



HEALTHTRUST
Performance Group®

Supplier Orientation Guide



**Performance
Improvement
for Healthcare**

Published: June 17, 2025

Purpose of this Guide

Congratulations on receiving a contract award with HealthTrust.

This Guide* was developed to help you successfully navigate the HealthTrust organization throughout the life of your contract.

As questions come up, your best point of contact is always your assigned representative from the HealthTrust Strategic Sourcing team. We look forward to working with you.

**This Guide provides general information that has application to all contracted suppliers of HealthTrust. Should the content in this Guide differ with any terms or conditions of your contract, the specific terms and conditions of your contract will control.*



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Contacting HealthTrust

Corporate Office Phone & Address

(615) 344-3000

HealthTrust Performance Group, L.P.
1100 Dr. Martin L. King Jr. Blvd, Suite 1100
Nashville, TN 37203

Email

To contact a HealthTrust associate by email, in most cases you will be able to address correspondence by typing the recipient's name using this configuration:

firstname.lastname@healthtrustpg.com

HealthTrust Customer Service

888.222.1172

hpgsvc@healthtrustpg.com

HealthTrust Membership Department

hpg.membership@healthtrustpg.com

HealthTrust Ethics & Compliance

800.345.7419

tonya.goad@healthtrustpg.com

Reporting Product Recalls and Potential Patient Safety Issues

vendorrecall@healthtrustpg.com

THE SOURCE Magazine

Advertising: David Sherman: **thesourceads@healthtrustsource.com**; 847.309.8670

Media Kit: **www.healthtrustsource.com**

Editorial ideas: **thesource@healthtrustpg.com**

HealthTrust Conference Exhibitor Registration

Team: HTUExhibitors@bcdme.com | **Toll-free:** 1-855-407-7360 | **Outside US:** 1-312-396-2100

HealthTrust Tax ID

Current W-9 form available on the Supplier Portal

Legal Name: HealthTrust Purchasing Group, L.P.

Tax ID: 621778159

Contacting HealthTrust

Banking Information

For Wire Payment

Name of Account: HEALTHTRUST PURCHASING GROUP

Bank: Wells Fargo

Account Number: 2079900143067

ABA Routing Number: 121000248

For ACH Payment

Name of Account: HEALTHTRUST PURCHASING GROUP

Bank: Wells Fargo

Account Number: 2079900143067

ABA Routing Number: 053101561

Bank Address for Overnight Delivery of Checks

HealthTrust c/o Wells Fargo Bank

Attn: Wholesale Lockbox - P.O. Box 751576

Building 2C2-NC 0802

1525 West WT Harris Blvd.

Charlotte, NC 28262

Telephone: 704-590-5382

Bank Address for Regular Mail Delivery of Checks

HealthTrust Purchasing Group c/o Wells Fargo Bank

Account Number: 2079900143067

P.O. Box 751576

Charlotte, NC 28275-1576

Contacting HealthTrust

Contact Information for Submission of Rebate and Admin Fee Files

HealthTrust email for NON-PHARMACY SUPPLIER fee support file submission:
vendorbackup@healthtrustpg.com

HealthTrust email mailbox for PHARMACY SUPPLIER fee support file submission:
RXbackup@healthtrustpg.com

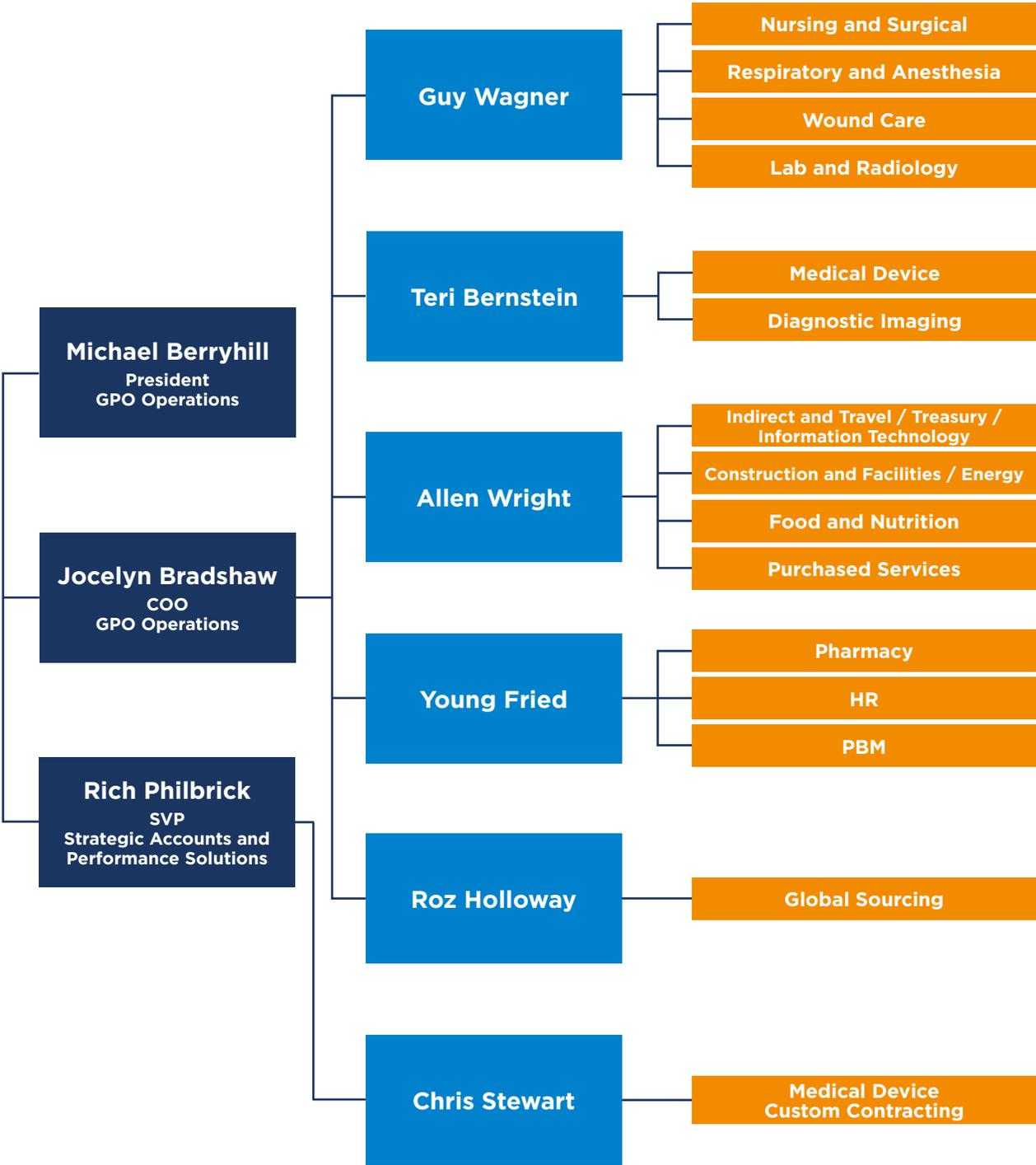
For questions about reporting fees: **vendorbackup@healthtrustpg.com**

For HealthTrust membership questions: **HPG.Membership@healthtrustpg.com**
(NOTE: Don't forget the dot between HPG and membership)

For pharmacy contract questions: **hpgsvc@healthtrustpg.com**

Supplier fee templates or supplier letter available on the Supplier Portal

Strategic Sourcing Organization



Strategic Sourcing Organization (continued)

Overview

HealthTrust facilitates a provider-driven contracting process. The Strategic Sourcing leader, in collaboration with the Supply Chain Board and the responsible clinical and non-clinical advisory boards, drives the contracting process and decisions. New contracting initiatives begin approximately one year before the expiration of existing contracts. The typical contracting process consists of:

1. Request for Information (RFI)
2. Request for Proposal (RFP)
3. Contract negotiations/analysis and, if necessary, product evaluations
4. Contract award(s)
5. Contract implementation
6. Contract management

As a committed-model GPO, HealthTrust continually seeks opportunities to offer member organizations creative solutions to advance their clinical and operational agendas within the sourcing framework. It is imperative that HealthTrust suppliers collaborate with the same spirit of innovation.

The HealthTrust Strategic Sourcing group is responsible for negotiating, managing and maintaining all supplier contracts. Contracted suppliers are expected to manage their contract with HealthTrust, in a timely fashion, throughout the contract term. This includes, but is not limited to:

- Business reviews
- Company updates/changes
- Product pipeline
- Customer service actions
- Product/price file management
 - **Product additions**
 - **Product changes**
 - **Product discontinuations**
 - **Price enhancements**
 - **Addition of sustainability-related product information**
- Product recalls
- Product back orders
- Special promotions/bulk buys
- Product/clinical education
- Providing member utilization reports
- Providing cross-reference files
- Review of all marketing materials, announcements and websites

Strategic Sourcing Organization (continued)

Contract Lifecycle Management (CLM) System

The sourcing process is managed through a Contract Lifecycle Management (CLM) system that standardizes how HealthTrust receives and processes competitive sourcing bids.

Accessible through the supplier portal, the CLM standardizes how suppliers will respond to RFIs/RFPs and the process by which HealthTrust will analyze those responses. We feel you will appreciate the efficiency, elimination of redundancies and added security the CLM will afford you and your team. Instead of having to complete a new supplier questionnaire each time you participate in a sourcing event, you will be able to more easily enter your data on the portal and incorporate this information in responding to a proposal or request for information. This process enhances our ability to ensure fairness and consistency in the bidding process, and applies safeguards to protect your intellectual property.

By going through the web portal process, you are going to be put on a list of potential CLM account holders. CLM access allows you to:

- Receive communication from HealthTrust sources
- Respond to RFx(s)
- Manage contracts

All suppliers will convert to the new system in order to be considered in our bidding process, since all RFI/RFP requests and submissions will be managed through CLM. CLM training material is available on the supplier portal. Questions about CLM should be referred to HealthTrust Customer Service at HPG.Service@healthtrustpg.com for triage and routing.

Price File Management

It is essential that the contract price file be kept current. Suppliers must communicate regularly with Strategic Sourcing to ensure updates are reviewed in a timely manner and in accordance with HealthTrust processes. Updates include product additions, deletions, product discontinues, price decreases, product changes, and catalog number changes. Note that a written amendment is required to affect any of these updates. The process is as follows:

- Suppliers review the price file monthly and notify HealthTrust if updates are necessary.
- Suppliers submit the price file, using the HealthTrust 832 format, along with an updated comprehensive product catalog that includes all items in the contract category.
- HealthTrust reviews proposed changes, including a financial review. Advisory board review may be required.
- If acceptable, HealthTrust submits a price file amendment to suppliers for signature.
- HealthTrust counter-executes the signed amendment once internal approvals are received.

Strategic Sourcing Organization (continued)

HealthTrust Member Utilization

During the contracting cycle and throughout the life of a contract, suppliers must report transaction-level details pertaining to the contract. Utilization (purchase) data must be line item by member facility.

Supplier Transparency

During the RFP process, HealthTrust will ask suppliers to submit manufacturing information related to the category at the address level. We utilize this information to inform our selection process and continuously monitor these locations throughout the lifecycle of the agreement through a tool called Everstream AI. In addition, HealthTrust asks that suppliers understand their tier 2 and tier 3 supply chain manufacturing locations.

Cross-reference Information

During the contracting cycle, suppliers must submit line-item cross-reference information. Throughout the life of a contract, suppliers will periodically be requested to update cross-reference information and you are expected to comply and promptly respond to such requests. Suppliers should also proactively send cross-reference updates as changes occur. When an item/delete is submitted, an updated cross-reference will also be requested.

Contract Package

The contract package is an important element not only of a new contract launch, but also in maintaining member product/service awareness and understanding.

The HealthTrust member portal allows members (not suppliers) to search and access key information on HealthTrust supplier contracts. This includes certain key terms and conditions, pricing and pertinent supplier product and/or service information.

Suppliers are expected to work closely with their HealthTrust strategic sourcing team member to provide and review information that more clearly defines the purpose and use of their products and/or services. Although the contract package is the appropriate venue for pertinent product and/or service literature, specifications, etc., it is not to be used in lieu of member training, in-service training, or for marketing purposes. The contract package is the suppliers' opportunity to articulate the value of their product/service, inform and educate HealthTrust members and differentiate between similar products/services.

Strategic Sourcing Organization (continued)

Other contract package elements suppliers must keep current include:

- Supplier primary contact information
- List of distributors and distributor contact information (if applicable)
- Sustainability-related information
- Service information
- Education and training opportunities

Local Contracting

Contracted suppliers must not solicit HealthTrust members to enter into or negotiate a separate agreement or arrangement for the same contracted products and/or services outside of the HealthTrust contract. If you are approached by a HealthTrust member to negotiate such an agreement or arrangement, you should immediately contact the Strategic Sourcing group.

Product Backorders

Failure-to-supply is a critical issue for HealthTrust and its members. Suppliers should give priority status to HealthTrust members and fully cover any expedited shipping costs associated with the delay. Contracted suppliers must maintain sufficient product inventory so that they can meet contract delivery terms and service levels with timely processing of HealthTrust member orders. If suppliers anticipate a delivery will not occur as scheduled, they are to promptly notify the member and resolve the delivery issue to the member's satisfaction.

Product backorders or significant product delays must be communicated to HealthTrust's Strategic Sourcing group immediately upon an issue being identified. The communication should include an explanation for the delay, a detailed timeline for when the issue will be resolved and any alternative products available for members' consideration.

If a substitute product is available and deemed acceptable by the member, suppliers must pay any cost difference between the substitute product and the originally ordered product. If an acceptable alternative is not available and members are required to purchase from a competitor, suppliers must reimburse the member for any cost difference.

EDI

Contracted suppliers are expected to utilize EDI for product-related purchases. This includes accepted POs (850), Invoices (810), and transmitting status information through confirmations (855s). The expectation is to utilize the technology to help members identify issues quickly and reduce manual intervention from a member to call a customer service line.

Strategic Sourcing Organization (continued)

Supplier Performance

HealthTrust Performance Group has leveraged EDI and member data feeds to understand supplier performance against contractual obligations related to backorders, fill rate, and delivery time information. We utilize this information to mitigate any low performance to our members, and to inform our selection process. If HealthTrust reaches out related to a supplier performance issue, it is expected the supplier creates a corrective action plan.

Product Recalls

HealthTrust takes product recalls and potential patient safety issues very seriously. Suppliers should report these issues within 24 hours after first learning of any recall or patient safety-related issue. Suppliers should also communicate to HealthTrust less serious issues, such as voluntary recalls or field actions/modifications.

Notify HealthTrust about any recall or safety issue by sending a notice to: vendorrecall@healthtrustpg.com

While it is important that suppliers communicate directly to the affected members, Strategic Sourcing also requires a list of the affected members so it can match the recall to specific purchasers.

Sustainability/Environmentally Preferable Purchasing

HealthTrust is committed to helping its members achieve their sustainability goals. Concern for the environment is an ancillary consideration in most purchasing decisions and its importance will only increase. The lack of standardization of terms and common definitions within the industry results in increased challenges for driving sustainability. HealthTrust works with suppliers and its GPO workgroup to identify opportunities and provide information related to sustainability that can influence purchasing decisions.

Ways You Can Help

- Increase understanding within your business of HealthTrust's commitment to sustainability.
- Provide HealthTrust with information regarding your company's sustainability initiatives.
Introduce the person responsible for leading these efforts to the HealthTrust team.
- Maintain communication with HealthTrust regarding sustainability enhancements to your products throughout the life of your contract(s).
- When requested, provide sustainability-related product information in a timely manner.
- Make your voice heard in organizations seeking standardization around common definitions and product attributes.
- Develop reporting mechanisms on members' sustainable purchase spend.

Strategic Sourcing Organization (continued)

At the heart of HealthTrust's sustainability initiative is our Environmentally Preferable Purchasing (EPP) program, which identifies key product or service attributes that may have an impact on the environment and human health. HealthTrust developed a member-led Environmental Sustainability Network (ESN) to review related EPP questions as part of the supplier RFP process.

Made up of members from various IDNs and facilities, the ESN reviews supplier responses for sustainability-related information that may be used as differentiators in making recommendations to related advisory boards during the contract award process. Once contracts have been awarded, HealthTrust can then share appropriate sustainability product options with members as part of the contract launch process.

For questions or more information contact Jennifer Westendorf at sustainability@healthtrustpg.com.

Community Supplier Development Program and Our Commitment to Responsible Sourcing

By promoting opportunities and fair consideration for suppliers of all sizes and ownership structures, HealthTrust creates competition and generates goodwill within our local communities. It is our belief that it is both socially responsible and economically prudent to make suppliers available to our members who reflect the patients in the communities they serve.

The HealthTrust Community Supplier Development Team serves as a resource for suppliers, our internal contracting team, and our members regarding all aspects of the program. It is responsible for:

- Identifying new small businesses to participate in our bid process
- Facilitating the introduction of those suppliers' products and/or services to the sourcing teams
- Tracking spend information
- Sharing ideas, identifying best practices and discussing challenges

HealthTrust works closely with contracted suppliers, emphasizing our commitment to small businesses and our expansion of the program to include Tier 2 subcontracting opportunities for small businesses. These suppliers are asked to report Tier 2-related spend to HealthTrust on a quarterly basis. Tier 2 "direct" refers to products or services subcontracted by a HealthTrust supplier that directly relate to products or services on contract. Tier 2 "indirect" is defined as purchases made by a HealthTrust supplier that have no direct relationship to the product or service on contract.

Strategic Sourcing Organization (continued)

HealthTrust ensures fair consideration in the sourcing process and acknowledges a variety of certifications to verify a supplier's ownership structure.

For more information about the Community Supplier Development program, including opportunities to partner or to expand a Tier 2 program, contact Joey Dickson, Assistant Vice President of Strategic Sourcing at joseph.dickson@healthtrustpg.com, or DeAndre Thomas, Manager of Strategic Sourcing at deandre.thomas@healthtrustpg.com.

Portfolio Management Organization

The Portfolio Management Team serves as the primary point of contact with suppliers for ongoing contract maintenance, overseeing contract performance, supplier relationships and portfolio strategy to ensure operational and financial effectiveness.



Guidelines for Meeting with HealthTrust Members

As requested, HealthTrust suppliers are expected to conduct quarterly business reviews at the corporate integrated delivery network (IDN) level. At a minimum, the reviews are to cover contracted spend, delivery issues (if any), compliance, and opportunities to maximize savings. Note that it is helpful to work with your HealthTrust member Account Director during the review process.

Advisory Boards

HealthTrust has both clinical and non-clinical advisory boards. Advisory boards are responsible for:

- Providing clinical, technical, operational and service requirements for contracting initiatives.
- Providing historical experience regarding suppliers and their products/services.
- Determining need for product evaluations and performing product evaluations, as necessary.
- Making contract strategy and award recommendations.

The advisory boards are comprised of subject matter experts from across the membership. Oversight of all boards comes from the member-comprised Supply Chain Advisory Board. Each advisory board has a HealthTrust colleague as its lead and serves as the liaison between suppliers, sourcing, and board members. Note: Suppliers should refrain from contacting advisory board members directly. Advisory Board rosters will not be released to suppliers.

Clinical Advisory Boards/Clinical Operations

Clinical advisory boards are comprised of clinicians—representing facilities across HealthTrust’s membership—whose expertise is appropriate for that specialty area.

- Clinical advisory boards include Cardiovascular, Laboratory, Nursing, Radiology, Surgery and Pharmacy.
- Specialty committees are established, as needed, and currently include Advanced Wound Care, Cardiovascular Operating Room, Infection Control, Perinatal and Respiratory.
- Each clinical advisory board has a HealthTrust clinician in the Clinical Operations group who serves as the lead for that board. They work to ensure that board members receive all appropriate information on each contract project and are given an opportunity to provide clinical input and informed recommendations throughout the contracting process.

Clinical Advisory Boards

- Cardiology
- Laboratory
- Nursing
- Radiology
- Surgical
- Pharmacy

Specialty Committees

- Advanced Wound Care
- Cardiovascular Surgery
- Operating Room
- Infection Control
- Perinatal
- Respiratory



Advisory Boards (continued)

Non-Clinical Advisory Boards

- Non-clinical advisory boards are comprised of professionals representing facilities across HealthTrust's membership with expertise appropriate for that specialty area.
- HealthTrust's non-clinical advisory boards include Food & Nutrition, Information Technology, Construction and Facilities, and Facility Infrastructure Capital Equipment.
- Each non-clinical advisory board has a HealthTrust professional who serves as the lead for that board. Their mission is to ensure that board members receive all appropriate information on each contract project and are given an opportunity to provide technical input and informed recommendations throughout the contracting process.

Non-Clinical Advisory Boards

- Food & Nutrition
- Information Technology
- Construction and Facilities
- Capital Equipment

HealthTrust's Innovation Center

We seek to partner with those suppliers that truly embrace the challenges of the healthcare industry. Beyond building a better mousetrap, we pursue true market disruptive solutions to help our members redefine clinical excellence and achieve their missions.

We would like to understand: How are you transforming healthcare? Organizing around innovation? Creating capacity at the bedside or redefining standards of care?

We offer a site where you can share the details of your product with us.

HealthTrust's online Innovation Center is the avenue for suppliers to submit their truly innovative and disruptive solutions. The Innovation Center is open year-round for submissions from both current and prospective suppliers. Submissions will be reviewed by internal and potentially external stakeholders including HealthTrust Members and Physician Advisors.

Questions regarding innovation submissions may be sent to innovation@healthtrustpg.com.

**HealthTrust's definition of "new technology" is classified as a product that, as compared to existing products and as demonstrated in an independent, peer-reviewed publication(s):*

- *Offers significant technological advancements,*
- *Significantly improves clinical outcomes or patient care (i.e., documented reduction in procedure times, outcomes, lengths of stay, readmissions, infection rates), or*
- *Significantly streamlines work processes and/or the economics of facility operations (i.e., increase or decrease expenses in supply chain or resource utilization).*

Managing and Maintaining Your Contract

Contract Packages

New supplier contracts are announced to members via our weekly e-newsletter, HealthTrust Response. Information shared with the membership includes the following details:

- Start date/end date of contract
- List of all items on contract, including product descriptions, pricing, UOM (units of measure) packaging, cross references and brochures

All supporting information is available on the member portal. It is important that this process be finished prior to the contract’s announcement date. The timeline for announcing new contracts, by contract type, is as follows:

TYPE OF CONTRACT	# OF DAYS BEFORE START DATE TO ANNOUNCE
New Contract	
Products shipped Direct	30 Days
Products shipped via Distribution	45 Days (typically)
New Contract Requiring Conversion	60 Days

The contract package remains posted for the duration of the contract and is the primary source of information about the contract. It is critical that the information, including product cross-references, remain current. Suppliers must communicate contract changes to the sourcing team and/or portfolio Manager/Director so the contract package can be updated. For ongoing contract maintenance, suppliers should work with the portfolio Manager/Director.

Electronic Letters of Commitment

HealthTrust utilizes Letters of Commitment (LOCs) to manage contracts with tiered pricing. For medical/surgical contracts, HealthTrust has contracted with GHX to build and maintain a web-based Collaboration Portal that allows members to execute LOCs electronically. The portal also serves as a single point of reference for suppliers, distributors, providers and HealthTrust to collaborate on contract terms and monitor progression of the contract. GHX maintains an e-learning module and product guide, which can be accessed through the “Help” link on the Collaboration Portal, or by clicking here.

To process electronic LOCs for pharmaceutical contracts, HealthTrust uses a system called Commitment. If you have any questions about how to use Commitment, please contact hpgcommitmentanalyst@healthtrustpg.com.

Financial Operations

Role

The HealthTrust Financial Operations Support Group is responsible for:

- Financial and regulatory reporting
- Analytical review of supplier pricing proposals and member spend data
- Rebate and admin fee administration
- Pricing and proposal analyses for prospective, new and current membership
- Post-purchase audits to verify correct prices charged and correct rebates and administrative fees have been paid

Functions

- Preparation of HealthTrust financial and statistical reports
- Financial analysis of prospective suppliers and verification that suppliers are not on sanctioned lists
- Financial analysis of proposals and transaction-level spend detail from suppliers
- Financial review of product changes to purchase contracts
- Processing of rebate and administrative fee receipts, allocation to members and reporting
- Due diligence pricing analysis for prospective members
- Tracking of savings guarantees for new members
- Annual fee disclosures to members
- Compliance pricing analysis for existing members
- Documentation of Sarbanes-Oxley processes, controls and testing
- Preparation of and tracking against budgets
- Assistance with preparation of Medicare cost reports and tax packages
- Oversight of supplier audits

Key Activities

- Financial and regulatory reporting
- Budgeting
- Data analysis
- Rebate and admin fee allocation
- Financial analysis and modeling
- Due diligence pricing analyses

HealthTrust Audit Process

The HealthTrust audit team provides value-added services by reviewing contractual benefits extended to HealthTrust members. The team performs audits and special projects to ensure supplier compliance with HealthTrust contracts, recommends process improvements to suppliers and HealthTrust, and makes recommendations for enhanced contractual language as appropriate. An internal assessment, based on multiple risk criteria established by audit and HealthTrust management, is used to determine the contracts and suppliers selected for audit.

Functions

Audits and special projects include reviews of medical/surgical, commercial products and services and pharmacy contracts. Key areas of focus for medical/surgical and commercial products and services are reviews of the following areas:

- Pricing
- Administrative fees
- Membership
- Rebates
- Freight

Pharmacy audits are performed on a monthly basis for the following areas:

- Distributor pricing
- Inability-to-supply claims
- Generic Source Price Protection Rebate

Automated processes and internal HealthTrust systems are utilized to audit suppliers' data. At the conclusion of the audit process, a final report is published that sets forth the findings as well as recommendations based on the supplier's responses.

Key Activities

The audit process includes the following key activities:

- Suppliers are notified of audit via an engagement letter. This letter will include specific requests needed from the supplier for the review.
- Supplier data is compared to HealthTrust contractual data and systems to ensure contract compliance.
- Detailed audit results are communicated to suppliers and responses are requested. The responses are incorporated into audit test work and issues are communicated in an audit report.

NOTE: Occasional requests for price verifications (e.g., a request to demonstrate the correct contract price was used for a particular set of purchase transactions by a specific member) are not considered audit requests under a supplier contract.

Supplier Portal

The supplier portal is accessed through the HealthTrust public website. Information viewable to suppliers includes:

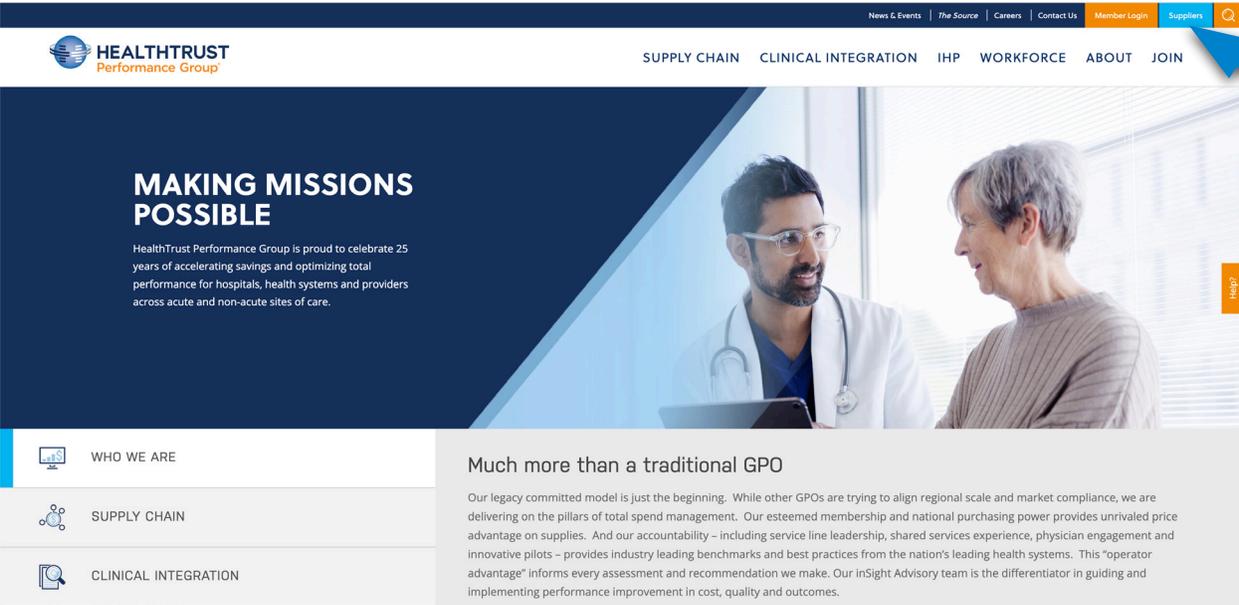
- The Supplier Orientation Guide
- Link to the User Guide where you can provide and update company and contact information
- Training materials for the supplier portal and CLM
- Membership lists (past and current)
- HealthTrust contact information
- HealthTrust University (HTU) information
- GPO affiliation letters
- The Source member magazine and advertising information

Applying for Access

Accessing the supplier area of the HealthTrust member portal requires applying for a login ID and password. Follow these steps to apply for access:

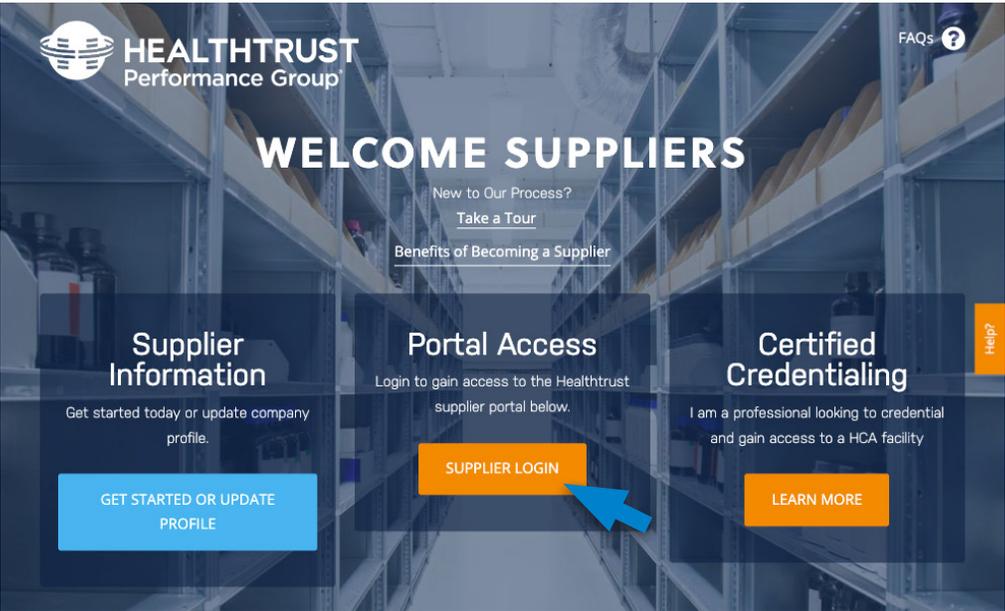
Visit the HealthTrust public website at healthtrustpg.com

Click on the “Suppliers” tab located in the upper right corner of the home page.

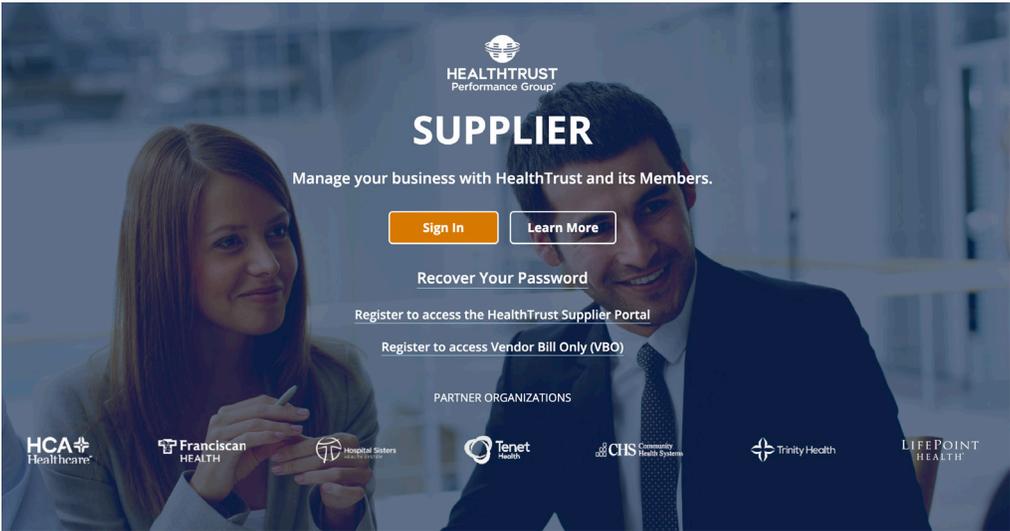


Supplier Portal (continued)

Once the page loads, you will be presented with two options: **Supplier Information** and **Portal Access**. Click on **Portal Access - Supplier Login**.



Next, at the bottom of the login section you will be presented with two options labeled **HealthTrust Member Registration** and **HealthTrust Supplier Registration**. Click **HealthTrust Supplier Registration**.



Supplier Portal (continued)

Fill in the required information (designated with a red asterisk*).



Registration

Email *

Confirm Email *

First Name *

Last Name *

Phone * ext.

Supplier Affiliation(s) *

Selected Affiliation(s)
No affiliation(s)

Role(s) HealthTrust Portals
 HealthTrust Portals - Supplier User

Comments

NOTE: Ensure that "HealthTrust Portals - Supplier User" is selected under HealthTrust Portals in the Roles section. Your affiliation as a supplier will ensure that you are only shown the supplier-facing section of our site.

Supplier Portal (continued)

Supplier affiliation is a required field and indicates the supplier that you represent. By clicking the **Search** button, supplier affiliation names can be selected using the vendor name as search criteria.

Your Supplier Affiliation(s) ✕

Please tell us what supplier(s) you represent. You may select more than one if there are multiple divisions or companies.

Name

SNV (enter full number) Search

Add Affiliation(s)

When you have completed the entire request form, click the **Register** button. If your request has been successfully submitted, you will be provided with the message shown below:

The security administrator will be notified. Once approved, you will receive an email with instructions to create your password.



Vendor Registration: Thank You

Thank you for registering.
Your request has been received.
You will be contacted when your request has been approved.

NOTE: Account requests typically take one to three days for the security administrator to process; however, it could take longer if there are questions or concerns about the request. When approved or denied for access, you will be notified using the email address you provided during signup.

HealthTrust Membership Information

The HealthTrust HISCI (Healthcare Industry Supply Chain Institute) membership roster can be accessed via the self-service reports (SSR) tool on the supplier portal. The SSR tool provides suppliers with on-demand access to current HealthTrust membership data. All suppliers are contractually obligated to access the roster.

The HISCI roster contains over 50 data fields including information such as facility name, address, global location number, DEA number (U.S. Drug Enforcement Administration-assigned), COID, GPOID and HIN identifiers. The roster provides summary reports as well as detailed reports on additions, changes and in-actives within a given time period. Suppliers must regularly update their HealthTrust account database using the facility information in the roster, as changes are made daily. HealthTrust recommends that suppliers export the roster at least once a week to ensure their database stays current.

To access the SSR tool, go to: members.healthtrustpg.com/rxreports.

HealthTrust provides a HISCI membership roster User Guide and a recorded HISCI webinar, both of which are available on the HealthTrust supplier portal.

New Member Announcements

New members are announced every Friday, giving suppliers another means to keep their HealthTrust account records current. The announcements are emailed to contracted supplier representatives and include facility information, effective dates and links to GPO affiliation certificates. These announcements are an additional courtesy to our supplier community and are not to be used as a replacement for the HealthTrust membership roster. The HealthTrust membership roster is the designated source for membership.

GPO Affiliation Certificate

A GPO affiliation certificate letter notifies suppliers whenever a healthcare facility commits to membership with HealthTrust. These letters are signed by each member and are available on the HealthTrust supplier portal at supplier.healthtrustpg.com/member-roster/gpo.

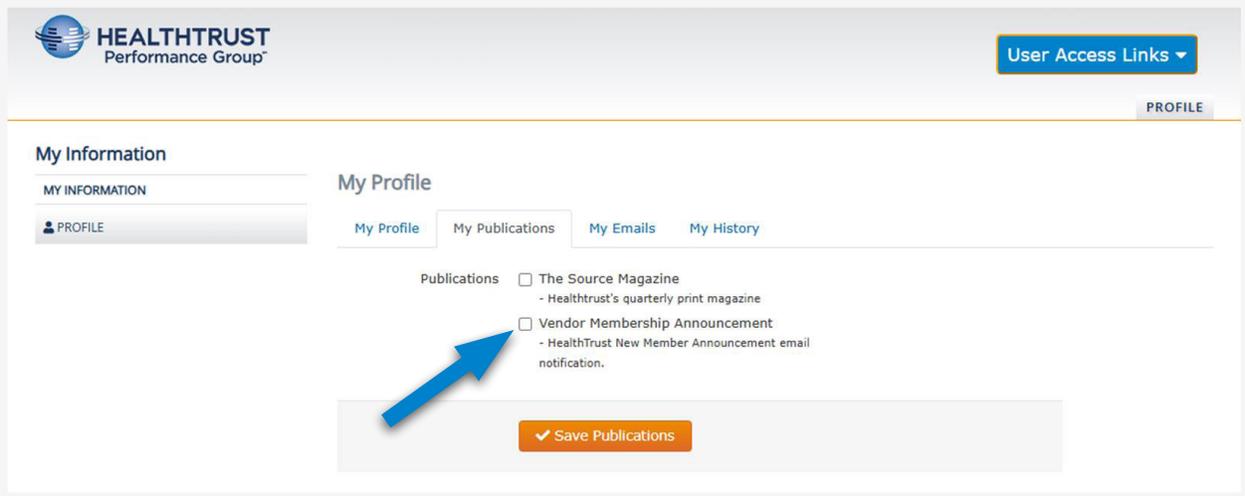
HealthTrust Membership Information (continued)

Contact Information

For roster-related questions, membership validation, or to be added to the distribution list for HealthTrust New Member Announcements, suppliers should email the HealthTrust Membership Department at HPG.membership@healthtrustpg.com.

Supplier Distribution List

To be added to the distribution list for HealthTrust New Member Announcements, suppliers should log in to the supplier portal to access their profile. Under the “My Publications” tab, opt in by checking the box for “Vendor Membership Announcement.”



Supplier Performance and Customer Service

The Member Support Services team at HealthTrust is essential to maintaining strong relationships between our members and suppliers. This dedicated team acts as a liaison, addressing members' concerns, coordinating with suppliers to find effective solutions, and proactively working to improve overall satisfaction. They track and analyze member-reported issues and collaborate with suppliers to resolve problems, ensuring best-in-class service and product standards.

Voice of the Customer

HealthTrust values its membership. Member support analysts track, investigate and trend issues reported by members and solicit resolutions from suppliers. Given our commitment to setting the standard for providing high-quality products and superior customer service to healthcare facilities, HealthTrust's expectations of contracted suppliers is that you will help resolve any reported issue that can affect patient care, quality and safety.

Customer service metrics are shared across many departments within our organization, including Strategic Sourcing, Contract Administration, Clinical Operations and Member Services, and are integrated into decision-making. Contracted suppliers must work proactively and collaboratively with Member Support Services to promptly resolve day-to-day member issues and identify and eliminate root causes.

Complaint Resolution

When a member submits a complaint about a supplier, Member Support Services will investigate the issue in an attempt to resolve it. If the team cannot resolve the issue, they will engage the national account representative or other designated contact for customer service issues. The process followed is described below:

- An initial email is sent requesting that the supplier initiate resolution. The subject line includes the contract number, type of issue and case number corresponding to the email communication, which should be retained.
- If a response is not received within five days to acknowledge the complaint or provide an update on issue resolution, Member Support will email a second request (so noted in the subject line). Most issues are resolved with no further escalation necessary.
- If, however, a response is not received within five days of the second request for acknowledgment or update, the Member Support Manager will make a third attempt to elicit a reply.
- If a response is not received after 24 hours of the third request being sent, the Member Support Manager will refer the issue to the portfolio Manager/Director or contract Manager/Director, who will work directly with the supplier to assure prompt, satisfactory resolution.

Supplier Performance and Customer Service (continued)

Product Quality Resolution Process

HealthTrust members reporting potential product quality issues will complete a product quality form, available on the HealthTrust member portal, to capture important information such as:

- Point of contact
- Number of occurrences
- Product and packaging information
- As much relevant detail as possible, including product and catalog numbers
- Photos, when available
- Desired outcome, such as credit, replacement, investigation or reporting purposes only

Information on this form is used to work with suppliers to ensure they are meeting members' quality and service expectations. Suppliers are expected to respond quickly and appropriately to issues that impact patient care. Member Support will send an initial email to the suppliers' national account representative or alternate contact for customer service issues.

The subject line of the email includes the contract number, type of issue and case number corresponding to the email communication, which should be retained. Provided the initial email is acknowledged within five days, Member Support will follow up for status updates every 14 days until a closure letter has been received identifying the outcome of the product quality complaint.

An issue is resolved when a closure letter is received and Member Support confirms member satisfaction with the outcome of the product quality complaint. If the member is not satisfied, Member Support will continue to work with the supplier until the issue has been acceptably resolved.

Ethics and Compliance

HealthTrust members have expectations that suppliers are selected based on their commitment to excellence in serving the needs of providers and their patients. Because of the trust we place in our suppliers, utmost integrity in these business relationships is a necessity.

Standards of conduct relating to HealthTrust's relationships with suppliers are described in our Supplier Business Relationship Statement and our Code of Conduct to which colleagues are also held. The Code of Conduct, Supplier Business Relationship Statement and related policies and procedures are available at healthtrustpg.com/about-healthtrust/healthcare-code-of-ethics. HealthTrust expects its suppliers to conduct themselves in a manner consistent with both the letter and the spirit of these documents.

Among HealthTrust's expectations of suppliers is that they have their own ethics and compliance program and code of conduct to ensure their employees comply with applicable laws and behave in an ethical and responsible manner. Specifically, they should endorse the types of standards in the AdvaMed code of conduct (advamed.org), either as a code-compliant AdvaMed member or by adopting a comparable code.

Summarized below are highlights of HealthTrust's Code of Conduct, Supplier Business Relationship Statement and contractual agreement with suppliers.

Conflicts of Interest

Suppliers that become aware of a conflict—actual, potential or the appearance of—must disclose it to HealthTrust senior management or HealthTrust's ethics and compliance officer. This would include any financial, personal or business relationship that suppliers or any of their personnel may have or are perceived to have with those negotiating or making decisions about a HealthTrust contract or making purchasing decisions under a HealthTrust contract. Consulting and other relationships between suppliers and physicians on staff at HealthTrust member facilities must be fully disclosed to those facilities before their purchasing decisions are made.

Gifts, Entertainment and Meals

HealthTrust prefers that business courtesies such as gifts, entertainment and meals either not be exchanged or, if they are, that they be of minimal value. The value of any business entertainment (including meals) given by a supplier or supplier division to a HealthTrust employee must be modest, reasonable and customary for the location and not exceed \$150 per person per event. Gifts are discouraged and cannot exceed a value of \$75 per person per calendar year. The total value of gifts and events may not exceed \$500 per calendar year.

Ethics and Compliance (continued)

No Improper Payments

Suppliers are prohibited from directly or indirectly making any payment or providing anything of value to HealthTrust, any HealthTrust member or affiliated third party or their respective directors, officers, employees or representatives, in return for HealthTrust entering into a contract with the supplier or for any business transacted under such contract (excluding GPO fees and rebates).

Confidentiality Obligations

Suppliers have access to certain confidential information as part of their relationship with HealthTrust and its members. The information may come from or be owned by HealthTrust, its members or third parties. Suppliers may use the confidential information only to perform their obligations under their contract with HealthTrust. Suppliers may not disclose to others, distribute, use, sell, market or commercialize any data made available to them by HealthTrust or its members unless permitted in writing by HealthTrust and the applicable member.

HIPAA (Health Insurance Portability and Accountability Act) Requirements

Suppliers may not use or further disclose any “Protected Health Information,” or PHI, including “Electronic Protected Health Information” (as defined by HIPAA and related laws) other than as permitted under those laws and the terms of HealthTrust’s contract with suppliers or any applicable contract a supplier may have with a member. Suppliers must never submit data to HealthTrust that contains PHI unless HealthTrust has a bona fide need to see the PHI, and in such a case, only the minimum necessary amount and type of PHI may be submitted to HealthTrust. If a supplier intends to submit data to HealthTrust that contains PHI, contact HealthTrust’s Ethics and Compliance Officer Tonya Hunt (tonya.goad@healthtrustpg.com) prior to any such submission.

Warranty of Non-Exclusion

Suppliers must immediately notify HealthTrust if they or any of their officers, directors or key employees (a) become excluded, debarred or otherwise ineligible to participate in federal or state healthcare programs; (b) are convicted of a crime relating to the provision of healthcare items or services; or (c) are under investigation or aware of circumstances that may result in their being excluded from participation in healthcare programs.

Ethics and Compliance (continued)

Background Checks

Suppliers are required to perform background checks on any of their personnel who (a) have or may have access to a member facility to deliver, maintain, service or remove equipment and/or products, or (b) may participate in surgical procedures in which the products are used.

Credentialing Suppliers shall comply with member facility's credentialing, approval and other policies required for supplier personnel to visit their premises.

Social Responsibility

Suppliers, as well as their subcontractors and manufacturers, must at all times comply with (a) applicable labor and employment laws, including those relating to child labor, forced labor, unsafe or unsanitary working conditions or trafficking in persons; and (b) laws relating to "conflict minerals" as defined in the Dodd-Frank Act. Suppliers must also undertake periodic inspections of any subcontractor or manufacturer involved in the provision of products under the suppliers' contract with HealthTrust, to ensure compliance with the foregoing.

Supplier Participation in HealthTrust Events and Conferences

Suppliers may purchase exhibition booth space, sponsor or otherwise participate in a HealthTrust conference or event. Participation is not required and will in no way impact decisions regarding the awarding and renewal of contracts.

HealthTrust Colleague Participation in Educational, Training and Promotional Events of Others

HealthTrust colleagues are permitted to attend supplier-sponsored and industry/professional events only if HealthTrust pays all expenses relating to their attendance. Exceptions are made for HealthTrust colleagues who are speaking at such events as well as educational programs sponsored by suppliers for products already under a HealthTrust contract. Also, expenses of HealthTrust employees for registration, food and entertainment may be paid by event organizers only if such expenses are paid for all attendees.

Physician-Owned Entities

Many HealthTrust members have policies regarding purchases from suppliers that have physician owners and/or physician compensation arrangements. Suppliers are therefore required to complete a Physician Ownership & Compensation Certification that discloses any physician ownership and/or physician compensation arrangements. HealthTrust will disclose to its members any contracted suppliers that have physician ownership and are not publicly-held corporations.

Ethics and Compliance (continued)

Reporting Suspected Wrongdoing

HealthTrust asks suppliers to report any activity by HealthTrust personnel or another supplier that appears to violate applicable laws, rules, regulations or HealthTrust's Code of Conduct or policies. This would include requests for or acceptance of gifts, meals or entertainment by a HealthTrust colleague inconsistent with the rules outlined in the "Gifts, Entertainment and Meals" section above. Suspected wrongdoing can be reported to HealthTrust's Ethics and Compliance Officer, Tonya Goad, at tonya.goad@healthtrustpg.com or by calling the HealthTrust Ethics Line (800.345.7419). Reports can be made anonymously.

Discounts and Rebates

HealthTrust expects all contract pricing that includes discounts, rebates and other reductions in price to be in compliance with the Discount Safe Harbor Regulations [42 C.F.R. §1001.952(h)] to the Anti-Kickback Law 42 U.S.C. §1320a-7b(b)(3) (A) and (C).

GPO Administrative Fees

HealthTrust structures all supplier contracts in compliance with the GPO Safe Harbor Regulations (42 C.F.R. §1001.952(j)) to the Anti-Kickback Law 42 U.S.C. §1320a-7b(b)(3) (A) and (C).

Marketing and Education Opportunities

HealthTrust offers opportunities for member awareness/education and supplier relationship building through:

- Advertising in *The Source* member magazine
- Submitting member success stories using supplier solutions for potential publication in *The Source*
- Exhibiting at or sponsorship of the annual HealthTrust University Conference
- Sharing continuing education-based content with HealthTrust members

All content is subject to HealthTrust Strategic Sourcing and/or other appropriate internal review.

The Source Magazine - Open only to contracted suppliers of HealthTrust, *The Source* member magazine represents one of the best channels to promote your products and services. This quarterly publication is delivered to more than 15,000 readers in HealthTrust member facilities.

- Circulation
 - Print = ~15,000 HealthTrust members who approve or recommend products and services for purchase receive the magazine quarterly.
 - Online edition - healthtrustsource.com
 - Email newsletter - monthly distribution to ~17,000
- Readers are supply chain managers, healthcare leaders, clinical department heads, C-suite execs and clinicians with purchasing responsibility or influence.
- Advertising opportunities are available in the quarterly print edition and in the monthly eNewsletter:
 - For ad rates and information, contact David Sherman: 847.309.8670 or thesourceads@healthtrustsource.com
 - Download Media Kit - healthtrustsource.com
- Contracted suppliers can submit ideas for content related to member success stories using your products or services. Submit ideas to thesource@healthtrustpg.com.

Advertising Guideline and Policy Highlights

- HealthTrust reserves the right, in its sole discretion, to approve and/or refuse any order or advertising.
- HealthTrust reserves the right to approve or refuse any advertising.
- Ads must conform to industry, accreditation, commission, and/or any applicable regulatory standards.
- All ad materials are subject to HealthTrust approval, including pick-up ads. Requested changes must be made.
- Suppliers must review previously published ads for compliance before re-submitting them.

Marketing and Education Opportunities (continued)

Advertising Guideline and Policy Highlights (continued)

- HealthTrust will not alter submitted ad materials.
- Ads must only feature products and services currently under contract with HealthTrust.
- Ad materials must include the HealthTrust contract number(s).
- Ad content cannot refer to “partnerships” with HealthTrust or specific hospital members.
- Ad materials should not include the term “exclusive” or refer to contract status.
- Scientific/clinical claims must be substantiated by reliable, accessible data.
- Medically graphic images will not be accepted.
- Ad content cannot refer to competitors by name.
- Publication of ad material is not an endorsement by HealthTrust.
- New ad materials must be submitted by the deadline in the media kit.
- Invoices are payable within 60 days of the invoice date.
- The HealthTrust Insertion Order (IO) is the binding contract for advertising in The Source. Full details and requirements are provided in the IO contract as well as in the [media kit](#).

Sponsorships and Exhibit Space

- The conference is the only time during the year that representatives from virtually all HealthTrust member facilities gather in one place. Attendees consist of materials and supply chain vice presidents, directors and managers of purchasing, clinical resource managers, pharmacy directors, clinicians, and other hospital leaders involved in purchasing decisions for their organizations.
- Because of HealthTrust’s unique committed model, our members are much more likely to seek out exhibitors for product demos and to discuss their needs. Do not be surprised if they set up a meeting with you in advance of the event.
- Exhibitor registration typically opens in Q4 of the year prior to the conference.
- For a full list of sponsorships available as well as booth sizes and prices, contact HealthTrust Conference Exhibitor Registration at:
Team: HTUExhibitors@bcdme.com | **Toll-free:** 1-855-407-7360 | **Outside US:** 1-312-396-2100

Marketing and Education Opportunities (continued)

Education and Training

Contracted suppliers are invited to share the following with HealthTrust Strategic Sourcing and/or portfolio Manager/Director for review:

- **Links to supplier-sponsored and hosted CE-based webinars:** If approved, the continuing education-based programs are promoted to members via the HealthTrust education website: healthtrustpg.com/education. Programs can be live or on-demand, educational in nature, and offered at no cost to attendees.
- **A link to your online supplier university education site:** Upon approval, your link and company name will be added to this listing on the homepage of our education site: education.healthtrustpg.com/university-sites
- **Links to product-related webinars or training:** Upon approval, the info will be added to your contract package that is housed on the secure HealthTrust member portal.

Note: Webinars are CE-based and not intended for product-related training or promotion. If you have such training or marketing materials you want to share with HealthTrust members, please contact your HealthTrust Strategic Sourcing Manager/Director and ask that links to those resources be provided through your contract package on the secure member portal.

Marketing and Education Opportunities (continued)

Guidelines for Marketing, Press Releases and Websites

These guidelines outline the requirements for healthcare suppliers when creating marketing materials, press releases, or website content related to HealthTrust. Prior to using the HealthTrust logo, referencing HealthTrust on a website for members, or contacting members with any mailing or promotion, suppliers must obtain approval from HealthTrust. These guidelines provide the specific procedures and language conventions to follow for promotional materials, press releases, supplier-established websites for HealthTrust members, and the appropriate use of the HealthTrust name and logo.

Promotional Marketing Materials: When developing marketing materials including product brochures, sales flyers or exhibitor booth materials that promote your products and/or services and your relationship with HealthTrust, please adhere to the following process:

1. Submit any promotional materials to the supplier's designated Portfolio Manager/Director for initial approval. Include the following information in this request:
 - Communications channel (e.g., direct mail, in-person presentation at a member facility or HealthTrust event)
 - Target audience (i.e., the specific HealthTrust member segments who will receive the materials)
 - Promotion date (i.e., the date of mailing or event)
2. The Portfolio Manager/Director will conduct the first review to verify the accuracy of the information and ensure that only on-contract products and services are featured. The request may also be forwarded to HealthTrust's Legal and/or Marketing departments for additional review, and subsequently to the supplier's designated Strategic Sourcing Manager/Director.
3. The supplier will be notified of any necessary changes. A revised version must be submitted to the Portfolio Manager/Director, who will then submit it to the Strategic Sourcing Manager/Director for final approval.

Additional Instructions for Promotional Materials:

- To assist members in locating supplier contracts on the member portal, include HealthTrust contract numbers on all promotional materials.
- Promotional materials may be mailed to members using the postal addresses provided on the Member Roster.
- Suppliers are prohibited from using member email addresses for email marketing campaigns.
- Sub-contractors of HealthTrust suppliers may not promote their contracted goods and services in any promotional marketing materials.

Marketing and Education Opportunities (continued)

Supplier-established, HealthTrust Members-only Websites:

- If suppliers establish a website for HealthTrust members, the designated Strategic Sourcing team member must review it before the site goes live.
- This review process also applies to any new products/services added to the site, ensuring that only contracted items are advertised and that all information is accurate.
- To obtain approval, suppliers should follow the same steps outlined for promotional marketing materials.
- Sub-contractors of HealthTrust suppliers are prohibited from promoting their contracted goods and services on supplier-established, members-only websites.

Press Releases, Social Media:

Generally, suppliers are prohibited from issuing press releases or social media postings announcing a contract with HealthTrust.

In the case of strategic, collaborative agreements, exceptions may be considered for joint press release distribution. In these instances, the HealthTrust business owner of the contract will initiate the first level of review. The business owner will then collaborate with HealthTrust's Legal, Marketing, and Corporate Affairs departments to obtain internal approvals. The supplier will be informed of any required revisions.

Appropriate Language for Marketing/Promotional Materials:

- Use only the name, "HealthTrust." Do not use "HealthTrust Purchasing Group" or "HPG."
- When referencing contract numbers, use "HealthTrust Contract #0123" instead of "HPG Contract #0123."
- No reference can be made to the type of award a supplier has with HealthTrust (e.g., sole-, dual- or multi-source award).
- Avoid references to being the "exclusive" or "preferred" provider of a product or service.
- Avoid references to a "partnership" or "partner provider."
- Avoid using language that implies HealthTrust endorses or supports any product/service claims made by the supplier.
- Do not include any quotations from HealthTrust personnel.
- Use factual language, avoiding superlatives such as "world's best" or "industry-leading."
- Do not reference any studies or research about any product/service.

Marketing and Education Opportunities

(continued)

- Listing a contract's effective date is allowed, but not its expiration date or the length of the contract.
- Any marketing or promotional material that includes discounts, rebates, or other reductions in the price of items or services must comply with healthcare fraud and abuse laws. These materials must expressly include legitimate "safe harbor" or exception language to ensure compliance.

HealthTrust Name and Logo Usage:

- With approval from HealthTrust Strategic Sourcing, the use of the HealthTrust name and/or logo is permitted on a supplier's customer list and as part of the supplier's exhibitor booth at industry tradeshows and conferences.
- The HealthTrust name and/or logo are not permitted to be used in connection with the marketing of a particular product, unless the marketing is limited to HealthTrust members and the approval process and guidelines are followed.
- For marketing pieces (excluding press releases), placing the HealthTrust logo in the bottom corner is encouraged to help members easily identify promotions from contracted suppliers.
- The brand mark must be visible and appropriate in size.
- The HealthTrust logo should be a minimum of 1.25" wide for the stacked version and 1.625" wide for the horizontal version. Maintain a minimum clear space of .25" on all sides, between the logo and any other artwork or copy.
- The four-color logo should only be used on a light-colored, solid background. It should not be placed over a full-color image.
- The logo may not be altered or distorted in any way.
- Use either the horizontal or the stacked version of the HealthTrust logo shown below.
- For online use, a .jpg format of the logo is suitable. For professionally printed materials, an .eps format will likely be needed.

HealthTrust Name and Logo Usage (continued):

	HealthTrust Name*	HealthTrust Logo*
Advertising in HealthTrust's publication, <i>The Source</i> print magazine and/or eNewsletter	 Yes, with HT approval	 No
Advertising in non-HealthTrust publications	 No	 No
Marketing collateral targeted to only the HealthTrust membership	 Yes, with HT approval	 Yes, with HT approval
Marketing collateral targeted outside of the HealthTrust membership	 No	 No
Press releases** announcing a new or renewed agreement with HealthTrust	 No	 No
Social media posts announcing a new or renewed agreement with HealthTrust	 No	 No
Social media posts announcing you are exhibiting at or your sponsorship of HTU (HealthTrust University Conference)	 Yes, with HT approval	 No
Supplier's customer list	 Yes, with HT approval	 Yes, with HT approval
Supplier's exhibit booth at industry tradeshows & conferences	 Yes, with HT approval	 Yes, with HT approval

Marketing and Education Opportunities (continued)

HealthTrust Name and Logo Usage (continued):

	HealthTrust Name*	HealthTrust Logo*
Supplier-established websites/landing pages targeted only to HealthTrust Members **	 Yes, with HT approval	 Yes, with HT approval
Supplier-established websites/landing pages open to general public	 No	 No

*Prior to launch, printing and/or distribution, use of the HealthTrust name and/or logo in any of your assets must be sent to your HealthTrust Strategic Sourcing contact and/or HealthTrust Portfolio Manager who will forward to HealthTrust Marketing for approval.

**Press releases in general are not permitted unless deemed a strategic, collaborative agreement; in such instances, a HealthTrust representative will reach out to you for coordination.

***In the case of websites and/or landing pages created exclusively for HealthTrust members, only those products and services on contract with HealthTrust may be featured.

To download the HealthTrust logo, please visit healthtrustpg.com/logos

Samples of the “stacked” and “horizontal” HealthTrust logos:

Stacked:



Minimum Size:



Horizontal:



Minimum Size:



Questions? Supplier cooperation and assistance in working within these guidelines is appreciated. Please direct questions to your appointed HealthTrust contact on the Strategic Sourcing team.



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