



# VENDORMATE CREDENTIALING MANAGED SERVICE

Whether you have a team of 25 or 2,500, GHX Credentialing Managed Service can help

SERVICES	CREDENTIALING MANAGED SERVICE PROVIDES
<b>Customer Success Manager</b>	A single point of contact for your human resources (HR) contact/credentialing administrator to assist with requests and provide credentialing guidance and best practices.
<b>Vendor Credentialing Organization Assistance</b>	Assistance with Vendormate and other vendor credentialing platforms.
<b>Phone Support</b>	A dedicated phone line is available for rep assistance: M-F, 8:00 AM – 8:00 PM ET excluding holidays.
<b>Email Support</b>	A dedicated email queue for representatives.
<b>Document Repository</b>	The Credentialing Office will create and link each representative's profile to the GHX Vendormate Document Repository for centralized storage.
<b>Attestation Assistance</b>	The Credentialing Office will create attestation templates in alignment with processes that your company establishes during implementation and will assist with the processing of any required VCO attestation requirements.
<b>Training Assistance</b>	The Credentialing Office will provide instructions to your representatives on how to access and complete trainings such as HIPAA and Blood Borne Pathogens as well as expensing instructions as needed.
<b>Immunization Assistance</b>	The Credentialing Office will provide instructions on how to complete and expense immunizations following the processes you establish during implementation.
<b>Company-Level Document Assistance</b>	The Credentialing Office will provide guidance to representatives on how to complete company-level documentation requirements and will escalate to your internal contacts as appropriate.
<b>Certificate of Insurance Assistance</b>	The Credentialing Office will provide instructions on how to complete insurance requirements for any VCO and upload to required VCOs.
<b>Policy Assistance</b>	The Credentialing Office reviews policies following processes created during implementation. Policies submitted to the Office aligning with your defined high-risk category (e.g., requests for personal information, Business Associate Agreements (BAAs), penalties, terms and conditions, etc.) will be escalated to your appropriate contact.



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