Memorial Hermann eCredentialing Portal & Application
Frequently Asked Questions

Basic Information

What platform does Memorial Hermann's electronic application use?

Memorial Hermann Health System teamed up with Morrisey, a leading provider of electronic credentialing and privileging software, to customize an electronic credentialing, or eCredentialing, application. The application offers streamlined entry fields to populate multiple forms and is pre-populated with data from Memorial Hermann's Credentialing database. This software is called the Memorial Hermann eCredentialing Portal.

When was the go-live date for the eCredentialing portal and application?

Go-live was October 1, 2017. Initial or Reappointment applications for hospital privileges and MHMD membership will now have to be completed in the portal electronically.

Who should fill out an eCredentialing application?

The application must be utilized by all credentialed practitioners both medical staff and allied health, who wish to be credentialed for or reappointed at a Memorial Hermann facility, Health Plan, and/or MHMD membership.

How do I apply for initial hospital privileges, Health Plan, and/or MHMD membership?

The *Request for Application* form is available on OneSource, mhmd.org and memorialhermann.org.

How do I update my email address with Memorial Hermann's Credentialing department?

The Credentialing department will use the most updated email address in the credentialing system. Please notify the Credentialing department at 713.338.6464 option 3, then option 2 or email enterprise.credentialing@memorialhermann.org, if your email address has changed or to verify accuracy. Please note that emails for the portal invite and portal password will be sent to this email address.

Access to Electronic Application

How will I receive access to my electronic application?

Two separate emails will be sent to your email address, the first email will contain the login requirements and the second email will contain your temporary password. Upon logging into the portal for the first time, you will need to change your temporary password. If you do not receive your temporary password, please contact the credentialing help desk at 713.338.6464 option 3, then option 1 or credentialing.helpdesk@memorialhermann.org

I received Memorial Hermann secure Zixcorp email with a password and login information. What do I do?

Applicants with a non-Memorial Hermann email will receive a secure email, which will require a new password to login. Once you login, there will be two emails that will include your portal user name and separate temporary password.

Memorial Hermann eCredentialing Portal & Application Frequently Asked Questions

Can I use my Memorial Hermann employee ID or my OneSource login information to log into the portal?
No, the eCredentialing portal requires your email address (listed in the initial email you receive and a unique password.

I do not remember my password. What do I do?
At the login screen, select *Forgot my password?*. You will receive a temporary password via email. Enter the temporary password in the login screen and change to a new password. The new password must contain at least seven alphanumeric characters with at least one capital letter, one lower case letter and one number.

I lost my initial email invitation. How do I access my application without it?
The portal link will is available on OneSource, mhmd.org and memorialhermann.org. You will need your user name and password to log into the portal.

Completing the Application

"Please note we are not responsible if the email is forwarded to a third party"

May my office staff complete my application on my behalf?
A login name and password is only provided to the practitioner who remains responsible for the integrity of the application's information.

Do I need to complete the eCredentialing application in one sitting?
No, the eCredentialing application will save all data entered into the application. You can log out of the application and complete the application at another point in time, but access to the application is only available 30 days from the receipt of your initial login email.

In reviewing pre-populated data on my application, I see a red flag in the section and can't reference where the required field is located?
If a record in the application has a red flag, click the down arrow on the right, click the Edit button, and then update any field that has a red asterisk. If an entire section has a red flag, identify the field with a red asterisk and update the requested information.

I entered all required information in the section and clicked on the link to next section, but the blue checkmark did not appear. Why?
You have to click *Continue* to save the current section's information and to signify section completion. Clicking *Continue* will also take you to the next section.

In reviewing my practice location(s), I see there are some that are no longer valid. What should I do?
Add the closure date to the *End Date* field to archive the office within your record. The office will be removed from your future applications.

I see the same practice location listed on multiple lines of the table. Do I delete these?
Duplicate office entries are attached to unique facility designations with active privileges and/or membership. Please do not delete any of the entries.

Memorial Hermann eCredentialing Portal & Application Frequently Asked Questions

There is a red flag next to the practice locations section, but I completed all of the required data fields. What do I need to do?
In the *Practice Location* section, you must designate one location as your primary location. Subsequent locations can be listed as secondary, mailing, billing or campus.

I have more than 10 hospital affiliations to include in the applications. Will I have to manually enter all of the entries in the application?
After manually entering 10 affiliations, any further affiliations can be uploaded as an attachment, in the *Documents* section.

I tried to enter U to search for United States in the *Country* entry, but I don't see it. What do I do?
Select 1 or select the dropdown button, and United States is listed at the top.

Do my peer references require access to the electronic application?
No, the peer references will not require access to the electronic application. We will ask for an updated email address for the peer reference and send the individual a secure link to complete the online recommendation.

In the *Disclosure* tab when I am answering the last question in the section, I am not able to go to the next section. What do I do?
The last question in each section saves all of the answers completed in the section. The *Continue* button will appear at the top right corner, when the last question has a yes or no completed.

How do I sign the application?
The application will prompt you to enter your date of birth and social security number (SSN) to electronically sign the application. It is important to include "/" in your birthdate and "-" in your SSN when signing the application (i.e. 01/01/1970 and 123-45-6789).

Can I upload documents in the application?
Yes, you can upload all necessary documents to the electronic application in the *Documents* section. Documents can be uploaded as a format DOC, DOCX, XLMS, PDF, TIF, JPG or JPEG.

Will I be able to see a summary or print my completed electronic application?
Yes, you will be able to review and print a summary of all of the information inputted into the application.

What happens to my application if it is not submitted?
The Credentialing department will send notices and may personally contact the applicant to check the status of the application. Notification is also provided to the Medical Staff Offices of each selected hospital/ surgery center/MHMD to provide awareness and assistance in successful application submission.

Reappointment of Hospital Privileges and Application Fee

How will I know at which Memorial Hermann facility(ies) I am on staff?
Attached to your portal invitation email is a current affiliation report that lists your facility(ies) and status, along with a link to the Application Fee Schedule.

How will I know that my application was successfully submitted in the portal?
If an application fee is required in the portal and the payment has been made, you will need to return to the application, click on the "submit" blue button, enter the social security number and date of birth, and click submit. You will see a message that your application has been submitted.

Memorial Hermann eCredentialing Portal & Application Frequently Asked Questions

Can I resign privileges for a hospital?
Yes, you can request to remove privileges prior to beginning your electronic application. First, review the status report attached to your initial portal invitation email. Then email the Credentialing department by clicking reply on the portal invitation email and request removal of privileges for the specific hospital. You will be notified when the request has been processed.

Can I add a new hospital at reappointment?
Yes, you can add a new hospital at reappointment by contacting the Credentialing department at 713.338.6464, select option 3, then option 2 or email us at enterprise.credentialing@memorialhermann.org to request a Request for Application form. The form is also available on OneSource, mhmd.org and memorialhermann.org.

Do I need to complete a separate application for each hospital?
No, there is only one application for all facilities including Surgery Centers. If only MHMD membership is desired, without Hospital privileges, a separate application will be provided for you.

Do I need to complete a new application at Reappointment?
Yes, but the application will be pre-populated with your most current information from the Credentialing system. You can update any information that is not correct or out-of-date, and upload new documents needed to complete and submit your application.

How does this change impact the single reappointment date?
It will not change the single reappointment date process.

How does this change impact the department chair and Credentials Committee approving my privilege request?
The privilege request approval process remains the same until the implementation of ARM (Administrative Review Module).

I submitted my application, but need to correct my privilege request?
Email enterprise.credentialing@memorialhermann.org or call 713.338.6464, select option 3, then option 2 to request a privilege revision on your application. You will receive an email with a clickable link that allows you to log in and edit your privileges. Log in and click *Continue*, which is next to *Complete necessary Privilege forms*. Update your privileges, click *Submit*, and complete the eSignature process.

Software Support

Can I use my smartphone, cellphone, tablet or apple device to complete the application?
The eCredentialing Portal is compatible with Apple and Android tablets, laptops and desktop computers. The application does not support smartphones or cellphones.

Will Memorial Hermann support technology issues on my devices?
No, Memorial Hermann does not support individual device problems. Memorial Hermann Credentialing department will provide support for issues regarding passwords, access and application submission.

What operating systems and browsers support the eCredentialing portal and application?
Personal computers (PCs) and Apple (Mac) computers can be used with Internet Explorer 11 or above, Chrome, Edge or Safari browsers. The eCredentialing Portal will not function correctly with earlier versions of Internet Explorer or any version of Mozilla Firefox.

Memorial Hermann eCredentialing Portal & Application Frequently Asked Questions

I received a server error message while completing my application. What do I do?
Log out of the portal, close all browser windows/tabs, and wait one minute before logging in again. This error message typically occurs when the application has timed out.

Who can I contact if I have questions about the portal, application or improvements to the portal and application?
Contact the Credentialing department at 713.338.6464, select option 3, and then select either option 1 for technical issues and option 2 for application status or option 3 for MHMD. Or you may email the Credentialing department at credentialing.helpdesk@memorialhermann.org with support questions related to the portal and application.