

*“You Get What You Pay For”*

# Why Resource Consolidation Isn't Always the Solution to Smarter Exclusion Monitoring



## ABOUT OUR CLIENT

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This client operates a network of senior living communities with more than 130 campuses that span across five states in the Midwest. Their campuses offer a full continuum of care, from on-site care for independent living residents to assisted living, memory care, and other skilled services for residents who require higher levels of care.

This client's partnership with ProviderTrust includes exclusion monitoring for a population of approximately 20,000.

### BY THE NUMBERS:



**7,000**  
providers



**13,000**  
employees

## THE CHALLENGE

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This client cares for the whole person, and that means ensuring every member of their staff—plus the vendors they engage—is cleared to work with their residents.

ProviderTrust first partnered with this client in early 2020 for ongoing exclusion monitoring of their employee and vendor populations. The years-long partnership was successful, but in 2023, seeking resource savings, this client moved its exclusion monitoring business to a lower-cost vendor that also conducted its employee background checks. However, it quickly became clear that ROI is sometimes more than just dollars.

Shortly after transitioning away from ProviderTrust, this client identified shortcomings with the quality of the new vendor's results and unwillingness to help clients sort through potential matches. Faced with an influx of potential matches, the client found that the initial cost savings were not worth the time and resources spent manually investigating the validity of unverified matches.

**“It was so much legwork. If something flags, I don't know what hit. Is it a name change issue? Is it a state issue?”**

—Chief Compliance and Ethics Office  
on the burden of potential matches

“We drew a line in the sand, and moving forward, we’ll have way more confidence in who we’re pulling in, what we’re screening every month, and how we’re being notified of things.”

—Chief Compliance and Ethics Officer



## THE SOLUTION

The client had already begun the move toward vendor consolidation when they brought on a new Chief Compliance and Ethics Officer. This individual had worked with ProviderTrust in a previous role at a similar provider organization, and when issues began to arise with the new vendor, she advocated for a swift return to ProviderTrust’s Exclusion Monitoring solution.

The most impactful differentiator? ProviderTrust’s **partnership-minded approach to helping clients navigate the complexities of their results.**

This client specifically calls out the dedication of ProviderTrust’s Chief Compliance Officer and data oversight team, citing their commitment to data accuracy and providing clients with the resources needed to interpret any issues that may arise.

“Any system can flag an issue if you have clean data. But to me, what’s even more important is then what happens? When you’re rallying the compliance troops at ProviderTrust to work together, that’s the important part.”

—Chief Compliance and Ethics Officer  
Two-time ProviderTrust Client

## THE RESULTS

Just a few months after transitioning to another vendor, this client returned their employee and vendor exclusion monitoring back to ProviderTrust.

The timing couldn’t have been better—ProviderTrust immediately flagged a new hire’s exclusion that the other vendor had missed. Because the new hire was still onboarding, the client intervened quickly to terminate their employment before they were involved in any patient care.

Knowing that this client takes a strong stance on patient safety, residents and their loved ones—along with the compliance team—can rest assured that they’re in good hands.



Ready to spend less time sorting through potential matches?  
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