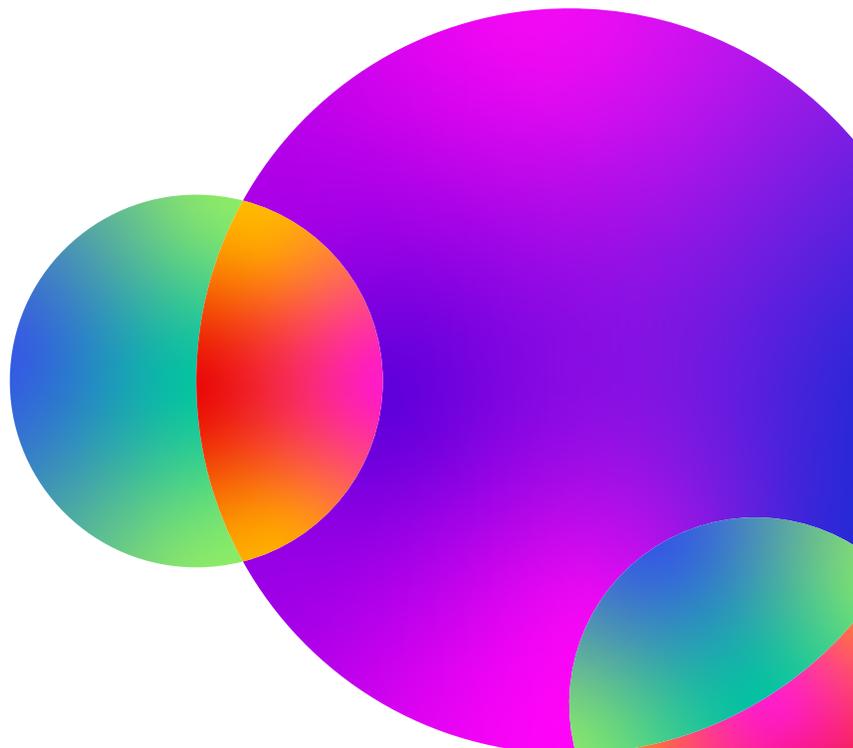# A Checklist for Onboarding Nonphysician Providers

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Nonphysicians are providing an increasing percentage of total patient care, and showing impressive results. They boost productivity, patient satisfaction, and revenue through cost savings and patient acquisition. Join progressive group practices in embracing advanced practice professionals (APPs) as one of the keys to value-based care success.

This checklist is designed to help you efficiently onboard, credential, and bill for more of these positive contributors.

1: Select APPs to grow your practice

Licensed APPs are general-practice or specialty-based:

- Advanced practice registered nurses

- Physician assistants

- Optometrists

- Psychologists

- Social workers

- Physical, occupational, and speech-language therapists

2: Modernize APP recruiting

Appeal to the most skilled APPs by showing that your practice is contemporary and digital:

- Eliminate paper and use a web-based recruiting module

- Align each APP's job description with state laws governing their scopes of practice.

- Stay informed of fast-changing licensure laws.

- Manage candidates' tasks and workflows throughout the hiring process.

3: Credential APPs using right-sized software

Use a modular platform and choose only the functions you need:

○ **Software as a service (SaaS):** Skip hardware costs and DIY software upgrades.

○ **Storage:** Gather and verify primary source data on education, training, and licensure.

○ **Updates:** Get alerts of missing documents and pending expirations or deadlines.

○ **Customization:** Adapt templated applications, letters, and forms.

○ **Automation:** Use web crawlers for verifications and fraud checks.

4: Manage APP payer enrollment

Ensure compliance and maximize reimbursement with CMS or private payers:

○ Avoid inaccurate data on claims that are denied or falsely paid, inviting investigation.

○ Manage claims at the provider or practice location level.

○ Track metrics to improve payer application turnaround times.

○ Stick to a follow-up schedule according to payers' processing timelines.

○ Document all details of payer correspondence—date, contact, case number, etc.

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5: Invest in the value of APP data

Provider data is key to growth, showing you where and how to invest as you:

○ Reduce the time required to credential facilities and APPs.

○ Increase the accuracy and speed of primary source verification.

○ Track payer contracts, application status, and reimbursement.

○ Generate reports and share key performance indicators.

○ Manage the workflows of credentialing and enrollment

Tracking and managing APP credentialing and payer enrollment data is time-consuming, requiring strict attention to detail to avoid costly oversights and errors. symplr can automate and streamline your workflows today.

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For over 30 years, our customers trust our expertise and depend on our provider data management, workforce and talent management, contract management, spend management, access management, and compliance, quality, safety solutions to help drive better operations for better outcomes.

As your trusted guide, we follow a proven approach to help you achieve your organization's priority outcomes by breaking down silos, optimizing processes, and improving operational systems.

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