



Recruitment & Credentialing Process

What to Expect After Your Phone Interview

Thank you for your interest in joining OPA Home Care!

To move forward in the hiring process, the next step is to complete your **Onboarding & Credentialing Process**. Please follow the steps below to help keep your application moving smoothly.

STEP 1 — Watch for Your OPA Recruitment Email

1st — Welcome to the OPA Process

You will first receive an email from Recruitment with the subject “Welcome to the OPA Process.”

This email confirms that you are moving forward in the OPA Home Care process and that you are being properly endorsed to the Credentialing team for the next stage.

2nd — Pre Hire Document

You will receive or find the onboarding packet in your email under the subject or name “Pre Hire Document.”

Please:

- Complete all required sections of the Pre Hire Document.
- Complete **all required sections** of the Pre Hire Document.
- Once completed, your information will be **automatically saved and submitted through PandaDoc**.
- Make sure all information provided is **accurate and up to date**.

Important: Completing your onboarding packet promptly helps prevent delays in the onboarding and credentialing process.

STEP 2 — Activate Your AxisCare Account

After you have completed and submitted your onboarding packet, you will receive an **AxisCare activation email**.

 Please watch your email for the AxisCare activation message.

Once you receive the email:

- Open the AxisCare activation email.
- Follow the instructions provided to activate your account.
- Complete any required steps in AxisCare.
- Make sure you can successfully access your account.
- Check your email regularly in case additional instructions are sent.

Important: Please complete your AxisCare activation as soon as possible to help keep your onboarding and credentialing process moving forward.

STEP 3 — Prepare Your Credentialing Requirements

Please be ready to provide the required documents for your position.

Depending on your position, this may include:

- ☐ PCA Certificate/LPN License/CNA certification
- ☐ First Aid Certification
- ☐ CPR Card
- ☐ SSN
- ☐ VALID ID (Identification Card, Driver's License or Passport)
- ☐ TB Screening/Documentation
- ☐ Bank Supporting Documents from your bank(Voided Check or Direct Deposit Document)
- ☐ Background Check/Fingerprint
- ☐ Other documents requested during the onboarding process

Please make sure your certifications and licenses are current.

STEP 4 — Stay Responsive

 Please check your email regularly.

Our Recruitment and Credentialing teams may contact you if:

- Additional information is needed

- A document needs to be corrected or updated
- We need to confirm information
- There are additional steps you need to complete

 **Please also be available to respond to phone calls.**

Important: Delayed responses or missing documents may delay your onboarding process.

STEP 5 — Know Who to Contact

You may receive communication from different members of the **OPA Home Care team** throughout the onboarding and credentialing process.

 Recruitment — Luizza

Email: recruiting@opahomecare.com

 Credentialing — Cheryl

Email: credentialing@opahomecare.com

 Scheduling — Jamaica

Email: jamaica.pando@opahomecare.com

 **OPA Home Care Main Line**
404-689-4440

Scan the QR Code Open your smartphone's camera, point it at the QR code below, and tap the notification link that pops up to automatically save our contact info.



Important: Please save the OPA Home Care main line and the appropriate team member's email address so you can easily recognize and respond to communications from our office.

 **Quick & Easy:** Scan the QR code to automatically save our contact information to your phone.

STEP 6 — Credentialing Review

Once your onboarding packet, AxisCare activation, and required documents are completed:

Recruitment → Onboarding → AxisCare Activation → Credentialing Review → Clearance → Next Steps

Please understand that the **onboarding and credentialing process may take some time** as our team reviews your information and verifies all required documents.

We appreciate your patience during this process. However, you are always welcome to contact the OPA Home Care team if you would like to **follow up on the status of your onboarding or credentialing.**

Our team will let you know if additional information or documentation is needed.

Please note that **completing the onboarding packet and activating your AxisCare account does not automatically mean you are cleared to begin working.**

You must complete all required credentialing steps and receive confirmation from **OPA Home Care** before starting work.

YOUR ONBOARDING CHECKLIST

After your phone interview:

- ☐ Watch for your onboarding packet
 - ☐ Complete the packet as soon as possible
 - ☐ Watch for your AxisCare activation email
 - ☐ Activate your AxisCare account
 - ☐ Complete any required steps in AxisCare
 - ☐ Gather your required licenses and certifications
 - ☐ Submit all requested documents
 - ☐ Check your email regularly
 - ☐ Respond promptly to calls and emails
 - ☐ Complete any additional requirements requested
 - ☐ Wait for confirmation from OPA Home Care regarding your next steps
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Questions?

If you have questions about your onboarding or credentialing process, please contact the OPA Home Care team using the email addresses or main office number provided in your email.

Thank you for choosing OPA Home Care. We look forward to working with you!