

VendorProof F.A.Q.

Q: What is the cost to sign up for VendorProof?

A: The annual subscription fee for VendorProof is \$45. This fee covers your company's compliance with all ministries owned by Trinity Health. VendorProof is a subscription with an annual renewal date. The \$45 fee is a recurring charge and unless you opt to turn off auto-renew you will be charged on your annual renewal date.

Q: [What is a healthcare vendor and who is considered an FDR?](#)

A: If you partner with a healthcare organization to deliver goods or services, you are a healthcare vendor. The OIG defines healthcare vendors as “any providers, suppliers, manufacturers, and any other individual or entity regardless of the service the vendor provides (e.g., cleaning service, vehicle maintenance, decorating service, any healthcare service).” The factors that do not affect whether a person or entity counts as a vendor are: whether they interact with patients or patient data, whether they interact with a facility, whether they have a contract agreement with the healthcare provider.

Why **Compliance** Matters for All Vendors

1. A patient undergoes a procedure and stays in the hospital for several days. That stay is paid for through Medicare or Medicaid.



2. During their hospital stay, the patient receives 3 meals a day. Those meals are provided by an excluded food services vendor.

3. In this case, the OIG rules their food is vital to their recovery, which is being provided by an excluded vendor. Therefore, the hospital has improperly billed Medicare/Medicaid and is now at risk.



A: **First Tier, Downstream, and Related Entities (FDRs)** are defined by CMS as any party that enters into a written arrangement with a Medicare Advantage organization or Part D plan sponsor to provide administrative services or healthcare-related services. Examples of First Tier, Downstream, and Related Entities (FDRs):

- Physicians and Hospitals
- Pharmacies
- Claims Processing Vendors
- Patient Management Vendors
- Credentialing Companies
- Field Marketing Organizations
- Call Centers

Healthcare provider organizations can be held responsible for an FDR's non-compliance, which could jeopardize the organization's ability to deliver care.

For more detail please review the VendorProof article linked below.

<https://www.vendorproof.com/healthcare-vendors-and-vendor-compliance/>

Q: Why is Trinity Health implementing VendorProof?

A: Trinity Health is a healthcare organization that receives federal reimbursement. Ensuring Trinity Health is not contracting with excluded vendors is a way to reduce risk and protect the integrity of taxpayer-funded healthcare. An exclusion is an administrative action taken against a person or business by the Dept. of Health and Human Services (HHS), Office of Inspector General (OIG), or a State Medicaid Agency. Whether an excluded vendor is delivering therapy services or preparing food, they are not eligible to work with healthcare organizations, like Trinity Health, that receive reimbursement from Medicaid or Medicare programs. An exclusion can be issued for a variety of reasons, but the biggest cause of exclusions among healthcare vendors is fraud. Other crimes resulting in exclusions are theft, patient abuse and neglect, and kickback schemes.

Q: Is enrolling in VendorProof mandatory?

A: Exclusion monitoring is required by federal and state law and is part of the cost of doing business with Trinity Health as a healthcare vendor. Trinity Health has been conducting ongoing monthly background checks for many years. VendorProof is software that allows Trinity Health to update and verify the information we have in PeopleSoft for our suppliers and ensure that they are safe, compliant, and fraud free. Trinity health will hold most suppliers accountable for enrollment through payment holds. Exemptions apply to charitable and non-profit entities. There is also a process, for vendors with an annual invoice amount lower than \$1,500, to request a waiver within the VendorProof registration.

Q: What if we have multiple entities doing business with Trinity Health?

A: If your company has multiple entities with separate tax identification numbers doing business with Trinity Health and its ministries, you will need to enroll in VendorProof separately for each entity.

Q: Where can I find my signup ID?

A: If you have not received your company's unique signup ID for the Trinity Health VendorProof registration, via mailed letter or email, you may try looking up your signup ID with our [Signup ID Search Form](#). If your search is unsuccessful you will be prompted to submit an inquiry with the Vendor Care Support Team. You may also reach them by phone and email at (844) 873-7877 and support@vendorproof.com.

Q: What if we already have a VendorProof account for another client?

A: As a healthcare vendor your company will need to register with a VendorProof subscription for each client that has contracted with VendorProof to provide compliance monitoring services. You are able to manage client specific VendorProof enrollments and subscriptions under one account. Follow the steps below to add a new client registration to your existing VendorProof account.

1. Login to your VendorProof account: <https://app.vendorproof.com/>
2. Select the "Add a Customer" button on the home page
3. Enter your Signup ID and select "Add"

4. Complete the enrollment steps

Q: Why do you need my TIN/SSN?

A: Public, searchable exclusion lists only provide names of individuals and entities. Most agencies will allow you to use a secondary identifier (most commonly TIN/SSN) to call and verify a name match. This allows us to rule out any name-only matches that could otherwise prevent you from getting paid by your customer. We also verify vendors' TIN number matches the IRS records to help improve the accuracy of Trinity Health's vendor data, especially with regards to their tax filings.

Q: Is this a legitimate request?

A: VendorProof is a software that helps healthcare organizations ensure all of the businesses they partner with are safe, compliant, and fraud-free. Check out our website to learn how VendorProof works, find the answers to the most [frequently asked questions](#), meet the [Vendor Care Support Team](#), and look through our curated [resource library](#). We also encourage you to visit [Trinity Health's](#) website to learn more about their partnership with VendorProof.

Q: Is my information secure?

A: Yes, our systems team utilizes security groups, firewall restrictions, network segmentation and many of the other advanced security features offered by AWS, combined with best practice designs to ensure customer data is safe and secure. We also back our services with a \$10,000,000 cyber liability insurance policy.

We focus to ensure data is:

- Encrypted in transit through use of SFTP and HTTPS, and in transit using AES-256 strength file encryption
- Has configurable view/edit rights to allow you to configure which of your employees can access it
- Always hosted on servers located within the United States.

More about VendorProof Terms of Service and Privacy Policy can be found [here](#)