

Vendor On-Boarding FAQs

What is the difference between contracted staff and a vendor according to MHS?

The matrix outlining the difference between contract staff and vendors is list below. Additional information/clarification can be gained by contacting the MultiCare Non-Employee On-boarding staff at MultiCareNonEmployee@multicare.org or MultiCare Vendor On-boarding at MHSVendorOnboarding@multicare.org .

Vendor Credentialing/ Consultant or Contractor On or Off Boarding¹

Process Grid

January 6, 2017

Third Party Type	Definition	Policy	Examples
Consultant	An expert who charges a fee for providing advice or services in a particular field. MHS Human Potential (HP/HR) is responsible for on-boarding these types of non-employees.	See the NON-EMPLOYED STAFF ON/OFF BOARDING Policy See Appendix of Policy for the vendor categories	Some examples of Consultants that we work with on a daily basis are: <ul style="list-style-type: none"> • Partner Hospitals (St. Joes, Greys Harbor, etc.) • Adult ... • Child Protective Services • Consulting Nurses • Catholic Community Services
Contractor	Company or person with a formal contract to do a specific job, supplying labor and materials and providing and overseeing staff if needed. MHS Human Potential (HP/HR) is responsible for on-boarding these types of non-employees.	See the NON-EMPLOYED STAFF ON/OFF BOARDING Policy . See Appendix of Policy for the vendor categories	Some examples of Contractors that we work with on a daily basis are: <ul style="list-style-type: none"> • CBRE (Everyone associated with CBRE as well) • Environment Control (Janitorial) • 5 Start 5 (Janitorial) • Environment Control of South Sound (Janitorial) • Stericycle (Waste Management)
Vendor	Manufacturer or distributor representative whose primary objective is to sell or support medical products, equipment or services. Vendor on-boarding is currently managed by our partner, symplr. symplr is a	See Vendor Representatives Policy Note , this policy is currently being updated.	For all symplr and Vendor Credentialing information, please click here and read more! I have summarized some high level points below for your reference: <ol style="list-style-type: none"> 1. If a Vendor Representative wishes to come in and discuss something about product, equipment or services to either, please ask:

¹ This Process Grid is not intended to replace policy, but is intended to give readers a better understanding of the practices and processes that need to be followed at MultiCare. The Vendor Representative Policy is currently in process to be updated, so please ensure that you are always logging in for the updated policies.

	third party company that manages all the credentialing for vendors. Supply Chain owns the Vendor Representative Policy and the relationship with symplr.		<p><i>"Please ensure that you are credentialed through symplr, "green lighted" in symplr, and then send me a meeting invite using either the symplr system or Outlook."</i></p> <ol style="list-style-type: none"> 2. If a Vendor has appeared in the OR, with "new products" to use in a surgery case, please know the following: Every NEW Product that comes into the system, must be submitted through the new product request process at-least 72 hours in advance of the surgery case. The vendor product can ONLY be used if approved through Value Analysis. 3. If a Vendor is stopping by for an impromptu visit, and they do not have a symplr sticker badge, you must advise them that they have to go to the symplr kiosk and print out a badge. Remind them that they MUST be "green lighted" to come back to the hospital.
--	--	--	--

REMEMBER – If you see anyone in the hospital, on your floors, without a badge, please question them and make sure they get to the appropriate process. Also, make sure you contact Security whenever you need to, if someone refuses to follow our policies.

What is the difference in requirements between contracted staff and vendor onboarding?

Unlike contracted staff, vendors, depending on their level of access, are required to:

- Provide proof that they do not appear on any exclusion screenings from governmental regulatory bodies
- Provide proof of bloodborne pathogens training
- Provide proof of HEP B Vaccination
- Sign and submit the MultiCare BA Status Form & Agreement
- Read and acknowledge the MultiCare Health System Vendor Representative Policy
- Read and acknowledge the MultiCare Health System Vendor Welcome Letter
- Read and acknowledge the MultiCare Health System Vendor Standards of Business Conduct
- Read and acknowledge the MultiCare Health System General Expectations & Hospital Safety information
- Read and acknowledge Vendor Kiosk Locations information
- Read and acknowledge MHS Vendor Memo-No Sample Meds
- Provide data for Supplier Dashboard
- If needed, provide proof of FDA Registration
- If needed, provide proof of AATB Accreditation
- Provide proof of General Liability Insurance that meet or exceeds one million dollars
- Provide proof that their company does not appear on any exclusion screenings from governmental regulatory bodies.

How long does it take to register and be cleared to come on-site?

The time it takes to register and be cleared to come on-site is dependent on many factors. Listed below are several vendor on-boarding scenarios that include the timeframe for the on-boarding team to process items and the timeframe for symplr and IS&T to process documents/requests.

Vendor On-boarding Scenario:	Time-frame On-boarding:	Time-frame Other Services:
MHS Form Complete, Credentialing Green-lighted, and No IS&T Access Needed	Less than one business day	N/A
MHS Form Complete, Credentialing Green-lighted, and IS&T Access Needed	One business day to process forms and submit ChangeGear request.	Two to three weeks for IS&T to complete requested items and grant access.
MHS Form Complete, Credentialing NOT Green-lighted, and No IS&T Access Needed	Less than one business day, once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required

		documentation to be green-lighted in credentialing system.
MHS Form Complete, Credentialing NOT Green-lighted, and IS&T Access Needed	One business day to process forms and submit ChangeGear request once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required documentation to be green-lighted in credentialing system and two to three weeks for IS&T to complete requested items and grant access.
MHS Form Complete, Limited Patient Exposure Credentialing Completed, and No IS&T Access Needed	Less than one business day, once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required documentation to be green-lighted in credentialing system.
MHS Form Complete, Limited Patient Exposure Credentialing Completed, and IS&T Access Needed	One business day to process forms and submit ChangeGear request, once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required documentation to be green-lighted in credentialing system and two to three weeks for IS&T to complete requested items and grant access.
MHS Form Complete, Limited Patient Exposure Credentialing NOT Completed, and No IS&T Access Needed	Less than one business day, once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required documentation to be green-lighted in credentialing system.
MHS Form Complete, Limited Patient Exposure Credentialing NOT Completed, and IS&T Access Needed	One business day to process forms and submit ChangeGear request, once vendor is green-lighted in credentialing system.	72 hours or less , once vendor has provided required documentation to be green-lighted in credentialing system and two to three weeks for IS&T to complete requested items and grant access.

Do I have to register through symplr® / why can't I onboard through the Non-Employed Staff dept.?

Yes, vendors must register through symplr. Symplr allows us to monitor vendors' status and know when they are green-lighted and can be on-boarded, as well as exclude a vendor or company when/if the need arises, override certain requirements with the appropriate documentation, and conduct other administrative functions. The Non-Employee Staff department does not handle/manage the vendor on-boarding process and requires a different set of on-boarding documentation.

What is the cost? Am I responsible for that cost? Can my organization pay for it on my behalf?

The cost of registering with and being credentialed through symplr varies on the level of credentialing needed and the service package desired. Along with the packages noted below,

MultiCare Health System offers a Limited Patient Exposure price point of \$29.00 a year. This price point is ONLY offered to vendors who will have NO or LIMITED exposure to patients. Vendors in this category include: Couriers/drivers, IT professionals accessing servers and networks remotely, and patient billing/DME providers accessing information remotely. Vendors must be invited to this price point by the Vendor On-Boarding Coordinator or through their invited/assigned Company Invoice representative.

Unless a vendor is invited to a price point through their Company Invoice representative, they are expected to pay for the registration cost of joining symplr. Vendors must maintain their green-light status in symplr on annual basis or risk having their account expire and losing their access to MultiCare Health System.

PLEASE NOTE: Registering with symplr DOES NOT mean that a vendor is credentialed. The vendor must complete/submit/acknowledge the required documentation and have it approved by symplr to be considered credentialed.

PRIME	ADVANTAGE	STANDARD
\$399/year	\$299/year	\$249/year
Get same day processing and all training courses at a huge discount! This is our most popular package with vendor sales representatives.	In a hurry to access a facility, and already have training certificates? Take advantage of expedited processing!	Just need basic access to a facility without all the bells and whistles? Sign up for our standard package, and add anything else as needed!
FASTEST PROCESSING Same Day Credentials Processing (when submitted by 3 p.m.)	FAST PROCESSING 2-Day Credentials Processing Guaranteed	STANDARD PROCESSING 5-Day Credentials Processing Guaranteed
Background Check Included	Background Check Included	Background Check Included
UPGRADED SUPPORT 24 hour support M-F, 6AM - 8PM Central on weekends	STANDARD SUPPORT Phone, Chat & Email 6AM - 7PM Central, M-F	STANDARD SUPPORT Phone, Chat & Email 7AM - 7PM Central, M-F
INCLUDED EXTRAS All Required Training Courses Included With This Package <small>(\$334 if Purchased Outside This Package)</small>		

The symplr® system is asking me for immunization records, can I decline these?

No. Vendors with religious or medical reasons for needing to decline the required immunizations must present a letter/note written on official letterhead and signed by their spiritual leader or physician stating the reason why they declining the immunizations. This letter/note will be uploaded into symplr by the Vendor On-boarding Coordinator as documentation/evidence of the need to override this requirement.

How do I obtain my badge and IS access, is this done through symplr® as well?

No, the obtaining of an MultiCare Health System badge and IS&T access is not done through symplr; however, vendors MUST be registered with and FULLY credentialed in symplr before the on-boarding intake form will be input into the on-boarding program.

Vendors needing a MultiCare Health System badge and/or IS&T access need to follow the process outlined below:

1. Register with symplr, complete/submit the required documentation to become credentialed, become green-lighted in symplr, and receive the Smart Phone app or swipe card.
2. Submit completed [MHS In-take form](#) and fax to 253.403.3682 or scan the form and send it to Sophi Gwynne at sgwynne@multicare.org
3. The vendor's light status in Symplr (red, yellow, green) will be checked. Vendors with red or yellow light statuses will be contacted and asked to provide the necessary documentation to symplr.
4. Upon confirmation of the vendor's green light status in symplr, the vendor's information will be entered into Lawson 5 to produce an MHS badge and Change Gear for an access to MHS computer systems/programs. **(PLEASE NOTE: Permissions for access to MHS computer systems/programs can take 2-3 weeks depending on IS&T's workload.)**
5. An email with instructions on where and when to pick up the MHS badge will be sent to the vendor. **Vendors must wear their MHS badge at all times while on MHS property.**
6. When computer permissions are established, an email with instructions on how to set up their computer and access the programs will be sent to the vendor. **(PLEASE NOTE: Vendors must contact the IS&T Help Desk, 253.403.1160, with any computer set-up questions. Supply Chain Management is not qualified to resolve computer issues.)**

Where am I at in the process, how can I see my progress?

Vendor's can see the progress of their symplr credentialing by going to the symplr website and accessing their account.

Unfortunately, the on-boarding site used by MultiCare cannot be accessed externally. Vendors can check on the status of their on-boarding request by contacting the Vendor On-Boarding Coordinator at sgwynne@multicare.org or 253.403.5216.

My MHS sponsor indicated that there were some online resources that I need to review, where is that located?

Upon receipt of registration payment, symplr populates the vendor's profile with the on-line resources that can be accessed via their account profile. There will be a red "view" or "view and acknowledge" (See example below.) next to the resources that can be accessed and acknowledged through symplr. Once the item has been viewed and acknowledged, dates, in green letters, will appear on the vendor's profile. (See below.)

Symplr also offers training models in HIPAA, Bloodborne Pathogens, and other topics at an additional cost. Vendors can access these training models through the symplr home page when accessing their accounts.

View

Date Signed	Expires
Mar 16, 2017	Aug 10, 2118
Mar 16, 2017	Aug 10, 2118

My current contract addresses HIPAA within; do I still need to sign a HIPAA & SBC form for MHS?

Yes. Vendors are credentialed on an individual basis. Thus, they need to provide proof of HIPAA and other training, as well as sign any required documentation to be on-boarded at MultiCare Health System.

Is a signature, such as DocuSign, acceptable?

Yes, but the DocuSign signature still needs to be acknowledged by a witness as noted on page two of the MultiCare Intake form.

I am only going to be on-site for 4 days for training; and then I'll be working remotely, do I still need to go through onboarding to be on-site?

Yes. All vendors MUST be on-boarded regardless of time on-site.

I have copies of my documents available in PDF format. Who/How do I need to submit them?

Vendors MUST submit their documentation to symplr following the process outlined in the symplr new vendor introduction information that the vendor receives upon registering. The Vendor On-Boarding Coordinator does not have the ability to upload documents.

Who do I contact if the Kiosk is not working?

Vendors should contact symplr at 866.373.9725 or support@symplr.com to report that a kiosk is not working. Desk top kiosks in the OR and Day Surgery areas are maintained by the OR/Day Surgery staff. Vendors are encouraged to contact the OR/Day Surgery staff before contacting symplr.

How do I request an appointment?

Appointments for facilities, departments, or physician's office within the symplr database for MultiCare Health System and the vendor has the facility, department, or physician office as part of their symplr profile, can be scheduled through symplr. (See instructions below.)

Appointments for facilities, department's, or physician office not listed within the symplr database must be made through the administrative personnel for the particular facility, department, or physician's office.

PLEASE NOTE: Departments such as the OR, Day Surgery, and Pharmacy and most physician offices have department/office-specific vendor appointment policies and hours. Vendors should familiarize themselves with the policies and hours of the departments/offices they are visiting and follow/honor them. Failure to do so will result in the termination of the vendor's access to the facility, department, or physician office.

HOW TO SCHEDULE AN APPOINTMENT



The symplr system will enable a vendor representative to request an appointment with a hospital administrator by simply entering the appointment details in the symplr vendor representative's profile. When an appointment request is submitted through symplr, an email notification will be sent to the hospital administrator with the appointment details. Once the hospital administrator has accepted or declined the appointment request, the appointment details will be updated within the symplr system.

1. Sign in to your symplr vendor profile by visiting the symplr website, www.symplr.com, and clicking the **Login** button. Select the option for Vendor & General Credentialing and enter your login details.
2. Select the **Appointments** menu on the left and select **Request an Appointment** from the sub-menu.
3. Select the facility with which you wish to schedule the appointment from the drop-down box.
4. From the next drop-down box, select the department or individual with which you wish to schedule the appointment.
5. Ensure the correct facility and department/admin has been identified and click the red 'Request Appointment' button.
6. Fill in the appointment details and click 'Submit'.
7. Check your submission by going to Pending Appointments within the Appointments tab. Your new appointment will be listed as Pending until the hospital administrator responds to the appointment request.

Is there a way to fast-track the credentialing process?

Yes, but there is a cost associated with expediting the credentialing process. (See below.)

PRIME

\$399/year

Get same day processing and all training courses at a huge discount! This is our most popular package with vendor sales representatives.

FASTEST PROCESSING

Same Day Credentials Processing
(when submitted by 3 p.m.)

Background Check Included

UPGRADED SUPPORT

24 hour support M-F,
6AM - 8PM Central on weekends

INCLUDED EXTRAS

All Required Training Courses
Included With This Package

(\$334 if Purchased Outside This Package)

ADVANTAGE

\$299/year

In a hurry to access a facility, and already have training certificates? Take advantage of expedited processing!

FAST PROCESSING

2-Day Credentials Processing
Guaranteed

Background Check Included

STANDARD SUPPORT

Phone, Chat & Email
6AM - 7PM Central, M-F

STANDARD

\$249/year

Just need basic access to a facility without all the bells and whistles? Sign up for our standard package, and add anything else as needed!

STANDARD PROCESSING

5-Day Credentials Processing
Guaranteed

Background Check Included

STANDARD SUPPORT

Phone, Chat & Email
7AM - 7PM Central, M-F

I'm at MHS after hours and on weekends frequently. How do I get an actual badge?

Vendors needing a MultiCare Health System badge need to follow the process outlined below:

1. Register with symplr, complete/submit the required documentation to become credentialed, become green-lighted in symplr, and receive the Smart Phone app or swipe card.
2. Submit completed [MHS In-take form](#) and fax to 253.403.3682 or scan the form and send it to Sophi Gwynne at sgwynne@multicare.org
3. The vendor's light status in Symplr (red, yellow, green) will be checked. Vendors with red or yellow light statuses will be contacted and asked to provide the necessary documentation to symplr.
4. Upon confirmation of the vendor's green light status in symplr, the vendor's information will be entered into Lawson 5 to produce an MHS badge and Change Gear for an access to MHS computer systems/programs. **(PLEASE NOTE: Permissions for access to MHS computer systems/programs can take 2-3 weeks depending on IS&T's workload.)**
5. An email with instructions on where and when to pick up the MHS badge will be sent to the vendor. **Vendors must wear their MHS badge at all times while on MHS property.**

How do I know if my company has a contract or SOW with MultiCare?

Vendors can determine if their company has a contract or SOW with MultiCare by contacting their company's Contracting/Legal Department or MultiCare's Contracting and Strategic Sourcing Department at ContractsStrategicSourcingDL@multicare.org .

Does my company's contact or SOW cover all MultiCare sites/locations?

Depends. Vendors can determine the MultiCare sites/locations covered in their contact or SOW by contacting their company's Contracting/Legal Department or MultiCare's Contracting and Strategic Sourcing Department at ContractsStrategicSourcingDL@multicare.org .

Why do I have to acknowledge the BAA requirement?

MultiCare vendors who are registered with Symplr must acknowledge the Business Associate Agreement requirement because they may be exposed to PHI while training, assisting and being on-site at MHS. As a vendor, providing services via training or trials at MHS, that vendor is a Business Associate of MHS.

Why does my company have to have a BAA with MultiCare and how does it affect me?

MultiCare requires all vendors who are on-site at MHS to sign on the BAA requirements. This is part of the required documents for green light status at MHS. The BAA is included with all of our standard policies, and vendors are required to agree to and acknowledge those policies during the Symplr registration process.

If I am a sub-vendor under a contracted vendor, why do I have to acknowledge the BAA?

All vendors who register through Symplr, whether sub-vendor or vendor of MHS are required to agree to all standard MHS policies and procedures. Our BAA is part of those documents. If the vendor is exposed to PHI, they would be expected to follow the parameters set out in our BAA.

My work is covered under a PO as a sub-vendor for a contracted project, why does my company have to have a contract or SOW with Multicare?

Due to potential liability issues, all vendors and sub-vendors need to have a contract or SOW for/with the location(s) of service.

Where in the process is my request status (i.e. waiting for IS&T access)?

Unfortunately, the on-boarding site used by MultiCare cannot be accessed externally. Vendors can check on the status of their on-boarding request by contacting the Vendor On-Boarding Coordinator at sgwynne@multicare.org or 253.403.5216.

How is my level of IS&T access determined?

IS&T access is determined by the sponsor, perceived risk to the system/network/servers, and the various sub-teams comprising the IS&T On-Boarding team in ChangeGear.