Selecting a Vendor Guide

There are many factors to consider when evaluating and selecting a telehealth vendor.

Use the criteria below to guide your evaluation of each vendor under consideration, so you can make a comprehensive and informed decision when selecting a partner.

On the following pages, you will find a sample Vendor Information Request Form, which can be sent directly to your vendor or used as a guide to create your own form.

1. BUSINESS:

- Organizational overview – tenure, funding source, financial stability, affiliations, notable customers, etc.
- Impact to program ROI— product cost, business model, reimbursement rates, risk sharing, support payment program participation, etc.
- Expertise in offering telehealth to your specialty
- Knowledge of federal and private payer requirements

2. INFORMATION TECHNOLOGY:

- Ability to integrate with your current IT landscape, particularly your EHR system
- Cost, process, and timeline associated with integration and product updates
- Ability to capture data important to care team and patient[20]
- Patient geolocation for licensure
- Customization capabilities
- Patient access to data
- Ability to maintain patient identity across platforms
- Biometrics/RPM integration capability
- Information blocking and interoperability requirements (as applicable)
- Impact analysis on your internet and local network usage

3. SECURITY: (APPENDIX D.3)

- Supports compliance with HIPAA rules, such as willingness to sign a Business Associate Agreement (BAA)
- Third-party audits (SOC 2, HITRUST)
- Liability structure for managing potential security breaches
- User authentication and authorization
- Transparency on collected data use processes
- Local regulatory compliance (i.e., State Medical Board)
- In-platform consent capabilities

4. USABILITY:

- User experience of platform for patients and care team members
- Patient and care team engagement metrics
- Dashboard/workflow assimilation
- Multi-specialty application
- Platform launch process and timing
- Ease of billing/payout for patients and health systems/practices

5. CUSTOMER SERVICE:

- Level of support available to practice during and after implementation— staff training, patient education, project management, data analysis and insights, etc.
- What technology does the patient need and does the vendor support this?
- Degree of technical support available to patients
- Access to existing procedures and templates

6. CLINICAL VALIDATION:

- Documented clinical outcomes
- Published peer-reviewed research