



## Provider Credential Documentation Submission

### Overview

Welcome to Northwood's Provider Credential Documentation Submission. This page was designed to give providers the ability to digitally submit credential documentation to Northwood. This help file will walk you through the process of submitting claims and supporting documentation. Feel free to contact Northwood's Provider Affairs at [provideraffairs@northwoodinc.com](mailto:provideraffairs@northwoodinc.com).

You will see the below screenshot when opening Northwood's website ([pcds.northwoodinc.com](https://pcds.northwoodinc.com)):



Figure 1: Documentation Submission Page



## Provider Credential Documentation Submission

### Submission Form

An email address must be provided to help Northwood keep track of submissions as well as provide Northwood with a contact in case there are questions regarding the submitted documentation.

To properly identify the provider who is making a submission, Northwood requires the Provider's Northwood Provider Number as well as it's National Provider Identifier (NPI) or Federal Employer Identification Number (FEIN). The Provider Number and the NPI/FEIN must match Northwood's system to complete the submission.

The Credential dropdown indicates which Northwood Credential the documentation is intended for.

Documents can be added by drag-and-drop or by clicking the "Open the file Browser" button. There is a limit of 5 files per submission and the file size limit is displayed in the drag-and-drop area. The acceptable file types are indicated on the page and they include: TXT, PNG, BMP, GIF, TIF, TIFF, JPEG, JPG, and PDF. Files will be submitted in the order they are selected with the first file being listed on the bottom.

### reCAPTCHA

When clicking the submit button, there may be a reCAPTCHA pop-up to verify that the you are not a "bot" (please see screenshot below). This pop-up may not be displayed if the submission is valid.

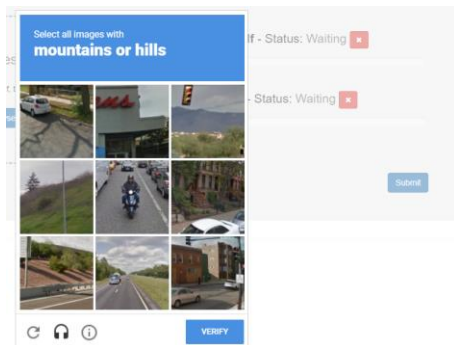


Figure 2: reCaptcha Sample



## Provider Credential Documentation Submission

### Submission & Confirmation

Once submission is successful the document status will be set to “Upload Completed” and a pop-up will indicate success (please see screenshot below).

The screenshot displays the Northwood web interface for submitting credential documentation. A white pop-up window at the top center contains the text "Documents have been submitted successfully." and an "OK" button. Below the pop-up, the main form is titled "Provider Credential Documentation Submission" with a "Help Documentation" link. A disclaimer states: "This page was designed to give providers the ability to digitally submit credential documentation to Northwood. Limits of 5 files per submission and a size of 5MB per file. IP addresses are logged for security purposes." The form includes input fields for "Email Address:", "Northwood Provider #:", and "NPI / FEIN:", and a "Credential:" dropdown menu set to "Certificate of Insurance". A large dashed box on the left is labeled "Drag & drop Files here" and lists supported file types (txt, png, bmp, gif, tif, jpeg, jpg, pdf) with a 5MB limit. An "Open the file browser" button is below it. On the right, a "File List" shows two files: "FM\_TESTING-2.pdf" and "FM\_TESTING.pdf", both with a status of "Upload Complete" and a 100% progress bar. A "Clear" button is located at the bottom right of the form area.

Figure 3: Documentation Submission Success

After clicking “OK” on the successful pop-up, you can clear the successful files by clicking the “Remove” button on each or the “Clear” button on the bottom right (see previous screenshot). Once cleared, the “Submit” button will be shown and you can submit additional documents. Previously uploaded files will be cleared from the list if any new files are added.

On successful submission to Northwood, Northwood will scan each file to verify that it is safe. Once scans are complete, you will receive an email indicating that the documentation has been received and will be processed by Northwood. This email will indicate the email, selected credential, and files that were submitted. If a file was found to not be safe, it will be listed as rejected in the email (please see screenshot below). Northwood will not process rejected files.



## Provider Credential Documentation Submission

[SEND SECURE] Provider Credential Documentation Submission

Hello,

This is a confirmation regarding the documentation submitted from: [REDACTED]  
Documentation submitted was in regards to [REDACTED] for the [REDACTED] credential.  
The following file(s) were accepted:

FM\_TESTING-2.PDF

The following file(s) were rejected:

FM\_TESTING.PDF

Thank you,

The Northwood Provider Relations Team

*Figure 4: Credential Submission Result Email Sample*