

CRISP Onboarding FAQs

1. What is the onboarding process for CRISP?

It is helpful to consider what your needs are before initiating your onboarding with CRISP. Depending on your purpose for accessing CRISP's tools, your specific onboarding process will differ.

First, determine if you intend to gain clinical access to CRISP's tools, or if you are interested in connecting to the Prescription Drug Monitoring Program (PDMP) through CRISP. The steps for getting connected to CRISP through PDMP are outlined on our [PDMP website page](#).

If you are seeking clinical access, you'll need to provide different, specific information during the onboarding process depending on whether you're onboarding as an individual provider practice or a health care organization.

The onboarding process will also vary based on factors such as type, size, and technology needs. CRISP provides dedicated Account Managers who will guide you through the entire onboarding process, helping you access the right applications and services for your needs.

2. What information do I need to provide for onboarding?

Depending on whether you're onboarding as a Solo Provider Practice or an organization, you'll need to provide specific information:

- For Solo Provider Practices:
 - Full Name
 - Email Address
 - Phone Number
 - Organization Name
 - Member Title
 - Professional License Number

- For Organizations:
 - Legal Name of Organization
 - DBA (Doing Business As) Name
 - Organization NPI Number (essential for clinical access)
 - Type: HIPAA Covered vs. Non-HIPAA



- If Non-HIPAA, are you a care coordination org or CBO (Community-Based Organization)?
- Designated Contact Information (Name, Email, Phone)
- Subsidiaries/Affiliates' Legal Names, DBAs, NPIs, and Addresses
- Ability to compile a patient panel in Excel format
- Electronic Medical Record (EMR) System or Vendor
- What business problem are you looking to solve by onboarding with CRISP?

3. How long does the onboarding process take?

Typically, the onboarding process takes 6 to 8 weeks to complete.

4. What forms may I need to fill out?

Organizations will need to complete several forms during the onboarding process, including:

- Participation Agreement (PA)
- Notice of Privacy Practices (NPP)
- Substance Abuse Attestation (SUD)
- LabCorp & Quest Feed Forms
- Patient Panel Submission

5. How do I get an Organization NPI Number if I don't have one?

An Organization NPI Number is crucial for clinical access. If you don't have one, you can apply for it at the NPPES website.

- <https://nppes.cms.hhs.gov/webhelp/nppeshelp/MAIN%20PAGE.html>

6. What should I do to get started with onboarding?

Prepare the necessary information outlined above, then call CRISP's support line at 877-952-7477. A support agent will take down your details and create an onboarding ticket for the CRISP Account Managers to review and follow up with you.

7. What happens after I call the support line?

Once you provide basic information, CRISP Account Managers will reach out to you to guide you through the next steps of the onboarding process, ensuring everything is set up correctly.

If you encounter any issues, your dedicated Account Manager will be there to help you throughout the process and resolve any challenges that may arise.

8. What is a patient panel, and why is it important?

A patient panel is a list of patients with whom your organization has a treatment



relationship, usually pulled from your Electronic Medical Record (EMR) system. This list is essential for establishing a relationship between your organization and CRISP and for generating notifications (CEND notifications) related to those patients. CRISP uses the patient panel to understand which patients you plan to query, and it helps with setting up data feeds. You can still search for patients outside your panel, but you'll receive an "attestation" warning that your access is under review.

For more information about panels, visit our "[What is a Panel](https://www.crisphealth.org/what-is-a-panel/)" webpage at <https://www.crisphealth.org/what-is-a-panel/>.

9. How can I ensure my patient panel is ready?

The patient panel is typically an Excel spreadsheet or digital file pulled from your EMR system, listing patients from the last 18 months. Be sure your panel is compiled before starting the process to avoid delays.