

Questions to Ask When Hiring a CVO

Onboarding

- What is your process to onboard a client?
- How long does it take?
 - Why does it take that long?
- Does our IT team need to get involved?
 - Is there software to install or is your platform cloud-based?
- How long will it take to train my team?
 - How many logins do I get?

PSV work

- What data do I give you / how many data points do you need?
- What's your turnaround time?
- Do I need to click through every file to see if there is an alert?

Working relationship

- Do you assign a dedicated team to our account?
- Will we have regular meetings?
- Are there any integrations?
- Do you make compliance recommendations? Do you stay on top of NCQA education standards in order to provide expert guidance?

Credentialing committee prep & review

- What tools do you offer to make these processes easier?

Cost

- What are the total year 1 costs?
- Do you charge expediting fees?