

INITIAL AND REAPPOINTMENT APPLICATION PROCESS THROUGH APPCENTRAL

Once you send the information to the Medical Staff Office you will be receiving an email from [AppCentral](#). AppCentral is a web-based service which allows the hospital to conduct provider activities over the internet. Every document involved in a provider appointment/reappointment process may be passed between the applicant and the organization via [AppCentral](#) without mailing any document hardcopies.

You will be invited to create an AppCentral account since Baystate Medical Center, Baystate Baystate Franklin Medical Center, Baystate Noble Hospital, and Baystate Wing Hospital are currently associated with AppCentral to direct, control, and maintain its applicant applications for initial/or reappointment and documentation.

To begin the process you will receive an invitation email from AppCentral@Cactussoftware.com with a subject line: *Your initial/ or reappointment application with Baystate Health is ready*. Within the email is a hyperlink that once you click on it will bring you to the [sign in](#) screen for AppCentral web-based service where you'll be asked to sign up and create a new account.

Create New Account Screen - you must provide the required (*) information (one-time only). You will be able to use this same account for any future processes (reappointments). When creating your AppCentral Account, the [AppCentral ID \(same as User ID\)](#) is what you'll use to access your account with a created password. ***NOTE: When creating your password you must create a "strong password" or the system will not create your account.***

You will have the capability to complete and submit all documents related to an application process via AppCentral, **note that in order for us to have your credentialing file by the start date requested which is undefined at this time; you must submit your application in AppCentral no later than two weeks from received.**

The MSO may occasionally return some documentation to you for corrections or further edits. This editing process may also be conducted completely within AppCentral before the final submission of the document to the MSO for use.

In your AppCentral process you'll find documents with two (2) different required Actions:

1. Fill out & Submit,
2. Read only documents

The Initial Applicant Must Submit a Complete Application with Accurate Information Including the Following:

- 3 peer reference names with email addresses, fax numbers, and phone numbers.
- Up to 10 years of malpractice history information with policy numbers, addresses, fax numbers, and phone numbers.
- Education information, and if you completed your training with Hi in the past 3 years, we will need the name of your medical directors with addresses or e-mail addresses, fax numbers, and phone numbers.
- Hospital affiliations and work history with addresses, e-mail addresses or fax numbers and phone numbers.
- A copy of your current CV with your education and work history in a month/year format and make sure to include on a separate sheet of paper a written explanation of any gaps in education and/or work history if more than a month.
- Copy of a valid driver's license or passport issued by a state or federal agency (we must verify it in person or you can send a clear notarized copy to us).
- Photograph of yourself for identification purposes when sending out verifications and to input into our credentialing system.
- A copy of your Medical Massachusetts License.
- A copy of your Medical Massachusetts License Application (we are required to obtain a copy per state regulations). Physicians only
- A copy of your Federal DEA (with a Massachusetts address on it).
- A copy of your Massachusetts Controlled Substances Registration.
- A copy of your current malpractice insurance face sheet with policy number, dates of coverage, with your name on it and at least \$1/3 million in coverage (if you are a Baystate employee, this will be provided by Baystate).
- If privileges are being requested, you must submit volumes/case logs for the privileges you are requesting.
- Please provide copies of any relevant certifications (i.e., ACLS, ATLS, BLS, PALS, etc.).

Verification Process in the Medical Staff Office Once the Completed Application with Requested Documents Are Received:

We must verify your 3 peer references (they must fill out our specific peer reference questionnaire).

- We must verify your medical education training, all hospital affiliations, and work history.
- We must verify 10 years' worth of your malpractice claims history.
- We must verify your Massachusetts license and other state licenses (if applicable).
- We must verify your Federal DEA.
- We must verify your Massachusetts Controlled Substances Registration.

- We must run a National Practitioner Data Bank query.
- We must run an Office of the Inspector General query for any fraudulent or sanction activity.
- If you are not becoming a Baystate employee, we must run a criminal background check.
- We must verify your ECFMC certificate (if applicable).

File Review Process Once the Completed Application with All Documents and Verifications Have Been Received:

- The file is sent to the Division Chief (if applicable).
- The file is sent to the Chief Nursing Officer if you are an Advanced Practice Nurse. (if applicable)
- The file is sent to the Department Chairman (if you are applying for privileges in multiple departments, each Department Chair must review the file).

File Committee Review Approval Process Once Received Back from the Department Chair(s):

- Reviewed by Credentials Committee Department Representative for recommendation.
- Reviewed at next Credentials Committee Meeting for recommendation (meets monthly on a set schedule).
- Reviewed at the next Medical Staff Executive Committee Meeting for recommendation (meets monthly on a set schedule).
- Reviewed at the next Board of Trustees meeting for final approval (meets monthly on a set schedule).
- You will then receive a letter stating the final decision with a copy of your approved privileges form (if applicable).

Things That You as the Initial Applicant CAN Do To Help to Speed the Process Along:

- Read the entire application.
- Complete the application with accuracy and make sure to include addresses, fax and phone numbers, etc.
- Submit current documentation as requested, and if at all possible, all at one time.
- Contact peer references, education affiliations, hospital affiliations, and malpractice carriers to let them know they will be receiving verification paperwork from the Medical Staff Office and encourage them to fill it out and submit it to us directly (we are required to receive all verification directly from the primary source) promptly so it does not hold up your application.
- If requesting privileges, be sure to submit volumes/case logs for those privileges you are requesting.

Note that the process takes 6 to 8 weeks once the application is received in its completion.