

## Preferred Partner and Vendor Appeals Policy

|                 |                         |
|-----------------|-------------------------|
| Effective Date: | January 2011            |
| Signature:      |                         |
| Position:       | Chief Executive Officer |

**PURPOSE:** The VITL Preferred Partner program identifies Electronic Health Record (EHR) vendors that meet interoperability requirements for Vermont providers to link to the Vermont Health Information Exchange. The purpose of this policy is to provide an outline of the appeals process for Vendors who are not chosen as a Preferred Partner.

**POLICY:** Any EHR vendor that is not accepted for Preferred Partner status may appeal the decision to the Chief Executive Officer of VITL.

**PROCEDURE:** The EHR Vendor has 30 days to request from VITL a written explanation of the reasons for the decision. The response will be provided by the CEO within 10 working days of the request. Additionally, any vendor not accepted for Preferred Partner status, may request either a telephone or face-to-face meeting with VITL staff to discuss the reasons. That meeting must occur within 10 working days of the request, though vendor will be required to travel to VITL offices at their own expense for a face-to-face meeting. VITL will review new information provided by the vendor and issue a new decision within 15 working days of receiving that information. The EHR Vendor has the right to re-apply for preferred partner status upon meeting all requirements of the preferred vendor criteria.