

Mercy Vendor Access Program Frequently Asked Questions

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Vendor Access Program

Q. What is Mercy's vendor access program?

A. Mercy's vendor access program is a credentialing process whereby sales and service representatives (vendors) undergo verification before being permitted into a Mercy corporate office or hospital. The review/verification process may include a check of:

- Criminal background
- Office of the Inspector General's List of Excluded Individuals/Entities
- Vaccination history
- Hospital-specific requirements, such as infection control training, vendor orientation sessions and Health Insurance Portability and Accountability Act (HIPAA) policy compliance

This vendor registration system has been implemented to collect, centralize, and credential vendor information. We believe this new process and system will protect both our organization and our business partners as we adapt to changes in federal compliance and billing regulations. Existing and potential vendors are required to register online so we can leverage the single, centralized system to enhance our vendor interactions. There is a fee associated with registering. Please see the "Fee Information" section below for more information.

Q. Why do we have to register?

A. It is required that you register to become compliant with our vendor access policy, which was put into place to allow us to more effectively manage vendor access within our facilities. Also it allows us to understand more about your company and maintain all contact and product information in a single directory. There are several benefits of participating in the registration process.

- Become compliant with corporate compliance requirements quickly to show true partnership and business transparency
- Vendors are alerted of new or updated corporate policy documents and approaching expiration of certain documents
- Policy and compliance documents are exchanged electronically, simplifying the tedious and redundant paperwork that is often required to conduct business
- Management of all company, representative, product and compliance information is made easy through secure, private, Web-based dashboard

Q. When do we need to register?

A. Please register as soon as possible. By September 1, 2008, all existing eligible vendors must be listed in the system as part of doing business with Mercy.

Q. Who is Vendormate?

A. Vendormate is the partner that supplies the system for capturing data, credentialing and monitoring vendors



Q. Why do we need to register if we do not have personnel who access Mercy hospitals?

A. Because of the nature of your business with Mercy, you are required to register in our system. Even if representatives from your company do not visit patient care areas, your registration enables us to have VendorMate check to see if your company has any federal or state sanctions against it as well as conduct financial checks for bankruptcies, liens, and/or judgments. If one of your representatives received an e-mail or letter from Vendormate, that person should go ahead and register in case they ever do visit a Mercy facility.

Q. What is the implication for representatives that refuse to follow the policy?

A. All vendors must read and accept the Vendor Access Policy when registering for the first time, which defines specific action steps for each breach of policy up to and including expulsion of the representative.

Registration Process

Q. How does the registration process work?

- A.**
- Step 1:** Visit <https://mercy.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. (**Note:** Only the first person who registers will see this screen; subsequent registrants will skip this step.)
 - Step 4:** Receive confirmation e-mail 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 such as territory and references and additional business information such as type, number of employees, date founded, company principles, geography, financials, insurance and diversity information.

Once you have completed all steps, your company and representative information will be available to Mercy and you will be considered compliant.

When visiting a Mercy facility after registering, vendors will simply sign in at the vendor access kiosk at the facility and receive a badge confirming why they are on site and that their records are current.

Q. How can I find out more information on the specific information Vendormate asks for during the registration process?

A. Vendormate provides a search tool for any aspects of registration that you may have questions about. To access this tool, click on the "Contact Us" link at the bottom of any page. This will take you to the vendor support portal, where you should click the "Find a Solution" link. Enter a phrase that describes your question in the search box and click "Find."

Alternatively, if you have already begun the registration process, there is a link to a frequently asked questions document at the top of each page of the new user registration process. Additionally, there are links throughout these pages to documents and Web sites to help you.

Q. Will Vendormate ask for my personal information?

A. No. The only personal information that Vendormate requires is your birth month and day (not the year). This is to be able to distinguish you from another registrant who may have the same name.



Q. Can I update my information after the initial registration?

A. Yes. In addition to providing the additional required information via the Vendor Dashboard, you may also add to or edit your profile at any time by logging into the Vendormate registration system using your user ID and password.

Q. My company has registered with Vendormate as Mercy requested, but I am receiving e-mails stating that I am non-compliant. Why is this happening?

A. There are several reasons why this may be happening:

1. The most likely reason is that even if your company is registered and has paid the fee, you may not be individually registered. Every vendor representative must create his/her own profile and password in Vendormate.
2. After you initiate the registration process and receive an e-mail from Vendormate, you must go back into the Vendormate Web site to activate your account. Failure to do so may result in the system categorizing you as non-compliant.
3. The e-mail address you input during registration is your user ID. You must use the same e-mail address that you entered when you registered every time you access the Vendormate system. If you use a different one, the system will not recognize you and will consider you non-compliant.

Q. How can a vendor representative or administrator add additional representatives?

A. New representatives can be added or invited by the first or subsequent registered representatives. The already registered representative should log into the Vendormate system and access the Vendor Dashboard. In the “Add a Company Representative” link, he/she should type the new representative’s e-mail address. The system then will send the new representative an e-mail with an embedded link to help them access the vendor registration system.

The new representatives will need to click the link in the e-mail to start their registration process. The information required by subsequent representatives is much less than that required by the initial registrant. All that is asked of them is their individual contact information, identification of the products/services they provide and their acknowledgement of corporate policies and guidelines.

Q. Who will have access to my company/representative information?

A. Various departments within Mercy will have access to the portions of data specific to their responsibilities. Materials Management has oversight and determines which co-workers and/or departments have access to information. Access is restricted to only those co-workers who need to see the information. Note: information on vaccination documentation is limited only to notification that the requirement has been met; private medical information is not available for viewing by anyone. Also, you have access to your own information and can constantly update it as necessary.

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

A. Your login is password-protected. You may edit your profile by logging into Vendormate using your user ID and password. We recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Also remember to sign out of your account and close your browser window when you have finished your work. This is to 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 we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us or from our registration forms, and online products or services, and you do so at your own risk. Once we receive your transmission, we make our best effort to ensure its security on our systems.

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.

Fee Information

Q. Is there a cost to register?

A. There is an annual fee for vendor registration that is charged per company, not per representative. As such, only the first representative to register will be charged the fee. As many of your representatives as are needed may register for no additional cost, each of whom may differentiate him/herself in the individual profile by the products he/she sells and the territories serviced.

Q. What does the fee cover and why is it yearly?

A. 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.

Q. Can I pay by check?

A. At this time only online payment is accepted. Visa, MasterCard and American Express are valid cards for the registration system. (Please note credit cards that require preauthorization or procurement cards will be declined.)

Q. My company has multiple divisions, how is the fee assessed?

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

Q. If my company or I have already registered with Vendormate through another organization, do we need to pay again?

A. Yes, the annual fee is charged for each Vendormate customer system.

For additional information, please contact Vendormate at 888-476-0377 or mercy@vendormate.com