Avel eCare Provider Enrollment Process

Purpose

The below process outlines responsibilities and steps to ensure the facility receives the highest reimbursement for Avel eCare telemedicine encounters. At facilities discretion they will provide enrollment payor packets to the Avel eCare Licensing and Credentialing Department for completion.

Process

1. Avel eCare Licensing and Credentialing Department will prepare the Provider data based on Service Agreement.

2. Avel eCare Licensing and Credentialing Department will forward provider information to facility Medical Staff/ Credentialing/Privileging specialist.

   - Copy of State License
   - Copy of Malpractice Insurance
   - Provider Information Spreadsheet: provider full name, DOB, birth state, birth country, gender, SSN, NPI, education, federal DEA, state license number with dates, board certification with dates, specialty, mailing address and phone number

3. Facility Medial Staff/Credentialing/Privileging specialist to work with the facility provider enrollment specialist to share Avel eCare provider information per local policy.

4. Facility provider enrollment specialist will populate all applicable provider application fields required for facility submission for reimbursement.

5. Once the provider applications are all completed, the facility provider enrollment specialist will:

   - Forward all applications to Credentialing@avelecare.com noting the preferred method of receipt via scan/ e-mail.
   - Advise if electronic signature via DocuSign will be accepted by the specific payor.

6. Avel eCare will initiate provider signatures. Please note, provider signatures may be coordinated after medical staff privileges are granted to the Avel eCare provider per facility policy.

7. Signed provider enrollment forms may be returned to the facility enrollment specialist directly from Avel eCare Licensing and Credentialing Department: Credentialing@avelecare.com

8. Facility will receive and submit provider enrollment applications per standard process.

9. When a new/additional provider is added for Avel eCare coverage, steps 1-8 will be repeated.

Please note Payor enrollment will not delay the process for implementation go-live of service or delay provider onboarding.