

NAMSS PASS™

Getting Started Guide

A Simple Step-by-Step Tutorial for New Users

What's Inside

- Creating Your NAMSS Account
- Logging Into NAMSS PASS
- Navigating the Home Dashboard
- Searching for Practitioners
- Understanding the Gap Analysis View
- Viewing & Printing Letters
- Using Query History
- Managing Users & Facility Information
- Connecting Your Credentialing Software (ECP)
- Uploading Data & Managing Your Affiliation Letter
- Accessing Support & FAQs

Creating Your NAMSS Account

All NAMSS PASS users must first create and set up their account through the NAMSS.org website. It is free to create a NAMSS account and a NAMSS PASS account.

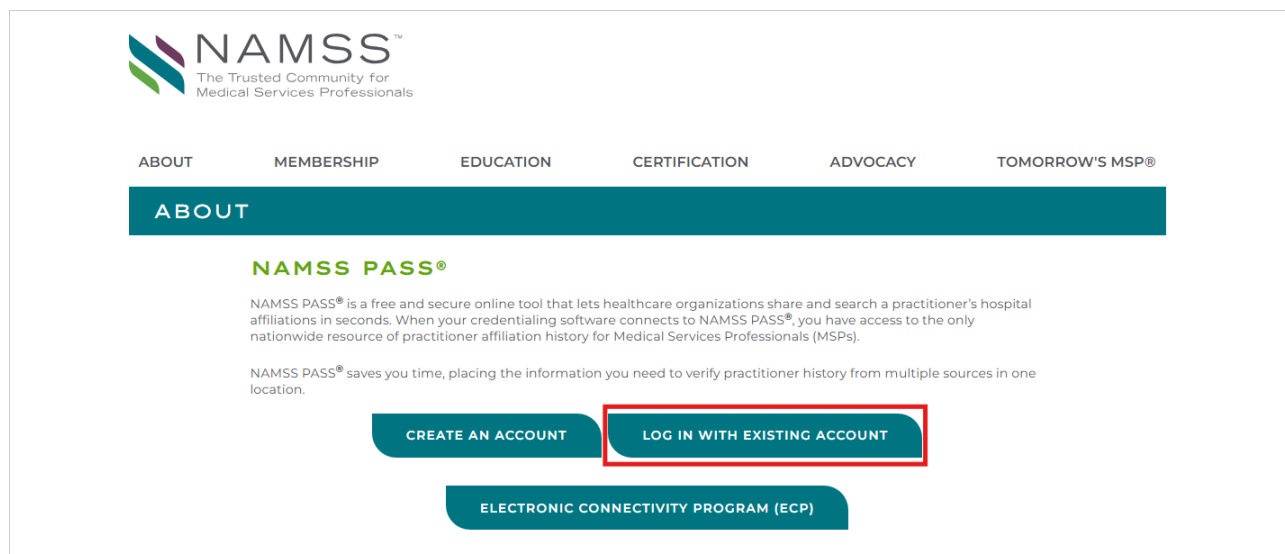
Step 1 — Access NAMSS PASS from the NAMSS Homepage

Go to the NAMSS PASS Landing Page on the NAMSS.org website.



Step 2 — If You Already Have an Account

If you have an existing NAMSS account, select Log in with Existing Account and sign in with your username and password.





Login to your account [?](#)

Not a member? [Join our community now!](#)

Enter your email and password below to login.

Email

Password [?](#)

☐ Remember Me

Login

Forgot your password? [?](#)

Click [here](#) to reset your password.

Don't have an account yet?

[Create an account.](#)

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Step 3 — If You Do Not Have an Existing Account

If you do not have an existing account, select Create an Account.



[ABOUT](#)

[MEMBERSHIP](#)

[EDUCATION](#)

[CERTIFICATION](#)

[ADVOCACY](#)

[TOMORROW'S MSP®](#)

ABOUT

NAMSS PASS®

NAMSS PASS® is a free and secure online tool that lets healthcare organizations share and search a practitioner's hospital affiliations in seconds. When your credentialing software connects to NAMSS PASS®, you have access to the only nationwide resource of practitioner affiliation history for Medical Services Professionals (MSPs).

NAMSS PASS® saves you time, placing the information you need to verify practitioner history from multiple sources in one location.

[CREATE AN ACCOUNT](#)

[LOG IN WITH EXISTING ACCOUNT](#)

[ELECTRONIC CONNECTIVITY PROGRAM \(ECP\)](#)

Enter your information below and select Continue:

- First name

- Last name
- Job title
- Email address
- Password
- Confirm password



Create an Account

Enter your information below to create an account.

1 First Name: *	First Name
2 Last Name: *	Last Name
3 Job Title:	Job Title
4 Email Address: *	Email Address
5 Password: *	Password
6 Confirm Password: *	Confirm Password

Already have an account? [Login to your account.](#)

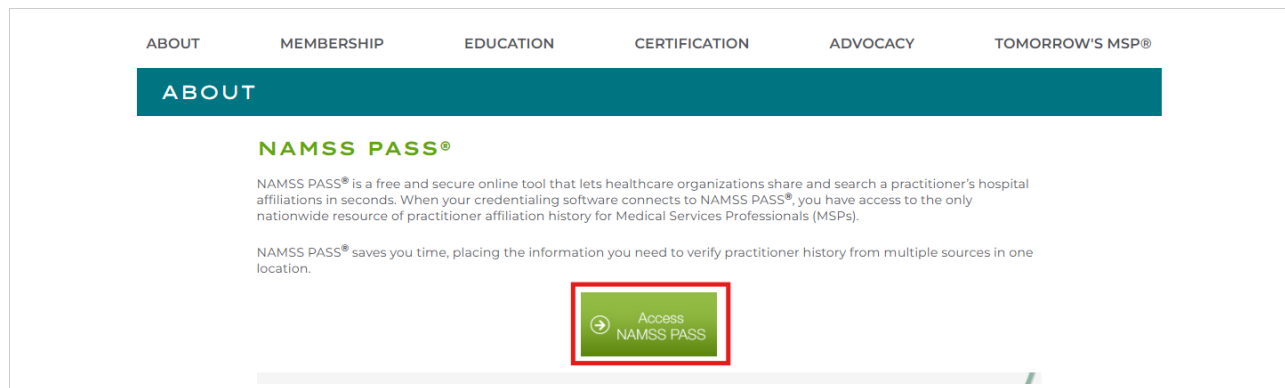
[Continue](#)

Step 4 — Verify Your Email

Once submitted, you will receive an activation email from NAMSS Support. Open the email and click the verification link. This will redirect you back to the NAMSS website, where you can directly access NAMSS PASS.

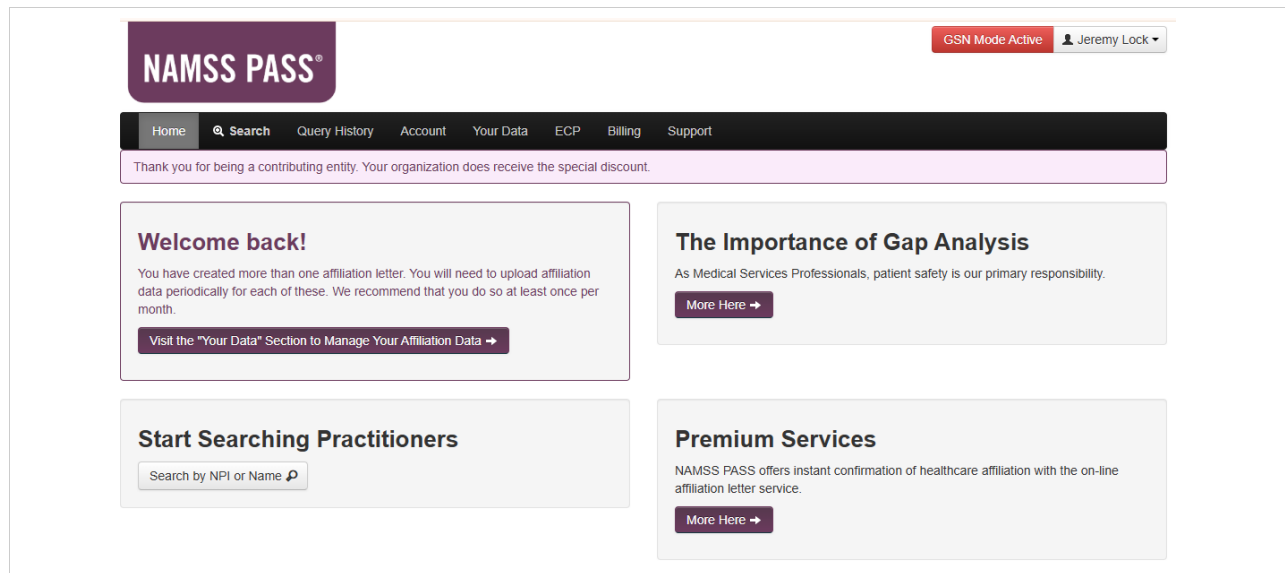
Step 5 — Log In and Access NAMSS PASS

Now that you have a NAMSS account, select Log in with Existing Account and enter the username and password you just created. Once logged in, click the green Access NAMSS PASS button.



You will be directed to the secure NAMSS PASS portal.

NAMSS PASS Home Page Overview

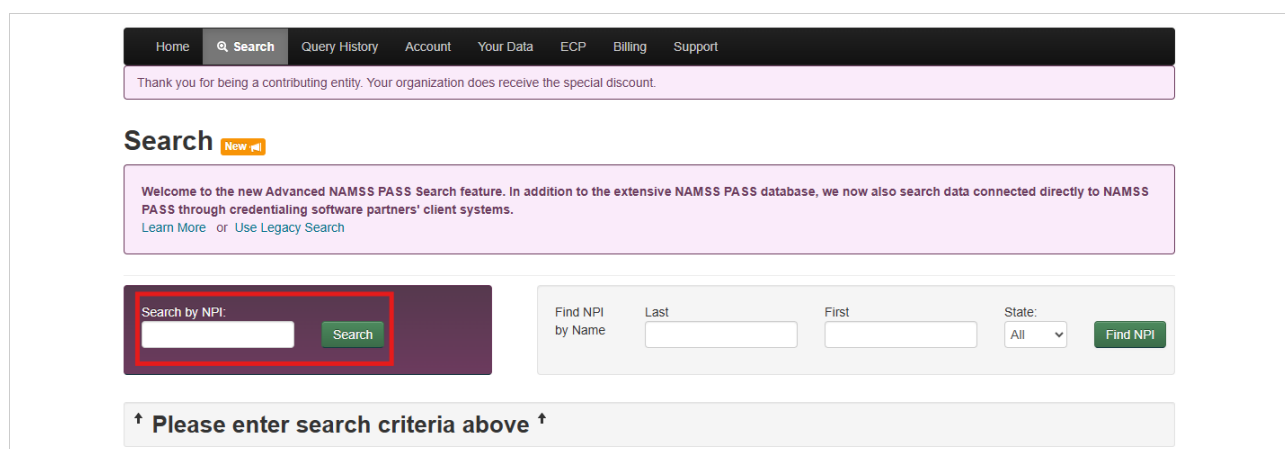


Top Navigation Bar

The black bar at the top of the screen is the main menu that helps you move around the system. You will see:

- Search – Look up practitioners by NPI or name
- Query History – View letters you've printed and requests you've made
- Account – Manage your organization settings and users
- Your Data – Upload your affiliation data and customize your letter
- ECP – Electronic Connectivity Program settings
- Billing – View invoices or purchase subscriptions/letter credits
- Support – Access FAQ articles and downloadable templates

Search



The Search tab is where you look up a practitioner's affiliation information using their NPI or their name. This is the most commonly used feature in NAMSS PASS. You can search in two different ways:

1. Search by NPI (Recommended)

If you already have the practitioner's NPI, use this field. It is the fastest and most accurate way to locate the correct provider.

Steps:

1. Type the 10-digit NPI into the search box
2. Click Search
3. The practitioner's Affiliation Profile will appear (if available)

Tip: Always use NPI whenever possible to avoid searching the wrong provider with a similar name.

2. Search by Name

If you do not have the NPI, you can search by:

- Last name
- First name (optional)
- State (optional)

Steps:

4. Enter the Last Name
5. Add First Name or State to narrow results (optional but helpful)
6. Click Find NPI to view possible matches
7. Select the correct practitioner
8. Click Search to open their Affiliation Profile

Tip: If you are unsure of spelling, start with the last name only.

NPI Profile

HomeSearchQuery HistoryAccountYour DataECPBillingSupport

Thank you for being a contributing entity. Your organization does receive the special discount.

Back

Affiliation Profile & Gap-Analysis View for NPI: 1000000010

First Name: Alex

Middle Name:

Last Name: Harper

Suffix: MD

Title: Physician

This "Gap-Analysis View" confirms a practitioner's affiliation history **only** for the facilities listed below. Pending participation from the full credentialing community in NAMSS PASS, it may not provide a complete affiliation history. For information regarding a practitioner's status at each of these facilities (i.e., "good standing"), please view the specific letter(s) provided for that practitioner.

Affiliation History

Photo	Facility/Location	Name / License	Department / Specialty	From	To	Letter Available
	Bayview Medical Center San Diego, CA Last Updated on: 05/01/2026	Alex Harper, MD A123456 [CA]	Medicine Internal Medicine	07/01/2019		Print Letter

Possible Matches for Harper, Alex

After you run a search using either NPI or name, NAMSS PASS will display the practitioner's Affiliation Profile. This page shows all the information your facility needs to verify their affiliation history.

1. Practitioner Details

This section confirms the identity of the provider you searched. You will see:

- First name

- Middle name (if available)
- Last name
- First name
- Suffix (MD, DO, PA, NP, etc.)
- Title

This ensures you are viewing the correct practitioner, especially when multiple individuals share similar names.

2. Gap Analysis Message

This light-blue box explains what data is shown. It means:

- You are viewing only the facilities that participate in NAMSS PASS
- Additional affiliation history may exist outside the PASS network
- For full “good standing” information, use the Print Letter button

This message helps MSPs understand the scope of PASS-generated data.

3. Affiliation History

This is the main section credentialing professionals use. For each facility that participates in PASS, you will see:

- Facility name & location
- Name / license (as submitted by the facility)
- Department / specialty
- Affiliation start date
- Affiliation end date (if applicable)
- Status (Active, Resigned, Privileges Ended, etc.)
- Letter Available indicator
- Print Letter button

This replaces traditional fax-based verification and allows instant access to verified affiliation information.

4. Letter Availability & Printing

If a facility provides electronic letters, you will see a Print Letter button. Clicking this:

- Opens the official affiliation letter
- Includes facility letterhead/logo
- Shows dates & status
- Displays contact information
- Can be downloaded, saved, or printed

This is the primary source document MSPs should attach to files.

5. Possible Matches Section

If there are other practitioners with similar names or NPIs, you may see suggestions listed here. This section helps you avoid:

- Verifying the wrong provider
- Pulling incorrect letters
- Confusing similar spellings or name variations

If the correct provider appears under “Possible Matches,” simply click their NPI to open the correct record.

Query History

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

Thank you for being a contributing entity. Your organization does receive the special discount.

Query History: Outbound

[View Inbound Query History](#)

Summary:

GAP Analysis - Total Practitioners (NPI) Viewed	12462
General Query - Total Practitioners (NPI) Viewed	1
Premium Letters Viewed	496
Premium Letters Not Available	147

Recent Activity (Views and Prints):

Premium Letters Printed (Total: 496)

Type	Date	Last	First	Facility	Confirmation	Action
------	------	------	-------	----------	--------------	--------

The Query History tab keeps a record of every practitioner your team has viewed or printed a letter for. This makes it easy to revisit previous verifications without needing to run a new search.

There are two types of query histories:

- Outbound Query History (your searches of other facilities)
- Inbound Query History (other facilities searching your providers — optional view)

This page automatically opens to Outbound.

1. Summary Section

The Summary box displays simple counts of your activity, including:

- GAP Analysis – Total Practitioners Viewed: shows how many provider profiles your organization has opened
- General Query – Total Practitioners Viewed: count of non-GAP standard searches
- Premium Letters Viewed: number of letters your team has opened or printed
- Premium Letters Not Available: searches where no digital letter was available from that facility

This helps track how often your team is using PASS.

2. Recent Activity (Views and Prints)

This area shows the most recent actions taken by your team, such as:

- Viewing a practitioner profile
- Printing an affiliation letter
- Checking a specific practitioner's history

This allows you to quickly return to someone you recently looked up.

3. Premium Letters Printed

At the bottom of the page is a detailed log of all letters your organization has printed. You will see:

- Type (letter)
- Date printed
- Practitioner name
- Facility providing the letter
- Confirmation status
- Action (reprint/view if available)

This is helpful when you need to:

- Confirm that a letter was printed
- Reprint a previously issued letter
- Track verification activity for audits
- Review which MSP on your team conducted the search

4. View Inbound Query History (Optional)

If your facility participates in data sharing, you can click the View Inbound Query History button. This lets you see:

- Which organizations have searched your providers
- How often your affiliation letter has been accessed
- Which practitioners are being actively credentialed elsewhere

This optional feature is especially helpful for larger healthcare systems.

Account

HomeSearchQuery HistoryAccountYour DataECPBillingSupport

Thank you for being a contributing entity. Your organization does receive the special discount.

Account

Your Healthcare EntityEdit

Test Hospital

TaxID:

NPI:

To change this information, please [email us](#) ✉

Linked UsersLink User

Name	Access	Actions
ANDY.LOCK@PHDB.NET	Admin	✖ Remove ★ Remove Admin Status
jeremy.lock@namsspass.com	Admin	

Affiliation Letters (Contributing Entities)

The Account tab displays your organization's basic information, your linked users, and access to the section where you can manage your facility's affiliation letters. This page is divided into three main areas:

1. Your Healthcare Entity

This section shows the information on file for your facility, including:

- Facility name

- Tax ID
- NPI (if provided)

Editing Facility Information: there is an Edit button next to this section. If information needs to be changed, the page displays the following message:

“To change this information, please email us.”

This directs users to submit updates through NAMSS PASS support.

2. Linked Users

This section lists all users who are connected to your facility's NAMSS PASS account. Each row shows:

- User's name
- Email address
- Access level (Admin or Standard)
- Actions: Remove, Remove Admin Status, or Make Admin (if applicable)

Adding a Linked User: you can add a new user by clicking the “Link User” button. This allows administrators to give additional staff members access to your NAMSS PASS account.

3. Affiliation Letters (Contributing Entities)

This section provides a button that directs you to the Your Data tab, where you manage your facility's affiliation letters and upload practitioner data. The button reads:

“To modify your facilities/letters and to manage your data, please visit the Your Data section.”

Clicking this button takes you directly to the Your Data tab.

Your Data

[Home](#)
[Search](#)
[Query History](#)
[Account](#)
[Your Data](#)
[ECP](#)
[Billing](#)
[Support](#)

Thank you for being a contributing entity. Your organization does receive the special discount.

Manage Data / Edit Letter: *NAMSS PASS Example Data*

edit

advanced options

Return to Your Data

Manage Your Data

Upload Data File

Letter/Data Status:

Off: Data is hidden

Last Data Uploaded on:

11/07/2025 11:44 PM GMT

Total Active Records:

7

View Data

Total Archived Records:

0

This includes all past and present practitioners from your latest upload

This includes any records that were previously uploaded but either changed or not found in your most recent upload. Note: This number will increase over time as more changes are made.

Edit Your Letter

View Template #1

View Template #2

View Template #3

Default Template: *Template Letter #1*

Change default

Contact Info for this Letter

Change Contact Info

Phone: 858-334-3896
Fax:
Email: support@namsspass.com
Website / URL: <http://>
Display: Phone & Email

Additional Letter Configuration

Change Additional Info

Letterhead/Logo

Sample Logo

Letterhead On File



Replace Logo

Letter Signature

Sample Signature

Signature On File



The Your Data tab is where your facility controls all the information you contribute to NAMSS PASS. This includes:

- Uploading your practitioner affiliation data
- Managing your letter template
- Uploading your logo, letterhead, and signature
- Updating your facility information

This page is used mainly by Credentialing Directors, Medical Staff Office admins, and any user responsible for keeping affiliation records current.

Navigating the “Your Data” Page

Manage Your Data

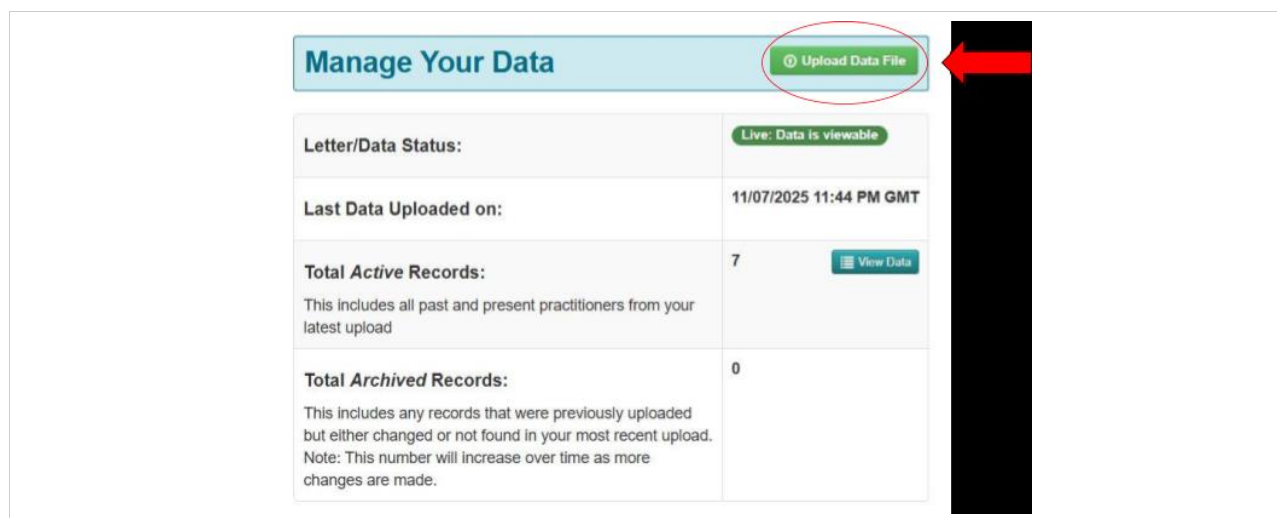
This area shows:

- Your Data ID
- Your facility name and location
- When your data was last uploaded
- Number of active and archived records
- The upload file button
- The View Data button to preview your uploaded records

Uploading a Data File

Step 1 — Click “Upload Data File”

To upload your provider affiliation list into NAMSS PASS, begin by selecting the Upload Data File button in the top-right area of the Manage Your Data section. This button opens the secure upload page where you'll submit your Excel file.



Manage Your Data

[Upload Data File](#)

Letter/Data Status: Live: Data is viewable

Last Data Uploaded on: 11/07/2025 11:44 PM GMT

Total Active Records: 7 [View Data](#)

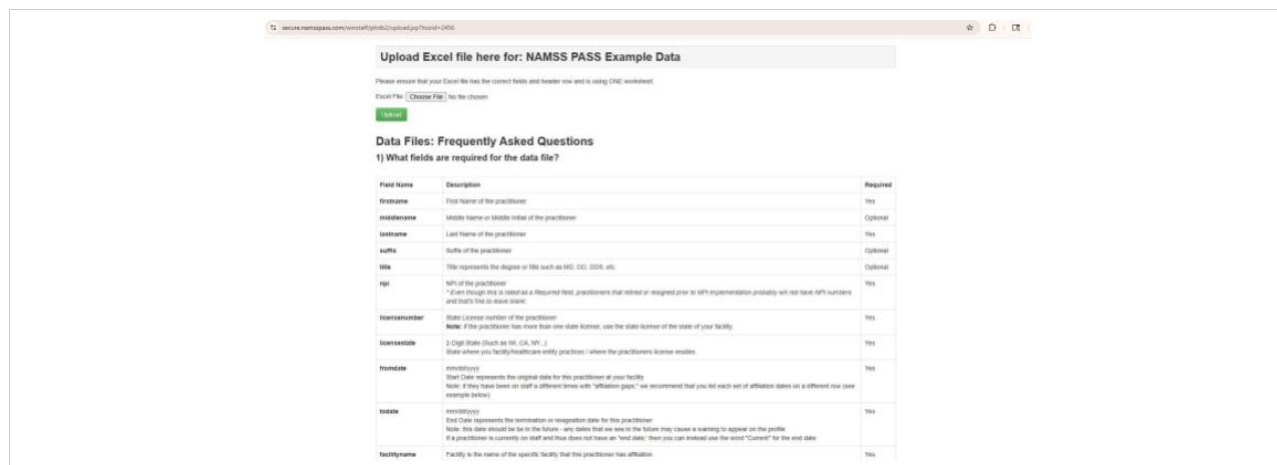
This includes all past and present practitioners from your latest upload

Total Archived Records: 0

This includes any records that were previously uploaded but either changed or not found in your most recent upload.
Note: This number will increase over time as more changes are made.

Step 2 — Review the Data File Requirements (Important!)

Before selecting your file, review the table on the upload page. It explains the required fields (such as First Name, Last Name, License, State, Dates, etc.) and the optional fields. These requirements ensure your data uploads correctly and your affiliation letters are generated without errors.



Upload Excel file here for: NAMSS PASS Example Data

Please ensure that your Excel file has the correct fields and header row and is using CSV worksheet.

Excel File: [Choose File](#) No file chosen

[Upload](#)

Data Files: Frequently Asked Questions

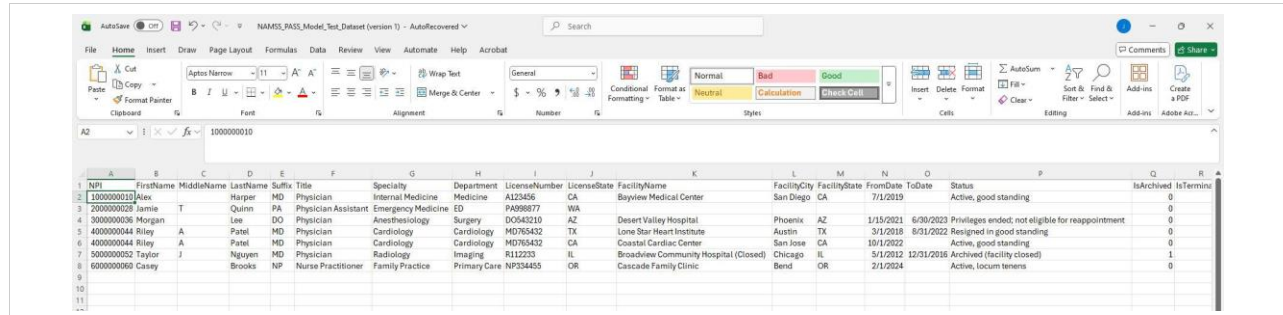
1) What fields are required for the data file?

Field Name	Description	Required
firstname	First Name of the practitioner	Yes
middleinitial	Middle Name or Middle Initial of the practitioner	Optional
lastname	Last Name of the practitioner	Yes
suffix	Suffix of the practitioner	Optional
title	Title represents the degree or title such as MD, DO, DPM, etc.	Optional
npi	NPI of the practitioner * Even though this is listed as a required field, practitioners that retired or resigned prior to NPI implementation probably will not have NPI numbers and should list as none.	Yes
licenseidnumber	State License number of the practitioner Note: If the practitioner has more than one state license, use the state license of the state of your facility.	Yes
licensestate	2 Digit State (Such as WA, CA, NY, ...) State where you facility/healthcare entity practices / where the practitioners license resides.	Yes
startdate	mm/dd/yyyy Start Date represents the original date for this practitioner at your facility Note: If they have been on staff a different times with "affiliation gaps," we recommend that you list each set of affiliation dates on a different row (see example below).	Yes
enddate	mm/dd/yyyy End Date represents the termination or resignation date for this practitioner Note: This date should be left in the future - any dates that are past in the future may cause a warning to appear on the profile. If a practitioner is currently on staff and thus does not have an "end date," then you can instead use the word "Current" for the end date.	Yes
facilityname	Facility is the name of the specific facility that this practitioner has affiliation	Yes

Step 3 — Choose Your Excel File

Scroll to the file upload area on this page and click Choose File. Select your completed Excel spreadsheet from your computer.

Tip: Make sure the file matches the required format shown in the FAQ table to prevent upload errors.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	NPI	FirstName	MiddleName	LastName	Suffix	Title	Specialty	Department	LicenseNumber	LicenseState	FacilityName	FacilityCity	FacilityState	FromDate	ToDate	Status	IsArchived	IsTerminated
1	1200000012	Alex		Harper	MD	Physician	Internal Medicine	Medicine	A123456	CA	Bayview Medical Center	San Diego	CA	7/1/2019		Active, good standing		0
2	2000000028	Jamie	T	Quinn	PA	Physician Assistant	Emergency Medicine	ED	PA98877	WA								0
3	3000000036	Morgan		Lee	DO	Physician	Anesthesiology	Surgery	DO543210	AZ	Desert Valley Hospital	Phoenix	AZ	1/15/2021	6/30/2023	Privileges ended, not eligible for reappointment		0
4	4000000044	Riley	A	Patel	MD	Physician	Cardiology	Cardiology	MD765432	TX	Lone Star Heart Institute	Austin	TX	3/1/2018	8/31/2022	Resigned in good standing		0
5	4000000044	Riley	A	Patel	MD	Physician	Cardiology	Cardiology	MD765432	CA	Coastal Cardiac Center	San Jose	CA	10/1/2022		Active, good standing		0
6	5000000052	Taylor	J	Nguyen	MD	Physician	Radiology	Imaging	R112233	IL	Broadview Community Hospital (Closed)	Chicago	IL	5/1/2012	12/31/2016	Archived (facility closed)		1
7	6000000060	Casey		Brooks	NP	Nurse Practitioner	Family Practice	Primary Care	NP334455	OR	Cascade Family Clinic	Bend	OR	2/1/2024		Active, locum tenens		0
8																		
9																		
10																		
11																		

Step 4 — Click “Upload”

Once your file is selected, click the Upload button. NAMSS PASS will process your data and update your affiliation records. You will see a confirmation message when your upload is successful.

Creating Your Letter

Edit Your Letter

[View Template #1](#)
[View Template #2](#)
[View Template #3](#)

Default Template: *Template Letter #1*

[Change default](#)

Contact Info for this Letter

[Change Contact Info](#)

Phone: 858-334-3896
Fax:
Email: support@namsspass.com
Website / URL: http://
Display: Phone & Email

Additional Letter Configuration

[Change Additional Info](#)

Letterhead/Logo

[Sample Logo](#)

Letterhead On File



[Replace Logo](#)

Letter Signature

[Sample Signature](#)

Signature On File



[Replace Signature](#)

[Edit Signature Name/Title](#)

This section lets you create or update the affiliation letter that other facilities will see when they query your data. You'll be able to upload:

- Your letterhead image (JPEG or PNG)
- Your signature (JPEG or PNG)
- Facility contact details
- Template options

Choosing Your Good Standing Letter Template

Every letter includes the practitioner's name, license number, and a table of their affiliation dates, facility/location, department/specialty, and status. What differs between templates is the “good standing” language beneath that table — how your facility defines and stands behind that status. There are three standard templates, plus a custom option.

Template #1 — Standard Definition

Uses a single, concise definition based on the federal Health Care Quality Improvement Act (HCQIA):

“Good Standing” means that no adverse professional review action as defined in the Health Care Quality Improvement Act has been taken regarding this practitioner. That means that there has been no reduction, restriction, suspension, revocation, denial, or non-renewal of the practitioner's staff membership or clinical privileges. For purposes of this letter, a “restriction” is defined to mean that a mandatory concurring consultation requirement has been imposed upon the practitioner (i.e., the practitioner must obtain a consult and the consultant must approve the course of treatment in advance).

Template #2 — Expanded Definition

Covers the same HCQIA ground as Template #1, plus two additional points — competency evaluation and health/safety awareness:

“Good Standing” means as follows:

1. Our Hospital evaluates the six ACGME general competencies (patient care, medical/clinical knowledge, practice-based learning, interpersonal and communication skills, professionalism, and system-based practice) as part of our appointment, reappointment, and privileging processes;
2. No adverse professional review action as defined in the Health Care Quality Improvement Act has been taken regarding this practitioner. That means that there has been no reduction, restriction, suspension, revocation, denial, or non-renewal of the practitioner's staff membership or clinical privileges. For purposes of this letter, a “restriction” is defined to mean that a mandatory concurring consultation requirement has been imposed upon the practitioner (i.e., the practitioner must obtain a consult and the consultant must approve the course of treatment in advance); and
3. Our Hospital is unaware of any health issues that might affect the practitioner's ability to practice safely and competently.

Template #3 — No Good Standing Determination

Confirms dates of affiliation and status only, with no good standing language at all. Use this if your facility isn't able to determine good standing — for example, for archived records that are incomplete, or if good standing status doesn't apply to your organization.

Custom Option

You can submit your own letter wording instead of using Templates #1–3. When another facility downloads a custom letter, they'll see a disclaimer noting it isn't one of the standard NAMSS PASS verification letters. NAMSS PASS recommends using one of the three standard templates where possible, since they help standardize what “good standing” means across the whole network.

Whichever template you choose meets primary source verification requirements as defined by TJC and other accreditation agencies — all information is self-reported by your facility, and the Terms of Service designates NAMSS PASS as the primary source agent for that information.

ECP (Electronic Connectivity Program)

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

Even though there is a NAMSS member linked to this Healthcare Entity account, **the NAMSS discount is not applied** because the membership status has not been updated for over 90 days. Please ask the NAMSS member to login to NAMSS PASS at least once every 90 days to maintain the status. Thank you.

Electronic Connectivity Program (ECP)

Learn About ECP

ECP is NAMSS PASS's secure integration framework that allows credentialing software vendors to automatically transmit and retrieve primary-source affiliation data directly within their workflow - eliminating manual letter requests and reducing turnaround time.

Your User/Client API Key

57ks8m0sjg1q98tk15gff7k6t741769 [Copy](#)

ECP Powered Affiliation Letters

+ Add ECP Connection

Facility Name	Letter ID	Status	LetterKey	Actions
---------------	-----------	--------	-----------	---------

The ECP tab is where you connect NAMSS PASS to your credentialing software. This integration lets your software automatically transmit and retrieve primary-source affiliation data directly within your existing workflow, cutting out manual letter requests and reducing turnaround time.

Learn About ECP

This panel gives a short description of what ECP does and how it connects your credentialing software to the NAMSS PASS network.

Your User/Client API Key

This is your unique key for linking your NAMSS PASS account to your credentialing software. In MD-Staff, this same value is entered as the Client Key. Click Copy to copy it to your clipboard.

ECP Powered Affiliation Letters

This table lists the ECP connections you've set up. For each one, you'll see:

- Facility name
- Letter ID
- Status
- LetterKey
- Actions

Click + Add ECP Connection to set up a new connection.

Connecting MD-Staff to NAMSS PASS

For a full step-by-step walkthrough of connecting MD-Staff to NAMSS PASS through ECP — including creating your NAMSS account, retrieving your Client API Key, and enabling the connection — see NAMSS's MD-Staff ECP tutorial:

[MD-Staff Users: NAMSS PASS ECP Tutorial \(PDF\)](#)

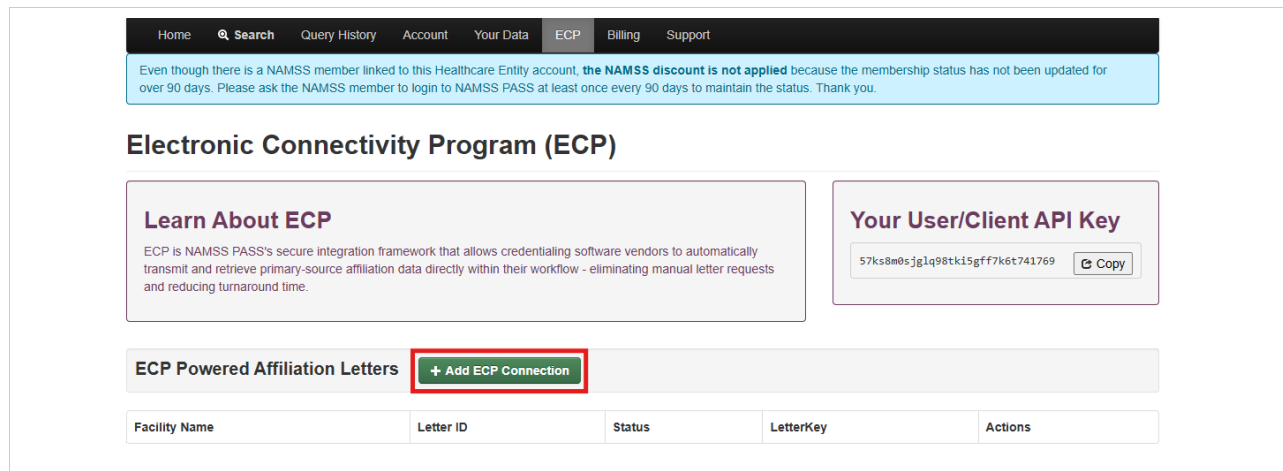
Once the connection is complete, day-to-day verification work — running queries, retrieving affiliation summaries, and accessing letters — happens directly inside MD-Staff. NAMSS PASS letter credits are still purchased and managed on the NAMSS PASS website; MD-Staff will prompt you to log in there if you need to buy more credits.

Connecting CredentialStream to NAMSS PASS

CredentialStream connects to NAMSS PASS a little differently than MD-Staff. Here's the full walkthrough:

Step 1 — Add an ECP Connection

From the NAMSS PASS home page, go to the ECP tab, then click + Add ECP Connection.

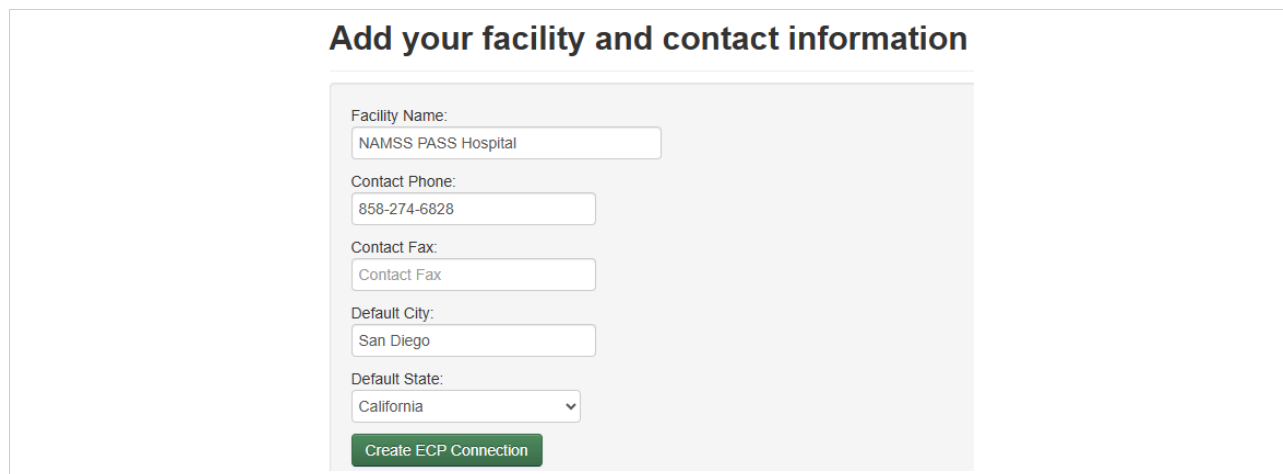


The screenshot shows the NAMSS PASS user interface. At the top is a navigation bar with links: Home, Search, Query History, Account, Your Data, ECP (selected), Billing, and Support. Below the navigation bar is a light blue informational banner. The main heading is "Electronic Connectivity Program (ECP)". There are two side-by-side boxes: "Learn About ECP" on the left and "Your User/Client API Key" on the right. The API key box displays the key "57ks8m0sjg1q98tk15gff7k6t741769" and a "Copy" button. Below these is a section titled "ECP Powered Affiliation Letters" with a green button labeled "+ Add ECP Connection" that is highlighted with a red rectangle. At the bottom is a table with headers: Facility Name, Letter ID, Status, LetterKey, and Actions.

Step 2 — Add Your Facility and Contact Information

Fill out your facility and contact information, then click Create ECP Connection:

- Facility Name
- Contact Phone
- Contact Fax
- Default City
- Default State



The screenshot shows a form titled "Add your facility and contact information". The form contains the following fields: Facility Name (text input with "NAMSS PASS Hospital"), Contact Phone (text input with "858-274-6828"), Contact Fax (text input with "Contact Fax"), Default City (text input with "San Diego"), and Default State (dropdown menu with "California" selected). At the bottom of the form is a green button labeled "Create ECP Connection".

Step 3 — Confirm Your ECP Powered Facility Was Created

You'll see a confirmation that your ECP Powered Facility was created successfully. The NAMSS PASS Support Team is notified automatically and will reach out to confirm the connection. If you need help sooner, contact support@namsspass.com.

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

Even though there is a NAMSS member linked to this Healthcare Entity account, the **NAMSS discount is not applied** because the membership status has not been updated for over 90 days. Please ask the NAMSS member to login to NAMSS PASS at least once every 90 days to maintain the status. Thank you.

Your ECP Powered Facility has been created successfully

The NAMSS PASS Support Team has been notified and will be reaching out to you shortly to confirm the connection.
If you have any questions or need immediate assistance in the meantime, please don't hesitate to contact us directly at support@namsspass.com.

[Continue](#)

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Questions? Comments? Email Us: support@namsspass.com

Step 4 — Open Your New Letter From the ECP Tab

Navigate back to the ECP tab. Your new facility now appears in the ECP Powered Affiliation Letters table. Click Manage Affiliation Data / Edit this Letter.

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

Thank you for being a contributing entity. Your organization does receive the special discount.

Electronic Connectivity Program (ECP)

Learn About ECP
ECP is NAMSS PASS's secure integration framework that allows credentialing software vendors to automatically transmit and retrieve primary-source affiliation data directly within their workflow - eliminating manual letter requests and reducing turnaround time.

Your User/Client API Key
57ks8m0sjglq98tk15gff7k6t741769 [Copy](#)

ECP Powered Affiliation Letters [+ Add ECP Connection](#)

Facility Name	Letter ID	Status	LetterKey	Actions
NAMSS PASS Hospital	4729	ECP Powered	4729bgd0jqfjrr43poc31rk16uhjkn Copy	Manage Affiliation Data / Edit this Letter

Step 5 — Set Up Your Letter

On the Manage Data / Edit Letter page, fill out the contact info for your letter and choose which details to display:

- Phone number
- Fax
- Email
- Website URL

Then upload your Letterhead/Logo and Letter Signature (JPEG or PNG files).

Both keys can also be copied from the ECP tab — your Client API Key is in the panel on the right, and each facility's Letter Key is in its row of the ECP Powered Affiliation Letters table.

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

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57ks8m0sjg1q98tk15gff7k6t741769 [Copy](#)

ECP Powered Affiliation Letters [+ Add ECP Connection](#)

Facility Name	Letter ID	Status	LetterKey	Actions
NAMSS PASS Hospital	4729	ECP Powered	4729bgd8jqfjrr43poc31rk16uhjkn Copy	Manage Affiliation Data / Edit this Letter

Step 7 — Contact CredentialStream Support

Once you have both your Client Key and Letter Key, contact your CredentialStream support representative and let them know you'd like to connect your accounts.

Billing

[Home](#) [Search](#) [Query History](#) [Account](#) [Your Data](#) [ECP](#) [Billing](#) [Support](#)

Thank you for being a contributing entity. Your organization does receive the special discount.

Billing

Billing Status

Account #	50100960603994415
Subscription Status:	Renew Subscription Valid
	Expiration Date: 09/30/2027

Recent Billing Transactions

Date	Type	Method	Amount	Qty	Order #	
09/30/2025	Subscription	Check	\$150.00	50	ck_137595Tup439dn481	Print
09/30/2025	Subscription	Check	\$150.00	50	ck_137596Tne897sn48	Print

The Billing tab displays your account's subscription details, renewal dates, and payment history. This section allows you to review the billing information associated with your facility's access to NAMSS PASS. The Billing page includes the following elements:

1. Current Subscription Information

This area shows the details of your organization's NAMSS PASS subscription, including:

- Subscription type (e.g., Annual Facility Subscription)
- Start date
- End date
- Status (Active / Expired)

This is where facilities can verify that their membership or subscription is current.

2. Payment History

The Billing tab also displays your facility's historical billing entries. This may include:

- Date of payment

- Amount paid
- Payment method
- Invoice or receipt links (if applicable)

This provides a record of past billing activity for audit or reconciliation purposes.

3. Renewal Information

The page shows when your subscription will renew or expire. Users can see:

- The next renewal date
- Whether an invoice has been generated
- Renewal instructions (if applicable)

Organizations are notified by email when renewal is required.

4. Updating Billing Details

Certain billing changes must be requested through NAMSS PASS support:

- Updates to billing contact
- Changes to payment method
- Questions about invoices

The Billing page includes a note directing users to contact NAMSS PASS Support for any corrections or updates.

Support

Home Search Query History Account Your Data ECP Billing Support

Even though there is a NAMSS member linked to this Healthcare Entity account, the NAMSS discount is not applied because the membership status has not been updated for over 90 days. Please ask the NAMSS member to login to NAMSS PASS at least once every 90 days to maintain the status. Thank you.

Support

Auto-Response Letter for Querying Entities

Here is a template that you can use to send out to querying entities to let them know that your letters are now available on PASS. Use this once you have uploaded your data.

Download .DOC Template

Frequently Asked Questions

View FAQs →

Contact / Feedback

Phone: 800-995-4233
Email: support@namsspass.com

The Support tab is where you can find help, guides, and direct assistance for anything related to NAMSS PASS. If you ever have a question, a technical issue, or need clarification about how something works, this is the place to go. The Support page is organized into three simple sections:

1. Auto-Response Letter Template

The Support page provides a downloadable Auto-Response Letter template. You can use this letter to respond to other credentialing offices that are requesting affiliation verification. The template lets them know that your affiliation letters are now available in NAMSS PASS so that they can retrieve them directly.

To download the file:

- Click Download .DOC Template
- Save it to your computer

- Edit the letter as needed for your organization

2. Frequently Asked Questions (FAQs)

The View FAQs button takes you to the complete list of NAMSS PASS Frequently Asked Questions. This section covers many common topics, including:

- How searches work
- What information shows on a Gap Analysis
- How affiliation letters are generated
- Uploading practitioner data
- Letter formatting and required fields
- How facility updates are handled
- Troubleshooting standard login or visibility issues

If you're unsure about a feature, the FAQ page is often the fastest way to find an answer.

3. Contact / Feedback

For additional help, you can reach the NAMSS PASS support team directly.

- Email: support@namsspass.com
- Phone: 800-995-4233

You can contact support for:

- Login or account access issues
- Questions about searching for a practitioner
- Help uploading your data file
- Letter formatting or template issues
- Incorrect or outdated facility information
- Adding or removing users
- General troubleshooting

The support team can assist you with anything that isn't covered by the FAQs or documentation.

Frequently Asked Questions

The questions below are pulled from NAMSS PASS's official FAQ. A couple of the specifics — like the 2015/2016 fee references — are dated; check the Billing tab or contact support for current pricing.

About NAMSS PASS

What is the NAMSS Practitioner Affiliation Sharing Source (“NAMSS PASS”)?

NAMSS PASS is a secure, online database that provides quick, easy, and inexpensive access to the affiliation history for the practitioners you credential. It's a comprehensive, centralized, primary source database containing practitioners' affiliation history with hospitals, surgery centers, health plans, group medical practices, and other Health Care Entities (HCEs) for the entirety of their careers. NAMSS PASS was created through the collaborative efforts of NAMSS and the Practitioner Hospital Data Bank (PHDB).

What exactly will NAMSS PASS permit me to do?

A NAMSS PASS subscriber can:

- Contribute affiliation information to the sharing source database at no cost

- Browse practitioners and healthcare entities (HCEs) at no cost
- Instantaneously obtain a detailed practitioner's affiliation history for all HCEs where he or she has been credentialed, as reported by those HCEs
- Compare and contrast the NAMSS PASS affiliation information with the information provided on the application form
- Perform a quick “gap analysis” on practitioners to determine if any credentialing red flags are present
- Immediately print “good standing” letters from any contributing hospital, if a letter for that practitioner is available — no more faxing, mailing, or waiting on repeat verification requests

What quality of care issue does NAMSS PASS solve, and why does it matter?

Practitioner applicants don't always fully disclose their affiliation history, and these gaps can pose real risk to patients and facilities. NAMSS PASS addresses this by providing a complete history of affiliations as self-reported by healthcare entities, rather than relying solely on the applicant's own account. The 1981 Wisconsin case *Johnson v. Misericordia Community Hospital* found the hospital negligent based not just on what it knew, but on what it should have known during credentialing — which is the risk NAMSS PASS is built to reduce.

Getting Started / Approvals

How do I get started?

Visit the NAMSS PASS page on namss.org. If you're already a NAMSS member, your NAMSS username and password grant you access. If you're not a member, you'll be asked for some basic contact information before gaining access — you don't need to be a NAMSS member to participate, though members receive discounts on user fees. Once registered, you'll agree to the NAMSS PASS Terms of Service, and Contributing Entities will select a good standing letter template. Submitting data just means creating an Excel file with your practitioner data and uploading it — you can add additional users from your facility at no extra cost.

Do I need to change my organization's bylaws or request additional releases from practitioners?

No. Participating in NAMSS PASS doesn't require any change to your bylaws or releases — it streamlines the existing verification process rather than changing what's shared. Most practitioner application forms already include a Release, Disclosure, and Acknowledgement section covering this, so you typically already have the consent you need. The practitioner data set is also limited to publicly available information (name, NPI, state license number, etc.) with nothing that would raise a HIPAA or PHI concern.

How does NAMSS PASS secure data, and why is it lower risk than hosting your own site?

Key security points:

- Hosted in an SSAE-16 Type II compliant data center with 24/7 staffed security and monitoring
- Servers locked behind a firewall allowing only secure encrypted traffic; all web traffic runs over industry-standard SSL
- Secure login required for every user, integrated with NAMSS.org for single sign-on
- Automatic offsite backups, encrypted at rest and in transit
- Billing handled by a secure third-party processor — no card numbers stored on NAMSS PASS servers
- API access uses secure keys fully controlled by users, resettable at any time

Because the NAMSS PASS dataset contains no PHI, SSNs, DOBs, card numbers, or other private information, there's nothing of meaningful value to a hacker even in the unlikely event of a breach — which is also why some health systems prefer NAMSS PASS over hosting their own affiliation-letter site, since it avoids exposing their own credentialing database (which does contain sensitive data).

Data Requirements and Availability

How can I find out what other institutions are participating?

A complete list of contributing entities is available on the NAMSS website under NAMSS PASS resources.

How is it possible for NAMSS to accumulate this data?

The network exists because credentialing professionals nationwide self-report primary source affiliation history from their facilities. The more Health Care Entities that contribute, the more effective the resource is for everyone — and there's no cost to contribute data.

How can I be sure the data I'm viewing is current?

The Terms of Service require Health Care Entities to keep affiliation information current with periodic electronic updates — monthly is recommended. Every query shows a date stamp documenting exactly when the data was last updated by the contributing entity.

How often are facilities updating records?

Facilities are asked to update every time there's a change in medical staff status, typically after each Governing Board meeting. Updates can happen any time and take effect instantly. A reminder is sent automatically if a facility hasn't updated in more than 30 days; information becomes inactive if it's over six months old.

What are the requirements for uploading data?

NAMSS encourages updates every 30 days, or more often as a practitioner's status changes. For the most comprehensive gap analysis, contributing entities should upload data for both currently credentialed and past practitioners — but if uploading past practitioners isn't comfortable yet, that shouldn't stop you from sending current data.

Can a CVO be added to NAMSS PASS without an NPI number?

Yes. Tax ID and NPI are used to help prevent duplicate Healthcare Entities (which causes billing confusion later), but neither is a required field.

With so many practitioners sharing the same name, how do we tell them apart if no NPI is listed?

State license number and specialty are also listed as identifying information, and some organizations include a photo. In rare cases where a practitioner still can't be distinguished, contact the facility directly.

Are entity types other than hospitals submitting practitioner info?

Yes — NAMSS PASS encourages any healthcare entity to contribute, including surgery centers, medical centers, teaching institutions, managed care organizations, health systems, medical groups, telemedicine groups, behavioral health companies, and locum tenens companies.

What if a practitioner's status changes soon after we print a good standing letter? How will we know?

Data accuracy is controlled by each contributing facility, the same as if they were responding to a fax or email request. Every letter shows the Last Update Date from that facility and the date the letter was printed, and NAMSS PASS tracks all queries with date/time stamps and unique Query Confirmation numbers.

Can my facility query NAMSS PASS without contributing our own data?

Yes — NAMSS PASS is available to all credentialing professionals whether or not they contribute data. Contributing is strongly encouraged since it's what makes the network valuable for everyone, and there's no cost to do it.

Does NAMSS PASS want the renewal date on the letter, or just “Present”?

Whatever your system can output. Some systems only have a future Re-credentialing Date, some say “Current” or “Present,” and some leave it blank — it's up to you.

If we edit only one practitioner's information, do we need to submit a full spreadsheet or just that record?

A complete, updated spreadsheet — even if only one practitioner changed. The system automatically detects what's changed across your records.

Good Standing (Definition / Letters)

How does NAMSS PASS define “good standing”?

Historically, there's been no common definition of “good standing” across the credentialing profession. NAMSS PASS addresses this with standard letter templates — developed with NAMSS Board members and the healthcare law firm Harty, Springer & Mattern — built around the federal Health Care Quality Improvement Act. See the Choosing Your Good Standing Letter Template section above for the actual template language.

How will I know if a good standing letter is available for a practitioner?

A Print Letter icon appears next to each healthcare affiliation when searching. If a letter exists, it appears when you click the icon; if not, a message tells you the letter isn't available and to contact the facility directly. You're never charged for clicking Print Letter when no letter exists.

If a good standing letter isn't available for an entity, does that mean there's a problem with that practitioner?

No. There are several reasons a letter might not be available that have nothing to do with the practitioner's qualifications. If a letter's missing, contact the facility directly to find out why.

How do I suppress letter printing for select practitioners, and how will a user know a letter isn't available?

In your data file, each practitioner gets a Letter value of 0, 1, 2 (or higher, depending on your templates). A value of 0 means no letter; if a user clicks Print Letter on a record with that value, they'll see a message you control — for example, directing them to contact your facility directly at a phone number you specify.

Can my facility submit its own custom response letter?

Yes, but recipients will see a disclaimer noting it isn't one of the standard NAMSS PASS verification letters. Using one of the standard templates is recommended since it helps keep “good standing” consistently defined across the network.

Do the good standing letters meet primary source verification requirements as defined by TJC and other accreditation agencies?

Yes. All information is self-reported by each healthcare entity, and the Terms of Service designates NAMSS PASS as the primary source agent for that information.

Software Compatibility & Billing

Can my current credentialing software export affiliation data into NAMSS PASS?

Most popular credentialing software already has a simple data export feature that can produce the Excel file directly — the data fields are few and simple enough that you typically won't need help from your vendor or IT staff.

Is NAMSS PASS compatible with standard credentialing software? How does it differ?

NAMSS PASS isn't credentialing software itself — it's a centralized data repository of primary source practitioner affiliation information. The Electronic Connectivity Program (ECP) lets your existing credentialing

software interface directly with NAMSS PASS to automatically upload to and query from the database. Check with your credentialing software vendor to see if they're ECP-certified.

We already have a web-based letter response system — why contribute data to NAMSS PASS too?

NAMSS PASS isn't asking you to stop using your existing letter software. Its core purpose is aggregating a centralized database of affiliation history so the broader MSP community can spot undisclosed gaps — letter printing is just an added convenience for the querying user (who pays for it, not you). You're welcome to keep using your own system for letters and simply link it from NAMSS PASS by providing the URL. Contributing data itself is free.

Can I search for a practitioner and see what letters are available without a fee?

Yes. With Basic Service, browsing the database is free; purchasing Letter Credits is only required when you want to print a letter.

Are there fees to gain access to NAMSS PASS, and what payment methods are accepted?

Basic Service — contributing data, creating user accounts, and browsing basic practitioner information — is free for all Health Care Entities. Retrieving Gap Analysis details and printing good standing letters from other facilities carries an access fee based on your facility's number of active credentialed practitioners. NAMSS members receive discounts on all fees. Fees are payable by major credit card or company check. Check the Billing tab or NAMSS.org fee schedule for current rates.

Account Access

If I'm a NAMSS member but my staff isn't, do they log in under my NAMSS password?

No — for security reasons, each user needs their own unique User ID. There's no extra cost for additional users. They create their own NAMSS account and you add them as a Linked User under your Healthcare Entity, which automatically connects their account to your organization.