

Standardizing Our Independent Provider Onboarding Process FAQ

Rev. 7-11-24

What is happening with independent physician/APP onboarding?

- Our teams who support provider onboarding have been working with the IMO to streamline the Corewell Health onboarding experience. **The new process will launch for independent physicians and APPs systemwide Sunday, July 21.**

Why is this happening?

- Team members participating in onboarding activities discovered each region was handling provider onboarding differently. By aligning best practices and teams, we can become more effective and efficient in our processes, as well as establish an environment of continuous improvement.
- Our team members are important, and so is our work to improve the health of our patients. We offer the right care at the right time, and to do that, we need providers who are ready to provide care from day one. By establishing a consistent and thorough process, independent providers can be prepared to care for patients as soon as they join our medical staff.

How is independent provider onboarding changing?

- We have expanded the services of an existing provider onboarding support team to a systemwide scope that will report to Stephanie Ostrander in human resources.
- This team will work collaboratively with providers, digital services, the credentialing verification offices/medical staff offices, physician liaisons and other key stakeholders throughout the system to coordinate and monitor onboarding activities for new providers joining Corewell Health.
- This team will make sure providers in all regions statewide have consistent information and experiences.
- The team's goal is to serve as the primary point of contact for new providers requesting privileges at Corewell Health facilities. They will help fully integrate providers into Corewell Health's culture and local communities, forming long-lasting relationships.
- We are also confident this will improve patient experience and reduce the administrative toll on support teams preparing providers to join Corewell Health.

Who was/is involved in standardizing provider onboarding?

- Many teams are involved in provider onboarding. We have worked with medical staff offices, credentialing verification offices, revenue cycle leadership, Epic team members, physician liaisons, and operational and physician leaders from all three regions to standardize the process for independent provider onboarding.

Who is affected by this change?

- Our new providers. They will have the right information, at the right time, and be able to provide exceptional care for our patients the moment they join our medical staff offices. This will give them a positive first impression and give them one point of contact for many of their needs, providing that next level of service.
- The provider onboarding team. They will be coordinating provider onboarding for all three regions.
- Team members who work with Epic and are involved in the onboarding process, including digital services team members, credentialing verification offices, medical staff offices, and others.
- Changes may occur for other specific functions as teams coordinate to best align the work. A governance structure will be further developed to oversee changes.

What is happening with employed physician/APP onboarding?

- Standardizing the employed provider onboarding process is underway. A launch date will be announced at a later time.

Why is this happening now?

- This independent provider onboarding standardization will align with One Epic Ecosystem launching in Corewell Health East on Sunday, July 21. This will allow for further integration between the regions, making us a more unified health system.

What is considered the onboarding time frame?

- The time between a provider requesting a medical staff application to their first day seeing patients in a clinical space or first day with Epic access.

Who is considered an independent provider?

- An independent provider is a physician or APP credentialed by Corewell Health to perform patient care services within our facilities without being employed. They may own a private practice and/or be credentialed at another organization.

Where can I find more information?

- Work is underway to build an [onboarding homepage](#) on The Well. You can also email questions to Lesley Willbrandt at lesley.willbrandt@corewellhealth.org.