



## Memorial Hermann Electronic Practitioner Online Payment Frequently Asked Questions

### Implementation & Go-Live

#### **When is the go-live date for the ePOP (Electronic Practitioner Online Payment)?**

Go-live is scheduled for February 13, 2018. Initial or Reappointment applications sent post go-live for hospital privileges and MHMD membership will receive a link to the eCredentialing portal via email to complete the application and payment electronically.

#### **Will I pay all credentialing fees at once?**

The fees are applied based on the type of application submitted (i.e. initial, reappointment) for Memorial Hermann facility and MHMD membership. Online payment will not include the ambulatory surgery centers or the health plan. Applicants applying to the surgery centers must make payments directly to the facility.

#### **If I add a new hospital at reappointment, will I make one payment for all?**

No, payment will be made within each application. One payment will be for all facilities listed at reappointment and one payment for the new facility on the second eCredentialing application.

#### **Can I make a payment using your website instead of the eCredentialing Portal?**

No, with the exception of the ambulatory surgery centers; all fees must be paid using the portal.

#### **How do you know when a payment is required?**

Our system recognizes your current status at each facility and determines the total required. If a payment is required for the practitioner, the Payment button will appear.

#### **What are the methods of payments for the credentialing fees?**

The payment can be made using a Visa, MasterCard, Discover, American Express or electronic check. The payment process includes your billing information, email, credit card information or bank routing and account numbers for ACH/eCheck (Automated Clearing House/electronic check).

#### **Do I need a separate password to login to make a payment within my eCredentialing Application?**

No, the eCredentialing portal login and password provides direct access to the payment button within the portal.

#### **Do I have to return to the portal to submit the application?**

Yes, after confirmation of payment has been received; logout of the ePOP screen and return to the Review, Pay & Submit tab in the portal to submit the application with the electronic signature.

#### **Can I resign privileges for a hospital and remove the credentialing fee?**

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. Email the Credentialing department to request removal of privileges for the specific hospital. You will be notified when the request has been processed. The privilege form and fee will be removed from the application.

**What happens to my application if payment 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 facility to provide awareness and assistance in successful application submission.

## Completing a Payment in ePOP

**Can my office pay the credentialing fees on my behalf?**

Yes, a payment can be received from a third party on behalf of the practitioner.

**Can I make a partial payment for the credentialing fees?**

No, our payment process requires full payment for the facilities listed within the application.

**What happens if my transaction is declined?**

A pop-up screen will appear if the credit card information was declined. To submit a new payment, go back to the billing screen in the payment tool and reenter the credit card information again.

**What email do I use for the receipt?**

Designate the appropriate email in the payment section to receive your receipt.

**Can I obtain a receipt for my records of the payment?**

Yes, the receipt is sent to the email specified in the billing information section of the ePOP tool. The email will include the facilities, totals, payment type and date.

**I didn't receive my receipt, can I get a copy?**

Check your spam/junk folder first. If the receipt is not found, contact our Credentialing office to receive a manual receipt of your payment.

## Software Support

**What operating systems and browsers support the electronic Practitioner Online Payment tool?**

Personal computers (PCs) and Apple (Mac) computers can be used with Internet Explorer 11 or above, Chrome, Edge or Safari browsers. The eCredentialing Portal and ePOP tool will not function correctly with earlier versions of Internet Explorer or any version of Mozilla Firefox. For Chrome users, the pop up screens by default may be blocked, select to add the pages to Chrome and the application will function accordingly.

**I received a server error message while making a payment in my application. What do I do?**

Log out of the portal, close all browser windows, 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, payment, 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 you may email the Credentialing department at [credentialing.helpdesk@memorialhermann.org](mailto:credentialing.helpdesk@memorialhermann.org) with support questions related to the portal and application.