

# Exclusion Monitoring Solution Checklist



When considering an exclusion monitoring solution or going through an RFP process, make sure you are covered with the following system requirements.

Take a look at our checklist below to consider if your current system or future purchase fits these criteria.

## Automated Screening for Exclusions / Sanctions

Provide comprehensive monitoring and screening solution for providers, employees, contractors, vendors, owners, and networks.

The solution should eliminate wasted time and/or resources on reviewing and confirming inconclusive results.

The solution produces consolidated exact-match results for any excluded individuals or entities, disciplinary actions, and exclusions within a single profile view.

Verifications should be performed within the platform without manual intervention from users, eliminating constant alert cleanup and tedious rework.

Any changes in exclusion status or disciplinary actions found will initiate instant and automated alerts.

A customer success manager will provide direct communication for any monitored individuals who have been found to be excluded from participation or ineligible for federal healthcare programs.

\$5 million E&O Policy

## Monitoring Capabilities

The solution should monitor all federal and state exclusion sources daily for new exclusion results.

Monitoring should be done using automation as the primary technology, and advanced Q&A processes should include a human review.

The solution should augment publicly available exclusion records to ensure the highest level of matching accuracy.

Augmented exclusion data should produce no false-positive exclusion results delivered to the customer for review.

The solution should include advanced logic such as name variation searching, and must also validate results with augmented and enhanced exclusion data for accuracy.

The solution should be modular with the ability to monitor SSA Death Master File, OFAC, NPI Validation, Medicare Opt-Out, and other relevant databases.

## Customer Support

Dedicated implementation and customer success team to facilitate a seamless onboarding experience and ongoing proactive support model.

Online product support center with a helpful library of resources, product release notes, tutorials, and live chat capabilities.

Support availability M-F, 8-5 CST for troubleshooting and general questions.

Unlimited support cases for your account.

## Application Use and Configuration

Simple user experience, including comprehensive rules-based permissions and configurable dashboards.

Comprehensive dashboard views that allow assigned users to access and organize their data and alerts for their particular organizational structure including regions, facilities, units, departments, and more.

Administrators can configure dashboards to provide operational oversight, drill-down capabilities, and manage alerts and KPIs within the application.

Easily configure account or individual notifications within the application with supported email communication and user-specific security measures.

Intuitive collaboration and task management system for users. The solution should include the ability to assign tasks, create custom status and progress update visibility, add result notes, and analyze the progress of an investigation.

Solution should interface with your employee roster or system of record (i.e. HRIS, HCM), or other systems via a bi-directional interface for seamless data transmission. If interfacing is not possible, the solution must be able to support manual file uploading via SFTP.

The solution analyzes data submissions and files while providing visibility into processing time, and any errors or omissions for complete data entry into the application.

Provides verification insights that serve to simplify result analysis, support prioritization, create custom alerts, and stratify populations for ad-hoc reporting.

Ancillary support document storage such as affidavits, attestations, etc. for tracking and retention purposes.

Reporting should be digital, configurable, on-demand, exportable, and comprehensive enough to support and defend against an audit or survey.

**Automate your primary source verification process and never miss a license, registration, or certification deadline.**

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