

AzHHA Locums MSP Instructions Guide for Members



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 **Medical
Team**



Welcome to the AzHHA Locums Managed Services Program (MSP)



The AzHHA Managed Service Program (MSP) brings people, process and technology under one centralized program and provides members with additional resources and assistance to engage Locums and Advanced Practice healthcare providers in a more streamlined and cost effective way. As part of the program, HWL provides AzHHA members with a License Free Vendor Management Software (VMS) that captures all order, compliance and invoicing activities for each individual member participating in the program.

Key Elements of Locums MSP Program: AzHHAMSP@HWLmsp.com



Vendor - Neutral Agency Network – Immediate access to top Locum agencies through VMS

- ✓ Agency Expansion – ability to add preferred agencies and free to work with any agency.
- ✓ Full transparency into all candidate data, bill rates, invoicing and assignment agreements by individual facility.



Contract Management - Streamline agency contracting process

- ✓ One standard third-party beneficiary contract with agencies that is incorporated into AzHHA Master Member Agreements.
- ✓ SOWs defines each member facility requirements (e.g., credential requirements, rates, expense reimbursement terms, conversion rates, special insurance limit requirements or changes in contract language, etc.) and configured to the VMS.
- ✓ Ongoing contract Management- Members can add or remove agency participation from individual facility



Rate Optimization – Competitive Sourcing

- ✓ Established competitive bill rate range and better conversion terms through RFP process 2018.
- ✓ Assignment Agreements allow members to customize terms and conditions and mutually agree on final bill rate.



Quality Screening - AzHHA MSP TEAM

- ✓ Trains and works with members and agency network to manage postings and pre-screen candidates.
- ✓ Assists with obtaining credentialing docs, onboarding instructions, invoicing and fields agency sales calls.

Time Keeping and Invoice Management - Easy access to time and attendance system

- ✓ Agency and Locums utilize one centralized system to input time worked and get expenses approved electronically.
- ✓ Consolidated invoicing and payment processing for members.

Reporting and Analysis – Business intelligence

- ✓ Contract Labor Utilization and Spend Reports
- ✓ Ongoing Market Rate Analysis and Market Rate Intelligence



Introduction To Team AzHHA

Members can request locum staff by simply calling [407 249 5452](tel:4072495452) or emailing the team at AzHHAMSP@HWLmsp.com and submit your request and we will input the order into the VMS and send out to the AzHHA supplier network.



AzHHA Affiliated Partner



Vice President, Business Development

John Koenke

Phone: (602) 445-4313

Email: Jkoeneke@azhha.org



AzHHA LOCUMS MSP Team

Account Management



AzHHA Locums Account Manager

Melanie Wacker

Phone: 407-249-3170

Email: Mwacker@hwlmisp.com

New Memberships and Corporate Program Compliance



Vice President Workforce Solutions

Julie O'Keefe

Phone: (407) 249-3171

Email: Jokeefe@HWLmsp.com

VMS billing inquiries and technical support :

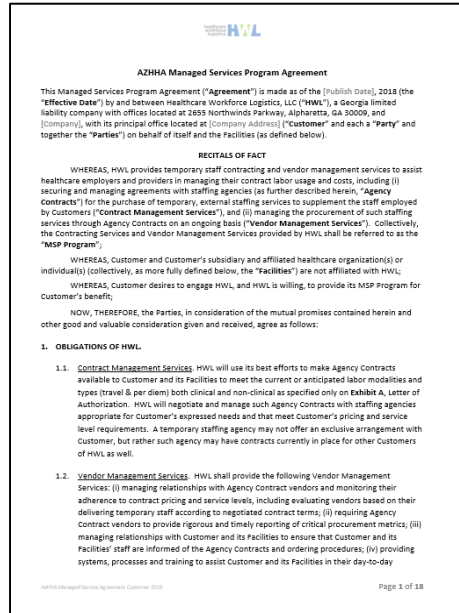
24/7 technical support: <https://info.hwlmisp.com/support> | **Billing and Invoicing:** billing@hwlmisp.com



Facility Contract and Statement of Work (SOW)

- Each AzHHA member must sign the AzHHA Locum MSP Facility Agreement and SOW in order to participate in the program.
- The AzHHA Locum MSP agreement establishes the contractual relationship between AzHHA Member, HWL and the Agency.
- AzHHA members are bound to **Exhibit C Agency Agreement**, which includes Addendum- 1 Locum Tenens terms and conditions.
- SOW contains all screening, onboarding, provider questionnaire, billing and invoicing instructions for each participating facility.
- All MSP accounts are set up by AzHHA MSP Team in the VMS separately and in accordance with their specific SOW.

AzHHA MSP Agreement



AZHHA Managed Services Program Agreement

This Managed Services Program Agreement ("Agreement") is made as of the [Publish Date], 2018 (the "Effective Date") by and between Healthcare Workforce Logistics, LLC ("HWL"), a Georgia limited liability company with offices located at 2655 Northwind Parkway, Alpharetta, GA 30009, and [Company], with its principal office located at [Company Address] ("Customer" and each a "Party" and together the "Parties") on behalf of itself and the facilities (as defined below).

RECITALS OF FACT

WHEREAS, HWL provides temporary staff contracting and vendor management services to assist healthcare employers and providers in managing their contract labor usage and costs, including (i) securing and managing agreements with staffing agencies (as further described herein, "Agency Contracts") for the purchase of temporary, external staffing services to supplement the staff employed by Customers ("Contract Management Services"), and (ii) managing the procurement of such staffing services through Agency Contracts on an ongoing basis ("Vendor Management Services"), collectively, the Contracting Services and Vendor Management Services provided by HWL shall be referred to as the "MSP Program";

WHEREAS, Customer and Customer's subsidiary and affiliated healthcare organization(s) or individual(s) (collectively, as more fully defined below, the "Facilities") are not affiliated with HWL;

WHEREAS, Customer desires to engage HWL and HWL is willing, to provide its MSP Program for Customer's benefit;

NOW, THEREFORE, the Parties, in consideration of the mutual promises contained herein and other good and valuable consideration given and received, agree as follows:

1. OBLIGATIONS OF HWL.

1.1. **Contract Management Services:** HWL will use its best efforts to make Agency Contracts available to Customer and its Facilities to meet the current or anticipated labor modalities and types (travel & per diem) both clinical and non-clinical as specified only on Exhibit A, Letter of Authorization. HWL will negotiate and manage such Agency Contracts with staffing agencies appropriate for Customer's expressed needs and that meet Customer's pricing and service level requirements. A temporary staffing agency may not offer an exclusive arrangement with Customer, but rather such agency may have contracts currently in place for other Customers of HWL as well.

1.2. **Vendor Management Services:** HWL shall provide the following Vendor Management Services: (i) managing relationships with Agency Contract vendors and monitoring their adherence to contract pricing and service levels, including evaluating vendors based on their delivering temporary staff according to negotiated contract terms; (ii) requiring Agency contract vendors to provide rigorous and timely reporting of critical procurement metrics; (iii) managing relationships with Customer and its Facilities to ensure that Customer and its Facilities' staff are informed of the Agency Contracts and ordering procedures; (iv) providing systems, processes and training to assist Customer and its Facilities in their day-to-day

AZHHA Managed Services Program Agreement Customer 2018 Page 1 of 18

Agency Agreement with Addendum A-1 Locums T&C

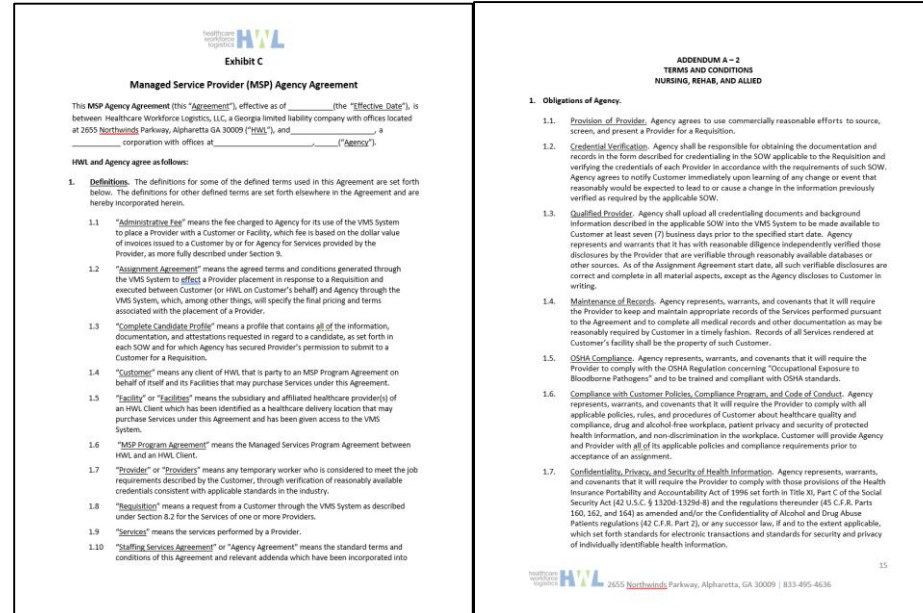


Exhibit C

Managed Service Provider (MSP) Agency Agreement

This MSP Agency Agreement (this "Agreement"), effective as of [Effective Date], is between Healthcare Workforce Logistics, LLC, a Georgia limited liability company with offices located at 2655 Northwind Parkway, Alpharetta, GA 30009 ("HWL"), and [Agency], a [Agency Type] corporation with offices at [Agency Address] ("Agency").

HWL and Agency agree as follows:

1. Definitions. The definitions for some of the defined terms used in this Agreement are set forth below. The definitions for other defined terms are set forth elsewhere in the Agreement and are hereby incorporated herein.

1.1. "Administrative fee" means the fee charged to Agency for its use of the VMS System to place a Provider with a Customer or Facility, which fee is based on the dollar value of invoices issued to a Customer by or for Agency for services provided by the Provider, as more fully described under Section 9.

1.2. "Assignment Agreement" means the agreed terms and conditions generated through the VMS System to effect a Provider placement in response to a Requisition and executed between Customer (or HWL, on Customer's behalf) and Agency through the VMS System, which, among other things, will specify the final pricing and terms associated with the placement of a Provider.

1.3. "Complete Candidate Profile" means a profile that contains all of the information, documentation, and attestations requested in regard to a candidate, as set forth in each SOW and for which Agency has secured Provider's permission to submit to a Customer for a Requisition.

1.4. "Customer" means any client of HWL that is party to an MSP Program Agreement on behalf of itself and its Facilities that may purchase Services under this Agreement.

1.5. "Facility" or "Facilities" means the subsidiary and affiliated healthcare provider(s) of an HWL Client which has been identified as a healthcare delivery location that may purchase Services under this Agreement and has been given access to the VMS System.

1.6. "MSP Program Agreement" means the Managed Services Program Agreement between HWL and an HWL Client.

1.7. "Provider" or "Providers" means any temporary worker who is considered to meet the job requirements described by the Customer, through verification of reasonably available credentials consistent with applicable standards in the industry.

1.8. "Requisition" means a request from a Customer through the VMS System as described under Section 3.2 for the services of one or more Providers.

1.9. "Services" means the services performed by a Provider.

1.10. "Staffing Services Agreement" or "Agency Agreement" means the standard terms and conditions of this Agreement and relevant addenda which have been incorporated into

ADDENDUM A - 2
TERMS AND CONDITIONS
NURSING, REHAB, AND ALLIED

1. Obligations of Agency:

1.1. **Position of Provider.** Agency agrees to use commercially reasonable efforts to source, screen, and present a Provider for a Requisition.

1.2. **Credential Verification.** Agency shall be responsible for obtaining the documentation and records in the form described for credentialing in the SOW applicable to the Requisition and verifying the credentials of each Provider in accordance with the requirements of such SOW. Agency agrees to notify Customer immediately upon learning of any change or event that reasonably would be expected to lead to or cause a change in the information previously verified as required by the applicable SOW.

1.3. **Qualified Provider.** Agency shall upload all credentialing documents and background information described in the applicable SOW into the VMS System to be made available to Customer at least seven (7) business days prior to the specified start date. Agency represents and warrants that it has with reasonable diligence independently verified those disclosures by the Provider that are verifiable through reasonably available databases or other sources. As of the Assignment Agreement start date, all such verifiable disclosures are correct and complete in all material aspects, except as the Agency discloses to Customer in writing.

1.4. **Maintenance of Records.** Agency represents, warrants, and covenants that it will require the Provider to keep and maintain appropriate records of the Services performed pursuant to the Assignment and to complete all medical records and other documentation as may be reasonably required by Customer in a timely fashion. Records of all Services rendered at Customer's facility shall be the property of such Customer.

1.5. **OSHA Compliance.** Agency represents, warrants, and covenants that it will require the Provider to comply with the OSHA Regulation concerning "Occupational Exposure to Bloodborne Pathogens" and to be trained and compliant with OSHA standards.

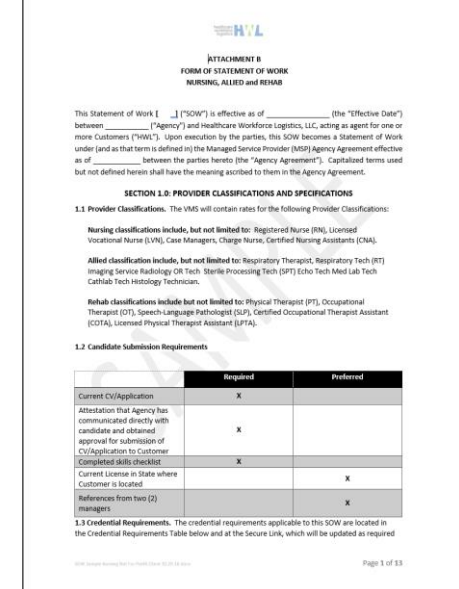
1.6. **Compliance with Customer Policies, Compliance Program, and Code of Conduct.** Agency represents, warrants, and covenants that it will require the Provider to comply with all applicable policies, rules, and procedures of Customer about healthcare quality and compliance, drug and alcohol-free workplace, patient privacy and security of protected health information, and non-discrimination in the workplace. Customer will provide Agency and Provider with all of its applicable policies and compliance requirements prior to acceptance of an assignment.

1.7. **Confidentiality, Privacy, and Security of Health Information.** Agency represents, warrants, and covenants that it will require the Provider to comply with those provisions of the Health Insurance Portability and Accountability Act of 1996 set forth in Title XI, Part C of the Social Security Act (42 U.S.C. § 1320d-12(b)(4)) and the regulations thereunder (45 C.F.R. Parts 160, 162, and 164) as amended and/or the Confidentiality of Alcohol and Drug Abuse Patients regulations (42 C.F.R. Part 2), or any successor law, if and to the extent applicable, which set forth standards for electronic transactions and standards for provider and privacy of individually identifiable health information.

2655 Northwind Parkway, Alpharetta, GA 30009 | 833-495-4636

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Facility SOWs



ATTACHMENT B
FORM OF STATEMENT OF WORK
NURSING, ALLIED and REHAB

This Statement of Work ("SOW") is effective as of [Effective Date] (the "Effective Date") between [Agency] and Healthcare Workforce Logistics, LLC, acting as agent for one or more Customers ("HWL"). Upon execution by the parties, this SOW becomes a Statement of Work under (and as that term is defined in) the Managed Service Provider (MSP) Agency Agreement effective as of [Effective Date] between the parties hereto (the "Agency Agreement"). Capitalized terms used but not defined herein shall have the meaning ascribed to them in the Agency Agreement.

SECTION 1.0: PROVIDER CLASSIFICATIONS AND SPECIFICATIONS

1.1 Provider Classifications. The VMS will contain rates for the following Provider Classifications:

Nursing classification include, but not limited to: Registered Nurse (RN), Licensed Vocational Nurse (LVN), Case Manager, Charge Nurse, Certified Nursing Assistants (CNA).

Allied classification include, but not limited to: Respiratory Therapist, Respiratory Tech (RT) Imaging Service Radiology OR Tech Sterile Processing Tech (SPT) Echo Tech Med Lab Tech Cathlab Tech Histology Technician.

Rehab classifications include but not limited to: Physical Therapist (PT), Occupational Therapist (OT), Speech Language Pathologist (SLP), Certified Occupational Therapist Assistant (COTA), Licensed Physical Therapist Assistant (LPTA).

1.2 Candidate Submission Requirements

	Required	Preferred
Current CV/Application	X	
Attestation that Agency has communicated directly with candidate and obtained approval for submission of CV/Application to Customer	X	
Completed skills checklist	X	
Current License in State where Customer is located		X
References from two (2) managers		X

1.3 Credential Requirements. The credential requirements applicable to this SOW are located in the Credential Requirements Table below and at the Secure Link, which will be updated as required

HWL Managed Services Program Agreement Customer 2018 Page 1 of 18

If you don't have a copy of your Contract and SOW, please email AzHHAMSP@hwlmisp.com and a member from the team will be happy to email a copy or can send you a AZHHA MSP Agreement to join the program.

Process For Ordering Locums through AzHHA MSP

AzHHA MSP Team

AzHHA Member can contact AzHHA MSP team member via email: AzHHAMSP@HWLmsp.com or call AzHHA hotline: **407 249 5452** and place an Locum need directly.

Please provide the following information

- Locum Type and Specialty
- Start Date / End Date
- Length of Assignment
- Facility / Location / Department
- Schedule / Shift
- Practice Description (optional)

The 'Create Requisition' form includes the following fields and options:

- Schedule:** Radio buttons for ☒ Deferred, ☐ Tentative, ☐ Fixed.
- State:** Dropdown menu.
- Facility:** Dropdown menu.
- Specialty/Dept.:** Dropdown menu.
- Job Title:** Dropdown menu.
- Open-ended:** Radio buttons for ☒ Yes, ☐ No.
- Contract Start:** Calendar icon.
- Requisition Number:** Text field.
- Job Description/Comment:** Text area (1000 characters remaining).
- Days to Credential:** Text field.
- Requisition Reason:** Dropdown menu.
- Justification for Requisition (internal only):** Text area.
- Group Order:** ☐ checkbox.
- OnCall:** Radio buttons for ☒ No, ☐ Yes.
- Approvals:** Radio buttons for ☒ Bypass Approval, ☐ Deferred Approval, ☐ Approval Required.
- Broadcast w/o Approvers:** Green button at the bottom right.

AzHHA MSP team will input the order into the VMS and broadcast out to Locum Agency Network.

VMS provides real-time information on every stage of the recruitment stage from opening the requisition, to assignment confirmation, on boarding all the way thorough off boarding.

HWL

Dashboard

Approvals0

Requisitions

Onboarding

Staff Pool

Schedule

Timecards

Expenses

Reports

Settings

Melissa

System: Niles Healthcare

Requisitions

Sort byCreated - Latest First

Create Requisition

View Submissions

Assignment Summary

State

Facility

Specialty/Dept.

StatusOpen

Job Title

Requisition

Go

Reset

Facility	Specialty/Dept.	Requisition	Job Title	Start / End	Broadcasted	Approvers	Status	Actions
University Medical Center, Chicago, Illinois	Urgent Care	<div><div>University Medical Center-AP-Physician-0088</div><div>Days Open: 26 day(s)</div><div>By: Jeff Niles</div></div>	Physician - Emergency Medicine	<div><div></div><div>Apr 08, 2019</div><div>Apr 26, 2019</div></div>	3 Agencies	<div><div>L1</div><div>Chris Smith</div></div>		<div><div></div><div></div><div></div></div>
		<div><div>Candidates</div><div>Processed2 / 2</div><div>In Agreement Step0</div><div>Agreement Signed1</div></div>						
University Medical Center, Chicago, Illinois	Urgent Care	<div><div>University Medical Center-AP-Physician-0085</div><div>Days Open: 34 day(s)</div><div>By: Jeff Niles</div></div>	Physician - Emergency Medicine	<div><div></div><div>Feb 04, 2019</div><div>Feb 18, 2019</div></div>	3 Agencies	<div><div>L1</div><div>Chris Smith</div></div>		<div><div></div><div></div><div></div></div>
		<div><div>Candidates</div><div>Processed0 / 1</div><div>In Agreement Step0</div><div>Agreement Signed0</div></div>						
University Medical Center, Chicago, Illinois	Urgent Care	<div><div>University Medical Center-AP-Physician-0084</div><div>Days Open: 36 day(s)</div><div>By: Jeff Niles</div></div>	Physician - Emergency Medicine	<div><div></div><div>Mar 04, 2019</div><div>Mar 22, 2019</div></div>	1 Agency	<div><div>L1</div><div>Chris Smith</div></div>		<div><div></div><div></div><div></div></div>

AzHHA Locum Agency Network

- Members have immediate access to several of the largest national locum agencies as well as many specialized companies.
- Together these suppliers have over 40,000+ licensed healthcare providers in the State of AZ
- AzHHA MSP Team, is consistently evaluating and adding new agencies to the program. If you have an agency that you work with and is not contracted with the program, simply email: AzHHAMSP@hwlmsp.com with the agency contact information and a representative on the team will reach out to the agency and add them to the AzHHA Locums program.



AzHHA Member VMS Facility Set-Up



What we will need to set up AzHHA Member in VMS:

Member Facility Check list.

- ☐ Facility User information: Name, title, phone and email address of all users needing access to the VMS system.
- ☐ Departments or cost center information for invoicing.
- ☐ Define facility Terms and Conditions – Currently locums are invoiced weekly and payment is due upon receipt unless other wise stated in facility SOW.

- Designated users will be emailed a User ID and password to login into VMS.
- Once logged in, you will be requested to change your password. Change your password by selecting >Settings Tab> Select Change Password.

Notification Alerts! (Opt-In Recommend)

Click on settings tab – go to notifications

Notification settings - Default is Opted Out, in order to receive new alerts and notifications of new candidate submits you must opt in.

- 24/7 Technical Support - Technical issues can be resolved by clicking on the link at the bottom of the screen or email: <https://info.hwlmisp.com/support>



Provider Screening of Locums through AzHHA MSP



- **Candidate interview, approval or rejection** – AzHHA MSP team will conduct pre-screening based upon skills and experience requirements in addition to other member preference indicated on the order.
- If a candidate passes the pre-screening step, candidate profiles are forward to facility members for consideration via VMS system generated email. Hiring managers can review candidate profiles, screen and provide feedback and “accept” or “reject “without ever having to log into the VMS system directly.
- **Facility Member view into requisitions and agency staff** - Once a requisition has been created, facility members have the option to login to the VMS in order to see the status of requisitions, which candidates have been submitted, any assignments that are currently underway (including start and end dates) and otherwise have complete view in one dashboard to all candidate details that includes; candidate profile and skills checklist, submitted bill rate, time off requests and any other valuable information needed to make a quality assessment.

- **Intuitive and easily access to candidate information** . Areas *highlighted in blue* are hyperlinks to job description details, agency contract information and professional CV candidate profiles. The red chat box indicates time off requests or additional notes form agency submitting candidates.

Locum Engagement and establishing bill rates through AzHHA MSP



Pre-Confirmation Agreement [1]

Confirmation Agreement [0]

Approve for Onboarding

☒ James Struebing
Registered Nurse - Float /
Resource Pool
AB Staffing Solutions

Available From : Feb 25, 2019

Available Upto : May 27, 2019

Engaging a Locum for Assignment at your facility

Candidates that are deemed to meet or exceed qualifications can be engaged by clicking on the Approve for Onboarding button. Once approved, the system will generate the Assignment Agreement to be filled by either AzHHA MSP Locums team member or Facility Member detailing all candidate information, rates, terms and any additional information agreed upon by Facility and the Agency.

Facility Altoona Health and Rehab, Altoona, Alabama

Confirmation Agreement for Sally Parker

Requisition

Requisition Altoona Health and Rehab-Allied-0001
Specialty/Dept. Therapy
Guaranteed Hours Per Week 40
Requisition Start Date 10/15/2018
Agreement Start Date 10/15/2018

Job Title Occupational Therapist
Shifts Offered 0
Per Diem No
Requisition End Date 01/13/2019
Agreement End Date 01/13/2019

Additional Info from Agency
Availability Notes

Approved By

Altoona Health and Rehab App...	Approved Date	LocumTenens.com Approver	Approved Date
TMC Program Manager	10/09/2018	LTRecruiter Smith	10/09/2018

Please type your signature here; it should be an exact match shown above

Last Comment from Facility (500 characters remaining)
too expensive

Agency Rates and Terms

Shift Type	Facility Rates	Agency Rates
Hourly		
Day	Range \$55.00 - \$55.00	Range \$57
Shift Type	Contracted Rates	
Hourly		
12 Hour Nights	Fixed	\$60.00
8 Hour Days	Fixed	\$580.00
8 Hour Nights	3.00	\$583.00
Swing Shift Nights	4.50	\$584.50
Weekend 12 Hour Days	5.00	\$63.00
Weekend 12 Hour Nights	4.50	\$64.50
Daily		
12 Hour Days	Fixed	\$58.00

Rates Comments

ALERT! Facility has countered; please check comments and changes

Preview

Accept Agreement

Counter Facility Rates

Withdraw

Close

Bill Rate Negotiation through VMS

Bill rates are submitted by the agencies at time of candidate submittal and are based on the bill rate range that has been configured into the VMS based on the AzHHA market rate analysis conducted in the last quarter of 2018.

If the agency submits a bill rate out of scope the box will be **red** in the Facility Rates and Terms Section instead of **green**.

Facility members can counter the submitted agency bill rate by editing the Agency Rate Terms in red boxes by clicking on the "Counter Facility Rates" button and submitting a new proposed rate for the agency to approve or reject.

Assignment Agreements



Assignment Agreement

The assignment agreement is the terms and conditions generated through the VMS System to effect a Provider placement in response to a Requisition and executed between Customer (or HWL on Customer's behalf) and Agency through the VMS System, which, among other things, will specify the final pricing and terms associated with the placement of a Provider.

Facility	Specialty/Dept.	Job Title	Requisition	Start / End	Candidate Status	Action/Status
Altoona Health and Rehab, Alabama	Therapy	Occupational Therapist	Altoona Health and Rehab- Allied-0001 Days Posted: 4 day(s)		Sally Parker Start: Oct 15, 2018 End: Jan 13, 2019 	Filled
Aberdeen Health Care Center, Mississippi	Therapy	Occupational Therapist	Aberdeen Health Care Center- Allied-0001 Days Posted: 39 day(s)			No Schedule fou

Once the Assignment Agreement is created in the VMS automatically routes to the agency designated approver for their E-signature.

The assignment agreement becomes the true record for all billing, invoicing and contract management of the Locum while on assignment at member facility. The Assignment agreement will be attached to the candidate under Staff Pool in the VMS for the lifetime of his contract.

Assignment Agreement

Agency : Locums Plus, Chicago, Illinois

Export Date : 11/19/2018

Agreement Details	
Staff : Meredith Grey	Job Title : Physician - Emergency Medicine
Specialty/Dept. : Urgent Care	Requisition # : University Medical Center-AP-Physician-0049
Assignment Start Date : 02/01/2019	Assignment End Date : 02/08/2019
Assignment Location : 500 North Michigan Avenue	

Rate Cards		
Rate Type	Category	Rate
Weekday	Hourly	\$180.00
Holiday Base Rate: Weekday	Hourly	\$275.00
Weekend Base Rate: Weekday	Hourly	\$255.00
Weekday OT Rate after 8 hours per day	OT	\$350.00

This Assignment Agreement for job no. University Medical Center-AP-Physician-0049 serves as an addendum to the Master Agreement for Locum Staffing (the "Master Agreement") entered into between University Medical Center, Chicago, Illinois and Locums Plus, Chicago, Illinois (the "Parties"). The Parties agree the rates and terms contained herein will be applicable for this specific assignment, and the terms and conditions agreed to in the Master Agreement shall govern this assignment and Assignment Agreement.

Expenses

Agency will be responsible for providing to Provider the cost of transportation to and from the assigned facility's community (including any luggage surcharges for commercial transportation, the cost of a rental car and gas reimbursement, or mileage reimbursement at the rate allowed as a deductible expense by the Internal Revenue Service if a personal vehicle is used), reasonable and acceptable living accommodations outside of the assigned facility, local transportation within the community (rental car with gasoline reimbursement or, if a personal vehicle is used, reimbursement of mileage at the rate allowed as a deductible expense by the Internal Revenue Service). Customer will be responsible for reimbursement to Agency of all such expenses in accordance with any specific terms agreed to in the Assignment Agreement or communicated by Customer and agreed to by Agency in an electronic communication between such parties.

Digitally Signed By

Facility : University Medical Center
By : Jeff Niles
Date : 11/19/2018

Agency : Locums Plus
By : Tanya Boyd
Date : 11/19/2018

Onboarding, Credentialing and Orientation Process

Credentials and requirements

Credentialing and onboarding documents are customized by facility in accordance to the SOW for each specific AzHHA Member facility.

AzHHA Locums MSP program offers two-level review and approval process . All documents can be reviewed and approved in the system. The system can also create a consolidated document which compiles all documents into one pdf for review. VMS also offers live messaging with agency and auto notification when documents are uploaded.

Orientation Scheduling

VMS also automates the scheduling of orientation. There are unlimited number of orientations that can be created and documents that can be completed ahead of orientations. Once the candidate has completed the credentialing stage a customized orientation schedule and instructions can be sent to the provider and agency to ensure a successful start of assignment..



System: Niles Healthcare Facility: University Medical Center, Illinois

Credentialing/Privileging

Nursing Allied Management Physician AP Others

Credentialing/Privileging Steps

Add

Onboarding Steps	Edit	Active
Credentials Verification		
Health Verification		
Background Verification		
Skills and Education Verification		

Additional Steps

Specialty/Dept: Select Specialty/Dept. Class: Select Class

Add

Facility Orientation Steps

From: 09:00 To: 17:00 Add

Orientation Steps	Scheduled Time	Edit	Active
Facility Orientation	From: 08:00 To: 12:00		

Specialty/Dept. Orientation Steps

From: 09:00 To: 17:00 Add

Orientation Steps	Scheduled Time	Edit	Active
Unit Orientation	From: 08:00 To: 12:00		

Orientation Steps

Staff: Natalie Stanford Specialty/Dept.: Chicago Home Health Branch Employee ID: [input]

Facility Steps

Select	Steps	Scheduled Date	Scheduled Time
<input checked="" type="checkbox"/>	Facility Orientation	05/04/2018	From: 08:00 To: 12:00

Specialty/Dept. Steps

Select	Steps	Scheduled Date	Scheduled Time

Please add orientation steps from settings in order to proceed

Please have natalie come to room #200 at 8am and ask for Nancy Davis.-

HWL Message: **Orientation** schedule from University Urgent Care for Meredith Grey, Physician Inbox x

no-reply-dev@shiftrock.com via amazonses.com to me

University Urgent Care has scheduled following dates for **orientation** for Meredith Grey, Physician

Orientation Steps	Scheduled Date	Scheduled Time
Facility Orientation	08/16/2018	09:00 to 15:00

If you do not wish to receive emails from <https://staging.hwlmso.com/shiftrock> then please copy-paste link below or [click here](#) for HWL compatible browsers to change your notification <https://staging.hwlmso.com/shiftrock/profileSettings>



Time keeping and Approval Process through AzHHA Locums MSP

Candidate time card submittal

- Agencies or Locums can input time into HWL VMS via, Mobile App, tablet or computer. Once the time has been submitted, the time is available for facility approval by clicking on Submitted under the Timecard tab.

Approving Locums Time

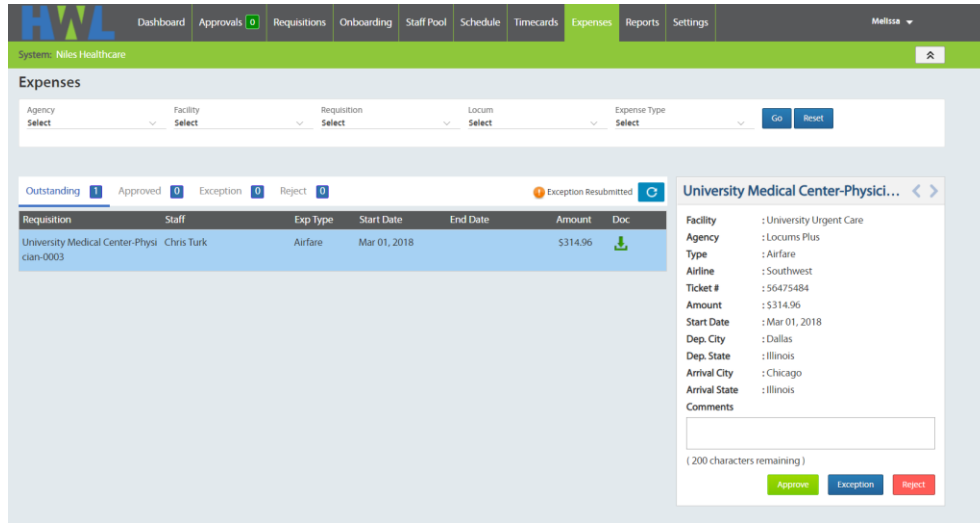
- All Locum time can be approved in the VMS under the Submitted Tab.
- If the manager notices a discrepancy in the time submitted, he or she may edit and approve, or reject a submitted timecard and add comment as to why the timecard has been rejected.

Staff Pool

Once a Locum candidate has been hired for assignment they become part of your facility staff pool. All assignment agreements, locum contact information, evaluations and notes are found under the staff pool tab.

Time cards are mapped to all information contained in the assignment agreement i.e. rate, department, job title, start date and end date.

Expense Management and Invoicing through AzHHA Locums MSP



Locum Expense Management

- All billable expenses approved in the assignment agreement can be submitted for review and approval in the VMS.
- Supporting documents can be uploaded. If there are discrepancies the staffing office or manager can create an exception or reject an expense.
- Mileage expenses are determined in the SOW and based upon the mileage reimbursement rate set in the system.

We offer 2 Invoicing Options :

- Third-Party Transmittal: Invoice is generated through VMS, and a consolidated payment is sent to a third-party bank escrow account. Bank releases funds and pays agencies directly.
- Direct Payment to Agency. VMS generates individual invoice and Member pays agency directly.
- The desired option of payment is outlined in each AzHHA Member SOW.

Save Edits Submit to Client

Invoice Detail

Date	Job Title	Req ID	Rate Type	Rate	Quantity	Total	Edited / Disputed	Action
Andrews, Becky								Hold from Invoice Add Line
4/9/2017	Anesthesiologist	MN-Phy-0034	Base Rate	\$240.00	8	\$1,920.00	Edit	Accept Cancel
4/9/2017	Anesthesiologist	MN-Phy-0034	Malpractice	\$15.00	8	\$120.00	Hold from Invoice	Edit
4/11/2017	Anesthesiologist	MN-Phy-0034	Weekday Night On-Call	\$1,000.00	1	\$1,000	Delete Entry	Edit
4/13/2017	Anesthesiologist	MN-Phy-0034	Base Rate	\$220.00	8	\$1,760.00	-	Edit
4/13/2017	Anesthesiologist	MN-Phy-0034	Malpractice	\$15.00	12	\$180.00	-	Edit
4/13/2017	Anesthesiologist	MN-Phy-0034	Daily Overtime	\$330.00	4	\$1,320.00	-	Edit
4/15/2017	Anesthesiologist	MN-Phy-0034	Weekend Day On-Call	\$1,200.00	1	\$1,200.00	-	Edit
Worker Total						\$7,340.00		
Invoice Total						\$7,340.00		

Important Agency Contract Terms and Conditions



Unless otherwise noted in your facility SOW, the following Terms and conditions will apply:

Obligations of Customer

1. Facility will inform Agency within forty-eight (48) business hours if any Provider presented by Agency is already known to Customer. Otherwise, the Provider will be conclusively presumed to have been introduced by Agency. Customer agrees to submit proof of a prior relationship or introduction upon request by Agency;
2. Report, in writing, immediately to Agency of any incident which may lead to a malpractice claim or disciplinary action taken against any Provider.
3. Customer agrees to pay Agency the specific fees for each Provider with respect to the Services performed as reported in a record of service for a reportable period (a "Service Record") as required as described in the Assignment Agreement or the SOW.
4. If Customer hires or otherwise engages outside of this Agreement a Provider who has been placed with Customer by Agency under this Agreement or who has been presented to Customer by Agency as a candidate to provide services, then Customer shall be required to compensate Agency in the manner of a recruitment fee if and as may be provided in the applicable SOW.
5. Customer agrees to pay Agency the specific fees for each Provider with respect to the services performed as required as described in the Assignment Agreement and/or the SOW. Such fees are due and payable regardless of the number of cases or modalities performed by the Provider.

Cancellation of Coverage

1. Customer may request that a Provider be removed or a placement cancelled (a) at any time if the request is based on Customer's reasonable dissatisfaction with the clinical performance or professional conduct of such Provider
2. Provider may be cancelled at any time and for any reason, provided that Customer provides at least 30 days prior written notice. Customer agrees to pay Agency all amounts owed for locum tenens coverage as set forth on the applicable Assignment Agreement.
3. Customer cancel a scheduled Provider (whether or not actually placed in Customer location or Facility) without providing 30 day prior notice, Customer agrees to pay Agency all amounts owed hereunder for locum tenens coverage provided through the effective date of the cancellation plus, the full amount of fees and costs which would have been payable for any uncompleted portion of the locum tenens period up to a maximum of thirty calendar days. Customer also agrees to reimburse Agency for any fees and/or charges incurred by Agency that result from the cancellation including, but not limited to: airline penalties for cancellation and rescheduling, non-refundable housing deposits plus any other non-cancellable amounts.

If you do not have a copy of the AzHHA Agency Locums Agreement please email AzHHAmosp@HWLmwp.com and we will be happy to email you a copy.



FAQ's - Frequently Asked Questions

Can I still work with agencies of my choice? The AzHHA MSP team has contracted with preferred vendors that offer the best pricing and conversion terms based on the Market Rate Analysis performed in late 2018. However, if you have a provider that is not contracted with the program, please feel free to have them contract a AzHHA MSP team member and we are happy to send them out a contract to participate in the program.

What about contractors that currently work at my facility or have already been scheduled? Your current providers will not change. They will continue to be contracted and bill outside of the AzHHA MSP program.

How do I order a Locums or Advanced Practice Healthcare provider? You can email AzHHAMSP@HWLmsp.com or call **407 249 5452** or can enter your order directly into the VMS and broadcast to agency network directly.

How are bill rates determined through the AzHHA Locums MSP Program? The VMS has been configured with a competitive bill rate range based on a AzHHA Market Rate Analysis that was conducted in late 2018. When a job order is opened in the VMS the competitive range will be displayed in the job requisition. Agencies will submit their bill rates with in that rate range. Facility managers also have the option to counter the submitted agency rate within the VMS, prior to finalizing the Assignment Agreement. Both Facility and Agency agree to the finalized bill rate and any other terms and conditions through by electronically signing through the VMs.

What will I gain by utilizing AzHHA Locum MSP? You will reduce the time spent on screening, sourcing and engaging with multiple agencies to find a qualified Locum. AzHHA facilities will have a more efficient and cost effective process to managing locums from interview to off boarding.

What if I have trouble with the technology? Please email AzHHAMSP@hwlmsp.com or call Sim Drain at Sdrain@hwlmsp.com and someone will assist to resolve your technical issue.

How does the Locum or Advanced Healthcare Provider submit their time? Each Provider will be set up with their own VMS log in and instructions for entering time into the VMS for approval. Agencies are also able to go into the VMS and submit time on behalf of the Provider. Once the time is submitted it is automatically routed to the facility manager that has been designated to approve that providers time. Managers have the ability to approve directly from email without having to login to the system.

What do I do if the time card is not correct? Time cards can be rejected in the system and managers can provide reason comments for declining timecard. Providers will need to make the correction and resubmit for approval.

AzHHA Locums MSP Program **407 249 5452** | AzHHAMSP@HWLmsp.com

