



## **Integra Group Purchasing Organization (GPO)**

WCH Service Bureau - Vendor FAQ



### **About Integra Partners GPO**

Integra Partners offers a Group Purchasing Organization (GPO) program available exclusively to Integra network suppliers. Our program offers savings on products and services for DMEPOS suppliers by leveraging our network's aggregate purchasing power to negotiate discounts with manufacturers and other entities on behalf of our partners.

Integra highly values our DMEPOS Provider network and understands that various market forces have put downward pressure on margins for our Providers. As a committed partner to our network, our goal is to make various products and services available to our Providers at discounted rates compared to those available if the products and services were purchased independently.

Participation in the GPO grants you access to over 2,000 contracts across 900+ suppliers including:

- DMEPOS
- Medical supplies
- Office products and equipment
- Administrative services
- Physician data

Information about the Integra GPO offering can be found on the Integra Partners Forms and Training site accessed via *Que*.

### **Contents**

1. **Who is WCH Service Bureau?**
2. **What service is being offered through this program?**
3. **What discount is available for this service under Integra's agreement?**
4. **What are the eligibility requirements for participation in this program?**
5. **How do I sign-up for the Integra – WCH Service Bureau GPO offering?**
6. **Who can I contact with questions regarding WCH Service Bureau's services?**

## Your Questions Answered

### 1. Who is WCH Service Bureau?

WCH Service Bureau provides medical billing, credentialing, auditing, and software development services to healthcare Providers nationwide. With over two decades of experience in the field, WCH's skilled team of coders and auditors possess a deep understanding of audit requirements and the intricacies of working with insurance companies.

WCH Service Bureau offers comprehensive support throughout the audit process by evaluating your current audit practices, assessing areas of improvement, and recommending tailored solutions to enhance compliance and accuracy. From ensuring proper documentation to implementing efficient coding practices, WCH will guide you every step of the way, minimizing audit risks and maximizing your company's potential for success.

### 2. What service is being offered through this program?

WCH's medical record auditing services help ensure that your organization is following the stringent regulations laid out by the government and health plans (Payers). Internal auditing is essential to protect your organization from undue liability, prevent extensive inquiries into your billing practices, and avoid potential penalties.

WCH Service Bureau supports Providers through audit prevention tactics to ensure that you are always audit-ready. Their experts are ready to assist you with the following:

- Review of Physician orders for medical necessity.
- Proper documentation of DMEPOS delivery guidelines.
- Education and recommendations to improve charts.
- Solutions to prevent current Payer audits.
- Compliance analysis and implementation support.
- Employee education and training.
- And more!

More information can be found on WCH Service Bureau's website at [www.wchsb.com](http://www.wchsb.com).

### 3. What discount is available for this service under Integra's agreement?

All Integra Partners Providers will qualify for a 15% annual subscription cost discount for WCH Service Bureau's audit prevention services.

### 4. What are the eligibility requirements for participation in this program?

All active, credentialed suppliers in Integra's network are eligible for participation in Integra's GPO program.

For credentialing support, contact Integra's Credentialing Department at:

- [credentialing@accessintegra.com](mailto:credentialing@accessintegra.com)

### 5. How do I sign-up for the Integra – WCH Service Bureau GPO offering?

To source services from any of Integra's vendor partners, you first have to fill out, sign, and submit an [Integra GPO Participation Form](#) via DocuSign. This form can be found by logging into *Que*, selecting the

help icon (?) at the top right, and navigating to the Integra Partners Forms and Resources page. You only need to fill out this form once so if you have already done so you may skip this step.

Once you have completed the general participation form, please email [integrapartners@wchsb.com](mailto:integrapartners@wchsb.com) to discuss the enrollment process and answer any questions you may have about WCH Service Bureau and their services.

## **6. Who can I contact with questions regarding WCH Bureau's services?**

If you have any questions for the company before you sign up, you may email [integrapartners@wchsb.com](mailto:integrapartners@wchsb.com).