

New Enrollment Application FAQ

1. What web browser is supported by the Provider Agreement?

Apple Safari, Google Chrome, Microsoft Edge (Chromium Version), Mozilla Firefox

2. Who can sign the Provider Agreement?

The site's medical director or physician equivalent in most cases. However, a nurse practitioner may sign if a site does not employ an MD or DO. Pharmacists may sign for pharmacies.

3. Will I be able to save my progress, close out of the Provider Agreement, and return later?

As long as you use the same internet browser that you started the Provider Agreement on to return to your Provider Agreement, your progress up to the most recently completed page should be saved in most cases.

4. Will I receive confirmation that my Provider Agreement has been received?

Yes. You will receive an automated email confirming your successful submission along with a completed copy of your Provider Agreement. This confirmation and copy of your Provider Agreement will be sent to your medical director, primary and back up coordinator emails entered in the Provider Agreement.

5. When will I be notified if there are any issues with my Provider Agreement?

If there are any issues or missing information, you will be contacted as soon as your Provider Agreement is processed. Provider Agreements will be processed in the order that they are submitted.

6. How do I save my training certificates and DDL certificates as PDFs?

Your IT Department should be able to help you with file conversion.

Here's a helpful article from Microsoft Support with instructions on converting various files to PDF: <https://support.microsoft.com/en-gb/office/save-or-convert-to-pdf-or-xps-in-office-desktop-apps-d85416c5-7d77-4fd6-a216-6f4bf7c7c110>

You can find helpful tutorials on YouTube by searching, "how to save files as pdf."

7. I only have hard copies of my training certificates and DDL certificates. How do I get them on my computer?

There are several ways to scan hard copies of documents to create digital copies you can save as PDFs on your computer. The most common methods include: 1. using the "scan to PDF" feature on a printer and 2. Taking a photo with your phone and emailing it as an attachment to yourself.

Your IT Department should be able to help you scan documents and save them as PDFs on your computer.

Here's a helpful article from WikiHow with instructions for five different methods of scanning documents into PDFs:

<https://www.wikihow.com/Scan-Documents-Into-PDF>