



HEALTH CARE SERVICES



TRUSTED, FULL-SERVICE, INDUSTRY EXPERT

HR ProFile is proud to work with some of the largest Healthcare Organizations in the country. From Senior Citizen Care & Hospice Facilities to Home Healthcare and Hospitals, we understand the complexity of this highly competitive environment as well as the need to attract and retain the highest qualified talent for numerous positions.

HR ProFile's mission is to provide innovative solutions impacting administrative and cost efficiencies for some of the country's largest Healthcare Providers. We are helping Healthcare organizations stay focused on "Meaningful Use," EMR & EHR Implementations, and the numerous other important Healthcare initiatives, by streamlining the processes involved with Background Checks, Drug Screenings, and Clinical Exams without sacrificing the integrity or quality of our industry leading services.

Here are some examples:

- HR ProFile is integrated with HealthcareSource's Position Manager & iCIMS and other ATS systems. We assist with the streamlining of the recruiting and talent management process.
- For our largest Healthcare customer, we have processed over 1 Million Background Checks without a single FCRA related or negligent hiring incident.

THE HEALTHCARE PROBLEM

Several large Healthcare Providers were dealing with cumbersome administrative systems that were inefficient due to the lack of technology and limited system integrations. This resulted in poor internal communication, inaccurate billing & reporting, and most importantly created FCRA Compliance issues at the State and Federal levels.

THE HR PROFILE ADMINISTRATIVE SOLUTION

HR ProFile works with our Healthcare customers to implement highly "Customizable" Solutions that create impacting Administrative & Cost Efficiencies while maintaining compliant processes.



Components include:

- ✓ On-line Ordering - background checks, drug testing and clinical exams
- ✓ Post Hire eVerify Integration
- ✓ Automated Notification & Reporting
- ✓ Automated Eligibility - in accordance with EEOC guidelines
- ✓ Comprehensive Billing for Multiple Locations and Departments

On-Line Ordering - HR ProFile's "On-Line" ordering system allows authorized personnel in multiple locations to order designated Background Checks for candidates being considered for hire. This system creates administrative efficiencies for the entire organization, and allows them to have centralized decision-making based on the results from the background checks and drug testing by appropriate management at Corporate Headquarters.

Post Hire eVerify Integration - Additionally, HR ProFile's integration can help when a new applicant is hired. We work with your IT team to create a system which will send a copy of the eVerify Authorization into a Provider's document repository, directly filed into the Employee's folder.

HR ProFile's system optionally sends a data file daily to HRIS systems, with updates on each component of the Background Check, MVR, designated Employment or Education Checks, and Drug Tests.

HR ProFile has built a system for Healthcare of incredible efficiency. For one of our Healthcare clients, tens of thousands of Background Checks and Drug Tests are ordered and managed annually by two (2) HR professionals, a process that used to take multiple team members to manage. Our integrated solution also makes it possible to manage thousands of eVerify requests annually with as few personnel as possible.

All services performed by HR ProFile are delineated with the Healthcare Provider's respective Facility or Departmental Code, which then allows for segregation of Reporting on the Eligibility Tool.

This includes other internal mechanisms that are triggered based on the Facility Code, such as the proper handling of reports for compliance with respective State Laws, and other State requirements.

Automated Notification & Reporting - An important component of our system are automated alerts, notifications and reporting by-department or location. A consistent issue with large Healthcare organizations is keeping field personnel in multiple locations aware of the status of Background Checks and Drug Tests they have ordered for their respective facilities or locations. HR ProFile's custom solutions team created automated alerts and notifications that keep Corporate and Field personnel aware of the status of their orders for screening and testing.

This has been especially helpful when there are findings that cause the need for the applicant to be notified that information was uncovered which may put their hiring in jeopardy. HR ProFile has the proven ability to tailor communication and reporting requirements to meet internal needs for this type of activity.

Automated Eligibility - Results for all these items begin with our customized and centralized "Eligibility" solution. Access to the Eligibility Tool is achieved through a customized integration with the Healthcare Providers' IT and/or Security Departments.

There are three (3) Levels of Access and six (6) Functional Groups that govern access rights, viewing, and functionality of the Eligibility Tool. Through this integration, adding new users does not require passing knowledge or providing notices to HR ProFile; thus allowing for instant user setup and usage of the website.

The Eligibility Tool facilitates dissemination of eligibility determinations: first by setting the Eligibility to "Yes" for candidates with perfectly Clear records; and second by sending notifications to facilities after Eligibility is determined for candidates with derogatory information. The Eligibility

Tool also houses the supporting documents needed for Statewide Criminal Audits, the Employment Authorization (or TNC) documents from eVerify, and the results of Drug Testing and Clinical Exams.



Comprehensive Billing for Multiple Locations and Departments - In step with customized communications and reporting, HR ProFile can create a comprehensive Billing platform that helps large organizations break down departmental or respective facility invoicing. This has further enhanced our customers administrative and subsequent cost efficiencies.

Administrative Solution Summary: HR ProFile continues to be an innovation leader by working cohesively with our customers on further integrated solutions for Healthcare Providers that will create additional efficiencies and paperless solutions for employment screening. HR ProFile is also very engaged in helping our customers manage State & Federal requirements for all aspects of the candidate onboarding process.

HR PROFILE: PROVIDING MOBILE SOLUTIONS FOR HEALTHCARE

THE HEALTHCARE PROBLEM

Earlier this year, we learned from many of our Healthcare Clients that there existed a real deficiency in the area of Occupational Health Testing. The identified needs included:

1. A flat-rate for on-site testing for Breath Alcohol and Drug Test collections.
2. A wider range of medical clinics to send candidates to for Physicals, Audiograms, Eye Tests, Respiratory Clearances, etc.
3. A “Mobile” solution for field reps needing to locate post-accident collection and medical facilities 24/7.

THE HR PROFILE SOLUTION

1. HR ProFile identified and created a national list of vendors and negotiated flat-rate pricing that helped our customers stay within budget.
2. Partnered with a national service provider of Occupational Testing that has in place 14,000 collection and clinic sites across the country (most providers only have between 1,200 – 4,000 sites).
3. HR ProFile’s IT Department designed and created a smart phone application that allows a field representative to locate clinics within their geographic area with the simple push of a button.

This solution is an innovation that does not exist within the Occupational Testing arena and solves a major problem of handling the influx of phone calls (especially after-hours) to accomplish this task. Included in this solution is an automated phone system that aids in the reporting of the incident, as well as routing emergency calls to an after-hours (live) attendant.

This solution also automates the electronic donor registration process for drug test collections; eliminating the problem of field personnel having to keep paper Chain of Custody forms in their car along with other protocol documents.

PRIMARY BACKGROUND CHECKS HR PROFILE PROVIDES FOR OUR HEALTHCARE CLIENTS:

- Social Security Verification
- Social Security Validation
- Maiden/AKA Name Search
- US DOJ National Sex Offender Registry Search
- Multi-County Criminal History Searches
- Statewide Criminal History Searches
- Federal District Court
- Employment Verification (unlimited attempts)
- Education Verification (unlimited attempts)
- Credentialing – In-House and CVO
- Personal and Professional References
- Professional License Verifications
- Motor Vehicle Driving Record
- OIG/GSA Sanctioning
- National Practitioners Data Bank
- Civil Searches
- U.S. Federal Bankruptcy Court Search
- Misconduct/Abuse Registries
- Drug Testing – standard panels plus a profile addressing painkillers

SUMMARY:

HR ProFile has the demonstrated ability to provide our Healthcare customers the highest value as your Background Check, Drug Screening and Clinical Exam partner.

From comprehensive, customized and innovative solutions, to unparalleled Customer Service, HR ProFile exceeds our valued customers' expectations at every turn.

Our culture is focused on creating "Raving Fans" and not just satisfied customers. Satisfied customers are not good enough because we are creating the perfect environment where customers thrive.

About HR ProFile:

HR ProFile is a full-service, trusted, industry leader with 25 years of experience in all areas of Human Capital Management and Employee Screening. We provide Background Checks, Drug Testing, Criminal & Court Checks as well as Reference & Education Verification to clients in all industries Nationally and Internationally.

We partner with our clients to ensure best hiring practices, Equal Employment Opportunity Commission (EEOC) and Fair Credit Reporting Act (FCRA) compliance. **HR ProFile** provides market leading innovations, customized and scalable solutions and pricing, as well as unparalleled personal and professional customer service.