

## **Q&A MC57-03172-5343 MEDICAL STAFF DATABASE AND CREDENTIALING MANAGMENT SOFTWARE**

**1. IS THIS FOR A CUSTOM BUILD OR AN OTS SOLUTION?**

A. OFF THE SHELF WITH CUSTOMIZATIONS

**2. IS THE NEED FOR FAXING CAPABILITIES A REQUIREMENT?**

A. YES. WE FAX AND/OR EMAIL ALL AUTOMATED VERIFICATION LETTERS OUT THROUGH THE SYSTEM. WE DO NOT ALWAYS HAVE ACCESS TO OUTSIDE EMAILS.

**3. WHAT IS THE CURRENT WORKFLOW FOR SENDING AUTOMATED VERIFICATION LETTERS?**

A. WE UTILIZE BOTH FAX AND/OR EMAIL FOR THIS WORK FLOW. WE DO NOT ALWAYS HAVE ACCESS TO OUTSIDE EMAILS FOR HOSPITAL CHAIRMAN/EMPLOYERS ETC.

**4. WHAT IS WEB INTEGRATION FOR ITWEB?**

A. IT IS WHERE PROVIDER INFORMATION HOUSED IN THE SYSTEM IS LINKED TO THE "FIND A DOCTOR" TAB ON THE NUMC WEBSITE. CERTAIN FIELDS ARE PULLED FROM THE SYSTEM TO BE VIEWED ON THE WEB.

**5. IS NUHEALTH LOOKING FOR A COMBINATION OF SOFTWARE WITH SERVICES TO ASSIST WITH THE MANAGEMENT OF PROVIDER DATA, ASSOCIATED VERIFICATIONS AND SANCTIONS MONITORING?**

A. YES, THIS SHOULD ALL BE INCLUDED. WE NEED TO HAVE A STSTEM THAT HAS THE ABILITY TO GO OUT TO THE VERIFICATION WEBSITE AND BRING THIS INFORMATION BACK INTO THE SYSTEM AND SAVE THE VERIFICATION.

**6. IS NUHEALTH LOOKING FOR THE CO-MANAGING OF CLINICAL APPOINTMENTS FOR MEMBERS OF THE MEDICAL/PROFESSIONAL STAFF WITH SEPARATE APPOINTMENTS FOR ACADEMIC APPOINTMENTS?**

A. WE DO NOT REQUIRE TRACKING OF ACADEMIC APPOINTMENTS.

**7. THE RFP DESCRIBES SEVERAL EFFORTS RELATED TO MANAGED CARE ENROLLMENT. ARE THESE RELATIONSHIPS POSSIBLY RELATED TO DELEGATED CREDENTIALING RELATIONSHIPS WITH THESE PAYERS, OR IS NUHEALTH ALSO LOOKING FOR A SOLUTION TO MANAGE NON-DELEGATED PAYER RELATIONSHIPS? IF SO, CAN YOU PLEASE PROVIDE AN ESTIMATE OF THE NUMBER OF PROVIDERS SUBJECT TO THE ENROLLMENT TASKS AND AN AVERAGE NUMBER OF HEALTH PLANS?**

A. 500 PROVIDERS, 13 DELEGATED ROSTERS. THE SYSTEM NEEDS TO BE ABLE TO PRODUCE EXCEL SPREADSHEETS FOR DELEGATED ROSTERS. AT THIS TIME, WE ARE NOT LOOKING FOR A SOLUTION TO MANAGE NON-DELEGATED PAYER RELATIONSHIPS.

**8. CURRENTLY HOW DOES NUHEALTH HANDLE DELINEATION OF CLINICAL PRIVILEGES MODULE?**

- A. WE ARE CURRENTLY SCANNING AND SAVED ON INTRANET, HOWEVER, WE ARE MOVING TOWARDS ELECTRONIC PRIVILEGING.

**9. WHAT SPECIFIC FUNCTIONALITY ARE YOU ASKING FOR WITH THIS REQUIREMENT?: - PROVIDER ASSESSMENT PORTAL – ELECTRONIC CREDENTIALS REVIEW**

- A. THE ABILITY FOR THE CHAIRMAN TO VIEW THE FILE, SIGN AND GRANT PRIVILEGES ELECTRONICALLY AND THE CREDENTIALS COMMITTEE TO VIEW THE FILE IN THE SYSTEM AND SIGN OFF ELECTRONICALLY.

**10. IS NUHEALTH IS OPEN TO OUTSOURCING THEIR CVO?**

- A. NUMC IS NOT LOOKING TO OUTSOURCE ANY WORK TO A CVO.