# GHX Vendormate Credentialing

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# Business Imperative

Regulatory mandate has forced a call to action in healthcare to solve a problem

Government and industry oversight and financial pressures…

- HHS/OIG List of Excluded Individuals and Entities
- GSA Excluded Party List
- OFAC regulations
- Joint Commission
- Federal False Claims Act
- Federal Anti-kickback Statue
- Many others…

…are forcing health systems to more thoroughly understand who they are doing business with…

- Sanction checks
- Vaccination & Training verification

…that can otherwise lead to serious financial and legal ramifications.

- Federal reimbursement withholdings
- Financial penalties
- Loss of accreditation
- False claims violations
- Costly litigation
- Compromising patient safety

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# Importance of a Vendor Program

## Financial

- Mitigate risk of fines & loss of funding

## Security

- Control vendor access
- Know who is walking our halls

## Operations

- Reduce cold calls

## Reputation

- Impact vendor behavior in our facilities
- Reduce access to patient information

## UK HealthCare Compliance

- Policy A01-105 and Policy A01-155

# GHX Vendormate Credentialing

New Vendors & Existing Vendors

1. **Captures** → Collects 150+ fields of information on the vendor company and its representatives
2. **Credential** → Checks 1.7 billion public and private records for sanctions
3. **Monitors** → Grants badges based on the vendor representatives' compliance status, which is continuously updated

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# Vendor Program Scope

- Who should register?

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# Vendor Profiles

| | HIGH | MEDIUM | LOW |
|---|---|---|---|
| **Vendor Type** | • Access patient care areas<br>• Direct or indirect patient contact<br>• Pharmaceutical<br>• Information Technology | • Onsite, but in administrative areas only | • Offsite |
| **Annual Spend** | > $25,000 | $25,000 - $5,000 | < $5,000 |
| **Sanction Checks** | • Monthly<br>- Entity<br>- Representative<br>- Principals | • Monthly<br>- Entity<br>- Representative | • Monthly<br>- Entity<br>- Representatives |
| **Business Verification** | Tax ID (FIEN) Verification | | |
| **Document Storage** | • Verified immunizations, training, background check information, licenses, etc. | • Verified W-9, COI, HIPPA Training | • None |

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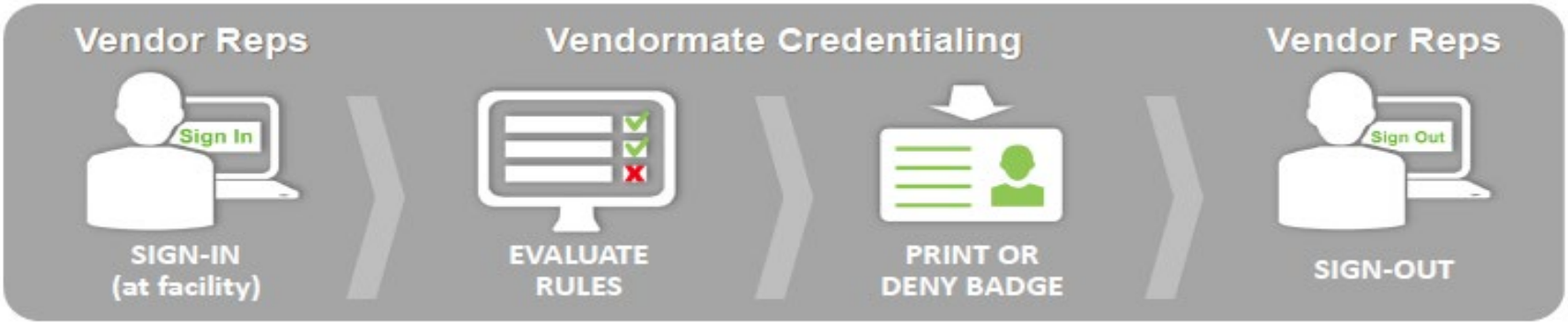
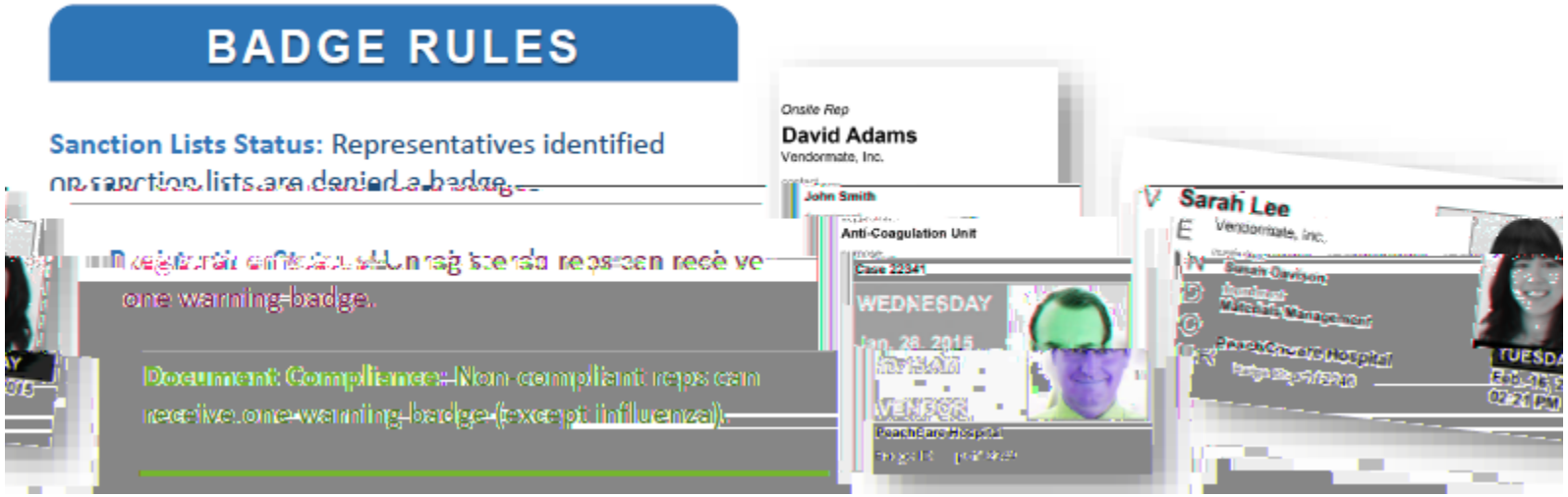
# Sign-In & Badge Process




On-site kiosk – Pav A Pedway, Security Vendor Entrance, KY Clinic Wing D Information Desk, GSH (by Registration), Pav H Lobby

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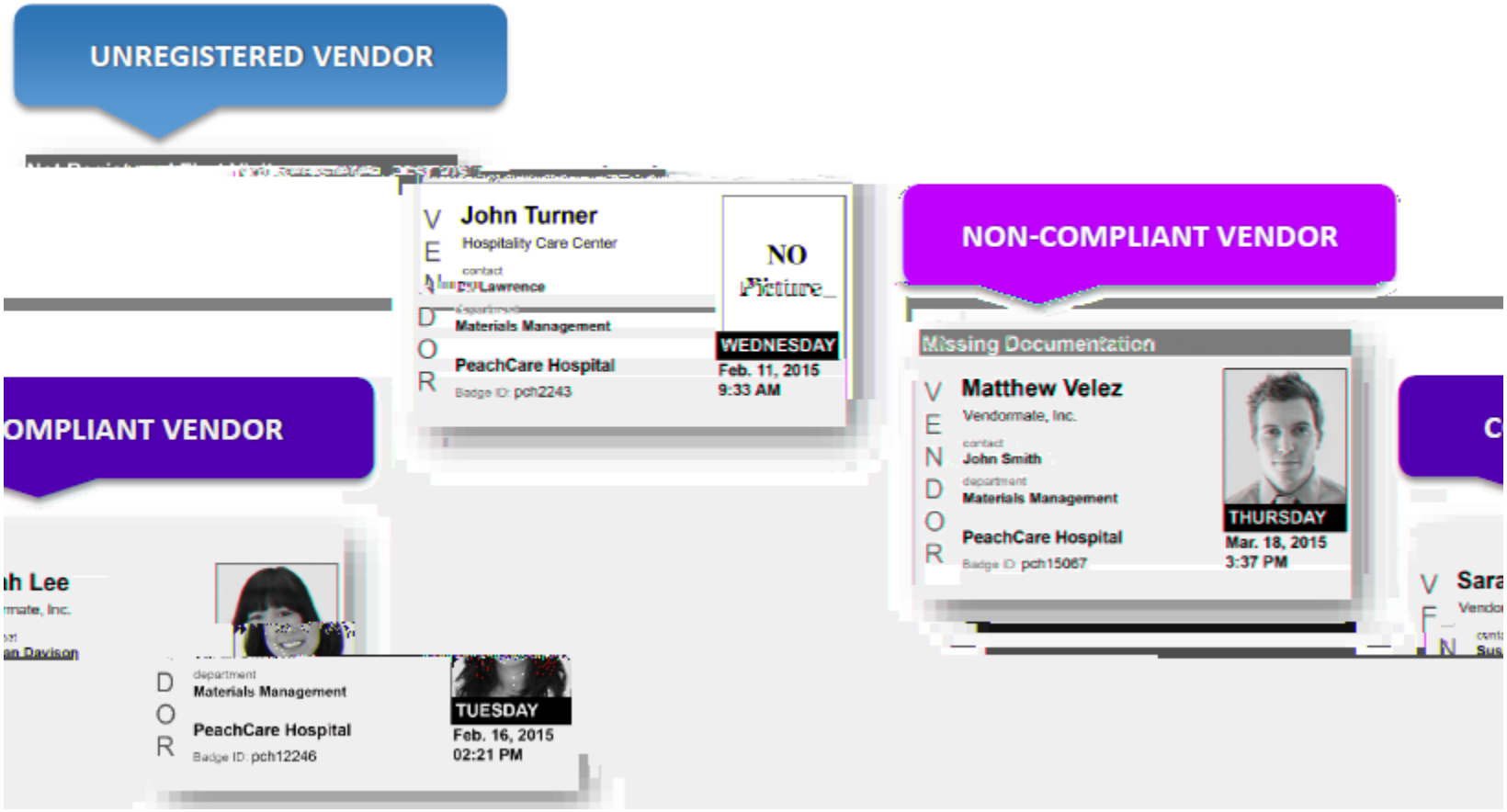
# Print Badge Examples

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# Vendor Representative Responsibility

- Register for the credentialing program
- Maintain on line profile through website
- Report any changes – new employer, email address, etc. directly to GHX
- Schedule an appointment for every visit
- Obtain badge for every onsite visit
- Sign-out from every onsite visit

- UK HealthCare Kiosk Locations
  - Pav A Pedway (by surgery waiting)
  - Security Vendor Entrance (basement by dock)
  - KY Clinic Wing D Information Desk
  - GSH (by Registration)
  - Pav H Lobby (across from information desk)

# UK HealthCare Staff Responsibility

- Everyone who interacts with vendors shares responsibility to enforce our vendor program and ensure vendors are compliant

- Contribute every day by ensuring vendor representatives:
  - Register with the vendor program
  - Sign in and print badge

- What do I need to do?
  - Inform our reps about our vendor program
  - Only meet with reps displaying a valid badge

# Vendormate Credentialing Support

**Hospital Staff Support:**

Email: support@vendormate.com

Phone: 888-476-0377

Hours: 8 AM – 8 PM EST Monday - Friday

**Support Center:**

http://www.ghx.com/GHX_Learning_Center/Help/VendormateCredentialing_Provider/

- Vendor Program Overview
- Vendor Sign In and Sign Out
- Checking the Status of a Vendor
- Creating Appointments
- Navigation
- Kiosk Set up

**Vendor Support Contact Information**

Submit a case: http://ghx.com/customer-care/

Phone: 888-476-0377

Hours: 8 AM – 8 PM EST Monday - Friday

**Support Center:**

http://www.ghx.com/GHX_Learning_Center/Help/VendormateCredentialing_Supplier/Content/Welcome.htm

- Vendor Registration
- Uploading Documents
- Signing In & Out
- Checking Compliance

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# Vendormate Credentialing Support

- Kiosk Issues
  - Contact IT Service Desk 323-8586
- Hospital Vendor Issues & Purchasing Questions
  - Contact Hospital Purchasing
- IT Vendor Issues
  - Contact IT Vendor Management Office

# GHX Vendormate Credentialing

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