

## **HUNTERDON HEALTHCARE VENDOR PROGRAM FACT SHEET**

### **About the Vendor Program**

- Purpose: To comply with regulations regarding patient safety and privacy while enhancing information transparency for Hunterdon Healthcare System’s vendor partnerships.
- Effective **March 1, 2008**:
  - Vendors meeting the following criteria are required to complete an online registration process, managed by Vendormate, Inc., and pay a registration fee to Vendormate
    - Pharmaceutical, medical supply/device and surgical supply/equipment vendors visiting patient care areas
    - Vendors with direct patient contact
    - Vendors of nonmedical products/services that potentially impact patient care
    - Vendors with access to electronic systems
    - Vendors with access to Hunterdon’s facilities outside of normal business hours
    - Vendors of nonmedical products/services who access patient care areas
    - Vendors who have been advised by Materials Management to complete the registration process because of the scope of their business activities with Hunterdon
  - Vendors who are required to register complete a two-part process:
    - Registration of company information (“company profile”) and payment of a registration fee
    - Registration of each representative who interacts with Hunterdon
  - The registration fee is an annual, “per company” fee, ranging from \$25 to \$250, paid during submission of the vendor’s “company profile”. This fee is paid to Vendormate to cover expenses such as continuous background checks, communication, and database maintenance. Hunterdon does **not** receive any portion of the registration fee; nor is the fee an “access fee” that must be paid to gain access to Hunterdon’s facilities.
  - All vendors **must** have scheduled appointments or designated days to visit. Cold calls will no longer be accepted. Vendor representatives arriving at Hunterdon without an appointment or on a day other than their designated day will be turned away.
  - Vendors will be required to check in upon arrival and obtain a badge. Vendors must complete a check-out process upon the completion of their visit.
- Existing vendors who are required to register:
  - To go directly to the registration website: Visit <https://hunterdonhealthcare.vendormate.com>
- All vendors (existing and potential) interested in additional information:
  - Visit [www.hunterdonhealthcare.org/vendors.asp](http://www.hunterdonhealthcare.org/vendors.asp)

## Registration Fee Structure

Vendor Groups <sup>1</sup>	Annual Fee <sup>2</sup>
<p><b>Level I Vendors (Examples)</b></p> <ul style="list-style-type: none"> <li>• Vendors with access to medical procedural areas</li> <li>• Vendors with direct patient contact</li> <li>• Vendors with access to electronic systems</li> <li>• Vendors whose nonmedical products could potential impact patient care and who frequently visit Hunterdon</li> <li>• Vendors with frequent access to areas outside of normal business hours</li> </ul>	<b>\$250</b>
<p><b>Level II Vendors (Examples)</b></p> <ul style="list-style-type: none"> <li>• Vendors visiting Hunterdon to meet with clinical staff for the purpose of promoting medical products/services</li> <li>• Vendors of nonmedical products who visit Hunterdon often/occasionally, but not frequently</li> </ul>	<b>\$100</b>
<p><b>Level III Vendors (Examples)</b></p> <ul style="list-style-type: none"> <li>• Vendors whose onsite presence consists only of brief deliveries</li> <li>• Vendors providing medical products and rarely onsite</li> <li>• Vendors who are privately-owned business entities with main office headquarters in Hunterdon County, New Jersey</li> </ul>	<b>\$25</b>

<sup>1</sup> A vendor is placed in a vendor group as predetermined by Hunterdon Healthcare System – on the basis of the scope of the business relationship and other qualifying criteria. The above examples are for illustration purposes only and may not accurately reflect a vendor’s true classification. A vendor does not select a level for registration purposes.

<sup>2</sup>The annual fee represents a “flat, per company fee” to be paid annually when the first registration is completed for either the vendor’s company profile or for one of its representatives. There is no fee assessed for multiple representatives.

### For More Information

Business Questions About the Vendor Program:

By Email: [vendors@hunterdonhealthcare.org](mailto:vendors@hunterdonhealthcare.org)

By Telephone: (908) 788-6123

For Online Registration Technical Support:

By Email: [hunterdonhealthcare@vendormate.com](mailto:hunterdonhealthcare@vendormate.com)

By Telephone: (877) 754-1636

## FREQUENTLY ASKED QUESTIONS ABOUT THE HUNTERDON HEALTHCARE VENDOR MANAGEMENT PROGRAM

### *Understanding Hunterdon's Vendor Management Program*

#### **What is the Vendor Management Program? What is its purpose?**

The Vendor Management Program is a collection of processes and policies that Hunterdon Healthcare System has developed to improve the transparency of information exchanged between Hunterdon and its vendors and to foster compliance with standards for patient safety and privacy. The Vendor Management Program includes the following major components:

- Required completion of an online registration process by those vendors who potentially impact patient care and other vendors crucial to Hunterdon's operations
- Requirement for most vendors to conduct visits **only** with scheduled appointments or during days assigned to them by a department or facility at Hunterdon
- Required check-in, badging, and check-out process
- Required adherence with Hunterdon's *Standards of Vendor Conduct*, and Compliance Program by all vendors – whether or not the online registration requirement applies to the vendor

Through the Vendor Management Program, we will have a great deal more information about the backgrounds of our vendors and their sales reps – while our vendor partners will have a better understanding of our policies, processes, and how we conduct business.

#### **Why are designated vendors required to complete the registration portion of the vendor management program?**

We believe that a vendor registration program will enable both our organization and our business partners to be compliant with numerous government regulations and industry standards that impact our business interactions with each other. During the past several years, there has been an increased government focus on the relationships existing between the vendor community and the health care industry. First and foremost in the mind of the government is the concern for patient safety. The government, Joint Commission, American College of Surgeons, Association of peri-Operative Registered Nurses and other organizations believe that hospitals and other providers of direct patient care have a responsibility to their patients to know the background and product knowledge of vendor representatives who are frequently:

- present in areas where medical procedures occur (e.g., operating room, catheterization lab)
- present in other patient care areas
- interacting with physicians, nurses, pharmacists, and other clinical staff for the purpose of promoting a medical product or service.

In addition to patient safety, a vendor management program helps to fulfill the following requirements, among others:

- Deficit Reduction Act (DRA) of 2005: Requires Hunterdon to communicate its compliance program to vendors and contractors, in addition to its employees
- OIG: Recommends that background checks of vendors be conducted on a periodic basis
- Conflicts of Interest: Relationships should not influence our selection of the products and services we obtain from vendors. We should select, use, and prescribe products and services based on the merits of the products or services. The Vendor Management Program requires vendors to disclose known conflicts of interest.

**If a vendor is interested in conducting business with Hunterdon as a new vendor, is the vendor required to register and pay a fee for the opportunity to simply show their products?**

No. Hunterdon does not require a vendor to pay a fee for simply the opportunity to possibly conduct business. Moreover, completion of the registration process and payment of the registration fee does not provide preferred status to a vendor, nor is registration a guarantee that Hunterdon will conduct business with a particular vendor. A vendor who has not conducted business with Hunterdon before should contact Purchasing at (908) 788-6123 to obtain additional information **prior** to completing the online registration process. Remember, products must be reviewed and approved by Hunterdon before they can be introduced to a physician or department – and before they can be used with a patient.

**Hunterdon is the first hospital to ask me to participate in a vendor registration/management program. Are programs of this type commonly being done elsewhere?**

While Hunterdon may be the first hospital in this geographic area to ask your company to register, hospitals all over the country have been developing vendor registration programs since 2006. Hospitals are attempting to ensure that their vendor interactions comply with the patient safety standard described in the question above by implementing programs that require designated vendors to provide certain information about their businesses and representatives. Some hospitals have developed their own programs to register or “credential” vendors while other hospitals, like Hunterdon, have elected to use third parties specializing in vendor registration services.

**Who is Vendormate®?**

Vendormate®, Inc. is an external, well-established, third party company providing and managing the online registration system used for capturing data about vendors, credentialing vendors, and monitoring vendors. Currently, Vendormate® provides vendor registration services for over 150 hospitals nationwide. For more information about Vendormate® visit their website at [www.vendormate.com](http://www.vendormate.com).

**Understanding the Registration Process**

**What is the online registration process?**

Hunterdon has contracted with Vendormate®, Inc. to provide an online registration system to collect, centralize, and credential a vendor’s company and its representatives, based on information provided by the vendor. Vendormate’s system asks the vendor and its representatives to provide key pieces of information that will enable Vendormate to complete background screenings and a financial screening of the vendor’s company. To maintain the privacy of a vendor’s representatives, Vendormate does not ask for the representative’s Social Security Number or year of birth.

A vendor entering information on Vendormate’s internet-based platform can rest assured that their information is being securely transmitted and stored. Hunterdon is not aware of there being any identity theft resulting from a vendor providing information to Vendormate. While this online registration process may be a new concept to many of our vendors, similar online registration systems have been in existence for several years as hospitals nationwide are enlisting the services of companies like Vendormate to assist them in managing information about their vendor partnerships.

### **Is there a cost to register?**

There is an annual fee for vendor registration that is charged per company, not per representative. As such, only the first registration completed by, or on behalf of a vendor, will be required to pay the fee. All of a vendor's representatives who interact with Hunterdon may register for no additional cost, with each representative having the option to differentiate himself/herself by the products he/she sells and the territories serviced.

### **What does the fee cover and why is it yearly?**

The fee is collected by Vendormate and used by them to purchase third party financial information about a vendor's business; to perform background screenings of a vendor's business and representatives; to store documents related to the background checks, documentation supporting product knowledge/competency; to maintain agreements to abide by Hunterdon's policies when conducting business with Hunterdon; to maintain the dashboard accessible to vendors and Hunterdon; and to notify vendors about policy changes, compliance regulations, other pertinent information about Hunterdon. Hunterdon does **not** receive any portion of the fee collected by Vendormate, nor do we pay Vendormate a fee for the services they provide.

The registration fee is **not** an "access fee" that must be paid to gain access to Hunterdon. We are committed to conducting business in a legal and ethical manner. We view the requirement for a vendor to pay a fee for the opportunity to conduct business with a hospital to be highly unethical. We select our vendors on the merits of the products/services offered by our vendors, pricing terms, quality, and availability of the products/services.

### **How do I, as a vendor, complete the registration process?**

Think of "registration" as the equivalent of becoming "certified" or "approved" to do business with Hunterdon after meeting certain requirements. You can complete the registration process using any computer that has internet access – at your place of business, at home, etc.

Simply visit <https://hunterdonhealthcare.vendormate.com> and register your company by providing key pieces of information to establish a business profile and submit payment for the assessed registration fee. At this point, your business as a "company" is registered. The next step is for each representative who interacts with Hunterdon to complete a registration profile for himself/herself.

### **What information will be needed to complete the company registration?**

The company registration requires the following general company information to be readily available:

- Name and email address of the individual who will serve as the leading contact person for your company
- Legal business name, address, telephone number, and internet site (if applicable)
- Federal Employer Identification Number (FEIN)

Note: If your business is a sole proprietorship for which your social security numbers also serves as the FEIN for your business, you should contact Vendormate to obtain a "registration code" that can be used in place of the tax identification number.

- Estimated sales you have conducted with Hunterdon
- List of products sold

Note: You will be required to provide the UNSPSC for each product you sell. There is a built-in

search feature that will allow you to search [www.unspsc.com](http://www.unspsc.com) for the purpose of identifying the products your provide

- Authorization to accept Hunterdon’s policies on behalf of your business
- Credit card (for payment of the registration fee)
- Email address for the business, separate and distinct from email addresses of representatives, that can be used with the tax identification number for identification and communication purposes

Required information appears in red and italics on the registration website. You are encouraged, but are not required, to enter financial information about your business. If you fail to enter information in a required field, you will receive an error message at the top of each registration screen alerting you to the missing information. If there is an error message necessitating that you enter an amount in the revenue field, simply enter “1” and continue. You must complete all required fields in order to move forward to the next registration step.

### **What are UNSPSC Codes?**

The United Nations Standard Products and Services Code® (UNSPSC®) provides an open, global multi-sector standard for efficient, accurate classification of products and services. Search the code on this website to locate commodity codes that can be used by your company.

### **What are my next steps for registering?**

Step 1: Navigate to the vendor registration website: <https://hunterdonhealthcare.vendormate.com>

Step 2: Enter business information including business address, phone, federal employer identification number (federal tax id), products sold, and acceptance of corporate company policies.

Step 3: Enter credit card information and pay the fee.

Step 4: Receive confirmation email and click on link provided to continue registration.

Step 5: Select links on the Vendor Dashboard to complete additional required information. This includes sales representative information like territory and references, additional business information like type, number of employees, date founded, company principles, geography, financials, insurance and diversity.

Once you have completed all steps, your company and representative information will be available to Hunterdon’s Purchasing Department, clinical staff, and management.

### **Can I pay by check?**

At this time only online payment using a credit card is accepted. Visa, MasterCard, and American Express are valid cards for the registration system. The registration system does not accept credit cards that require preauthorization.

### **My company has multiple divisions, how is the fee assessed?**

Companies with multiple divisions are assessed the fee based on their Employer Identification Number structure. Every unique Employer Identification Number (EIN) must register and pay the fee once annually. An Employer Identification Number (EIN), also known as a Federal Tax Identification Number (FEIN), is a nine-digit number that the IRS assigns to business entities.

*Example:*

Company ABC has three divisions.

If the company operates under one Employer Identification Number then Company ABC pays the fee once per year per hospital.

If the company operates under three Employer Identification Numbers, one for each division, then Company ABC pays the fee three times per year per hospital.

**If my company or I have already registered with Vendormate, do we need to pay again?**

Yes, the annual fee is charged for each hospital you conduct business with that is using the Vendormate registration system. This fee is used to purchase 3rd party data, perform screening and credentialing, store compliance information and documentation, perform analytics based on provided information, notify suppliers of training, policy changes, and compliance regulations, and monitor and alert company status throughout the year. All of these features are performed and maintained throughout the year and thereafter as you choose to have a relationship with Hunterdon.

**Can I update my information after the initial registration?**

Yes, in addition to updating the required fields via the Vendor Dashboard, you may also add to or edit your profile at any time by logging into the registration system using your user ID (which is your email address) and password.

**Why did I receive a UNSPSC code change email?**

During registration, you selected the products and services you provide by searching within the United Nations Standard Products and Services Code® (UNSPSC®) set. This code set is updated on a monthly basis as codes are added, deleted, or modified by the organization. Some or all of the UNSPSC codes which you select during registration could change after the monthly upload of the new code set.

If this is the case, you will receive an email from Vendormate (which may also appear as “Hunterdon Healthcare Vendor Program) asking you to review and update your UNSPSC codes. To review and update your codes:

1. Please log into the Vendor System by using your username and password
2. From the Vendor Dashboard, click the “Product Information >> link
3. Follow the instructions on the page for Searching and Adding UNSPSC Codes to your profile

**How can a vendor representative or administrator add additional representatives in the registration process?**

Using their login information, a representative or administrator who has already completed the registration process should visit the Vendor Dashboard and click the “Add a Company Representative” link to send an email to another individual who would like to register. Simply supply the email address of the new representative, and the system will send the new representative an email with an embedded link to help them access the vendor registration system. Keep in mind that the information required by subsequent representatives is much less than that required by the first person to register. All that is asked of representatives registering after the first registrant is individual contact information, identification of the products/services the representative provides, a photograph, uploading of documents attesting vaccinations and/or product knowledge (as applicable), and acknowledgment of Hunterdon’s policies and guidelines.

### **Are there any benefits to the vendor for supporting this registration process?**

For the vendor, the online registration process provides several benefits:

- Information about a vendor's business structure, products and representatives will be contained in a single, secure database that can be accessed by our Purchasing Department and clinical leadership when purchasing needs arise
- A vendor can easily update its information from any physical location that has an internet connection
- A vendor can be easily alerted about new or updated policies impacting how business is to properly conducted at Hunterdon, thereby eliminating miscommunications and misunderstandings

### **Requirements When Visiting Hunterdon's Facilities: Checking In and Badging**

#### **What is meant by "check in", "badging", and "check out"?**

The term "check in" refers to the requirement for a vendor representative to sign in upon arrival to Hunterdon Medical Center and other Hunterdon facilities. A vendor representative can complete his/her own check in (i.e., self check in) if a self check in kiosk is available, or a Hunterdon employee or volunteer can check in a vendor representative. The check in process is simple and can be completed via any computer with internet access.

If a vendor representative has completed the registration process and is "approved", the vendor representative will enter his/her username and password – much like a computer sign on process. A badge must be printed if visiting Hunterdon Medical Center's patient care areas, or as instructed by other departments or other Hunterdon facilities. The printing of the badge, which shows the vendor representative's name, photo, date, and appointment, is the "badging" process. The vendor representative is required to wear this badge at all times when on Hunterdon premises. If the vendor representative has not completed all education, health, and photo requirements, the badge will not print automatically.

Once the vendor representative completes all scheduled appointments, he/she is required to "check out". The check out process occurs in the same way as the check in process – being completed by the vendor or by a Hunterdon employee or volunteer. If the badge is contained in a plastic holder, the plastic holder must be returned to Hunterdon by the vendor representative.

#### **Can I visit Hunterdon's facilities and obtain a badge if I haven't completed the registration process?**

Yes, you (or your representatives) may visit Hunterdon's facilities even if you have not registered. You are required to check-in and may be required to wear a badge, depending on the department you are visiting. If you are required to register, you and your representatives will receive verbal and email reminders about the necessity of you completing the registration requirements – and that your visiting privileges will be limited to a specified number of times after being asked to complete the registration process. After visiting for the specified number of times as a non-registered vendor, you will be denied further access until your registration is complete.

#### **Is "registration" the same as "check in" and badging?**

No. Registration refers to the process a vendor must complete in advance, to be in essence,



“approved” as a vendor to Hunterdon, and with its representatives required to complete a similar process on an individual basis. A vendor arriving at Hunterdon for an appointment is checking in and obtaining a badge, not registering. The check in process records the vendor representative’s presence at Hunterdon; checking out indicates the vendor representative’s departure from Hunterdon.

### **Privacy and Security of Vendor Information**

#### **How will my information be used?**

Once collected, selected aspects of your information will be verified and monitored going forward using various public records, proprietary third-party data sources, and government data bases. Hunterdon’s Purchasing Department may access the registration system to find vendors who can fulfill our needs for certain products and services.

#### **Who will have access to my information as a vendor?**

Vendormate will have access to your own information, which they may use for their own purposes. However, they will not sell/release your information without your permission. Various departments within Hunterdon will have access to portions of your profile that are specific to their responsibilities – as well as access to your general contact information. Other hospitals using Vendormate as their vendor registration service provider will be able to view your contact information and product offerings. Also, you will have access to your own information; you are the only one who can update your information as necessary.

#### **What security precautions are in place to protect the loss, misuse, or alteration of my information?**

Your Login is password protected. You may edit your profile by logging into the registration system using your user ID and password. We recommend that you do not divulge your password to anyone. Neither Hunterdon nor Vendormate will ever ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of your account and close your browser window when you have finished your work, to help ensure that others cannot access your business information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while Vendormate strives to protect your personal information, Hunterdon and Vendormate cannot ensure or warrant the security of any information you transmit to Vendormate or from Vendormate’s registration forms and online products or services. Once Vendormate receives your transmission, they make their best effort to ensure its security on their systems.

#### **How is my information secured and protected?**

Information is encrypted utilizing 128-bit SSL security. This system has been utilized in some form in the defense industry and is hardened against known security threats. Additionally, the registration system utilizes strong authentication and authorization controls. Keeping your information private is vitally important to Vendormate and to Hunterdon. Vendormate assures us that they comply with all applicable financial and information privacy and security laws.

We are committed to respecting the confidentiality of all vendor information. The information you provide will only be used to assess your application for vendor status. It will not be shared with any third party without your express consent.

### **What internet browsers are supported?**

At this time only Microsoft Internet Explorer version 6.x or greater is supported. Vendormate is currently working to provide support for other widely used internet browsers.

### **How do I allow emails from the Vendormate System?**

In Outlook, Click on the menu option of “Actions > Junk E-mail > Junk E-mail Options...” Click on the “Safe Sender” tab. Click the “Add...” button. Add “@vendormate.com” and “@vision.vendormate.com” and click “Ok”.

In Outlook Express, Click on the menu option of “Tools > Message Rules > Blocked Senders List...” Make sure that “@vendormate.com” and “@vision.vendormate.com” are not on the Blocked Senders List.

In Norton, Start up Norton AntiSpam. Click the Status & Settings tab. Click AntiSpam (middle of the screen). Click Yellow Configure Button (bottom right of screen). Click Allowed List tab (the 2nd Tab on the list of tabs). Click the Add button (lower left). In the Email Address box, enter “@vendormate.com” and “@vision.vendormate.com”). Click OK.

In MacAfee, Click the Friends tab. Click Email Address or Domains tabs as indicated below to add us to your list. Click Email Address tab. Click the Down Arrow to view your Personal Friends List. Choose Add A Friend (right side). Click on the Domains tab and add “@vendormate.com” and “@vision.vendormate.com” Click Save.