

FAQs

CMHS Vendor Management Program

1. Who should follow CMHS' Vendor Management Program?

All vendors and their representatives currently serving CMH and OVCH are to complete an online registration and credentialing process managed by GHX, called Vendormate Credentialing, in order to continue their business relationship.

2. What is the definition of a vendor?

A Vendor is defined as a person or representative of a company (including independent contractors and sub-contractors for a company) that has a contractual agreement with the Hospital and/or is seeking to provide support, services, and/or maintenance for a company's product(s) or services at Hospital.

Additionally, the Hospital may require other persons such as students, surgical assistants, observers, etc. to follow the vendor management program guidelines and register within the vendor credentialing system called Vendormate Credentialing. Contact the Human Resources department should you have any questions about who qualifies for registration.

3. Where can I (or a vendor) go to find out more information about the CMHS' Vendor Management Program?

Vendors may obtain additional information about the Hospital's Vendor Management Program by accessing the hospital's website at www.cmhshealth.org/vendor.

4. How does the vendor register in CMHS' vendor credentialing system, Vendormate Credentialing, and who can he/she contact with registration/technical questions or issues?

The vendor and each vendor representative can complete their online registration in Vendormate Credentialing by accessing the following website: <https://cmhshealth.vendormate.com>.

5. Is there a registration fee associated with registering in Vendormate Credentialing and how is the fee amount determined?

Yes, an annual, per company fee, ranging from \$25 to \$250, is to be submitted with the vendor's first registration. This flat fee, based on the scope of a vendor's business relationship with Hospital, is paid directly to GHX Vendormate Credentialing cover expenses such as company background checks, communication, and database maintenance.

6. Where is the kiosk located for vendor representatives for check-in with Vendormate Credentialing and how does a representative obtain a badge?

Vendor representatives will be required to check-in upon arrival at the vendor kiosk located in the main lobby, whereby they will obtain a printed badge displaying the necessary access level. Vendor representatives must complete a check-out process upon the completion of each visit.

7. What is the procedure if a vendor representative is coming to the facility for a first-time meeting to discuss the products/equipment they are selling?

For a first-time meeting, the vendor representative may be issued a "Visitor" badge or bracelet. However, if the business relationship continues and the vendor representative plans to visit the facility on a regular basis, then registration in Vendormate Credentialing is required.