

Memorial Hermann eCredentialing Tutorial

Tutorial 5 How to Pay Credentialing Fees



ePOP

How to Pay Credentialing Fees

In this tutorial, you will learn how to:

- **Submit payment** using an online payment tool in the eCredentialing portal.
- Process payment using either a **credit card** or **electronic check**.
- Ensure the practitioner's Memorial Hermann eCredentialing application is submitted after payment is rendered.





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How to Pay Credentialing Fees

Memorial Hermann enhanced the eCredentialing experience with an **electronic practitioner online payment** (ePOP) solution.

ePOP allows for a more **simple** credentialing fee **payment process** for Memorial Hermann hospitals and MHMD membership* listed within the practitioner's eCredentialing application.

Say goodbye to individual paper checks** for each **Memorial Hermann hospital** and/or **MHMD membership** and hello to credit card or electronic check payments.



*MHMD membership payment will be a separate invitation for initial applicants.

**Not applicable for surgery or endoscopy centers



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The **Review, Pay, and Submit** tab will show the **Payment** button if payment is due in order to submit your application.

Click the **Payment** button to open ePOP and make an electronic payment.

The screenshot displays the ePOP application process. At the top, a progress bar shows six steps: Basic Information, Work Background, Education and Training, Disclosure Questions, Privileges, and Documents. Each step has a blue checkmark, indicating completion. The final step, 'Review, Pay, and Submit', is highlighted in blue and contains a thumbs-up icon. Below the progress bar, the 'Submit' section is active. It contains the following text:

Submit

Completed areas appear with blue checkmark (✓).

Please review any areas that do not contain a blue checkmark (✓) and complete all required field for that section. The final **Submit** button displays once all sections are complete.

To sign your application, please **use the following input standards** for date of birth (DOB): MM/DD/YYYY, social security nun (SSN): 999-99-9999.

If you have questions during the application process, the following options are available for assistance:

- Refer to the [Frequently Asked Questions \(FAQ\)](#)
- Email credentialing_helpdesk@memorialhermann.org
- Call (713)338-6464, select option 3, and then select option 1

A blue button labeled 'Payment' is highlighted with a green border and the text '*Please make payment' above it.

Status: 100% Complete

Basic Information	✓
Work Background	✓
Education and Training	✓
Disclosure Questions	✓



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How to Pay Credentialing Fees

The **Payment Summary** in ePOP lists all of the Memorial Hermann hospitals and/or membership fee total(s), excluding surgery and endoscopy centers.

Scroll down to the **Billing Information** section to enter your **name**, **address** and **email address**, which will immediately receive an email containing the receipt at the conclusion of the transaction.

Click **Save & Continue** to select the payment type.

* Denotes a required field

Billing Information

* First Name	<input type="text" value="Tera"/>
Middle Name	<input type="text" value="Sunni"/>
* Last Name	<input type="text" value="Lowe"/>
* Street Address	<input type="text" value="902 Frostwood Drive"/>
Address Line 2	<input type="text"/>
* City	<input type="text" value="Houston"/>
* State / Province	<input type="text" value="TEXAS"/>
* Postal / Zip Code	<input type="text" value="77027"/>
* Email Address	<input type="text" value="teralowe@gmail.com"/>

[Save & Continue](#)



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Select your preferred method of electronic payment as:

- *Credit Card* or
- *Automated Clearing House (ACH)/eCheck*

To pay with a **credit card**, enter the:

- ✓ Card Number
- ✓ Expiration Date
- ✓ CVV

To pay with **ACH/eCheck**, enter the:

- ✓ Check Type (Personal or Business)
- ✓ Account Type (Checking or Business)
- ✓ Account Number
- ✓ Routing Number

The **transaction amount** lists the total from the summary screen. Click **PROCESS TRANSACTION** to submit the payment.

The screenshot displays the ePOP payment interface. At the top, there is a "Save & Continue" button. Below it, a prompt asks the user to "Click your preferred method of payment" with two radio button options: "Credit Card" and "ACH / eCheck". The "ACH / eCheck" option is selected and highlighted with a green box. Below this, the "ACH Payment" form is shown. It includes a "Checking Information" section with several required fields marked with a red asterisk: "Check Type", "Account Type", "Account Number", "Re-enter Account Num.", "Routing Number", and "Re-enter Routing Num.". Each field has a corresponding input box. At the bottom of the form, the "Amount" field is pre-filled with "750.00" and is also highlighted with a green box. A "PROCESS TRANSACTION" button is located at the bottom right of the form.



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The **Transaction Results** include

- the Payment Result
- Payment Amount
- Confirmation Number and
- Credit Card information if used

Click **Logout** to exit the screen and return to the **eCredentialing portal and application**.

The screenshot displays the ePOP interface during a payment process. At the top, a window titled "ACH/eCheck Payment" shows a confirmation message: "Thank you, your payment has been successfully processed. To return to the eCredentialing Portal & Application click 'Logout' on this screen." A green box highlights the "Logout" button in the top right corner.

Overlaid on this is a "Windows Internet Explorer" dialog box with a question mark icon, asking: "The webpage you are viewing is trying to close the tab. Do you want to close this tab?" The "Yes" button is highlighted with a green box.

Below the dialog, the "Transaction Results" section is visible, showing the following details:

Result:	Approved
Credit Card Number:	xxxx-xxxx-xxxx-0006
Credit Card Exp Date:	12 / 25
Payment Amount:	\$750.00
Confirmation Number:	2188203



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Select the **Submit** button to complete the security questions for submission. Be sure to **remove any pop-up blockers** on your internet browser to view the security questions.

The practitioner will be prompted to input their **social security number** (xxx-xx-xxxx) and **date of birth** (MM/DD/YYYY) to **electronically sign** all of forms within the application.

Documents will display as a dropdown of PDF hyperlinks with electronic signatures. Your application has now been submitted to the Credentialing department. **Thank you for completing your eCredentialing application.**

My Home

Welcome, Tera Lowe, MD!

You have no active applications at this time.

Prior submitted applications

Memorial Hermann Credentialing Application - Complete
Submitted: 7/31/2017

- [View Portal Summary \(MD App\)](#)
- [View Check Release \(MD App\)](#)
- [View MD Application of Release \(MD App\)](#)
- [View Immunization Compliance \(MD App\)](#)
- [View Waiver \(MD App\)](#)
- [View Notice to Physicians \(MD App\)](#)
- [View Request Privileges - KT - Internal Medicine 1-27-2016](#)
- [View Request Privileges - INTERNAL MEDICINE MC 04-06-2016](#)



How to Pay Credentialing Fees

The **Memorial Hermann eCredentialing Payment** email includes the **Payment Invoice**, which outlines the

- *Payment Type*
- *Payment Date*
- *Facilities or Membership and*
- *Payment Details*

The email will automatically be sent after the payment is processed.

Keep the receipt for your records.

From: Enterprise Credentialing
Sent: Thursday, December 28, 2017 3:22 PM
To: Lowe, Tera
Subject: Memorial Hermann eCredentialing Payment

ACH/eCheck Payment

Lowe, Tera

Payment Invoice
December 28, 2017

Memorial Hermann Cypress Initial : \$250
Subtotal Fees: \$250

Memorial Hermann Greater Heights Hospital Initial : \$250
Subtotal Fees: \$250

Memorial Hermann Memorial City Medical Center Initial : \$250
Subtotal Fees: \$250

Total Credentialing Fees: \$750

Payment Details

Result: Success
Payment Amount: \$750
Confirmation Number: 2188334

Please save your Memorial Hermann eCredentialing payment confirmation for your records. If you have any questions about your receipt, please email enterprise.credentialing@memorialhermann.org.

How to Pay Credentialing Fees

Credentialing fees for Memorial Hermann endoscopy and surgery centers need to be mailed directly to the facility.

To locate the facility's address, visit [Memorial Hermann's website](#).

The screenshot shows the Memorial Hermann website's navigation and content. At the top right, there is a search bar and a 'ScheduleNow' button. Below the search bar are navigation links: ABOUT US, CAREERS, DONATE, LOCATIONS, CONTACT US. A horizontal menu contains: SERVICES & SPECIALTIES, PATIENTS & CAREGIVERS, HEALTHCARE PROFESSIONALS, RESEARCH & CLINICAL TRIALS, EMPLOYER SOLUTIONS. The breadcrumb trail reads: Home / Healthcare Professionals / Medical Staff Credentialing Fees. A 'Find a Doctor' button and another 'ScheduleNow' button are visible. The main heading is 'Healthcare Professionals', followed by social media icons. The left sidebar lists: Memorial Hermann Physician Network, Credentialing (with sub-links: Request for Application, eCredentialing Portal and Application), Medical Staff Credentialing Fees (with sub-links: Required Forms, Reappointment, Join MHMD, Memorial Hermann Health Plan). The main content area is titled 'Medical Staff Credentialing Fees' and contains the text: 'Payment is required to be credentialed by Memorial Hermann. Fees are payable by check or money order. Please make checks payable to the requested facilities listed in the fee schedules below.' and 'Review the Memorial Hermann Credentialing Fee Schedule to identify the fee for your requested facility(ies)'. A right sidebar titled 'Questions?' provides contact information: 'Please reach out to the Credentialing Department by email, phone or fax.', 'Email: enterprise.credentialing@memorialhermann.org', 'Phone: 713-338-6464 (Select option 3, and then select option 2)', and 'Fax: 713-338-6580'.

Conclusion

This concludes the
Memorial Hermann eCredentialing Tutorial:
How to Pay Credentialing Fees

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