Ascension Health Vendor Webinar

August 2012
Ascension Health, which provided $1.2 billion in care of persons living in poverty and community benefit programs last year, is the nation’s largest Catholic and nonprofit health system. Our Mission-focused Health Ministries employ more than 121,000 associates serving in more than 1,400 locations in 21 states and the District of Columbia.

Through an initiative called Symphony, Ascension Health has embarked on a significant change management strategy. The changes will facilitate efficiency, focus our resources, and provide analytic capabilities that will inform our operational and clinical decisions.
## Ascension Health’s Health Ministries Implementing Symphony

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<tr>
<th>Health Ministry</th>
<th>City, State</th>
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<tr>
<td>St. Vincent’s Health System</td>
<td>Birmingham, AL</td>
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<td>Providence Hospital</td>
<td>Mobile, AL</td>
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<td>Carondelet Health Network</td>
<td>Tucson, AZ</td>
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<td>St. Vincent’s Health Services</td>
<td>Bridgeport, CT</td>
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<td>Providence Hospital</td>
<td>Washington, DC</td>
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<td>Carondelet Health</td>
<td>Kansas City, MO</td>
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<td>St. Vincent’s HealthCare</td>
<td>Jacksonville, FL</td>
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<td>Sacred Heart Health System</td>
<td>Pensacola, FL</td>
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<td>St. Joseph Regional Medical Center</td>
<td>Lewiston, ID</td>
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<td>St. Mary’s Health System</td>
<td>Evansville, IL</td>
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<td>St. Vincent Health</td>
<td>Indianapolis, IN</td>
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<td>Saint Agnes HealthCare</td>
<td>Baltimore, MD</td>
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<td>St. John Providence Health System</td>
<td>Detroit, MI</td>
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<td>Genesys Health System</td>
<td>Flint, MI</td>
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<td>Borgess Health</td>
<td>Kalamazoo, MI</td>
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<td>St. Mary’s of Michigan</td>
<td>Saginaw, MI</td>
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<td>St. Joseph Health System</td>
<td>Tawas City, MI</td>
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<td>Our Lady of Lourdes Memorial Hospital</td>
<td>Binghamton, NY</td>
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<td>Mount St. Mary’s Hospital and Health</td>
<td>Lewiston, NY</td>
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<td>Saint Thomas Health</td>
<td>Nashville, TN</td>
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<td>Seton Healthcare Family</td>
<td>Austin, TX</td>
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<td>Providence Healthcare Network</td>
<td>Waco, TX</td>
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<td>Lourdes Health Network</td>
<td>Pasco, WA</td>
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<td>Columbia St. Mary’s</td>
<td>Milwaukee, WI</td>
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*As of August 2012*
The Symphony initiative was launched in October 2009 and the solution has been designed, built and tested. The components of the Symphony Initiative include:

- New operational practices in **Finance**, **HR** and **Supply Chain**
- Deployment of **PeopleSoft software and other integrated applications** across all of our Health Ministries
- Implementation of a **new shared services organization**, called the Ascension Health Ministry Service Center (MSC), to support all of Ascension Health’s Health Ministries across the country Ascension Health rolled out the Symphony solution in July 2011 to Sacred Heart Health System in Pensacola, Fla., and in January 2012 to Providence Hospital in Mobile, Ala., and Saint Thomas Health in Nashville, Tenn.

We are continuing with a phased rollout to Ascension Health’s remaining Health Ministries. The next implementation will be our “Release 1” deployment in September 2012 at **Providence Healthcare Network in Waco, Texas**, and **Our Lady of Lourdes Memorial Hospital in Binghamton, N.Y.**, and in November 2012 at **St.Vincent Health in Indiana**. Ascension Health is scheduled to complete its Symphony deployments by the end of 2014.

This presentation focuses on the most notable of the changes specific to Symphony that impact you as vendors.
Agenda

Overview of Changes

Changes to Purchase Orders, Invoices & Payments

Timelines

PeopleSoft Vendor Portal Functionality

Appendix
Overview of Vendor Changes

All vendors are affected:

- Item Vendors
- Non-Item Vendors (Services, Memberships, Utilities, etc.)
- HR Vendors
- Insurance Vendors
- Benefit Vendors
Overview of Vendor Changes

Major impacts to vendors:

• Change of the main vendor point of contact to the Ministry Service Center (MSC)
• New online PeopleSoft Vendor Portal for electronic processing of POs, invoices, auctions, etc.
• Changes to the purchase order format and distribution
• Changes to invoice requirements and submission
• Changes to payment method
• Changes to bidding processes
• New HR processes for benefits, leave management, LCE and background checks
• New data requirements and interface formats for vendors on EDI or other interfaces with Ascension Health
• One common item and vendor file for the entire health system

We understand that some vendors are better equipped than others to adjust to these changes and we will work with vendors as necessary to ensure a smooth transition.
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New Vendor Point of Contact

The new shared services organization, the Ascension Health Ministry Service Center (MSC), will be the main point of contact for all vendor-related questions and requests. Specifically the MSC will be responsible for:

- Processing contracts
- Administering purchase orders
- Receiving and processing invoices
- Distrusting payments
- Supporting RFx events
- Maintaining the common item and vendor file
- Maintaining the vendor account data

Each vendor will also receive a new vendor ID in our new system. It will be helpful to reference this new ID when corresponding with the MSC.
Changes to Purchase Orders

• POs will now be used for the majority of transactions with some exceptions; if you have not used Purchase Orders in the past you will begin to receive them as part of the new processes

(PO Exceptions: Donations, Leases, Taxes, Sponsorships, Chairmanships, Water, Electric, Gas and Ascension Health Information Services-approved Telecom)

• POs will be distributed electronically through EDI or the online PeopleSoft Vendor Portal as much as possible

• PO #s will be 15 digits in length with the first 5 digits indicating location and the final 10 digits indicating the PO # (the complete 15 digit Purchase Order number must be used on all correspondence and invoicing)

• Purchase Orders will state “Ascension Health” at the top of the document, as well as the Health Ministry name associated with the specific facility/affiliate ordering the services or goods
Changes to Purchase Orders

Name of Health Ministry
If the Health Ministry has multiple facilities, the facility name will be stated as well
If the facility is an affiliate it will state “affiliate” only

15 digit PO number
Changes to Invoicing

• Invoices should be submitted electronically through EDI or the online PeopleSoft Vendor Portal as much as possible

• Email, mail and fax invoice submissions will still be accepted but will need to be sent to the MSC instead of the Health Ministry and response to this payment method will be significantly slower

• Regardless of submission method, the 15 digit PO number must be included on each invoice or it will be returned
Changes to Payments

• Payment to vendors will transition to electronic payment methods; the MSC will be reaching out to our vendors over the next several months to set up these processes.

• Until accommodations for the electronic arrangement are finalized, payments will be distributed via check from the MSC.

• Checks will be issued under the name “Ascension Health Ministry SVC CTR”.

• The payment terms per the existing negotiated contract or agreement will remain in place; otherwise the default payment term will be 60 day.
Changes to Bidding Processes

- As more Health Ministries transition to new systems and processes, all bidding and contracting will be coordinated or completed at a national level through The Resource Group, Ascension Health's exclusive contracting arm and operator of the Ascension Health Alliance GPO.

- The online PeopleSoft Vendor Portal will be used to submit and track bids.

- In some cases a process of online auctions through the portal will be used.

- Additional communications to affected vendors about bidding processes will take place as the Symphony program progresses.
Overview of Changes

Changes to Purchase Orders, Invoices & Payments

**Timelines**

PeopleSoft Vendor Portal Functionality

Appendix
Symphony changes for vendors will only take effect when a Health Ministry goes live on the PeopleSoft system.

- July 5, 2011: Changes became applicable for Sacred Heart Health System in Pensacola, Fla.
- January 3, 2012: Changes became applicable for Providence Hospital, Mobile, Ala., and Saint Thomas Health, Nashville, Tenn.
- September 4, 2012: Changes become applicable for Providence Healthcare Network in Waco, Texas, and Our Lady of Lourdes Memorial Hospital in Binghamton, N.Y.
- As the deployment schedule progresses, the same changes will take effect with other Health Ministries, and vendors will receive communications accordingly.

**Deployment Timeline**

- New processes for Sacred Heart Health System (Pensacola, FL)
- New processes for:
  - Sacred Heart Health System (Pensacola, FL)
  - Providence Hospital (Mobile, AL)
  - Saint Thomas Health (Nashville, TN)
- New processes for:
  - Sacred Heart Health System (Pensacola, FL)
  - Providence Hospital (Mobile, AL)
  - Saint Thomas Health (Nashville, TN)
  - Providence Healthcare Network (Waco, TX)
  - Our Lady of Lourdes Memorial Hospital (Binghamton, NY)
- Final Deployment (expected by 2014)
Overview of Changes

Changes to Purchase Orders, Invoices & Payments

Timelines

PeopleSoft Vendor Portal Functionality

Appendix
Vendors will use a new online PeopleSoft Vendor Portal to electronically view and acknowledge purchase orders, create advanced shipment notifications, send invoices and participate in online bidding events.

To register for the PeopleSoft Vendor Portal, please contact the Ministry Service Center (MSC) at 317-334-VEND (317-334-8363) or AHMSCVendor@ascensionhealth.org and provide the name and email address of the person who will be the portal administrator for your company.

If you are already a user of the portal for another Health Ministry that is using the new systems and processes, your PeopleSoft User ID and PW will remain the same.

Benefits of using the PeopleSoft Vendor Portal include:
• Faster processing time between organizations
• Reduced data input
• More reliant identification of errors
• Ability to process transactions from anywhere
• Easy record management available online
PeopleSoft Vendor Portal: Logging In

Vendors access the portal through an external website at [www.ascensionhealth.org/vendorlogin](http://www.ascensionhealth.org/vendorlogin)

A User ID and Password, supplied by Ascension Health, is required.
On the home screen of the vendor portal, use the Main Menu or the quick links on the WRSP Portlets tab to navigate.
Major areas covered in this presentation:

- Adding Additional Users (under Maintain Supplier Information)
- Manage Orders
- eSettlements
Prior to using all the functionality of the portal, the Supplier Administrator must review and approve a one-time vendor agreement. This agreement is a system requirement and only signifies agreement to have data populated in the portal, no contractual terms are contained in this agreement.

Upon registration for the portal an automatic email from PeopleSoft will be sent with a link directly to this page.
You have the ability to enroll multiple users at your company, and assign roles with specific permission to each user.

- **“AH_EST_SUP_INVOICE_ENTRY”** – Create, View, Print and Delete Invoices and View Invoice Errors
- **“AH_FS_SUPP_MNG_ORDERS”** – View and Acknowledge POs, View Order Summary, Create and View ASNs and View Receipts
- **“AH_FS_SUPP_RFX_EVTS”** – Bidder Registration, Bidder Profile Maintenance and Bid Processing
- **“EOPP_GUEST”** – Common Portal User (*necessary role for all users)
- **“PAPP_USER”** – Enterprise Portal User (*necessary role for all users)
Under “Manage Orders,” you can access information and perform tasks related to Ordering:

- Review and take action on POs
- Acknowledge POs
- View PO schedules
- Create ASNs
- View ASN history
- View Receipts
When a Purchase Order is available for your review and acknowledgment, your Supplier Administrator will receive an email notification with a link to view the PO. When you’re ready to acknowledge the Purchase Order, you’ll need information such as the Purchase Order number and Buyer (which will always be the Ministry Service Center.) If the information is not at hand, there is the ability to search for most fields.
PeopleSoft Vendor Portal: Acknowledge Purchase Orders

Once you have identified your Purchase Order, you are able to see details, make corrections, provide comments and then Acknowledge it with the click of a button.
To create an Advanced Shipping Notification, click Create ASNs on the Manage Orders menu. Once the shipment information is entered, you can add the details from a Purchase Order to the Advanced Shipping Notification by clicking “Add Lines.”
Under “eSettlements,” you can access information and perform tasks related to Invoicing. Please note that you will not be able to perform any actions in this section until you have accepted the vendor agreement.
PeopleSoft Vendor Portal: Create Invoices

To create an invoice, enter the appropriate details, such as Supplier and Invoice ID, then you can automatically pull information from the PO by clicking “Copy from a Purchase Order.” The MSC requires the PO details be included with the invoice as it provides easy accessibility to the information and reduces the chance for error.
The Invoice Details section provides the opportunity to review and update different types of information, as well as attachments to the invoice.
PeopleSoft Vendor Portal: View & Delete Invoices

Invoices can be viewed and deleted easily allowing you to track and manage them. Please note that invoices can only be viewed and deleted prior to Ascension Health’s nightly batch process.
A Go Live Letter will be sent to all affected vendors a few weeks prior to Go Live with final details including:

Vendor Website link, [www.ascensionhealth.org/vendorlogin](http://www.ascensionhealth.org/vendorlogin), that contains:

- Ascension Health Vendor Webinar Presentation
- Quick Reference Guides
- Self-paced Online Training
- Link to PeopleSoft Vendor Portal
- MSC Contact Information

MSC Contact Information:

Contact the MSC for general questions regarding AP, sourcing/contracting, PO-related topics, account statements or other questions and requests at 317-334-VEND (317-334-8363) or [AHMSCVendor@ascensionhealth.org](mailto:AHMSCVendor@ascensionhealth.org).

**Invoice Email:** invoices@ascensionhealth.org

*Please note that invoices should be sent as attachments only. Any other content will be lost as our system does not extract content or images in the email body. Each invoice must be sent as a separate attachment.*

**Invoice Mail:** Ascension Health Ministry Service Center Vendor Invoices PO Box 33902 Indianapolis, IN 46203

**Invoice Fax:** (317) 334-7120

*Please note that this fax number will be for invoices only.*