THE SMART CHOICE
for automated credentialing and privileging
MSOW

MSOW automates the credentialing and verification process and is configurable at individual facilities or systemwide, providing the option to centralize operations. The software's automated verification process eliminates tedious manual tasks, such as routine updates of credentialing files. MSOW integrates all of your credentialing files in a single practitioner-centric database.

Key features

- User-configured work flows
- Integrated electronic signature
- Automated Web verifications
- Easy-to-set-up letter/fax/email verification requests
- Integration with the National Practitioner Data Bank Continuous Query service
- Integrated electronic documents
- System-generated work lists and manager watch lists
- Built-in alerts for urgent items
- Behind-the-scenes expirables tracking
- Easy, time-saving batch updates to practitioner data
- Configurable report cards for credentialing reviews
- Field-level security with audit trail reporting

Ensure the most qualified and experienced practitioners provide patient care with Morrisey’s automated credentialing and privileging solutions. Morrisey’s software makes comprehensive, uniform credentialing a reality from onboarding through reappointment.

These solutions include MSO for the Web™ (MSOW®) and optional modules that exchange information with one another and integrate with existing hospital systems.
Apogee® Managed Care

Apogee managed care automates and streamlines provider enrollment and management for managed care organizations, health plans, independent practice associations, physician health organizations and group practices. Use Apogee alone or with MSOW for credentials verification organizations or other organizations that are responsible for managed care and hospital credentialing. Provider and facility data will also flow into Morrisey Concurrent Care Manager™ (MCCM™), Morrisey’s care management software.

Key features
- Unlimited office, practice group, IPA and PHO affiliations
- Integrated office site and medical record review capability
- Unlimited, user-defined review tools and scoring
- Office site review scores for on-site providers
- Laptop synchronization for off-site reviewers
- Toolkit to create or customize payor forms

Apogee-Only Modules

Provider Relations/Call Log

Log and track provider inquiries, complaints or other events from the point of initial contact through resolution.

Key features
- Instant access to provider information when you receive a call via the special Call Center user interface
- Tracking for recruitment visits, correspondence, claims-related issues, complaints and grievances
- Trending, turnaround and other administrative reports

Facility Management

Health plan networks can perform credentialing and auditing using the module. They can establish a site visit reporting tool specific to their needs through the module’s site visit functionality.

Key features
- Tools to track demographic information for each corporation and facility level
- Information tracking necessary for national and state certifications
MSOnet™ Online Applications

MSOnet enables organizations to notify practitioners about application requests; provide secure access to appointment, reappointment and privilege forms; and import new information from an application into MSOW practitioner records electronically.

The module includes:

- **Online Applications.** MSOnet’s automated work-flow process notifies practitioners when they need to complete applications. Practitioners complete, sign and submit appointment, reappointment and privilege documents online. The forms are pre-populated with MSOW data so that applicants don’t have to re-enter information. Practitioners access instructions via a link they receive in email.

- **Practitioner Home Page.** Practitioners can access instructions, applications and privilege forms using this configurable and secure portal. They can also upload scanned documents and images; check the status of their applications; and view their scheduled committee meetings, CME credits, staff rosters and current privileges. In addition, they can review current contracts and complete time sheets.

- **MSOnet Import.** Import completed applications, including corrections and changes, into the MSOW database to update practitioners’ records. The software notifies MSOW users when practitioners submit their applications. Users can review the applications and any supporting documentation online, make any required corrections and import them into the MSOW database using MSOnet Import. As part of the import, MSOW updates practitioners’ files with the reviewed information and stores an image of the original signed applications.

Key features

- Automatic application request notifications for practitioners
- Electronic routing and storage for practitioner applications and supporting documents
- Integrated electronic signature
- System-generated submission notifications
- Automatic data import from online forms after review and correction
- Tracking and status updates on applications and requests
- Secure, direct data entry point for practitioners
Contract Management

Contract Management standardizes and automates contract administration for physicians, allied health professionals and vendors, improving business relationships, strengthening regulatory compliance and mitigating risk.

Physician and allied health providers' contracts link to the existing MSOW practitioner master records. Vendor contracts link to a vendor master table that contains vendor-specific details, including identification numbers, names and addresses, employer identification numbers, contact information, and unlimited text for notes.

As reviewers route contracts to one another, the system maintains a log of changes and stores these changes with the master record. Users can track changes using a notes tab that includes reportable fields, such as the entry type, date and time, and the user who entered the documentation.

Key features

• Online search capabilities to find existing contracts quickly
• Unlimited journaling for documenting significant details
• Scanning for existing paper contracts
• Integrated standard and ad hoc contract templates
• Online contract review and approval process
• Alerts for contract deadlines
• Digital storage for current and past contracts
• Linking between practitioner contracts and MSOW practitioner records
• User-defined reporting capabilities
Privilege Content and Criteria Builder™ (PCCB™)

PCCB is a subscription service that offers a comprehensive, Morrisey-vetted library of delineated privileges for more than 100 adult and pediatric specialties, encompassing physicians, advanced practice allied health professionals, and non-physician specialties. Hospitals also receive a list of stand-alone privileges and procedures that may be available for one or more specialties.

Morrisey updates the content quarterly and attributes national sources for each privilege form, including the American Board of Medical Specialties and the Accreditation Council for Graduate Medical Education. Morrisey keeps its privileging content current with guidance from a medical director and Morrisey customers, including major teaching institutions and community hospitals. Participating physicians provide recommendations for content and criteria.

Building and customizing privilege forms from Morrisey’s content is simple and seamless. Hospitals can use completed forms electronically or in print and download them from the PCCB website to the e/Delineate® privileging module.

Key features

- Updated, comprehensive privileging content, including ICD and CPT codes
- Convenient privilege groupings based on specialties and subspecialties
- Linked Focused Professional Practice Evaluation (FPPE) requirements within privilege groupings and stand-alone privileges
- Drag-and-drop interface for building and customizing privilege forms
- Attributed, Morrisey-vetted sources for each privilege form
- Integration with Morrisey’s e/Delineate privileging module
- Morrisey Consulting Services-provided training and implementation assistance to customize content
**e/Delineate Privileging**

e/Delineate automates the privileging process, including practitioners’ requests for privileges at initial appointment and reappointment, the release of delineated privileges from the medical staff office, and the distribution of this data throughout an organization.

The software incorporates existing privilege forms so they appear on the computer screen exactly as they appear on paper.

**Key features**

- Integrated privileging content, criteria and forms from PCCB
- Detailed privileging history for each practitioner
- Real-time, view-only access to practitioner privileges for authorized hospital personnel
- Automatic alerts about unmet privileging criteria
- Privileging forms that include customer specific FPPE guidelines

**FPPE/Conditions Manager**

FPPE/Conditions Manager helps hospitals define and implement consistent methods for evaluating practitioner competence. The software makes it easy to manage the status of evaluation period reviews and tasks.

The software provides lists of practitioners who are undergoing FPPE. Managers can view the status of each FPPE process, along with related details. These include the type of reviews, the identities of reviewing practitioners, due dates, start and end dates, the number of reviews completed, and evaluation results. Managers can also email department chairs, reviewers and others who need to complete evaluations or keep up with related activities.

**Key features**

- Automated identification of new practitioners who require evaluation
- Automated reviews of practitioners who have quality and safety issues
- Defined conditions for meeting FPPE requirements
- Detailed tracking for all review activities
- Integration with PCCB and e/Delineate privileging software

**Enterprise Competency Evaluation and Reporting**

The Morrisey Practitioner Performance Reporting™ (MPPR™) solution offers enterprise-level competency evaluation and reporting to physician leadership throughout the continuum of care. In addition to offering executive-level analysis, MPPR generates Ongoing Professional Practice Evaluation (OPPE) and reappointment reports, enabling hospitals to meet accreditation requirements and ensure practitioners are competent.

**Key features**

- Specialty-specific, configurable reporting templates
- Indicator content that is linked to clinical privileges
- Indicator definitions, including criteria, benchmarks and performance targets
- MPPR dashboard for competency review and enterprise-level analysis
Administrative Review

Administrative Review allows organizations to manage the credentialing approval process online. Practitioners’ credentialing packets and related documents are stored electronically in the module. MSOW notifies reviewers when the packets are ready. Reviewers submit comments and recommendations electronically and provide approval with electronic signatures.

Key features
- Digital documentation for all practitioner reviews, such as OPPE reports
- Electronic monitoring for improved process control and throughput
- System-generated work lists for reviewers
- Integrated electronic signature
- User-defined routing slips
- Automated routing

Peer Review Manager

Peer Review Manager allows hospitals to track and document case review activities from initial screening through committee determination electronically. By standardizing data collection related to peer case review, the software helps ensure that hospitals evaluate practitioners consistently and equitably.

Key features
- Electronic case review, referrals and notifications
- Work lists for managing and tracking case review activities in real time
- User-defined reporting capabilities
- Morrisey Consulting Services-provided assistance to optimize the software
House Staff

House Staff makes it easy to manage records for resident physicians, such as position summaries, rotations, payroll, forwarding addresses, demographics, facility specifics, foreign visas, health insurance and automated verification letters.

Key features
- Automated verification letters
- Detailed tracking of residents' participation in graduate medical education (GME) programs
- In-house and off-site rotation management for residents from GME programs, as well as those from outside programs
- Integration of residents' personnel data and qualifications with the MSOW database

Auto Apps Pre-Populated Forms

Auto Apps allows organizations to process managed care provider applications electronically. The software integrates information from the MSOW and Apogee databases into application forms.

Key features
- Automated, pre-populated provider forms
- PDF file format for forms
- Optional toolkit to manage and customize forms

HL7 Export Services

HL7 Export allows hospitals to distribute accurate and verified practitioner data to other hospital information systems automatically. With the capability to create customized outbound HL7 messages, all downstream systems remain current as MSOW records and updates practitioner data.

Key features
- Secure, encrypted, real-time data sharing
- Increased accuracy of data transmissions
- Elimination of redundant data entry
Morrisey Enterprise Solutions

MSOW can stand alone or work in cooperation with Morrisey’s other enterprise solutions and modules, including MCCM, Transitions of Care (TOC) solutions and MPPR. MSOW, MCCM, TOC and MPPR provide integrated clinical and administrative data that supports effective, efficient operations and reporting.

Robust Reporting

Morrisey offers simple-to-use data export options for MSOW and Apogee. In addition, these solutions integrate SAP® Crystal Reports® and SAP BusinessObjects™ Web Intelligence® for standard and ad hoc reporting. Use Practitioner Export to define a set of data elements that you want to export for a selected set of practitioners. The system generates a simple text or Microsoft® Excel® (.CSV) format report that you can view and save to your computer for further manipulation. Apogee Product Export works in a similar way, enabling you to export provider plan-related data.

The Morrisey Difference

• **Unique development process.** We collaborate with customers on product requirements before we begin development. Customers work with us to shape, refine and test applications to ensure they meet market needs. We also work with customers to implement their suggestions for enhancements so that we remain agile, innovative and responsive to fast-changing business challenges.

• **Flexible installation options.** Install MSOW in a client-hosted environment or on Morrisey’s private cloud, Software as a Service+ (SaaS+). SaaS+ eliminates the need to buy, implement and maintain hardware and system software. You get the same functionality with both options.

• **Annual customer conference.** Morrisey brings together healthcare leaders, industry experts and customers to share best practices and strategies for overcoming business challenges, improving profitability and efficiency, and meeting regulations. Customers also learn how to optimize Morrisey’s software solutions.
Morrisey's Credentialing and Privileging Suite

- **ONBOARDING**
  - Online Applications
  - MSOnet
  - Contract Administration
  - Contract Management

- **PRIVILEGES**
  - Forms Builder
  - PCCB
  - Forms Management
  - e/Delineate
  - Online Privilege Requests
  - MSOnet

- **COMPETENCY MONITORING**
  - Competency Validation
  - FPPE/Conditions Manager
  - Case Review
  - Peer Review Manager
  - Competency Reports, such as OPPE
  - MPPR Integration

- **PRIMARY SOURCE VERIFICATION**
  - Electronic Work-Flow Process
  - MSOW/Apogee
  - Automated Verification Actions, such as Web crawls
  - MSOW/Apogee

- **REVIEW/DECISION PROCESS**
  - Electronic Review Process
  - Administrative Review

**CREDENTIALING AND PRIVILEGING**
MSOW/Apogee
About Morrisey Associates

Morrisey Associates is a world-class healthcare solutions provider that offers enterprise-level applications for practitioner credentialing and privileging, care management and practitioner performance reporting. Morrisey also offers industry-leading consulting services and flexible licensing options.