**Onboarding Message Email Templates**

**Template 1:**

Welcome to [ **Name Here** ]!

As part of the onboarding process, we use a credentialing platform - Modio Health to securely and efficiently capture your information to ensure we start getting you licensed and credentialed.

Please follow the link below to create a Modio password to begin your onboarding as soon as possible. It is imperative that you complete your profile via Modio so we can enroll you with payors and do recredentialing as needed. You can access this request via your phone, tablet or laptop (we recommend Google Chrome browser). This process has 3 parts and should take less than 10 minutes in total if you have all your information ready.

1. Fill out each part of the application (personal information, education & training, work history etc.) completely to the best of your ability. We have added all the information we have in advance but need you to fill in the rest. After entering all of these, be sure to click Save & Next to continue after each section or your data will be lost. Once finished, click Submit as Complete.

2. Upload documents. We may have already uploaded these for you; if so you can skip any that were already uploaded. We need your:

• CV

• Diploma

• Residency / Internship certificate (if applicable)

• State license

• DEA license (if applicable)

• State Controlled Substance Registration license (if applicable)

• Board certificate (if applicable)

3. Sign our application statement with DocuSign. These will come in a separate email once you complete onboarding. Review and electronically sign these documents.

If you need assistance, you can access "Chat" via the link on the bottom right of Modio’s page while completing onboarding or view the Tip Guide here: {{OnboardingTipGuide}}

You can also contact our concierge team at **[email here].**

Thank you and we look forward to working with you,

[Practice Name Here]

**Template 2:**

Welcome to [ **NAME HERE** ]!

Our electronic credentialing process consists of three steps, which use secure websites and are fully confidential. Reading this email in its entirety will make this process EASIER AND FASTER for both you and our team. Instructions for each step are below (and estimated time to complete):

1. Onboarding Electronic Application (via our secure credentialing platform Modio OneView) - approximately 10-15 minutes

2. Spring Additional Forms (via DocuSign) - 1 minute

3. Background Check (via GoodHire)

1. Onboarding Electronic Application (via Modio):

To begin the credentialing process, please click on the link below, create a Modio password, and begin filling out the form as completely as possible. As you complete the application, please click 'Save and Next' at the end of each section or your information will not be saved. Once finished with the application, click on 'Submit as Complete'.

While completing the application, please make sure to:

a) Upload a color photocopy of your State Driver License ID under the "Documents" section

b) Upload a copy of your CV under the "Documents" section—we may have already uploaded this for you. If so, you can skip this step.

c) Upload 2 Peer References and complete the "Medical Malpractice" Section

d) Beyond the required fields, \*\*PLEASE FILL OUT EACH SECTION OF THE APPLICATION COMPLETELY to the best of your ability. \*\* If certain fields do not apply to you, you may leave them blank.

2. Additional Forms (via DocuSign):

We will follow up the submission of your onboarding application with a DocuSign email giving you some electronic forms for completion (which you can submit to us through Modio’s secure platform). These include:

a) Disciplinary Questionnaire

b) Authorization, Attestation, and Release

Questions? Please feel free to get in touch with your recruiter if you have any questions or concerns.

You may also use the "Chat" link on the bottom right of Modio's page for assistance while completing the onboarding application or access the Tip Guide here: {{OnboardingTipGuide}}

**Thank you,**

[Name Here]

**Template 3:**

Hello,

I hope this e-mail finds you well. I wanted to introduce myself as the individual who will be completing your internal credentialing and nationwide licensing efforts at **[ company name ].**

Modio is the secure credentialing platform we use for your credentialing process. Please use the link included in this e-mail to create a Modio login and complete your credentialing profile. The application is entirely online; you can fill in all required fields and easily upload documents by clicking and dragging them when you reach the document step.

If you have trouble logging in, please do not hesitate to contact me at **[your phone or email here]** and we can set up a time to screenshare and complete your profile together. You can also reach Modio between the hours of 8am and 6pm EST using the Live Chat at the bottom right of their page or use the Tip Guide by selecting this link: {{OnboardingTipGuide}} .

To expedite the process, please have the following documents ready when you complete your profile. If you already provided these during the hiring process, we may have already uploaded them for you. If they are already uploaded when you log in, you can disregard.

- Medical School Diploma

- Post graduate certificates

- Board Certification certificates

- ECFMG certificate - if trained in a foreign country

- Passport (color)

- Driver license (front and back, color)

- Social security card

- Curriculum Vitae

- Applicable state medical licenses

I look forward to working with you,

**[your name here]**

**[company name]**

**Custom Template:**

If you are creating your own template and would like to attach the Provider Tip Guide for Onboarding, use this section for instructions. The Tip Guide is built just for providers who are filling out the Onboarding Application.

If you would like to insert the [Provider Onboarding tip guide page](https://www.modiohealth.com/life/training-and-support/onboarding-providers-tip-guide) to the attachments field in the Onboarding message, just insert this message or script: {{OnboardingTipGuide}} . Please see the image below for reference.

A screenshot of a computer

Description automatically generated