

Supplier onboarding guide

Nationally awarded contracts



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Welcome

Introduction

At Vizient, our mission is to strengthen our healthcare providers' delivery of high-value care. Suppliers play an integral role in helping us fulfill that commitment. We position you as a vital player in shaping the future of care by offering comprehensive range of resources, including data, analytics, insights, collaborative opportunities, strategy, development and support. This translates to improvements in cost, quality and marketing performance so you can focus on delivering innovative products to leading hospitals and health systems.

We understand that getting started can be overwhelming. Our supplier onboarding will guide you in four key areas for a successful experience:

- General overview—learn the basics about Vizient such as who we are, who we serve and how the strength of our membership benefits you
- Managing your contract—access the tools and resources available to successfully manage your contract
- Exploring your contract opportunities—discover additional ways to engage providers through strategic partnerships and programs, supply chain services or our family of companies
- Promoting your contract—drive further contract adoption with our membership through our marketing and field team resources

Your Vizient representative is always on stand-by to help you along the way. Contact supplierperformance@vizientinc.com for further assistance, as needed.

General overview

Vizient is the largest member-driven, healthcare performance improvement company in the country. We currently serve more than 67% of the nation's acute care providers, 97% of the nation's academic medical centers and more than one-third of the non-acute market as patients seek out alternative sites of care

What should that mean to you? It means that Vizient has the scale and depth to create greater access and visibility for you within the leading healthcare providers in the nation. Collectively, our providers purchase more than \$100 billion annually through our supplier agreements.

Note: Many of the resources mentioned in the supplier onboarding guide are located on our secure Supplier Dashboard. If you haven't done so already, [request a login](#). Please note you'll need your contract number and contract start date, which can be obtained from your Vizient representative or supplier performance team.

Resources

- [Vizient Supplier Dashboard](#): vizientinc.com → Suppliers → Supplier login → Vizient Supplier Dashboard
- [Vizient Supplier Dashboard access request](#): vizientinc.com → Suppliers → Supplier login → Vizient suppliers → Request a login
- [How Vizient partners with you to meet your goals and priorities](#): Supplier Dashboard → Vizient team contacts → Supplier Partnership Booklet
- For questions and support, contact supplierperformance@vizientinc.com

Our family of companies

Our national strength and local presence enable us to build trusting relationships with provider organizations based on our knowledge of their market and strategy. Our family of companies includes these subsidiary operations:

- Provista® — a supply chain company serving the non-acute care market, business sectors, hospitality and more
- aptitude® — the industry's first online direct contracting market
- Sg2® — providing a unique blend of strategy, analytics and market intelligence to help healthcare systems and suppliers with market and enterprise growth strategies

Resources

- **Provista website and resources:** Supplier Dashboard → More opportunities → Provista
- **aptitude website and resources:** Supplier Dashboard → More opportunities → aptitude
- **Sg2 website and resources:** Supplier Dashboard → More opportunities → Sg2
- For questions and support, contact:
 - Provista: provistamarketing@provista.com
 - aptitude: ask@aptitude.com
 - Sg2: learnmore@sg2.com

Standards of conduct

Vizient is committed to conducting business with the highest of ethical standards, and we expect our suppliers to exhibit this same level of commitment. We encourage you to take time to review the Vizient Supplier Standards that identifies the specific behaviors we expect from our suppliers.

Resources

- **Vizient Supplier Standards website and resources:** Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact viziensupport@vizientinc.com

Vizient Information Requirements (VIR)

The Vizient Information Requirements (VIR) outlines reporting requirements for our awarded suppliers and distributors based on your agreement with Vizient. Carefully review this document referenced in your agreement to understand your obligations in managing net sales and rebate reporting, product and price updates, tier updates and cross-reference submissions.

Resources

- **Vizient Information Requirements:** Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact your dedicated Vizient representative or viziensupport@vizientinc.com

Key resources

Over time you'll connect with various staff members at Vizient, but it all starts with building a solid relationship with your dedicated Vizient representative. Throughout this guide, you'll see the term "Vizient representative." Depending on which category your contract covers, this resource might have a different title, including Category Manager, Portfolio Executive or Pharmacy Executive. Regardless of the title, this individual is an important part of your success. Below is a sample of key resources you can expect to engage with early in your onboarding process:

- **Vizient representative**—your primary quarterback at Vizient, responsible to guide you in contract management responsibilities as well as connect you with others in the organization to maximize your success
- **Marketing** — professionals who communicate the value of your agreement to providers, highlighting contract value and updates through our publications and websites
- **Spend Management Delivery**—also known as our provider-facing field team, delivers the most extensive resources in the industry to drive members' contract participation
- **Supplier Dashboard** — primary communication channel to receive news and promotions, access contract management tools, learn about our programs and solutions and much more
- **Supplier performance**—team of resources to help you navigate channels and issues outside contract discussions with your Vizient representative

Resources

- **Vizient representative listing by contract number:** Supplier Dashboard → Vizient team contacts → Vizient representative listing by contract number
- **Vizient team contacts website:** Supplier Dashboard → Vizient team contacts
- **Vizient Supplier Dashboard access request:** vizientinc.com → Suppliers → Supplier login → Vizient suppliers → Request a login
- For questions and support, contact your dedicated Vizient representative or supplierperformance@vizientinc.com

Getting started with your Vizient representative

Shortly after your contract has been awarded, you'll be contacted by your dedicated Vizient representative to begin the onboarding process. Typical first steps performed by your Vizient representative may include:

- Schedule an introductory call
- Present the Vizient overview deck and supporting materials (e.g., Partnership Booklet and Supplier Fact Sheet)
- Ensure your access to the Supplier Dashboard
- Identify key personnel in your organization who'll be performing contract administration functions
- Review the membership roster download process
- Create initial marketing plan, including press release, as necessary
- Upload contract information to the Vizient Catalog
- Prepare contract news article announcement
- Communicate additional opportunities, as applicable, such as: webinars, custom team, network, council or alliance presentations—strategic programs and partnerships, spend management and delivery—and connections to Advisory Solutions and our family of companies

Your Vizient representative is your primary point of contact at Vizient and is your strongest supporter. Make sure your Vizient representative is equipped with the knowledge and education required to support providers using your contracts. Typical information requested by your Vizient representative includes:

- Product line: Key SKUs and high-volume products
- Clinical differentiators: white papers, research and hands-on opportunities
- Revenue opportunities: drivers and market dynamics for the category
- Corporate initiatives: new product launches or technology
- Connections: introduction to other key staff in your organization

Open channels of communication

Vizient prides itself on exceptional customer service and has solid expectations for how quickly we respond to our valued supplies—generally within 24–48 business hours or sooner. In return, we ask that you:

- Be responsive
 - Provide multiple means to reach you or other support personnel in your organization
 - Update contract contacts as changes occur and respond within 48 business hours of request
- Deliver a positive provider experience
 - Complete contract management responsibilities within defined guidelines
 - Respect that the Vizient escalation path and work streams always begin with Vizient representative collaboration
 - Be available to Vizient staff and providers when necessary
- Provide supply chain updates to your Vizient representative as soon as possible so they can inform providers and meet notification deadlines
 - Amendments or extensions to existing contract
 - Product or price changes
 - Product allocations and rationale (e.g., length of time, percentage of products) and providers affected (e.g., all suppliers or subset)
 - Potential supply disruptions, i.e.) potential shipping delays, rolling backorders
 - Quality or recall notices
 - Member-specific issues
 - Cross-references
 - Organizational changes
- Coordinate a cadence of calls and business reviews that range from simple updates with your Vizient representative to more comprehensive reviews involving executive leadership from both organizations, as needed

Vizient-hosted events

Engagement with Vizient and providers is a significant driver of contract success. We encourage interaction at every chance to maximize your connection opportunities with Vizient staff and providers. The following events are scheduled each year; however, be mindful of other opportunities such as regional events, webinars and other industry or educational events that are posted on the Supplier Dashboard Events page.

- **Supplier Orientation:** Supplier Orientation is a biannual two-day virtual event hosted by Vizient. It provides a comprehensive overview of programs and solutions, delivered by subject-matter experts and leaders. Participants will be equipped with the tools and resources needed for effective contract management and promotion of nationally awarded contracts.

This event is specifically designed for contract administrators and national account managers who are responsible for the day-to-day management of contracts. Supplier Orientation is open to all suppliers who have a national contract with Vizient.

- **Supplier Forum:** Our strategic annual event furthers our mutual collaboration by leveraging experts, insights, data and technology to optimize care delivery. At this event, you'll have the chance to connect with Vizient senior leaders and industry experts who'll address solutions for pressing industry challenges. They'll also provide practical direction on how market trends can impact your future success and growth.

This event is specifically designed for individuals in your organization who are responsible for various areas such as business development, corporate and national accounts, brand strategy, healthcare economics and Outcomes Research (HEOR) and market access. By tailoring the event to these specific roles, we ensure that the content and discussions are relevant and valuable to your professional goals and responsibilities.

- **Vizient Connections Summit:** This annual event provides an opportunity for suppliers to network with a diverse group of attendees, including C-suite leaders, service line clinicians and supply chain decision-makers. These individuals are interested in partnering to explore new and innovative solutions.

At the event, suppliers can benefit from Vizient sourcing data and expertise to drive growth for their organization. This includes accessing valuable resources and insights that can help suppliers develop strategic partnerships and identify opportunities for collaboration. We recommend that national account managers, leaders and sales team members within your organization, who are responsible for business development and relationship building, attend this event.

Resources

- [Events listing](#): Supplier Dashboard → Supplier events
- For questions and support, contact supplierperformance@vizientinc.com

Managing your contract

Managing your contract with timely and accurate information is essential to optimize your contract use. The contract management tools in this section are designed to increase your efficiency and help you manage your contract throughout its life cycle.

Authorized distributors

Vizient contracts with a wide range of distributors in the following categories. You can access these lists from the Supplier Dashboard Distribution contracts page.

- Environmental Services
- Foodservice
- Imaging
- Laboratory
- Medical and surgical
- Pharmacy

Resources

- [Distribution contracts listing](#): Supplier Dashboard → Contract resources → Distribution contracts
- For questions and support, refer to the Vizient contracts posted on the individual distribution contracts listings

Bid submissions and contracting process

Vizient implements a multi-step competitive contracting process which follows the American Bar Association (ABA) Model Procurement Code. Vizient awards agreements to suppliers that provide the best quality products and services at the optimal total value to providers.

To participate in the competitive bid process, register to receive a Request for Proposal (RFP) for your product category available from the bid calendar on our public website. Additional information can also be found on the Supplier Dashboard contracting process page.

Resources

- [Vizient public supplier website](#): vizientinc.com → Suppliers
- [Bid system](#): vizientinc.com → Suppliers
- [Contracting process](#): Supplier Dashboard → Contracting resources → Contracting process
- For questions and support on the contracting process, contact vizientsupport@vizientinc.com

Contract Price Activation

Our online contract price activation (CPA) tool allows providers to request access to your contract and pricing through online tier requests for review and approval or denial within 10 days. This tool provides real-time status updates on all provider requests, email notification options to track the life cycle of a request and reports on active and historic provider submissions.

Resources

- [Contract price activation website and resources](#): Supplier Dashboard → Contract resources → Contract management tools
- [Vizient Information Requirements](#): Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact vizientsupport@vizientinc.com

Cross-references

Providers use our extensive data insights to quickly assess their current purchases and identify broader opportunities to purchase through your Vizient-awarded supplier agreements. Accurate cross-references for your contracted products help providers quickly compare and convert their non-contracted products to your Vizient-contracted products. New cross-reference files must be submitted to your Vizient representative once per year on the anniversary date of your agreement using the Product Cross Reference format outlined in the Vizient Information Requirements (VIR).

Resources

- [Vizient Information Requirements](#): Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact your dedicated Vizient representative or vizientsupport@vizientinc.com

Data integrity

Vizient adheres to industry standards to enable accurate supply data collection for sales reporting and Global Data Synchronization Network (GDSN) feeds. Typical standards include:

- Global Standards One (GS1) > Global Trade Item Number (GTIN) > Global Location Number (GLN)
- Health Industry Business Communication Council (HIBCC) > Universal Product Number (UPN) > Health Industry Number (HIN)
- International Council for Commonality in Blood Bank (ICCBBA) > Products of Human Origin (ISBT-128)
- Drug Enforcement Agency Number (DEA)

The GDSN Implementation Guide provides suppliers direction on submitting minimum product attributes to GDSN and then subsequently publishing to Vizient.

Connect with your Vizient representative to review the data intake methods available to submit your required information as outlined in the Vizient Information Requirements (VIR).

Resources

- [Global Data Synchronization Network guide and resources](#): Supplier Dashboard → Contract resources → Contract management tools
- [Vizient Information Requirements](#): Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact standards@vizientinc.com

Disproportionate Share Hospital Roster

Vizient provides our suppliers with a roster of our members who are designated as Disproportionate Share Hospitals (DSH). These customers serve a sizable number of low-income patients and receive funding from the Centers for Medicaid and Medicare Services to absorb operating costs to care for these uninsured patients.

Resources

- [DSH Roster](#): Supplier Dashboard → Membership → Vizient DSH Roster
- For questions and support, contact your dedicated Vizient representative or supplierperformance@vizientinc.com

Grievances

Vizient offers a process for suppliers to report their grievances or appeal a contract award decision through a review by personnel who aren't part of the contracting group. Types of grievances may include pre-award grievance, post-award grievance and grievances outside the regular contracting process. Vizient maintains a compliance hotline and website managed through an independent third party for suppliers to use in filing a grievance.

Resources

- **Grievance website and resources:** vizientinc.com → Suppliers → Vendor Grievances
- **Compliance website:** vizientinc.ethicspoint.com
- Compliance hotline: (800) 750-4972

Membership roster and updates

As a Vizient-awarded supplier, you have exclusive access to our diverse membership base—including acute care, academic medical centers, pediatric facilities, community hospitals, integrated health delivery networks, non-acute healthcare providers and business sectors—by downloading our membership roster.. Suppliers are required to download the latest membership roster at least once per month.

Resources

- **Membership download roster website and resources:** Supplier Dashboard → Membership → Membership download tool
- For questions and support, contact vizientsupport@vizientinc.com

Plasma Program Tool

Vizient provides detailed membership information and a recap of allocation preferences for healthcare organizations participating in the Vizient Plasma Program.

Resources

- **Plasma Program tool:** Supplier Dashboard → Contract management tools → Plasma Program Tool
- For questions and support, contact plasma@vizientinc.com

Rebate reporting

If a provider rebate is available, suppliers must report the total rebate sent during the rebate period as outlined in your agreement. The reports are used to monitor participation, verify rebates owed to providers and to articulate Vizient rebate value to providers. Additional details for reporting requirements are outlined in the Vizient Information Requirements (VIR).

Resources

- **Vizient Information Requirements:** Supplier Dashboard → Contract resources → Supplier standards
- For questions and support, contact vizientincentivereport@vizientinc.com

Sales reporting

Vizient directs monthly/quarterly net sales reporting through our convenient Automated Sales Application Process (ASAP) tool. Standard details include the contract number(s) and fee amount by month/year to designate how the payment needs to be applied to the contract(s). Additional details on managing this process are outlined in the Vizient Information Standards (VIR).

Additionally, the Vizient Contract Compliance and Reconciliation (CCR) team is on hand to support you in the collection of sales reports and admin fee payments as well as reconciliation questions related to contract variances.

Resources

- [Sales reporting website and resources](#): Supplier Dashboard → Contract resources → Contract management tools
- [Vizient Information Requirements](#): Supplier Dashboard → Contract resources → Supplier standards
- For questions and support for sales reporting and the CCR team, contact salesreport@vizientinc.com
- For questions and support on the ASAP tool, contact asap@vizientinc.com

Supplier items and pricing information

A crucial step in managing your contact with Vizient is providing a complete listing of contracted products and their associated pricing—including pricing created for any subset of providers such as sourcing collaboratives, purchasing coalitions, networks, integrated delivery networks (IDNs), academic medical centers and municipalities. Details on this process, along with standard information to submit, is available on the Vizient Information Requirements (VIR).

Suppliers may view a listing of their contracted items and pricing details posted on the Vizient Catalog using the Supplier Item and Pricing Information tool located on the Supplier Dashboard. Currently, this tool isn't available for Pharmacy contracts.

Resources

- [Vizient Information Requirements](#): Supplier Dashboard → Contract resources → Supplier standards
- [Supplier Item and Pricing Information website and resources](#): Supplier Dashboard → Contract resources → Contract management tools
- For questions and support, contact viziensupport@vizientinc.com

Exploring your contract opportunities

Vizient has a long-standing history of partnerships and solutions that help deliver high-value care. Explore these opportunities to discover their individual benefits and learn how to get further involved to make the most of your relationship with Vizient and our providers.

Resources

- [Supplier Partnership Booklet](#): Supplier Dashboard → Vizient team contacts
- For questions and support, refer to the individual contacts listed below or reach out to supplierperformance@vizientinc.com

Partnerships

When you become a supplier with Vizient, you take advantage of our innovative and flexible contracting strategies that increase commitment and value. Additionally, our diverse membership opens doors for you to serve providers across the continuum of care while also boosting your credibility by having your products and services highlighted in leading health systems across the U.S.

Academic Medical Center portfolio

The Academic Medical Center (AMC) portfolio serves the purchasing needs of 95% of the country's AMCs. This program allows you to offer specialized tiers and pricing with access to >450 healthcare organizations that meet the following criteria:

- Have an allopathic or osteopathic medical school or a stand-alone pediatric hospital responsible for educating physicians and osteopaths in neonatal, pediatric and adolescent medicine.
- Have one or more programs or schools for health professions, such as allied health, dentistry, graduate studies, nursing, public health or veterinary medicine.
- Have one or more owned or affiliated teaching hospitals, health systems or other organized healthcare services.
- Have multi-residency programs for the education of physicians and osteopaths through a documented affiliation agreement with a medical school accredited by the Liaison Committee on Medical Education.

Resources

- [Academic Medical Center portfolio website and resources](#): Vizient Supplier Dashboard → Programs → Academic Medical Center Portfolio
- For questions and support, contact your dedicated Vizient representative

Advisory Solutions

Vizient Advisory Solutions, a leading healthcare consultancy in the country, offers a range of analytics and professional services. These services are designed to connect various aspects of healthcare, such as processes, patient care, quality and cost management. The goal is to help Vizient providers enhance their performance in terms of cost, quality and market competitiveness.

While there isn't a direct way for you to engage with advisory services, it's important for you to be aware that Vizient partners with providers through Advisory Solutions engagements. This means that your organization may be called upon to support providers in their local engagement with the Advisory Solutions team, as and when needed.

Contact your Vizient representative to learn more.

Aggregation Solutions

Aggregation Solutions goes beyond traditional group purchasing organization services to help health systems achieve their strategic goals by offering opportunities for health systems to engage with like-minded peers and collaborate on shared initiatives. By joining these groups, health systems can draw from supplier partnerships and opportunities, as well as supply chain analytics, to drive improved health system operations. Additionally, we provide compliance monitoring to ensure that your collaboration with health systems meets regulatory requirements.

Our services also include identifying and implementing innovations and efficiencies that contribute to cost reduction and enhance patient care. This comprehensive approach allows you to help health systems enhance their overall performance and deliver better care to their patients by addressing challenges present in today's healthcare environment.

Resources

- [Aggregation solutions website and resources](#): Supplier Dashboard → Programs → Aggregation Solutions
- For questions and support, contact aggregationsolutions@vizientinc.com

aptitude

aptitude is the Vizient digital contract solution that integrates technology to automate processes, analytics to enhance performance and market insights for informed decision-making. This simplified approach to category management helps suppliers quickly create precise offers and gain market share.

Through the online platform, you can establish end-to-end connectivity with your provider partners and gain visibility into new growth opportunities—while optimizing operations and building stronger relationships with your customers. aptitude brings providers and suppliers together to improve efficiency, facilitate clinical-supply chain integration and enhance contract performance.

Resources

- **aptitude website and resources:** Vizient Supplier Dashboard → More opportunities → aptitude
- For questions and support, contact ask@aptitude.com

aptitude Reveal

aptitude Reveal is a powerful tool that delivers unprecedented transparency by surfacing comprehensive market share data, detailed provider purchasing insights and competitive product information.

With access to these next-level performance metrics, you can track and benchmark your performance against industry standards plus build strategies that advance partnerships with participating providers.

Reveal's impactful insights empower you to drive efficiency, make data-driven decisions and grow your business.

Contact ask@aptitude.com to learn more.

Custom Sourcing Solutions

Custom Sourcing Solutions, an extension of the national group purchasing organization, offers custom contracting services and supply chain analytics to IDNs and acute care hospitals. This fee-for-service option is managed through a comprehensive custom engagement, providing flexible options tailored to each provider's unique requirements.

We achieve this by leveraging Vizient resources and strategic supplier partnerships, delivering value through cost reduction and operational efficiency improvement and implementing shared solutions to address specific needs.

Engaging with Custom Sourcing Solutions leads to increased provider value, improved mutual operational efficiencies and higher levels of satisfaction for both suppliers and providers.

Resources

- **Custom Sourcing Solutions website and resources:** Vizient Supplier Dashboard → More Opportunities → Custom Sourcing Solutions
- For questions and support, contact customcontracting@vizientinc.com

Domestic Sourcing

Vizient recognizes the benefits and importance of domestic manufacturing in ensuring a dependable supply for both you and providers. Vizient Domestic Sourcing takes pride in recognizing and supporting your investment and dedication to U.S. manufacturing.

If you provide detailed information about your American-made products, we'll highlight them in the Vizient Catalog with a special icon. This will make your products more recognizable and visible to our providers. There are two Domestic Sourcing designations that Vizient employs: "Assembled in USA" and "Made in USA." These designations adhere to the standards set by the Federal Trade Commission (FTC).

Resources

- **Domestic Sourcing website and resources:** Supplier Dashboard → More opportunities → Domestic Sourcing
- For questions and support, contact domestic.sourcing@vizientinc.com

Pharmacy Aggregation Groups

The Pharmacy Aggregation Groups aim to deliver exceptional value to suppliers and providers by forming strategic partnerships and leveraging their expertise in analytics, sourcing and clinical knowledge.

Our dedicated team of resources is nationally recognized for their leadership in pharmacy performance improvement. We achieve this by optimizing custom sourcing strategies and providing unparalleled support in pharmacy resource management. The Pharmacy Aggregation Groups operate within a collaborative member-driven infrastructure, ensuring that their efforts align with the needs and goals of their providers.

Contact pharmacyquestions@vizientinc.com to learn more.

Provista

Provista, which is part of the Vizient family of companies, uses the combined purchasing power of its members to provide top-notch sourcing, analytics and collaboration services. They work with various industries like non-acute healthcare, small businesses and hospitality to deliver the best possible solutions.

Provista's network of over 325,000+ members have access to the Vizient portfolio as outlined in the catalog, in addition to the custom contracts exclusive to Provista.

Resources

- **Provista website and resources:** Supplier Dashboard → More opportunities → Provista
- For questions and support, contact provistamarketing@provista.com

Sg2

The Sg2 vision is to bridge the provider-supplier gap and co-create innovative healthcare solutions. We prioritize the voice of integrated delivery network customers and help suppliers stay relevant by understanding industry trends. Through project-specific strategy work and expert facilitation, we drive growth and inform strategic decisions.

Our consulting engagements use clinical intelligence and analytics to identify market opportunities through disease-based forecasting. We customize strategies to support your goals, delivering measurable results and lasting value. Additionally, we offer customer segmentation using our integrated delivery network methodologies and develop effective segment-specific value propositions based on our understanding of health system needs.

Resources

- **Sg2 website and resources:** Supplier Dashboard → More opportunities → Sg2
- For questions and support, contact ask@Sg2.com

Sg2 EDGE Membership

The Sg2 EDGE membership offers multiyear access to analytics and expertise, providing a comprehensive strategic and market planning solution. This membership empowers healthcare organizations to develop strategies that drive sustainable and equitable growth across the care continuum.

The EDGE membership identifies and clarifies key challenges that organizations must address to succeed, while also quantifying opportunities for action. Sg2 EDGE customers receive support from a team of experienced healthcare professionals, including clinical, strategic and analytic experts, who are committed to their success.

Sg2 MarketPulse

MarketPulse offers nationwide and hyperlocal insights to support data-driven decisions for manufacturers. With the largest inpatient dataset, we provide detailed facility and SKU-level medical device purchasing data. Our precise data enables you to craft winning sales and marketing strategies. Discover the truth in the medical device market with MarketPulse and unlock valuable insights for your business.

Supply Chain Managed Services

A benefit to Vizient providers is our operational supply chain management support, which ranges from strategy development to tactical implementation of best-in-class supply chain practices based on provider needs. Services offered can vary from supporting a member's existing supply chain to managing the entire supply chain process for the provider. Although there isn't a direct way for suppliers to participate in this program, you should be aware that some Vizient customers work with us in this supply chain model.

Visit the [Supplier Dashboard](#) or contact your Vizient representative to learn more.

Solutions

Vizient Commit Program

The Vizient Commit Program offers a wide range of products at great prices. These products have been carefully reviewed to make sure they meet high-quality standards. The program also provides dedicated resources and advanced analytics to help providers get the most value out of their purchases. The program provides immediately accessible savings, transparent models and clinical value analysis conducted by a leading U.S. provider.

Suppliers play a vital role in delivering exceptional value to providers through two segments: commodity and clinical preference. This relationship benefits suppliers by increasing their market share and improving spend transparency and provider accountability. The Vizient Commit Program makes things easier for both suppliers and providers by taking care of the negotiation and management of locally negotiated categories. This helps to improve efficiency and saves time for both parties involved.

The program's high rate of commitment provides stable and predictable growth for organizations, with providers incentivized to maintain their contracts. By participating in Vizient Commit, suppliers can achieve long-term success and foster strong relationships with providers.

Resources

- [Vizient Commit website and resources](#): Supplier Dashboard → Programs → Achieve
- For questions and support, contact achieve@vizientinc.com

eCommerce Exchange

The Vizient eCommerce Exchange is a proprietary platform designed to streamline and automate various back-office tasks associated with purchase order processing. It offers real-time price verification on group purchasing organization, aggregation, custom and local contracts.

This platform serves as an electronic connection between suppliers and providers, facilitating a seamless exchange of supply chain-related documents. These documents include purchase orders (POs), PO acknowledgments, advanced shipment notices, invoices and price catalogs.

In addition to document exchange, the Vizient eCommerce Exchange provides a web-based portal for managing transactions. It also offers a comprehensive suite of analytics that offer deeper insights and visibility into supply chain operations. This allows users to track and analyze their supply chain performance effectively. The Vizient eCommerce Exchange is compatible with all major enterprise resource planning (ERP) systems in the healthcare industry.

Contact <mailto:edisupport@vizientinc.com> to learn more.

Environmental Sustainability

The goal of the Vizient Environmental Sustainability (ES) Program is to employ solutions and insights to reduce negative human and environmental health impacts. The program includes sustainable sourcing, energy reduction, waste minimization, water conservation, transportation demand management, sustainable design and committing to meaningful climate action.

Our Environmental Sustainability capability is focused on the following foundational pillars:

- Environmental Sustainability data and analytics — Enabling the broadest source of sustainability information
- Provider insights — Delivering tools, roadmaps and managed services
- Supplier service — Partnering to improve sustainability performance
- Industry alignment — Setting sustainability standards and strategies

Our commitment is to empower sustainable choices across the industry while accelerating sustainability performance improvement. By increasing the visibility of your organization's sustainable products and services and promoting sustainability stewardship, we can assist providers in reducing their impact on human and environmental health.

Resources

- [Environmental Sustainability website and resources](#): Supplier Dashboard → Programs → Environmental Sustainability
- For questions and support, contact eps@vizientinc.com

Facilities and Construction Solutions

Facilities and Construction Solutions specializes in providing expertise to support facilities and construction projects. Our aim is to assist end users in achieving success by bringing together skilled teams, using tools to ensure projects are finished on time and within budget and implementing delivery strategies that make the most of resources and improve cost transparency.

Our team is dedicated to supporting you in delivering value through experience, knowledge of leading practices and understanding of provider needs. We provide different services to help with facility and construction management. This includes finding ways to combine resources, improving processes, saving costs and managing day-to-day operations of facilities and plants.

Resources

- [Facilities and Construction Solutions website and resources](#): Vizient Supplier Dashboard → Programs → Facilities and Construction Solutions
- For questions and support, contact facilitiesconstruction@vizientinc.com

Group Buy

The Group Buy program provides suppliers the opportunity to offer a 90-day purchasing opportunity. The program benefits suppliers by maximizing sales and allows access to exclusive offers on high-quality products and services. Additionally, the program offers you the option to provide upgrades, extended terms and conditions and other valuable benefits to providers alongside competitive prices.

Participants in the program get benefits like a comprehensive marketing campaign to increase visibility to customers in the Vizient Catalog. They also receive extra sales training and support and have the potential to increase sales based on the average buying trends of the group.

Resources

- **Group Buy website and resources:** Supplier Dashboard → Programs → Group Buys
- For questions and support, contact groupbuy@vizientinc.com

Impact Standardization Programs

Standardization in supply chain management is challenging but rewarding. Our Impact Standardization Program involves collaboration with providers to help them achieve efficiencies and cost savings through standardization. This program also provides support to awarded suppliers, offering you higher committed volume and greater visibility compared to other group purchasing organizations (GPOs).

By participating in the program, you can enjoy several benefits. These include higher sales, protection from competition and the hassle of rebidding, Vizient taking care of rebate calculation, program reporting and payment management. Additionally, you'll receive extensive marketing support to promote your business.

Resources

- **Impact Standardization program website and resources:** Supplier Dashboard → Programs → Impact Standardization Program
- For questions and support, contact impactprograms@vizientinc.com

Innovative Technology

The Innovative Technology Program supports providers in finding unique solutions to their challenges through medical innovations. It serves as a platform for innovative solutions that improve clinical care, safety and business models in healthcare organizations. This program benefits both suppliers and providers by promoting collaboration and driving innovation in the healthcare industry.

Additionally, the program provides increased visibility for innovative solutions and assists in identifying products and services for contracting and marketing opportunities. This is achieved through a rigorous review process. The Vizient annual Innovative Technology Exchange is an accompanying expo event that brings together selected suppliers and healthcare experts. It offers an exclusive opportunity for in-depth conversations and valuable connections with providers.

Resources

- **Innovative Technology website and resources:** Supplier Dashboard → Programs → Innovative Technology
- For questions and support, contact innovativetechnology@vizientinc.com

Novaplius and Novaplius Enhanced Supply

The Novaplius® brand is synonymous with value and assurance. It encompasses products and services from every service line and is universally known and trusted among Vizient member providers: 100% recognize the brand and 95% use our private-label portfolio. Suppliers who work with Vizient through Novaplius receive not only differentiated visibility and credibility, but also insights that help maximize results. Novaplius suppliers can expect:

- Strong member support — Providers actively support the brand—allowing manufacturers to spend less on sales and marketing efforts— member standardization to Novaplius items results in increased provider commitment to Novaplius manufacturers
- Sales team support—The Vizient sales team is aligned and incentivized to promote Novaplius contracts and products
- Grow and protect market share—We work closely with Novaplius suppliers to support market share growth through opportunities for strategic targeting, comparative analysis reports and contract marketing initiatives
- Dedicated program management team—Our program managers are available to help suppliers navigate Vizient, providers and other programs, and to help providers identify Novaplius conversion opportunities
- Enhanced catalog visibility — Novaplius contracts and products are always visually and descriptively identified as such throughout Vizient Catalog, and they appear first in search results
- Product cross-referencing — Our online cross-referencing tool makes it easy for providers to discover Novaplius products that match their queries
- Implementation support—Our implementation actively works to convert new providers with a Novaplius first philosophy due to the brand's strong financial value

The Novaplius Enhanced Supply Program is a part of Novaplius, which is the industry's longest-running private label program. The program works by having suppliers provide additional inventory of essential medications and products, including personal protective equipment. This helps to mitigate supply disruptions and demand surges. By having additional inventory available, healthcare providers can ensure they have the necessary supplies to meet the needs of their patients.

This innovative contracting model helps both suppliers and providers increase supply assurance. It does this through clearer data insights, diversified relationships and visibility into logistical and other considerations that affect production. By having a better understanding of these factors, suppliers and providers can work together to provide a more stable balance between supply and demand.

Resources

- [Novaplius website and resources](#): Supplier Dashboard → Programs → Novaplius
- For questions and support, contact novaplius@vizientinc.com

Pediatric Program

The Pediatric Program is the only group purchasing organization-specific program focused on offering providers with a wide range of products and educational services for neonatal intensive care units (NICU), infants and pediatric patients. This program combines top-quality pediatric products and services to provide a comprehensive solution that supports the needs of pediatric caregivers and their young patients. We prioritize continuous evaluation and collaboration with suppliers to provide positive clinical and financial value.

Suppliers benefit from participating in the Pediatric Program through driving volume and price stability, boosting credibility, amplifying provider visibility and awareness and extending access to other program opportunities such as Group Buy, Novaplus and Impact Standardization.

Resources

- [Pediatric Program website and resources](#): Supplier Dashboard → Programs → Pediatric Program
- For questions and support, contact pediatrics@vizientinc.com

Supplier Diversity and Community Contracting

Vizient is an industry leader in supplier diversity. Our providers achieve long-term growth and business success for both suppliers and providers. Vizient supports providers' inclusion and use of diverse firms by collaborating with many stakeholders through the Supplier Diversity Program. We encourage our suppliers to augment our portfolio by proactively seeking strategic partnerships with diverse companies. As a result, our powerful contract portfolio and program initiatives help drive community economic development.

All suppliers are expected to participate by reporting Tier II diversity spend for providers which offers insight to understand and track the economic impact to local and regional communities through your contracts and meet compliance with government mandates.

Resources

- [Supplier Diversity website and resources](#): Supplier Dashboard → Programs → Supplier Diversity
- For questions and support, contact supplierdiversity@vizientinc.com

Promoting your contract

It's time to move beyond traditional marketing and delve into the additional opportunities offered by our marketing and member-facing field-based resources. Our solutions help you gain visibility and enable agreement with providers through significant marketing, sales and operational support.

Marketing

We collaborate with the contract management team to promote your news and offerings within Vizient communications. This involves creating various communication materials that aim to increase provider awareness and use of the contracts awarded to suppliers.

To maximize exposure, we showcase your contracts through multiple channels, including websites, social and interactive media, documents and reports and provider emails. Our dedicated marketing staff collaborates closely with teams across Vizient to make sure that your contracts receive the attention they deserve.

In addition to general promotion efforts, we also collaborate with select suppliers and specific initiatives to develop and execute targeted marketing campaigns.

Our campaigns are created to work together with our field team. This helps providers understand the importance of the contract and gives them a specific Vizient contact person to help them throughout the sales process.

Resources

- [Marketing website and resources](#): Supplier Dashboard → Marketing
- For questions and support, contact your dedicated Vizient representative

Spend Management Delivery Team

The Spend Management Delivery Team (SMD), our provider-facing field team, is focused on improving providers spend management performance.

- **Provider value:** we match Vizient solutions and subject matter experts to the providers' priorities— helping them achieve their goals faster.
- **Category expertise:** we recommend end-to-end category performance solutions that combine expertise, insights and automation to maximize clinical and financial performance.
- **Core tenet performance:** we help align provider spending power with broader health system priorities.

The customized engagement model by Vizient leverages cost, quality and market performance expertise to achieve more, faster:

- Connect providers to relevant Vizient experts to help support improved spend management performance
- Drive providers to Vizient contracts and help them maximize available value
- Implement programs such as Group Buys, Impact Standardization, Novaplus®, Vizient Commit
- Foster deeper relationships to match supplier value with provider needs

Our Driving Results brochure outlines leading practices to promote your contracted products and services to providers, such as:

- All engagements begin with your Vizient representative
- Identifying targets
- Develop a one-pager when applicable
- Determine the best path to the provider
- Provide accurate cross-references

Resources

- **Driving Results brochure:** [Supplier Dashboard](#) → Vizient team contacts → Driving Results brochure
- **Provider Value and Performance team contacts:** [Supplier Dashboard](#) → Vizient team contacts
- For questions and support, contact your dedicated Vizient representative

Kaiser Permanente (KP)

KP Select LLC, a wholly owned subsidiary of Vizient, has maintained a long-lasting relationship with Kaiser Permanente to provide strategic sourcing and spend analytics solutions. Kaiser Permanente has a rigorous contract process to mandate compliance—through national standards and pricing agreements—with core stakeholders in clinical, medical and non-medical categories. We also work together on transformational healthcare solutions by setting industry standards for strategic suppliers when it comes to Global Data Synchronization Network (GDSN) and Global Trade Item Number (GTIN) labeling, Environmentally Preferred Purchasing, Billion Dollar Roundtable Supplier Diversity and Total Health.

Resources

- For questions and support, contact your dedicated Vizient representative

For additional assistance in your onboarding process, contact your dedicated Vizient representative or supplierperformance@vizientinc.com

Appendix A—Onboarding Checklist

Onboarding (first 30 days)

Description	Responsibility
Receive a welcome letter from Vizient representative	Vizient representative
Schedule an initial call - Present Vizient overview deck and supporting materials - Establish contract rollout and implementation schedule	Vizient representative
Upload contract details in Vizient Catalog	Vizient representative
Publish article in Contract News	Vizient representative
Publish press release incorporating Vizient guidelines (if applicable)	Both
Provide contract administration, sales and marketing contact information to Vizient representative	Supplier
Obtain access to Vizient Supplier Dashboard	Supplier
Download membership roster from Supplier Dashboard	Supplier
Engage internal contacts for contract administration, ASAP sales reporting, contract activation and the member roster.	Supplier
Access relevant Vizient team member contact lists from Supplier Dashboard	Supplier
Register for Supplier Orientation, as available	Supplier
Register for Supplier Forum, as available	Supplier
Register for Vizient Connections Summit, as available	Supplier
Register for Innovative Technology Exchange, as available	Supplier
Equip Vizient representative with knowledge and education required for your contract to support customers	Supplier
Notify Vizient representative of additional staff who'll manage contract administrative functions	Supplier
Develop contract one-pager based on guidelines in the <i>Driving Results</i> Brochure and any additional materials (if applicable)	Supplier
Identify target list based on guidelines in the <i>Driving Results</i> brochure	Supplier
Understand Vizient field team responsibilities and how to engage based on guidelines in the <i>Driving Results</i> brochure	Supplier
Upload target list into Salesforce	Vizient representative
Schedule 30-day checkpoint meeting	Vizient representative

Implementation (within 60 days and after completion of onboarding)

Description	Responsibility
Introduce supplier to Vizient field-based teams to review contract value props and develop implementation plan with targeted accounts	Vizient representative
Schedule initial meetings with Vizient field-based team (after Vizient representative introduction)	Supplier
Schedule marketing call with supplier contacts to develop marketing plan	Both
Submit initial promotional collateral (due one week before the 1 st and 15 th of each month)	Supplier
Schedule initial meetings with targeted customers	Supplier
Support and define process plan for each customer experiencing obstacles	Supplier
Ensure contract management responsibilities are completed on time	Supplier
Provide reports of conversion or targeting activities of Vizient customers to Vizient representatives (e.g., conversions, obstacles and success stories)	Suppliers
Schedule cadence of business reviews for year (e.g., monthly, quarterly, yearly)	Both

Driving forward (ongoing maintenance)

Description	Responsibility
Submit sales and rebate reports	Supplier
Approve/deny Contract Price Activation submissions	Supplier
Submit product and price updates	Supplier
Submit cross-reference changes	Supplier
Roll out contracts at targeted Vizient accounts	Supplier
Schedule ongoing meetings with Vizient field-based team as needed	Supplier
Make sure contract management responsibilities are completed on time	Supplier
Provide monthly reporting of conversion or targeting activities of Vizient customers to Vizient representative (e.g., conversions, obstacles and success stories)	Suppliers
Submit ongoing promotional collateral (due one week before the 1 st and 15 th of each month) (if applicable)	Supplier
Schedule routine calls with Vizient representative to address questions, challenges or ideas	Supplier
Provide updated target list as needed	Supplier
Update Vizient representative with any contact information changes	Supplier
Participate in business reviews	Supplier
Explore additional partnerships and solutions available to awarded suppliers	Supplier

For more information or additional questions, contact your dedicated Vizient representative or supplierperformance@vizientinc.com.



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Vizient, Inc. provides solutions and services that improve the delivery of high-value care by aligning cost, quality and market performance for more than half of the nation's healthcare providers.
www.vizientinc.com.