School: ATEC – Stakeholders
Course: Vendor Management
Faculty: Kim Malisa, Director of Managed Care, Strategic Comp

Summary

In the "Vendor Management" course taught by Kim Malisa of Strategic Comp, students are introduced to key concepts and practices essential for effective vendor management within workers' compensation claims. The course covers a broad spectrum of vendor-related topics, focusing on how to utilize and manage various vendors to achieve optimal outcomes in claim resolution and customer service.

The course begins by outlining the primary learning objectives, which include understanding vendor intervention in workers' compensation claims, identifying different types of vendors, comprehending the components of vendor reports and invoices, detecting red flags in vendor invoicing, and understanding vendor management best practices. These objectives aim to equip students with the knowledge needed to navigate the complexities of vendor management effectively.

Kim Malisa emphasizes the importance of specialty service partners, such as outside vendors, in managing workers' compensation claims. The course references a blog by Michael B. Stack, highlighting the significance of having the right people in the right jobs and outsourcing specific tasks to achieve business success. Many organizations fail to manage their vendors properly, leading to missed opportunities for improving their workers' compensation programs and financial performance.

The course details the various types of vendors commonly used in workers' compensation claims, including transportation, translation services, durable medical equipment providers, nurse case management, independent medical exams, and surveillance services. Each vendor type plays a specific role in the claim management process, from transporting injured employees to medical appointments to providing necessary medical equipment and coordinating medical treatment.

One of the critical aspects covered is the distinction between contracted and non-contracted vendors. Utilizing contracted vendors is often beneficial as it ensures clear expectations, contract adherence, issue resolution, and strong partnerships. On the other hand, non-contracted or regional vendors may present challenges in managing contracts and ensuring compliance with organizational policies. Kim Malisa underscores the importance of due diligence, security, and compliance measures when engaging with vendors, especially considering the sensitive nature of personal and medical information involved in workers' compensation claims.

The course also explores the components of vendor reports and invoices, highlighting the need for detailed and accurate documentation. This includes specific information on services provided, expenses incurred, and any red flags that may indicate discrepancies or potential issues. For instance, transportation invoices should include details such as service dates, mileage, and any additional charges, while nurse case management invoices should account for billable hours, mileage, and expenses.

Vendor management best practices are a significant focus of the course, with guidelines provided for making vendor assignments, setting clear expectations, and maintaining effective communication with vendors. The importance of reviewing invoices for accuracy and addressing discrepancies promptly is stressed to ensure proper billing and payment processes.

Finally, the course addresses the processes for escalating vendor issues and ensuring timely resolution. Effective escalation and resolution of vendor-related problems are crucial for maintaining strong business partnerships and ensuring the smooth operation of workers' compensation claims.

In conclusion, the "Vendor Management" course provides comprehensive training on the essential aspects of managing vendors in the context of workers' compensation claims. By understanding vendor roles, managing contracts, ensuring accurate documentation, and implementing best practices, students are equipped to optimize their vendor management strategies and improve overall claim outcomes.

Learning Objectives
1. Interpret and understand vendor intervention and workers' compensation claims.
2. Comprehend types of vendors utilized in claim management and resolution.
3. Identify components of vendor reports and invoices.
4. Detect red flags within vendor invoicing.
5. Understand vendor management best practices and opportunities for escalation.
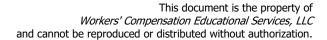
Primary Takeaways
1. Understanding the different types of vendors, such as transportation, translation, durable medical equipment, and nurse case management, and their roles in managing workers' compensation claims.
2. Learning the importance of detailed vendor reports and invoices, and how to identify red flags to ensure accurate billing.
3. Recognizing the benefits and challenges of using contracted vendors compared to non-contracted or regional vendors.

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4. Implementing best practices for vendor assignments, oversight, and billing to ensure efficient and effective vendor management.
5. Knowing the processes for escalating vendor issues and ensuring timely resolution to maintain strong business partnerships.

Course Outline

1) Introduction to Vendor Management
   a) Overview
   b) Importance in Workers' Compensation Claims

2) Types of Vendors
   a) Transportation Services
   b) Translation Services
   c) Durable Medical Equipment
   d) Nurse Case Management
   e) Independent Medical Exams
   f) Surveillance

3) Vendor Reports and Invoices
   a) Importance of Detailed Reports
   b) Components of Vendor Reports
   c) Components of Vendor Invoices
   d) Identifying Red Flags

4) Contracted vs. Non-Contracted Vendors
   a) Benefits of Contracted Vendors
   b) Challenges with Non-Contracted Vendors
   c) Jurisdictional Nuances

5) Best Practices for Vendor Management
   a) Vendor Assignments
   b) Clear Expectations and Communication
   c) Invoice Review and Management
   d) Data Security and Confidentiality

6) Vendor Issue Escalation and Resolution
   a) Escalation Processes
   b) Maintaining Strong Business Partnerships
   c) Handling Service and Billing Opportunities

7) Conclusion
   a) Recap of Key Points
   b) Final Thoughts and Questions

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