



Atrium Health PHYSICIAN & APP ONBOARDING ROADMAP

Updated 8/27/2019

	Critical Steps	Info	Contact(S)	Tools/ Resources
INITIAL ONBOARDING	Verbal Acceptance	The onboarding process will begin when a physician/APP gives a verbal acceptance to their recruiter or a member of their leadership team. Please note: This process is initiated while the contract details are being finalized.	Recruiter Leadership Team - (Medical Director, VP, AVP, Director)	Refer to communication from leadership team
	Welcome to Atrium Health & Introduction to Onboarding Consultant	The physician/APP will receive a welcome email from their assigned Onboarding Consultant who will serve as their primary point contact including: <ul style="list-style-type: none"> - Collaborating with leadership to ensure office readiness by the designated start date - Scheduling pre-employment appointments (health assessment, professional photo, orientation/EMR training sessions as applicable) - Assisting with house hunting and relocation needs - Providing clarification for any onboarding questions 	Onboarding Consultant	Atrium Health New Physician & APP Portal Refer to "Welcome to Atrium Health" email from Onboarding Consultant for links & list of specific items needed
	Contract	The physician/APP will receive a draft of their contract from their leadership team. Once reviewed and finalized, a member of the Central Contract Office will email the physician/APP an electronic version for signature via DocuSign. Please note: All CRNAs and Psychologists, as well as APPs who are providing PRN services will not receive a contract.	Central Contract Office Leadership Team - (Medical Director, VP, AVP, Director) Onboarding Consultant	DocuSign
4-6 MONTHS PRIOR TO START	Licensure Application Process	The Onboarding Consultant will confirm when the physician/APP has begun the NC/SC licensure & DEA processes. Please note: A medical license must be obtained prior to applying for a DEA. This can sometimes take between 4-6 months. To avoid delays in credentialing and privileging, these processes should be started as soon as possible. If a current DEA must be maintained for the previous employer, a 2 nd DEA may be required to meet Atrium Health's credentialing deadlines. A 2 nd DEA will also be needed if the physician/APP will be working in both NC and SC. Fees will be reimbursed by the practice after provider's start date. For International Medical Graduates & SC Applicants Only: The use of FCVS is required. For International Graduates Only: the NC Medical Board will hold your licensure approval until after the completion of your program.	Onboarding Consultant	NC Medical Board: https://www.ncmedboard.org/ NC Board of Nursing: https://www.ncbon.com/ NC Psychology Board: http://www.ncpsychologyboard.org/ SC Medical Board: http://www.lir.state.sc.us SC Board of Nursing: https://www.lir.sc.gov/POL/Nursing/ FCVS: https://physicianlicensing.com/fcvs DEA: https://www.deadiversion.usdoj.gov/drugreg/index.html
75 DAYS PRIOR TO START	Payer Credentialing & Hospital Privileging Process	The physician/APP will receive an email from a member of the Medical Staff Services team 60-75 days prior to your scheduled start date to begin the credentialing & privileging process. Please note: All documents must list the same name (driver's license, social security card, medical license, DEA, NPI, etc.) The following items will be requested: Credentialing/Payer Enrollment - Intake Specialist <ul style="list-style-type: none"> - Completion of an online pre-application - Government payer enrollment packet (mailed via FedEx to the home address on file) - Copies of documents for payer enrollment included on the Medical Staff Services Checklist Hospital Privileges - Credentialing Coordinator <ul style="list-style-type: none"> - Copies of documents for hospital privileges included on the Medical Staff Services Checklist 	Intake Specialist Credentialing Coordinator Onboarding Consultant (as needed)	Atrium Health Credentialing Process Medical Staff Services Checklist Refer to "Atrium Health Credentialing Application" email from Medical Staff Services for links & list of specific items needed
	House Hunting Trip & Relocation (if applicable)	The Onboarding Consultant can connect you with a Realtor and / or one of our preferred relocation vendors to assist with your house hunting trip and relocation. Preferred vendors will then initiate contact to prepare an estimate. The physician/APP may also select a Realtor or outside relocation vendor of their choice.	Onboarding Consultant Relocation Preferred Vendors	If you have questions or need assistance with house hunting and/or relocation, please contact your assigned Onboarding Consultant
30 DAYS PRIOR TO START	Pre-Employment Appointments & Trainings	The Onboarding Consultant will schedule any required pre-employment appointments including a health assessment, professional photo & orientation/EMR training as applicable prior to start date. An orientation itinerary and appointment confirmations will be provided by the Onboarding Consultant.	Onboarding Consultant	Health Assessment Information Health History Form I-9 Application Site Permission to Use Likeness (Professional Photo)
	Pre-Orientation Required Tasks & Training Modules	The physician/APP must complete the pre-orientation required tasks on the New Physician & APP Portal. These include: Marketing Form, Provider Orientation Modules & Canopy EMR Web-Based Training. Please note: Canopy (EMR) Web-Based Training will be accessible 7-10 days prior to your start date. At this time, you will receive an email directly from the IAS Training Center with your login credentials and further instructions for completing the modules. *If using Google Chrome or Safari, the system may not recognize completion of the modules using Internet Explorer 10 or above. If needed, an open lab will be available prior to the scheduled training sessions.	Onboarding Consultant Information & Analytic Services (IAS Training Center)	If you need further assistance, please contact IASCTC@atriumhealth.org or call 704-512-4000, Option 2. Required Tasks (Marketing Form, Orientation Modules & Canopy EMR Web-Based Training) Atrium Health External Learning System
WELCOME TO ATRIUM HEALTH	Orientation Coding Canopy	The physician/APP will attend orientation, coding, and canopy (EMR) sessions as applicable: Day 1 New Physician & APP Orientation Day 2 Canopy EMR Training (Instructor-Led) APPs Only: The Center for Advanced Practice will schedule an additional APP-specific orientation on the last Monday of the month.	Onboarding Consultant Center for Advanced Practice (APPs)	Refer to "Appointment Confirmations & Orientation Itinerary" email from Onboarding Consultant APPs Only: Refer to email from Courtney Bumgarner
	Practice/Facility-Based Orientation	The physician / APP will report to practice / facility. Please note: The site-based leadership team will schedule a site-based practice/facility orientation.	Practice Manager/Office Coordinator Chief APP	Refer to communication from Practice Manager/Office Coordinator/Chief APP