

# OneView®

Tip Guide: OneView Coordinator Start Guide

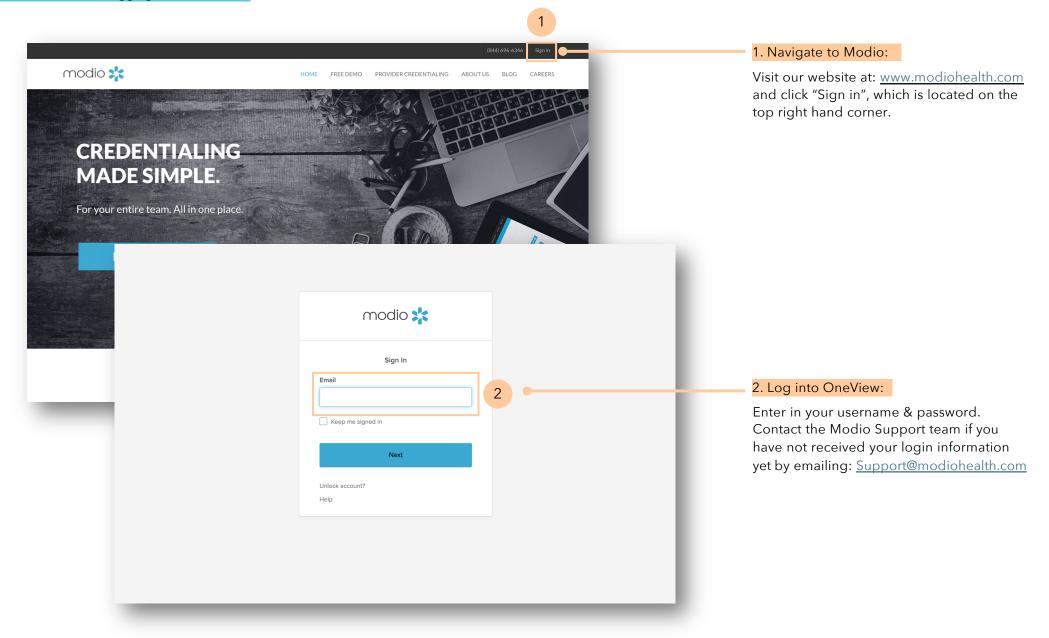


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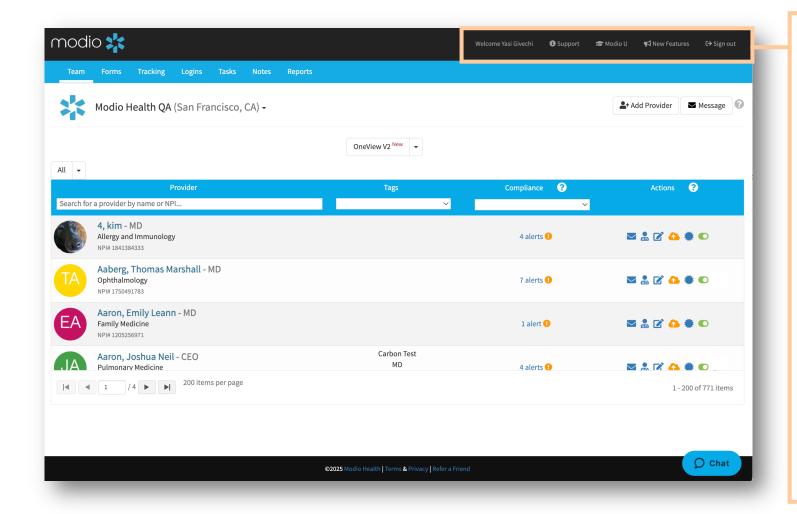
### **Your Coordinator Toolbar**

Here is a quick introduction to the Coordinator Toolbar. If you are a new user, this next short section will help you get started by showing you some helpful features in the OneView® platform.









#### OneView Toolbar Key:

Coordinator indicator: When you are logged in you will see your name displayed here. Your email address is a unique identifier. This means that your email address may not be repeated when creating additional coordinator and provider profiles.

Support: The support tab houses additional tip guides on all the OneView features. Click here to explore those guides and keep checking back in as we update the content frequently. You will also find contact information and other support services.

ModioU: This tab gives you access to a library of pre-recorded videos. There are in-depth videos for your favorite features within OneView. You will also find schedules for our live ModioU courses, along with a link to the course registration page.

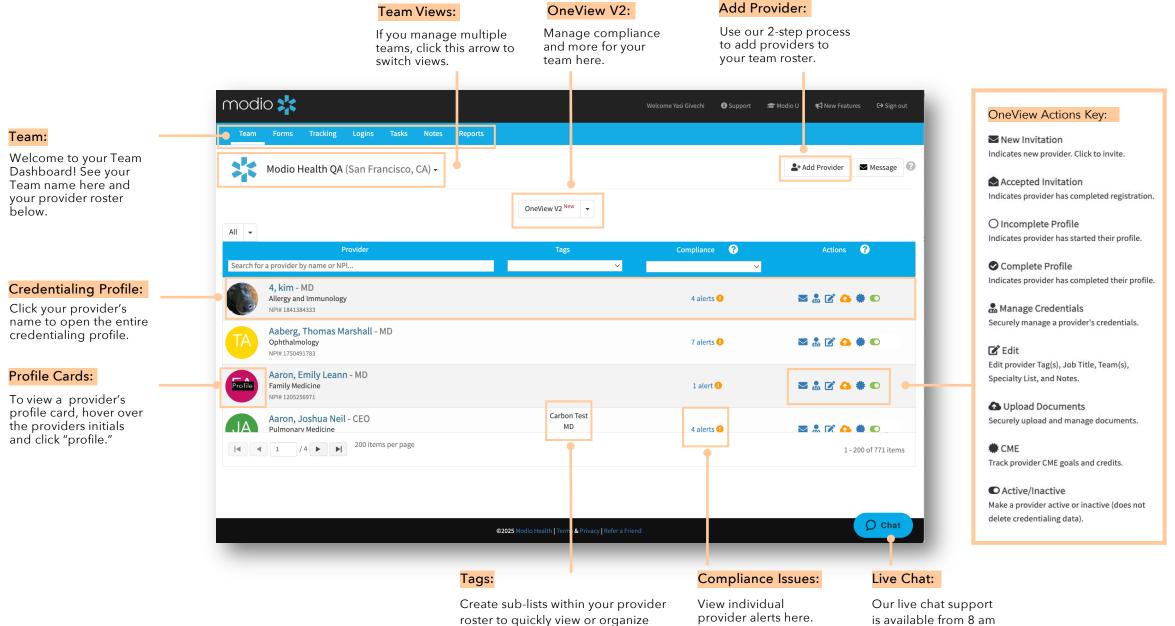
**New Features:** Check out this tab every 2nd or 3rd Thursday of the month for a summary of updates and improvements that have been made to the system over the last two weeks.

Sign out: Remember to sign out of OneView when you are done with your session.

### The OneView® Team Dashboard

When you log in, you'll see your Team in the OneView® Provider Dashboard. From here, you will have access to your provider credentialing profiles as well as other OneView® features.





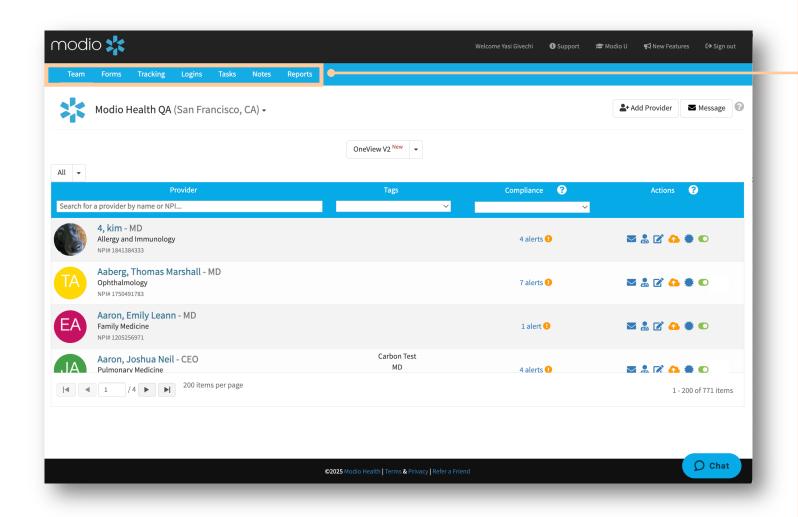
the profiles you are working with.

- 6 pm EST (Mon-Fri).

## **Team Navigation Bar**

Here is an introduction to the 5 core modules that make up the Team Navigation Bar.





#### OneView Dashboard Key:

Teams: Here you will find your home page along with your entire team roster.

Forms: Access all the forms which your organization has submitted to be mapped. Mapped forms which allow you to automatically pull data from your provider's profile and have it pre-populated onto your form/application.

Tracking: A workflow management tool for your coordinators to track all steps and progress while credentialing. Here, everything will be fully customizable to match your exact steps and workflows.

Logins: Securely store usernames and passwords for any website that will be managed on behalf of your organization or providers.

Tasks: This useful feature creates reminder notes or creates basic to-do lists.

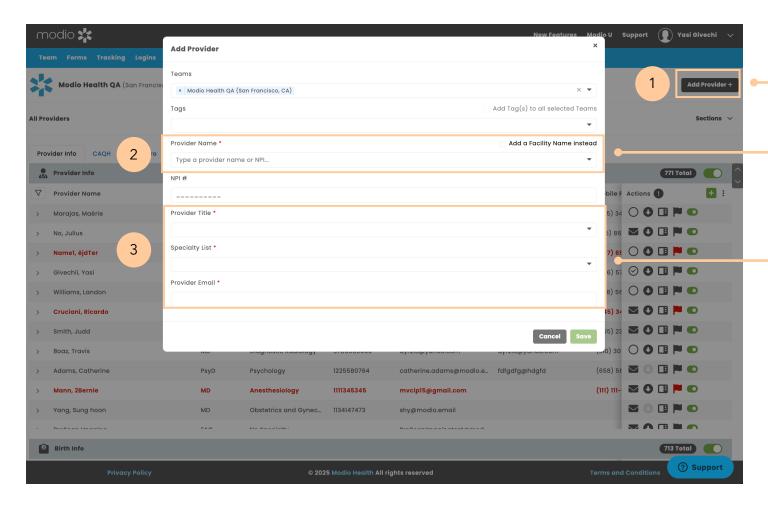
Notes: Here you will find an aggregate list of all notes added to any provider, in all sections of their profile, by all users on your team.

Reports: This is the OneView Reports Module. Offering standard reports, customizable reports, graphs, and real-time updates.

### **Adding New Providers**

Use our 2-step process to quickly add new providers to your Team roster. The add provider feature is available in both v1 and v2.





#### **Add Provider:**

1. Click this button to get started. This button is available from the Team page and the v2 home screen.

#### **Provider Name:**

2. Fill in the name field. A dropdown list of potential matches from an existing provider database will appear. After double- checking the NPI and/or license number, select your provider from the list. If your provider is not found, see Slide #13.

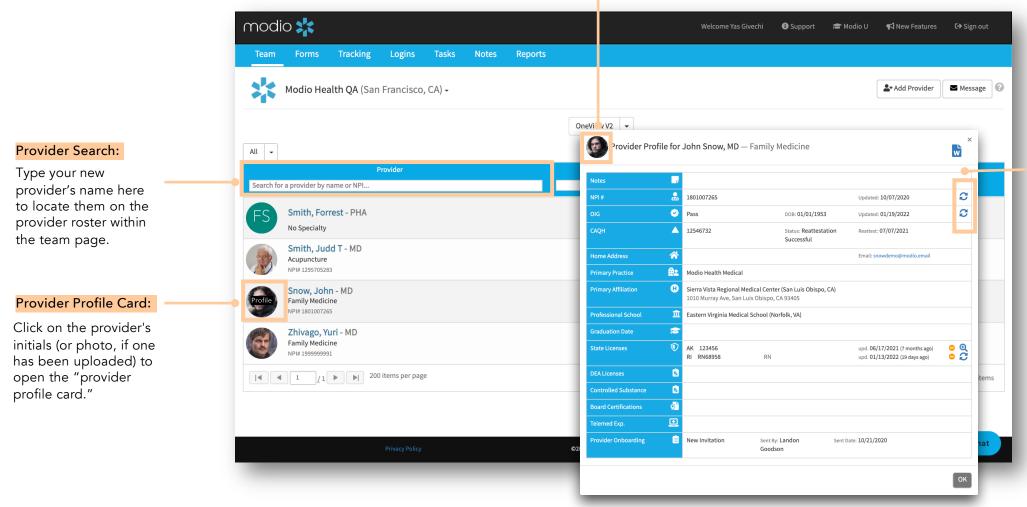
#### Provider Title, Specialty List, Provider Email:

3. Fill in the three remaining required fields: title, specialty, and email. (If you don't have your provider's email, use a placeholder with your provider's name: <a href="mailto:first.last@modio.email">first.last@modio.email</a> (e.g. john.smith@modio.email).)



#### Provider Photo:

Click on this icon to add or edit a photo of your provider.



#### **Updater Icon:**

Use the refresh icon to instantly pull credentialing data from one of the many primary sources we're integrated with. See the next slide (#13) for additional info.

#### Final Note:

Now that the verified data has been added to your new profile, continue to build out the profile until it is complete per your organization's standards.



# Adding a Provider

Teams

Tags

Provider Name

Kirk Heath

Kirk Heath

Heather Kirk

**Behavioral Analyst** 

**Dental Hygienist** 

Heather Kirk

Tip #3 -

Surgery

#### Tip #1-

Make sure to confirm your provider's **NPI** before adding – the provider database can include duplicate names.

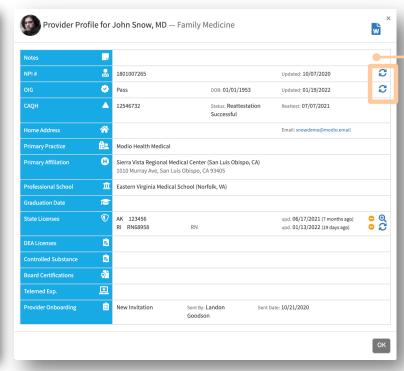
#### Tip #2-

If your provider has had a name change, try looking under their previous name.

#### **Provider Profile**

Add a Facility Name instead

× A



#### **Updater Icon:**

After running an updater, all available data from the source will be automatically populated on your provider's profile.

#### Summary:

NPI: 1184838286

NPI: 1861045304

NPI: 1619688959

NPI: 1316172976

If your provider is not listed, click here to skip profile claim. This will create the profile without populating NPI, license number, or other data.

Don't see profile listed? Click here to skip profile claim.

× Physician Management Resources (Needham, MA)

Primary License: NC, License No.: 2015-02245

Primary License: CT, License No.: 100

Primary License: TX, License No.: 18960

Speech-Language Pathologist

• Optimize the Add Provider process by leveraging our integration options

• Our Existing database allows you to pull current information to add to your provider profiles



#### 1. Notes:

Use the Edit action on the dashboard to update the provider notes displayed here.

#### 2. NPI #:

Click on the NPI updaters button to get NPPES data in seconds. Accept the updates for practice address, state licenses, payors, education and more. The NPPES search will return:

- •Current Practice Address displays practice address
- •Current License Info displays licenses found
- •Current Healthcare Payor Info displays payors found

#### 3. Primary Practice:

Lists primary practice from Practice/ Employer section.

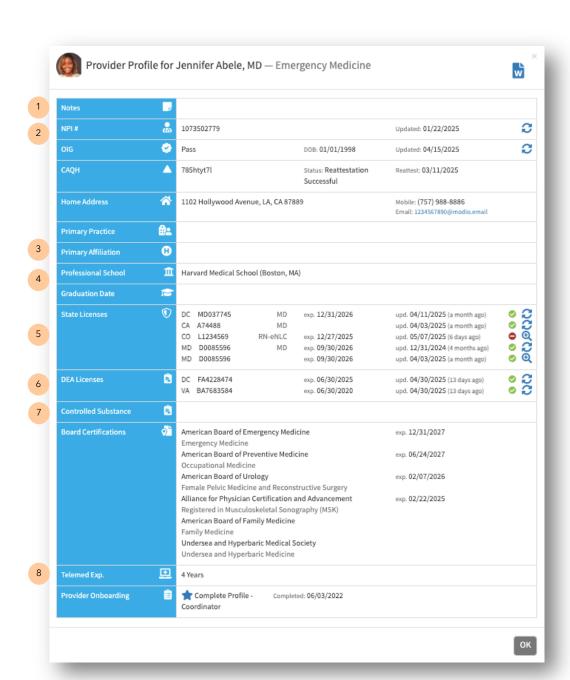
#### 4. Primary Affiliation:

Lists primary affiliation from Hospital Affiliations section.

#### 5.State Licenses:

View the provider's state licenses by state, number and last date updated.

- •Primary Source Links click on the magnification glass to access state primary source sites.
- •Info: State abbrev. number (type), expiration, last updated - use the "update" date value to verify when the data was last verified.



#### 6. DEA Licenses:

Add DEA license(s): click on the updater icon to run a DEA search for:

- Current DEA Info
- Primary Source Verification PDF

#### 7. Controlled Substance License(s):

Lists CSL license(s) from Licensure.

#### 8.Telemedicine Experience:

Optional field found in Personal Info.



#### **Common Questions**

#### How do you look up the data from LN?

We look up data from LN using NPI to make sure we are bringing in data for the correct provider. Because of this, when you enter the provider name you will see a list of options with NPI included. We are actually doing a lookup with NPPES on the back end to validate the NPI before using it to look up data with LN. Pretty cool!

#### What will it look like?

The add provider window will look very similar to how it has in the past. You click the same place, and add the same data. You may notice the background looks a little different. This is because the updated add provider window is hosted on our OneView V2 platform, so you are getting a look at that. When you click save, you will be back on the Team page just as you were before.

#### How often is LN updated?

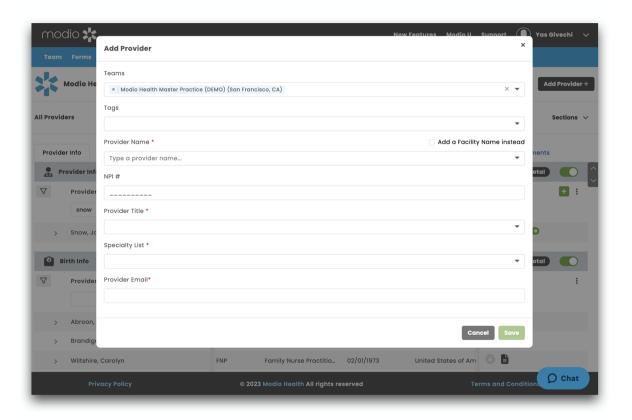
Modio receives continuous updates from LN via an API. Whenever they update their data, it is reflected in OneView. We always use the most up to date data we have from them to look up data for new providers.

#### Are all provider types included in the LN data?

Not all, provider types are included in LN data. The most common providers with NPis are included: MD, DO, NP and PA.

#### What fields of data are eligible to come in?

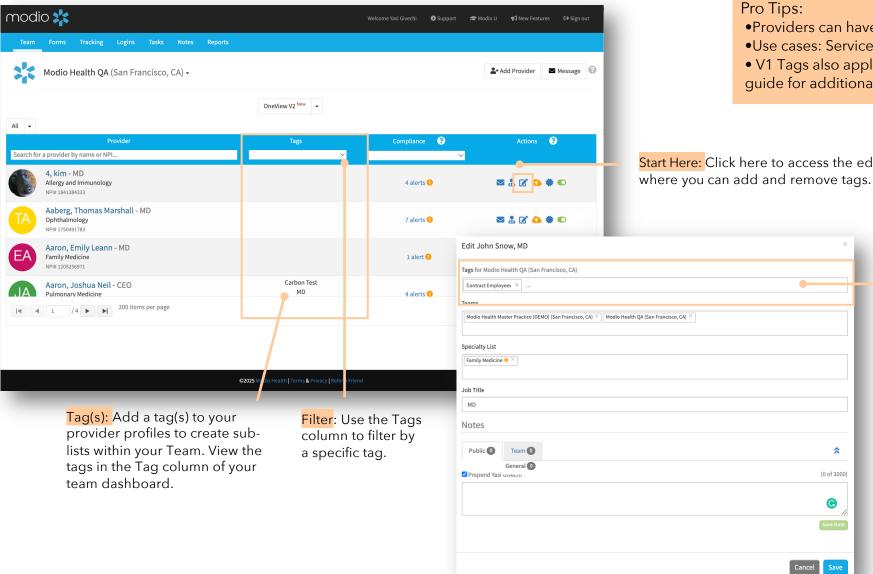
Modio brings in state, DEA and controlled substance licenses and some board certifications from LN. We have found this data from LN to be accurate, but always recommend running Carbon on the licenses that are added. LN is a trusted source, but only the boards (which Carbon is integrated with) are true primary sources.



### **Tags**

Use the v1 Tags feature to customize your team dashboard by creating sub lists within your provider roster.





- •Providers can have more than one tag
- •Use cases: Service locations, Title, Practice type, etc...
- V1 Tags also apply to v2 Personal info grid. See v2 tip guide for additional information.

Start Here: Click here to access the edit feature. The top section is

#### Adding a new Tag:

Enter in your tag and then click the "tab" button on your keyword to create a new tag. This tag will be available to use for any provider on your team.

#### Removing a Tag:

From the edit popup, select the small gray X on your tag and press save. All tags must be removed from a team in order to disappear from the tags list. Your tag will be removed from that profile. Tags that already exist in your Team can easily be added to additional providers; click into the tag field to view the dropdown list of existing tags.

## **Reports**

Quickly run a variety of web and CSV reports from the reporting dropdown arrow.



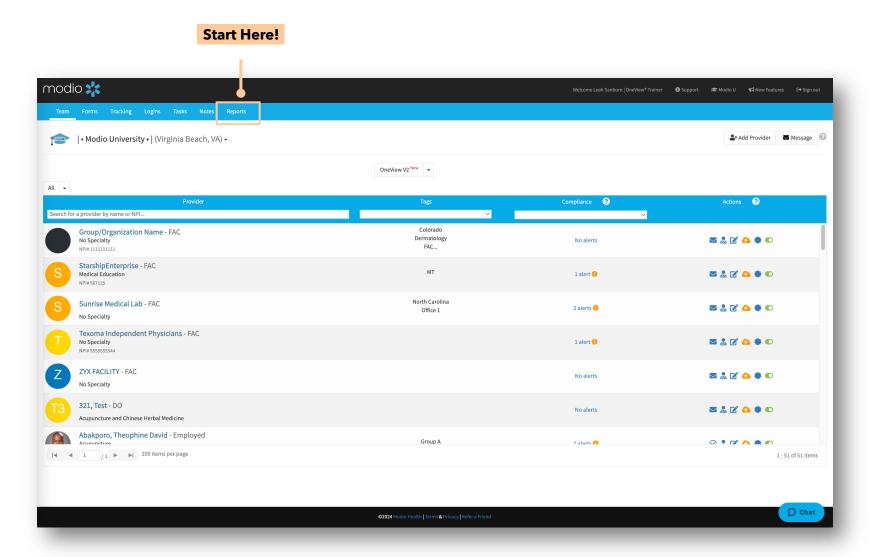
#### The OneView Reports Module:

Access the Reports Module from the top navigation of OneView. Clicking the Reports Tab will open a new tab on your browser. This new Reporting module will be your best source for Ad-Hoc reporting, introducing new capabilities like column formatting, saving favorites, and new download settings.

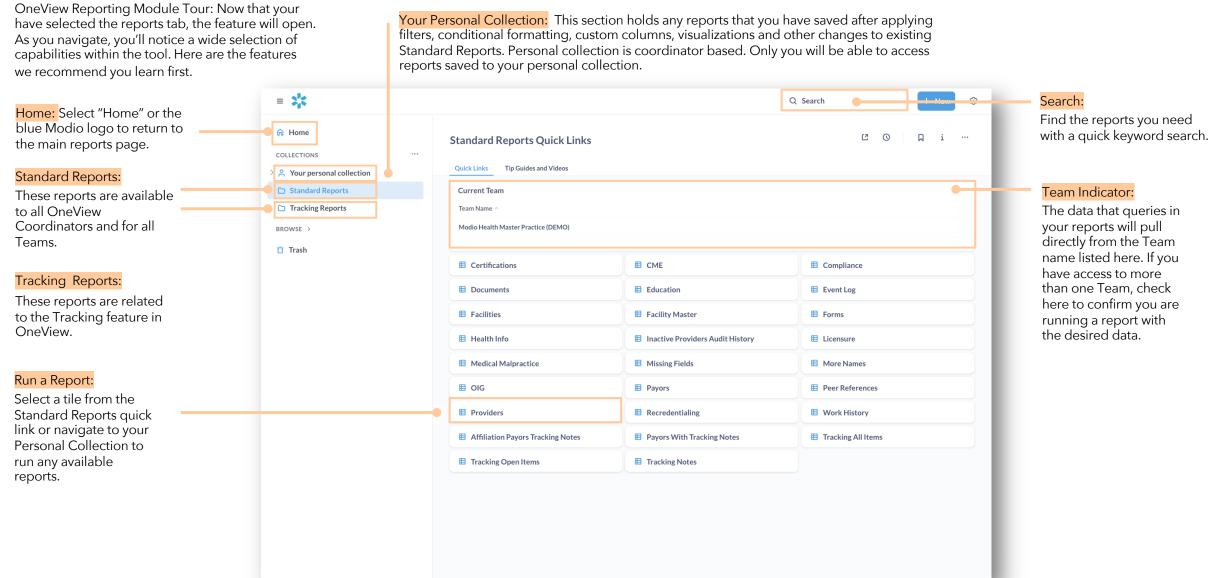
Step 1: Select the Reports option from the top navigation toolbar in OneView to open a new tab that holds the entire OneView Reporting Module.

#### Pro Tip:

Keep both the OneView tab and the Reporting tab open to quickly toggle between the two as needed throughout your day.



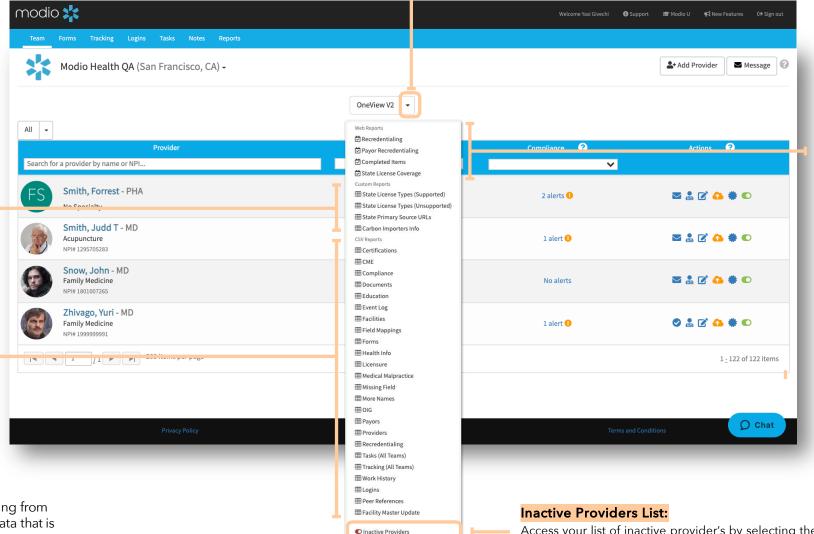






#### **Viewing Reports:**

Use the dropdown caret to access your Team reporting options. Select from CSV and Web reports.



#### **Web Reports:**

This section of the column stores the web reports.
These reports will open a dashboard on your screen where you will view the data within your Team. You will be able to sort and filter each column, but not make edits or changes.

#### Key Takeaway:

**Custom Reports:** 

for you.

**CSV Reports** 

through Excel.

If your organization has a

reporting need that is not met

by an existing report, let our

support team know and we

can build a custom report just

These reports will download an

sorted, filtered and manipulated

Excel file to your computer's

files.. All the columns can be

All the data in these reports is coming from you provider's profiles. The more data that is housed within your provider profiles, the more robust your reports will be.

Access your list of inactive provider's by selecting the red toggle at the bottom of the reports drop down list.

# **Credentialing Profile Audit**

Learn to effectively and efficiently add data to the 13 sections of your provider's credentialing profile. Adding data to create complete profiles will help set your organization up for success.

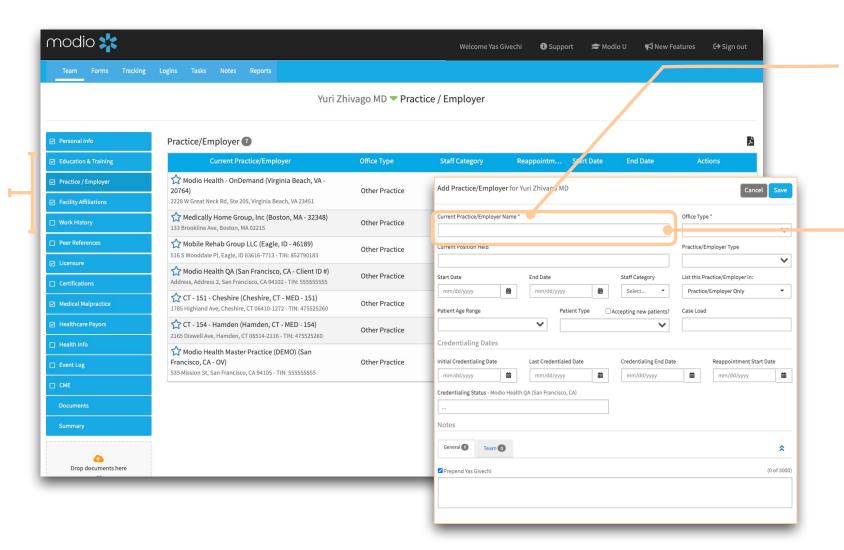


#### **Credentialing Sections:**

Use our database of facility master records to add locations to your provider credentialing profiles.

The credentialing sections that utilize master record are:

- Education and Training
- Practice/Employer
- Facility Affiliations
- Work History
- Peer Reference



Tip: The required fields are indicated by an orange star. The rest of the fields are optional for you to fill out according to your credentialing needs.

#### Current Practice/Employer:

Search for your practice location by address keywords, e.g. "1234 Smith". A dropdown list of potential matches will appear for you to select from. If your address does not generate a match, try to search by name. If the location is still not found, email us at Support@modiohealth.com so that we can create a new record for you. It is required that you include the name and address of the location you wish to add. You may include other optional data like NPI, TIN, and billing address (reach out to our team for a full list of fields).

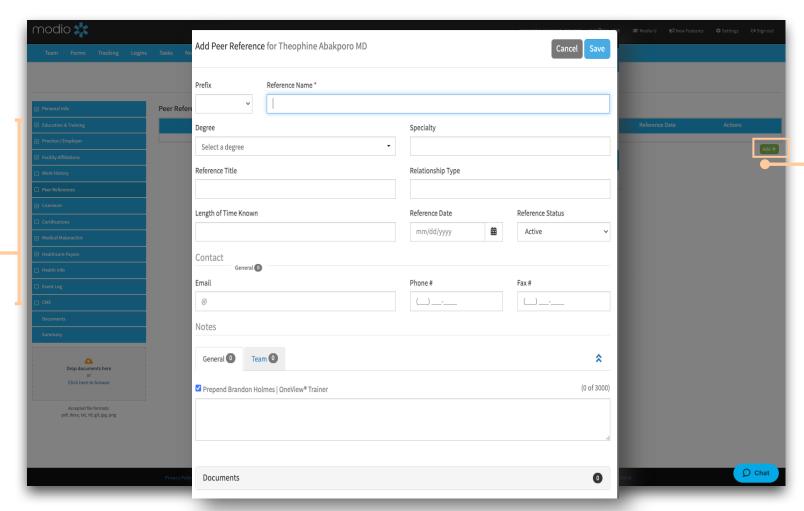


#### Adding Data Tip:

Required fields will be indicated by a red star (\*). The rest of the fields are optional for you to fill out according to your organizations credentialing needs. The data that is added to these different sections will all be accessed when using the reports feature as well as the forms module. Complete your credentialing profiles now to set yourself up for success in the future.

#### **Credentialing Sections:**

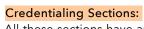
Add data to these sections: accessed when using the reports feature as well as the forms module. Complete your credentialing profiles now to set yourself up for success in the future.



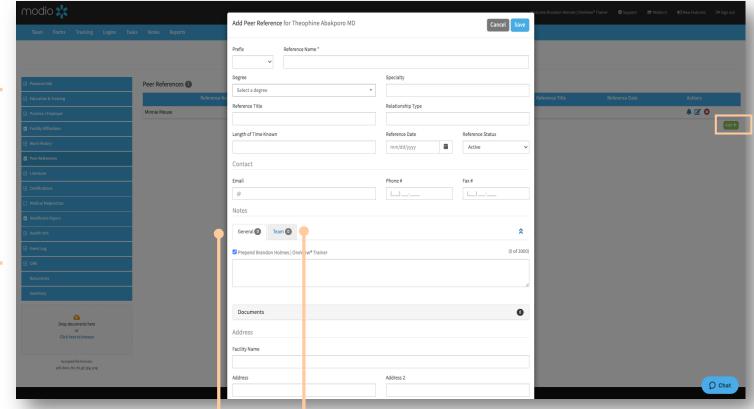
Step 1 - Add +

Use the green add button and a new modal will open for you to add your data.





All these sections have an option to add free text notes.



#### \_

Team Notes:

Everyone on your team will be able to view these notes. This includes your coordinators, read only/full access, and providers that may have access to the platform.

General Notes:

These notes will be visible to coordinators within the specified team who have full access.

#### Add Notes:

Select the Public tab or the Team tab to determine who can see the notes. Once you have added notes to your provider profiles you will be able to use the Notes tab from the Team Navigation Bar to view them.

### **Documents**

Upload, download, and share from the Documents section in your credentialing profiles.

document, simply drag and drop to the platform.

Batch Document Uploading:

Upload multiple files by clicking here.

pdf, docx, txt, rtf, gif, jpg, png

Other Misc

macbook.png

\*For a more detailed guide to Documents, please refer to the Documents Guide in the Support Section

10/31/2017

Coordinator Only

Active

O Chat



File Name:

Name your file. OneView

will auto-detect the type

upload if they are titled in

EXP date. Example: "John

of documents you

this format: Provider

name, Document type,

Smith NY State License exp 12312022."



Permissions:

the team.

team.

General - Visible to

the provider and to

any coordinators on

Coordinator Only -

Coordinators on the

Visible to only

#### File Type: Expiration: Select the file Type(s) from Expiring or expired documents the drop-down menu if they will show up in the Alerts or did not auto populate. compliance section. Theophine Abakporo MD ▼ Documents | • Modio University • | (Virginia Beach, VA) File Uploads for Theophine Abakporo MD Upload 🙆 Download 🚾 Email File name 55.78 KB Expiration Permission 🕝 ☐ Not Applicable? State License .docx State License × -General 01/01/2026 曲 **1**5 1.13 MB File name ☐ Not Applicable? -Copy of DEA .xlsx DEA x -01/01/2026 v : File name 18.61 KB Permission 🕝 Type Expiration ☐ Not Applicable? . 8 Cert of Ins X -Certificate of Insurance (COI) .docx 01/01/2026 **A** 📝 🔞 A 2 3 A 2 3 **A** 📝 🕄 Social Security Card Social Security Card.xlsx Health Info: Theophine Abakporo MD O Chat

\*For a more detailed guide to Documents, please refer to the Documents Guide in the Support Section

03/25/2020

09/20/2020

PPD Test Results exp 9 20 2020.docx



### To avoid manually entering details like your file type and expiration date, you can use our

built-in formatting system to have those details grabbed right from your file's original name.

For example, you can name a file like this on your computer: 'John Doe CV EXP 01022022.' When you upload that file to our platform, it will automatically fill in the category and expiration date (Curriculum Vitae expiring on 01/02/2022).

### Below is a formatting guide for naming your files:

1)First Name Last Name Document Type EXP MMDDYYYY. (MMDDYY is also acceptable.)

2)You can separate each word with a space, or any punctuation in this list:

- •period(.)
- •underscore ( \_ )
- •hyphen(-)
- •plus ( + )

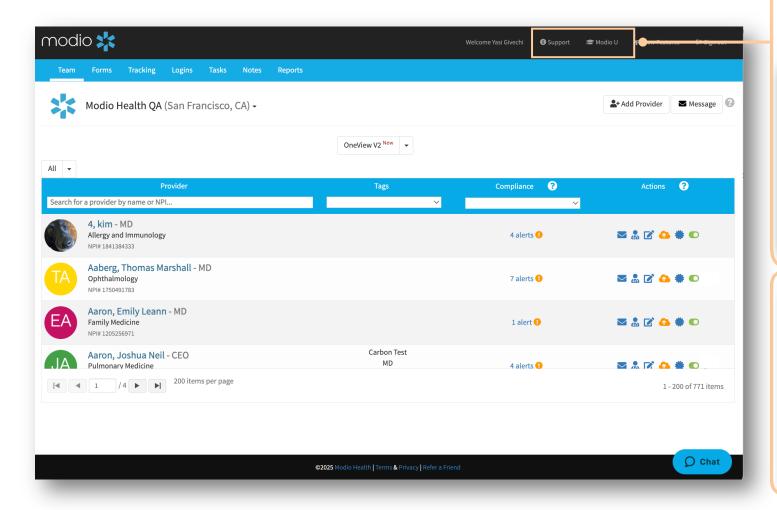
Use the guide to the right to help you name your files appropriately. Following these guides will help organize both your computer files and your Modio files.

Document Type	Possible Names	Example (First Name Last Name
Decament Type	1 Gastier Hamiles	Document Name EXP MMDDYYYY)
Curriculum Vitae (CV)	cv, resume, vitae	Jane Doe CV EXP 01022022
Color Photo	photo, image	Jane Doe Photo EXP 01022022
PPD Test Results	ppd	Jane Doe PPD EXP 01022022
Certificate of Insurance (COI)	coi, insurance	Jane Doe COI EXP 01022022
ECFMG Certificate	ecfmg	Jane Doe ECFMG EXP 01022022
MD Diploma	diploma, school	Jane Doe Diploma EXP 01022022
Residency, Internship, Fellowship Certificates	residen, resident, residency, intern, fellow	Jane Doe Residency EXP 01022022
Social Security Card	ssn, social	Jane Doe SSN EXP 01022022
Immunization Information	immun, flu	Jane Doe Immun EXP 01022022
Case Logs	case, logs	Jane Doe Case EXP 01022022
Board Certification Certificate(s)	board, abms	Jane Doe ABMS EXP 01022022
NPDB Self-Query	npdb	Jane Doe NPDB EXP 01022022
Facility Applications	app	Jane Doe App EXP 01022022
Facility Attestations	attest	Jane Doe Attestation EXP 01022022
Payor Contracts	payor, medicare, medicaid, aetna, etc. (get payor list)	Jane Doe Payor EXP 01022022
Driver License Copy	dl, driver	Jane Doe DL EXP 01022022
Passport Copy	passport	Jane Doe Passport EXP 01022022
DD214	dd214	Jane Doe dd214 EXP 01022022
State Controlled Substance Document	csl	Jane Doe CSL EXP 01022022
DEA	dea	Jane Doe DEAl EXP 01022022
State Medical License	license	Jane Doe License EXP 01022022
Other Certs (ATLS, BLS, PALS etc)	atls, acls, arls, bls, pals, nals, nccpa, also, corec, cpr, nrp	Jane Doe ATLS EXP 01022022
Exam Scores	score, usmle	Jane Doe Score EXP 01022022
Malpractice Case Response	malpractice, mal practice	Jane Doe Malpractice EXP 01022022
Tax Documents	tax, w9, w-9	Jane Doe Tax EXP 01022022
Delineation of Privileges (DOP)	dop, privilege	Jane Doe DOP EXP 01022022
Reference Letters	peer, refer	Jane Doe Peer EXP 01022022
Modio Health	admin	Jane Doe Admin EXP 01022022
Background Check	bgc, background	Jane Doe Background EXP 01022022
CME	cme	Jane Doe CME EXP 01022022
AMA Profile		
7 (IVI) ( I TOINE	ama profile	Jane Doe AMA Profile EXP 01022022
Facility Contracts	ama profile contract	Jane Doe AMA Profile EXP 01022022  Jane Doe Contract EXP 01022022

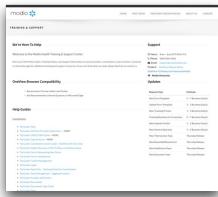
# Modio University & Support Page

Take advantage of a wide arrange of Tip Guides, Live Trainings, and other OneView resources.



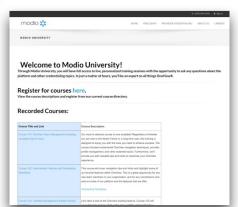


Next Steps: Continue to check the Support page and the ModioU page for additional training materials and live training opportunities.



#### Support

The support tab houses additional tip guides on all the OneView features. Click here to explore those guides and keep checking back in as we update the content frequently. You will also find contact information and other support services.



#### Modio U:

This tab gives you access to a library of pre- recorded videos. There are in-depth videos for your favorite features within OneView. You will also find schedules for our live ModioU courses, along with a link to the course registration page.



This tip guide was designed as a high-level overview of the OneView dashboard and covers all topics that are detailed in the OneView 101 Training Course. You can view more in-depth tip guides for each section of OneView on the Support page or by clicking the links on the table of contents.

For additional questions or further training, contact the Modio Team via:

