



SOURCE-TO-PAY

Charleston Area Medical Center ensures supplier management compliance



Solutions:

Corcentric Platform

Company:

Charleston Area Medical Center (CAMC) is a nonprofit, 1,103-bed regional referral center made up of six hospitals.

Headquarters:

Charleston, West Virginia

Size:

750+ suppliers

Industry:

Medical

Goals:

- Certify new suppliers
- Install database to manage suppliers
- Meet internal regulatory compliance

The business

Charleston Area Medical Center (CAMC) is home to a nationally recognized Heart and Vascular Center; the largest Cancer Center in West Virginia; National Centers of Excellence in Robotic Surgery, Urology and Continence Care for Women; the first kidney transplant center in the state; Regional Neurosciences Center; West Virginia’s first freestanding Women and Children’s Hospital; highest level pediatric intensive care unit; the most critical NICU resources; the region’s only Comprehensive Stroke Center; nationally-accredited Weight Loss Center; BCBS Blue Distinction Center for hip and knee replacement; and the highest level trauma center.

The challenge

As a large-scale hospital, CAMC had to ensure a proper database was in place and compliance with regulatory guidelines for managing their suppliers. The organization has a wide breadth of suppliers and was looking for a solution to efficiently handle the onboarding, certification, and management processes of suppliers while addressing two key regulatory drivers in the industry:

- CAMC needed a solution that would address Centers for Medicare & Medicaid Services (CMS).
- CAMC needed a solution to optimize their existing tool to screen new potential suppliers against the Department of Health and Human Services

Office of Inspector General’s List of Excluded Individuals and Entities (OIG/LEIE) and the General Services Administration List of Excluded Parties contained within the System for Award Management (GSA/SAM).

“Once per year, every supplier is evaluated and rated based on their services, and using the questionnaires in the Corcentric Platform’s SIM is absolutely awesome and so easy to manage. It’s just fantastic, I can’t tell you enough.”



The solution

CAMC decided that Corcentric Platform's Supplier Information Management module was the best fit. The full functionality and benefits of this solution offering stood out from the competition when it came to meeting CAMC's needs.

Main solution differentiators included:

- Capabilities to address all the company's regulatory requirements.
- The ease of certifying, onboarding suppliers, and processing requests.
- The efficiency of annual evaluation and rating of suppliers using the questionnaire.

As CAMC expands and brings on new suppliers, this solution can be configured to easily manage changes across the organization.

The results

By customizing the application, CAMC was able to create a specific certification and onboarding process to meet the regulatory requirements of CMS and continue to screen suppliers on the Department of Health and Human Services Office of Inspector General's List of Excluded Individuals and Entities (OIG/LEIE) and the General Services Administration List of Excluded Parties contained within the System for Award Management (GSA/SAM). The Corcentric Platform allows CAMC to manage over 750 suppliers, and easily evaluate each one annually, which is required by CMS to meet their internal policies.

"Especially beneficial is the annual evaluation of suppliers. Corcentric has made that process such a breeze to complete," says Cheryl Toman, Administrator at CAMC. "Once per year, every supplier is evaluated and rated based on their services, and using the questionnaires in the Corcentric Platform's SIM is absolutely awesome and so easy to manage. It's just fantastic, I can't tell you enough."

With the aim of simplifying the process of evaluating suppliers, Corcentric Platform's Contract Lifecycle Management was paired with Supplier Risk and Performance Management during implementation to operate performance reviews successfully and efficiently for every supplier each year. This solution is already yielding tangible results:

Template survey questionnaires

Simplify & speed up the collection & analysis of their responses.

Implemented ongoing performance reviews & supplier self-assessments

Ensure their suppliers are meeting standards.

Validation between SIM - CLM

Counterparty contract creation validated against third-party supplier profiles, preventing the use of contracts without proper certifications of fully on-boarded suppliers.

Common data model for suppliers & contract information

Manage the entire data life cycle for supplier information or supplier contracts, ensuring data is valid (reviewed), consistent (entered only once, correctly referenced in contractual documents), and correctly updated (not expired).

Get peace of mind.

Web:

corcentric.com

Email:

support@corcentric.com

U.S.:

(833) 201-7120

International:

+44 20 3868 0216



ABOUT CORCENTRIC

Corcentric is a leading global provider of best-in-class procurement and finance solutions. We offer a unique combination of technology and payment solutions complemented by robust advisory and managed services. Corcentric reduces stress and increases savings for procurement and finance business leaders by forming a strategic partnership to diagnose pain points and deliver tailor-made solutions for their unique challenges. For more than two decades, we've been a trusted partner who delivers proven results. To learn more, please visit www.corcentric.com.