

Vendormate
Credentialing & Compliance

Credentialing Tools to Confidently Manage
the New Business of Healthcare



Reduce the Complexity of Credentialing with My Credential Manager

Let's face it, the administration of credentialing for vendor representatives can be a lot to handle. To help keep your organization compliant and productive, you need a streamlined solution for monitoring your reps and managing the process.

My Credential Manager helps you verify that your team is ready to enter hospitals by monitoring reps' compliance status and providing powerful reporting capabilities. So everyone can get back to business, with your reps doing what they do best.

WITH MY CREDENTIAL MANAGER, YOU GET:



Greater Control: Create and review rep profiles in the Vendormate system, upload documents to any hospital system, and manage hospital and territory changes.



Compliance Monitoring: View rep participation and compliance, access a master policy list (inclusive of all hospitals in the Vendormate network), easily identify non-compliant staff, and review document



Support: Get extra help when you need it with readily-available support from our experienced Customer Success Management Team!

Healthcare Credentialing Compliance is Complex and Ever-Changing

Staying familiar with vendor credentialing requirements—and ever-evolving protocols for facility access—is challenging. Events over the last few years have led healthcare leaders to reevaluate vendor credentialing compliance and facility access strategies. With requirements varying from facility to facility, vendor credentialing compliance has increased in complexity.

Now more than ever, vendor credentialing is more than just providing documents and acquiring a badge. It's standing with your customers' commitment to enhance compliance and safety—to create safer healthcare environments for everyone.

OPEN MORE DOORS TO MORE OPPORTUNITIES WITH GHX VENDORMATE

Stay focused on valuable relationships with a holistic approach to vendor credentialing. Whether you have a team of 25 or 25,000, GHX Vendormate can help simplify processes and reduce barriers with tools and support—so your vendor representatives can get in, get out and get on with business.

Keep Your Representatives Sales-Ready with Document Repository

Non-compliance due to missing documentation is one of the top reasons reps are denied access to healthcare facilities.¹ Which, in turn, can lead to lost sales and missed opportunities.

Document Repository—a centralized location where you can monitor, manage and track all hospital-required compliance documents—can help you take charge of your credentialing compliance process. And it has big benefits for administrators and reps alike.

¹2022 GHX Internal Data

Benefits for Vendor Organizations

- › Review most recent updates to compliance status, 24/7
- › Upload and proactively identify missing documentation
- › Store company-specific information in the custom resource center
- › Assist reps with credentialing requirements utilizing GHX tools
- › Get assistance with documentation when needed
- › See fewer missed or canceled appointments due to inadequate documentation
- › Increase efficiency and time for sales opportunities

With different rules, requirements and deadlines for credentialing documentation, there are a lot of details for vendors to juggle, especially when managing reps across multiple states.



TO HELP WITH THIS, DOCUMENT REPOSITORY OFFERS:



Streamlined Credentialing Process. Eliminate manual checks, paper trails and other time-consuming steps typically associated with credentialing processes across the organization.



Centralized Storage. Easily store, manage and access credentialing documents in one place.



Proactive Credentialing Management. Fulfill upcoming requirements automatically to take a proactive approach to ensuring requirements are met on time, every time.

Streamline Credentialing Management—from Training to Compliance with GHX Credentialing Managed Service

An average med-device company spends a cumulative **21,358 hours** on credentialing across administrative, human resource and sales departments¹. To keep your representatives customer-ready, you need comprehensive training and administrative support with daily credentialing needs—across multiple vendor credentialing organizations (VCOs).

The latter is where GHX Credentialing Managed Service comes in. Whether you are ramping up your team for a new product launch or looking for ways to increase efficiencies across your established credentialing program, we can help you streamline processes and free up time for your reps.

¹2022 GHX Internal Data

REALLY, THERE ARE THREE WAYS TO MANAGE CREDENTIALING.

- 1 Completely managed by reps.
- 2 Rep management with corporate support.
- 3 Completely outsourced.

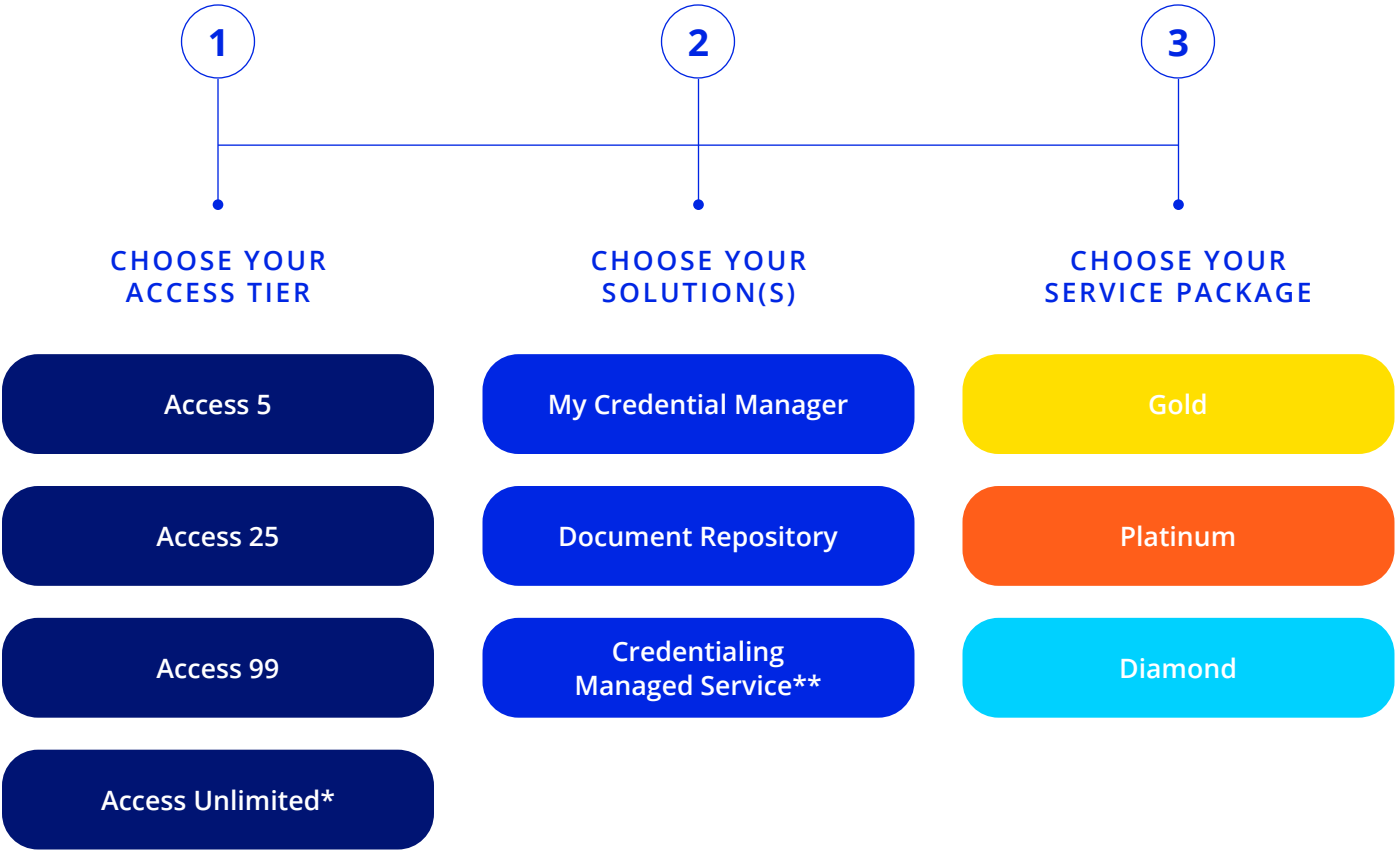
With Credentialing Managed Service You Can:

- › **Use smart technology** to drive a more efficient process across all VCOs
- › **Utilize best practices** to help meet national credentialing compliance standards
- › **Empower your staff** to focus on managing deals instead of documents
- › **Leverage intelligent reporting** to help keep representatives compliant and sales-ready
- › **Expand your in-house resources** for one-time projects (e.g., representative onboarding)
- › **Customize and evolve your credentialing solution** to fit the needs of your business

Vendormate Access Tiers, Solutions & Service Packages Based on Your Business Needs

We've streamlined access to the Vendormate program for more predictable budgeting and simplified credentialing compliance. Choose your access tier based on your organization's usage of the Vendormate network. Then select your solution(s) and credentialing service packages.

Choose Your Custom Plan



*Organizations with more than 99 employee representatives will be required to move to a corporate contract. If your organization would like a corporate contract, please contact SalesSupport@Vendormate.com. For Access Tier pricing, please visit <https://www.ghx.com/vendor-credentialing-and-compliance/healthcare-industry-representatives-services>

**My Credential Manager & Document Repository are required to subscribe to Credentialing Managed Service.

Access Tiers

ACCESS 5	ACCESS 25	ACCESS 99	ACCESS UNLIMITED*
For organizations registered with up to 5 health systems	For organizations registered with up to 6-25 health systems	For organizations registered with up to 26-99 health systems	For organizations registered with up to 100+ health systems

GHX Solutions

	Admin Dashboard Roster List	Advanced Reporting Rep Participation & Compliance	Secure, Centralized, Storage of Group Documents	Expert Support/ Outsourcing
My Credential Manager				
Document Repository				
Credentialing Managed Service**				

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Credentialing Service Packages

	Gold	Platinum
Mobile App and Digital Badging (with participating facilities)		
Support Services (available business hours*)	Support via phone, email and chat	Support via phone, email and chat
Credentialing Priority Service**	Two business days	One business day
Annual Criminal Background Check***	—	—
Training Course Services	Online training courses available for purchase as needed	Two online training courses/purchase additional as needed: > HIPAA for Business Associates > Bloodborne Pathogens Training

	Diamond
Mobile App and Digital Badging (with participating facilities)	
Support Services (available business hours*)	Support via phone, email and chat
Credentialing Priority Service**	One business day
Annual Criminal Background Check***	Annual criminal background checks include these searches: > SSN Trace > National Criminal Database Search > Federal & County Criminal Court Search > Terrorist Watch List Search > National Sex Offender Registry > National Wants & Warrants > State Motor Vehicle Records Search > Credit reports are not included
Training Course Services	Thirteen online training courses/purchase additional as needed: > HIPAA for Business Associates > Bloodborne Pathogens Training > AdvaMed and Pharma > Code Training > Aseptic Techniques Training > Compliance, Ethics, and Fraud for Sales Professionals > FDA Reporting for Safer Medical Products > Fire and Electrical Safety > Informed Consent Training > National Patient Safety Goals > Operating Room > Protocols Training > Radiation Safety > Sunshine Act Training > TB Prevention

*Business hours: Mon-Fri 6AM-8PM ET (excluding GHX holidays)

**Any targeted timelines provided by GHX for completion of a credentialing request (in the above table, in the Vendormate App, or otherwise) are targets only. Actual timing for completion of a credentialing request may be affected by various factors, including higher than normal volumes of credentialing requests.

***The base fee for a criminal background check through Backgrounds Online (a \$45 value) is included in the Diamond Service Package. However, any applicable state fees must be paid to complete the transaction. Eleven states currently have additional fee requirements, which is subject to change.

GHX Vendormate: The Single Source for Your Credentialing Needs



600+ Integrated Delivery
Networks



Over **9,000** Healthcare
Locations



One Single Source
For Credentialing

From centralized storage and dynamic resourcing to deep expertise and industry insight, we've got your credentialing compliance covered.

»» To learn more about why vendors trust Vendormate, visit ghx.com

