

## What's the Credentialing Problem?

Imagine this: You're flying across the U.S. on business and are stopping along the way to visit multiple clients.

After each visit, you re-enter the airport in that city to go on to the next stop. You discover that each airport security checkpoint requires different proof of identification. The first just needs your driver's license, the second wants a birth certificate and social security card along with the license, and the third wants only a passport – nothing else will do. How can you complete your job if you don't happen to have all of these documents? How much time, cost and lost business is involved in stopping your trip, filing for the documents you don't already have, and waiting to receive them from the appropriate agencies? How cumbersome and risky is it to travel with all these identification documents just in case you need them at a particular airport?

For many healthcare professionals and providers, vendor credentialing poses this same type of challenge. The lack of consistent credentialing standards is problematic for providers and suppliers alike.

## A Sensible Solution

The Consortium for Universal Healthcare Credentialing, Inc. (C4UHC) collaborated with healthcare industry leaders representing all involved stakeholder groups to develop the first-ever ANSI/NEMA SC 1-2019 American National Standard for Supplier Credentialing in Healthcare, which was approved and certified in January 2019.

The standard ensures an industry-wide, consistent approach to administrative, training and medical requirements and helps protect the health and safety of patients, staff and supplier representatives. In addition, when adopted by providers and met by suppliers, standardized credentials will help to reduce excess cost, streamline the vendor process and ensure provider access to patient care products, services and innovation.

Recently updated for a pandemic environment, the ANSI/NEMA SC 1-2020 American National Standards for Supplier Credentialing in Healthcare now includes provisions to address personal protective equipment, novel viruses (e.g., COVID-19) and revised tuberculosis testing guidance per the Centers for Disease Control and Prevention.

Suppliers who comply with the ANSI Standard are helping to ensure that their reps are appropriately screened and trained, and that they meet the highest level of standards. Providers who embrace standardized qualifications rather than more complex unique requirements help free the system from duplication of effort, redundancy of processes and excessive labor time.

Adoption of the ANSI Standard is a path to:

- ◆ Improving compliance to specific requirements and needs
- ◆ Assuring that supplier reps visiting a facility are appropriately trained
- ◆ Reducing occurrences of outdated information
- ◆ Saving time and reducing wasted labor
- ◆ Keeping costs down by avoiding systemic duplication
- ◆ Protecting patient and supplier rep privacy
- ◆ Driving a consistent approach throughout the industry



The Consortium for Universal Healthcare Credentialing, Inc. (C4UHC)

## About C4UHC

In February 2012, a group of industry stakeholders with concerns about the increasing complexity of vendor access requirements began meeting to discuss compliance best practices. In 2013, the Coalition for Best Practices in Healthcare Industry Representative Requirements was formed.

Building on the work of the Coalition, the group became The Consortium for Universal Healthcare Credentialing in 2016 with a specific focus of establishing consistent credentialing processes for healthcare industry representatives (HCIR) and to translate those processes into data standards. This effort resulted in the Joint Recommendations for HCIR Credentialing Best Practices. Achieving success through the participation of a wide variety of healthcare industry stakeholders, the first American National Standards for Supplier Credentialing were published in 2019.

In 2020, C4UHC became a 501(c)(6) non-profit trade organization and accelerated its compliance and educational efforts for new challenges in the marketplace due to COVID-19. As a result, revised ANSI Standards for Supplier Credentialing were published in February 2021 and now include provisions for personal protective equipment and medical testing in a pandemic environment.

C4UHC members and supporters hail from over fifteen of the top Fortune 500 companies in the healthcare industry. C4UHC is not a passive organization. Members are encouraged to join working groups that help predict trends, assess needs, address challenges, and incorporate best practices. If you are looking for subject matter experts in credentialing and want to be on the cutting edge of change, we would like to hear from you.

### Mission:

The mission of C4UHC is to promote the common business interests of organizations connected with the healthcare industry in order to create and advance American National Standards for a streamlined healthcare credentialing process, which will protect patient safety and confidentiality, eliminate duplicative efforts and costs, and meet the needs of both healthcare providers and suppliers.

### C4UHC is:

- More than 30 leading healthcare industry members and supporters.
- Members representing healthcare providers, suppliers and industry associations.

An open invitation is extended to those interested in supporting our mission as new members.

### How this Benefits the Healthcare Industry:

Suppliers who comply with the American National Standards are helping to ensure that their reps are appropriately screened and trained, and that they meet the highest level of standards. Providers who embrace standardized qualifications rather than more complex unique requirements help free the system from duplication of effort, redundancy of processes and excessive labor time.

### Together We Can:

- Protect data security and privacy for patients, providers, and suppliers.
- Reduce complexity and increase compliance to the laws, regulations and standards for all stakeholders.
- Eliminate redundant and duplicative efforts that increase cost.

To learn more, please visit [C4UHC.org](http://C4UHC.org) or email us at [info@c4uhc.org](mailto:info@c4uhc.org).

