

Creating an Effective Vendor Management and Oversight Program

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and

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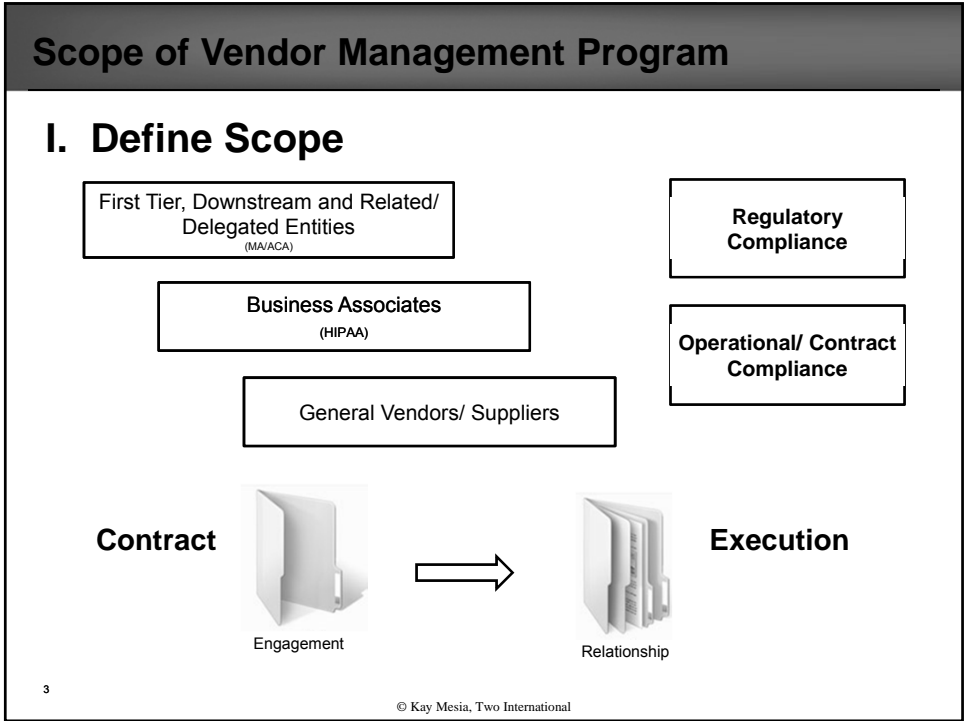
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Today's Agenda

- 1. Scope of Vendor Management Program**
- 2. Vendor Management Program Basics**
- 3. Best Practices**
- 4. Questions and Answers**



Vendor Management Program Basics

Effective vendor management drives compliance and conformity to delegated services or processes while controlling exposure to vendor-related risk.

Function	Description
Foundation	Building blocks of a Vendor Oversight Program
Oversight and Monitoring	Process of ensuring federal, state, and contractual requirements are met.
Audit	Audit Readiness, FTE Universe
Reporting Results	Communicating performance

Foundation
Oversight
Monitoring
Audit
Reporting

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Foundation

Seven Elements of Compliance Of an Effective Compliance Plan

Key Requirements and Standards

Federal Regulations	State Law	Contractual Obligations
<ul style="list-style-type: none"> HHS/CMS CCIO HIPAA 	<ul style="list-style-type: none"> DOI House Bills 	<ul style="list-style-type: none"> SLA's Right to Audit

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Oversight and Monitoring

	Objective	Description
Oversight	Operations	• Process
	Compliance/legal	• Requirement
	Contractual	• Specific contractual requirements and business requirements
	Oversight Committees	• Existing programs
Monitoring	Financial	• Financial Results
	Operational	• Departmental
	Compliance	• Compliance Controls
	Audit	• Audit activities and Corrective Action Plans

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Audits


“Getting to know you. Getting to know all about you...”

Audit Readiness

- CMS
- State
- Internal Audit

First Tier Entity (FTE)

- First-Tier Entity Auditing and Monitoring (FTEAM)
- Employee and Compliance Team (ECT)
- Internal Auditing (IA)
- Internal Monitoring (IM)
- Fraud, Waste and Abuse Monitoring (FWAM)



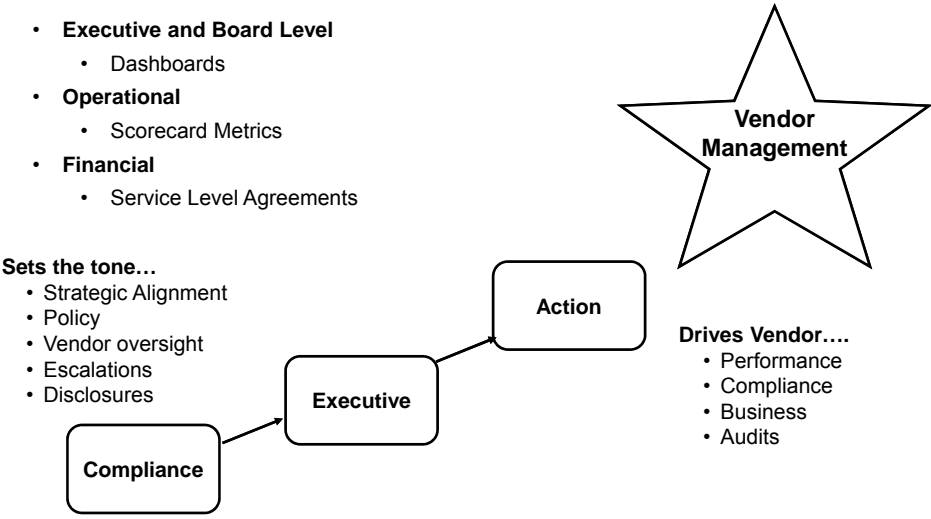
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Reporting

- **Executive and Board Level**
 - Dashboards
- **Operational**
 - Scorecard Metrics
- **Financial**
 - Service Level Agreements

Sets the tone...

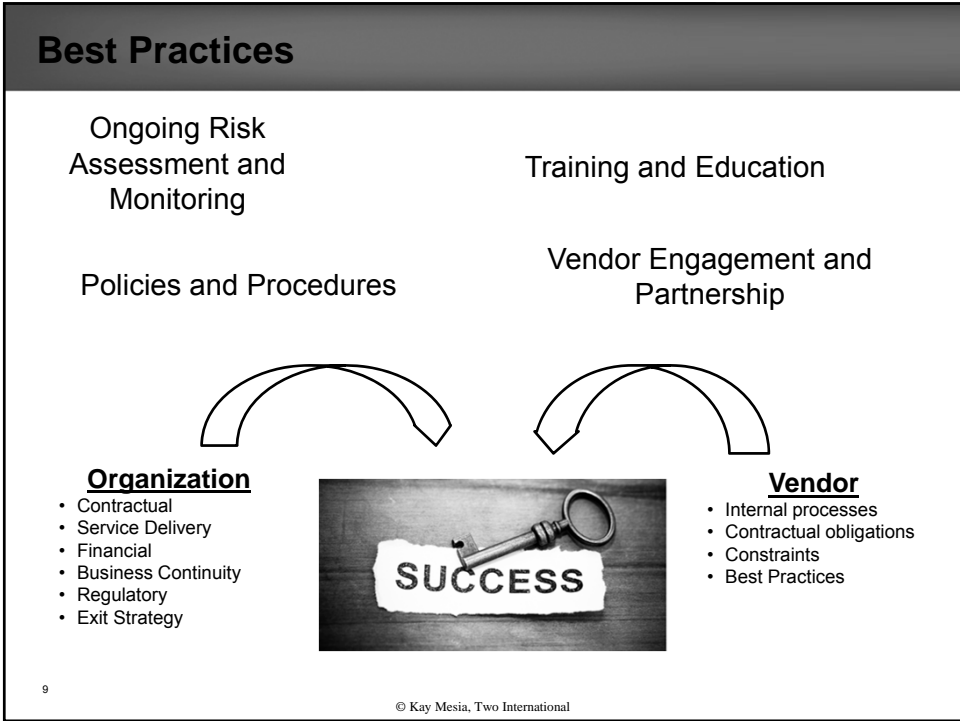
- Strategic Alignment
- Policy
- Vendor oversight
- Escalations
- Disclosures



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graph LR
    Compliance[Compliance] --> Executive[Executive]
    Executive --> Action[Action]
    Action --> VendorManagement((Vendor Management))
    VendorManagement --- VendorList[Drives Vendor....  
• Performance  
• Compliance  
• Business  
• Audits]
            
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- ## Key Takeaways
- ✓ Define the program
 - ✓ Understand how vendors are being managed at your organization
 - ✓ Know your program
 - ✓ Know your contract
 - ✓ Communicate
 - ✓ Regularly assess and monitor the effectiveness of vendor program
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