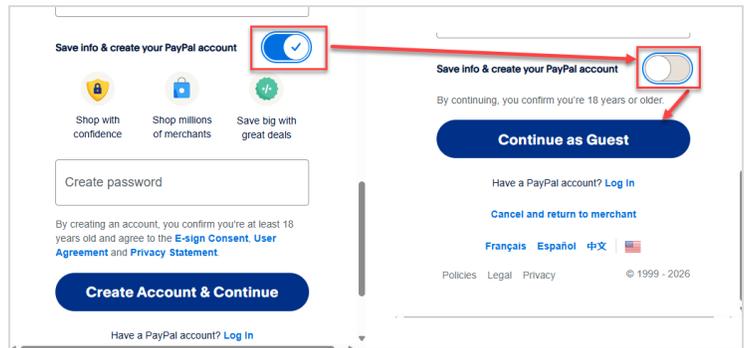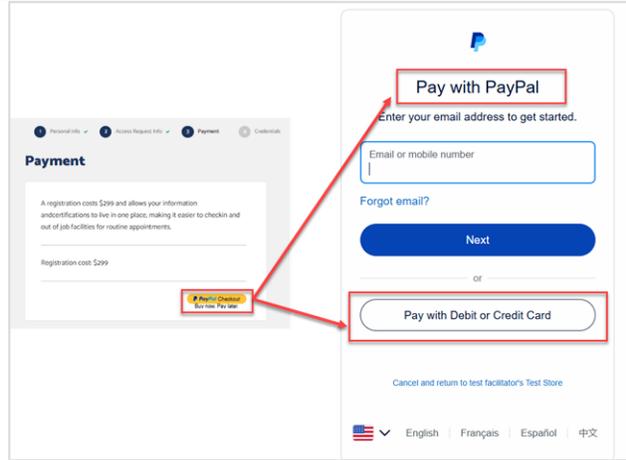
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