The CIO Guide to symplr Products

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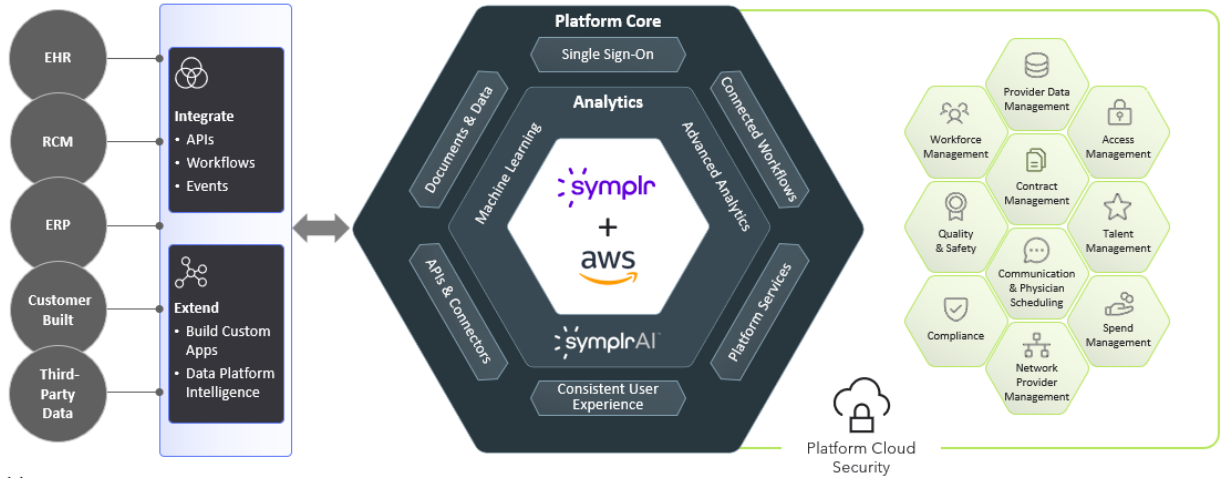
Why It's Time to Rethink Healthcare Operations

Health systems are under pressure to reduce complexity and improve efficiency, yet nearly 9 in 10 healthcare executives say disconnected clinical, operational, and financial systems prevent them from doing their jobs effectively. These issues contribute to rising costs, staff burnout, and slowed innovation.

As cloud adoption, automation, and AI reshape healthcare delivery, legacy systems and siloed software have become barriers to progress. Application rationalization and standardization are essential to enable consolidation, improve interoperability, and power enterprise-wide automation that drives better outcomes and long-term operational resilience.

Meet the first-of-its Kind Healthcare Operations Platform

The symplr Operations Platform, built in partnership with AWS, is the next-generation digital backbone of healthcare operations, seamlessly connecting symplr *and non-symplr* products through shared services and APIs to drive efficiency in healthcare organizations, so patients get the care they need, when they need it.



How symplr Fits

symplr drives value across the healthcare system, providing solutions for all your healthcare operations stakeholders. Our platform streamlines workflows, improves care quality, and optimizes provider and organizational performance.

What You'll Find in This Guide:

- A snapshot of how symplr's solution areas align to key operational challenges across your enterprise
- Quick-reference summaries of symplr solutions grouped by stakeholder
- symplr Product integration and workflow connections across departments

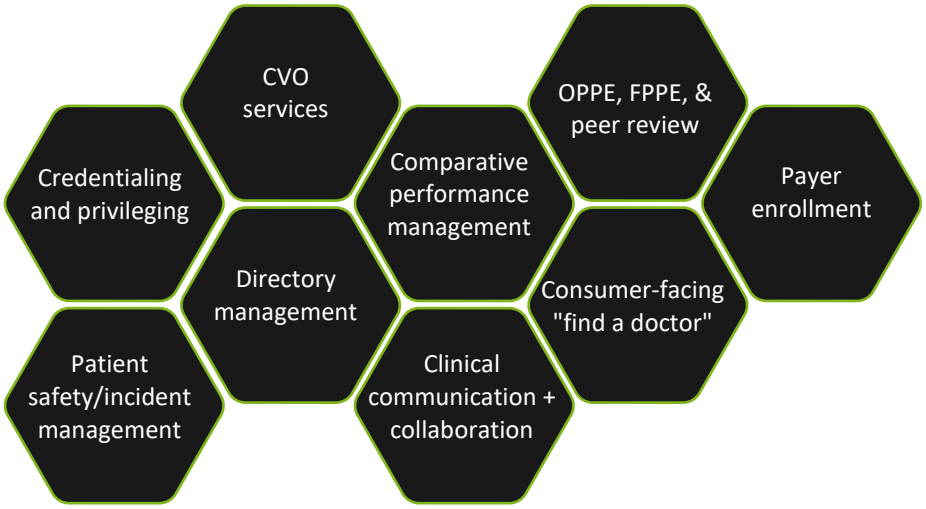
symplr Products for Clinical Leaders

For CMOs and CNOs who aim to **improve care delivery and financial outcomes**, the symplr Operations Platform enhances provider performance and supports clinical excellence by enabling clinical leaders to:

- Streamline and improve clinical workflows
- Facilitate quality improvement
- Optimize provider and organization performance
- Maximize incentives and reduce penalties

The only technology platform that provides full lifecycle provider credentialing with quality and performance management solutions

The symplr Operations Platform integrates tools for provider data management, quality & safety, communication, and physician scheduling to align clinical workflows with patient care goals.



symplr Provider

Healthcare organizations need an effective way to drive care delivery and reimbursement initiatives while decreasing costs, improving provider satisfaction, and optimizing service delivery. symplr Provider helps hospitals and healthcare organizations manage provider data management processes—verification, credentialing, payer enrollment, privileging, peer review, quality improvement, and risk management— faster and more efficiently by improving workflows.

symplr Provider is a cloud-based provider data management solution. It is the only fully integrated, automated platform that addresses the entire lifecycle for managing providers. It provides accurate insights from real-time data and speeds up internal processes. symplr Provider also integrates with symplr Quality Review to achieve true performance-improvement focused peer review.

Key Capabilities

Provider Credentialing
Speeds up processes, increases security, improves workflows, and reduces the paper burden while maintaining current and accurate data.

Expedite the privileging process
Advanced Privileging automates data entry and manages privileging in an electronic format to improve operational efficiency. Providers are credentialed and privileged more quickly, patients treated sooner, and the revenue cycle accelerates. You'll access +9,600 privileges in more than 300 specialties from over 40 trusted sources and can leverage embedded ICD/CPT codes.

Digitally facilitate review meetings
With Committee Manager, transform traditional committee review by organizing and conducting the provider review process electronically. Not only can you save time and paper, you can also increase participation by offering committee members the flexibility of participating at their preferred time.
Streamline the provider application process

Using Application Manager, gain efficient application management—critical for both successful provider onboarding and re-credentialing efforts. Application Manager allows new applicants to fill out an application online, check application status, and submit data updates in a user-friendly, self-service website.

Get real-time access to your provider data
With Provider Lookup, grant an unlimited number of internal and external system users real-time access to data via the web. With symplr Provider security, you control the data that filtered providers can view, and users can view provider information based on specific permissions.

Auto-confirm license renewal status
Using License Monitor, streamline the maintenance of accurate medical license records by continuously monitoring license expiration dates, ensuring that providers with expired/suspended licenses don't pose risk.

Share provider data at a predetermined frequency
With Scheduler, generate and deliver documents, reports, and packets from within your database. Send to approved parties on a daily, weekly, or monthly basis.

Product Integrations

CONNECTED WORKFLOW	VALUE	STATUS
symplr Provider + symplr Directory	Automatically publish provider availability in find-a-doctor application after credentialing.	Live
symplr Provider + Quality Review	Connects privileging with provider performance data for leaders to make more informed, defendable decisions throughout the provider's lifecycle.	Live
symplr Provider + symplr Recruiting	Minimize duplicate data entry, ensure accuracy by eliminating manual input during provider credentialing, privileging and onboarding.	Available for Early Adopter later in 2025
symplr Provider + symplr Physician Scheduling	Automatically provision a new provider with group information following credentialing and privileging process. Automatically remove physicians with credentialing or privileging issues from the schedule and highlight scheduling gaps.	Available for Early Adopter later in 2025
symplr Provider + Midas Statit	Automatically send provider data to Statit for provider performance, risk management, compliance, and safety tracking ensuring data accuracy and reducing manual entry.	Available for Early Adopter in Q2 2025

Quality Review

As reimbursement models evolve and the need to show positive outcomes increases, it's become vital to monitor, benchmark, and report on provider performance. symplr Quality Review automates workflows for peer review and ongoing/focused professional practice evaluation (OPPE and FPPE), providing insight for education and improvement.

A cloud-based solution, symplr Quality Review provides comprehensive quality reporting and monitoring, helping organizations maintain strict control over the quality measures affecting reimbursement. The FPPE tool displays new cases and cases from other groups in an easy to manage case log.

The OPPE solution brings together data from credentialing and EHR systems to track provider privilege use and quality indicators. Hard-to- manage paper processes are converted into automated workflows for a repeatable, defendable peer review process.

Key Capabilities

Peer Review
A web-based tool that enables physician reviewers to log in, review documentation, perform reviews, and make disposition recommendations from anywhere, at any time. The solution supports an electronic workflow, with all cases following the organization's written policy.

Focused Professional Practice Evaluation (FPPE)
The Focused Professional Practice Evaluation (FPPE) solution is purpose-built to display new cases and cases from other groups in an easy-to-manage case log.

Ongoing Professional Practice Evaluation (OPPE)
An automated, cloud-based solution that tracks provider privilege to procedure performed and quality indicators: CMS Core Measure Indicators, Ongoing Professional Practice Evaluations (OPPE), The Joint Commission Core Competencies, Surgical Case Review, and more. The tool delivers valuable insight to ensure patients are receiving the highest quality of care.

Product Integrations

CONNECTED WORKFLOW	VALUE	STATUS
Quality Review + symplr Provider	Connects privileging with provider performance data for leaders to make more informed, defendable decisions throughout the provider's lifecycle.	Live
Quality Review + symplr Safety	Time saving with **streamlined workflow, automation and data pre-fill** for quality and safety events.	Live

symplr Safety

The knowledge, tools, and data required to improve patient safety keep changing—and software tools must keep pace. symplr Safety is a digital event- management system built to capture incidents, provide analytics, manage workflows, and monitor safety improvements.

The solution makes it easy for users to follow up on reported incidents using unique workflows to track grievances, complaints, or commendations through analysis to outcome. symplr Safety includes robust, embedded reporting to record and analyze positive or negative feedback to boost staff engagement.

Users can initiate and monitor improvements and evaluate the outcomes. The tool also helps foster participation in safety initiatives to build a transparent, blame-free reporting environment.

Built by healthcare safety and compliance experts, symplr Safety puts the spotlight on safety risks by using guided, category-driven work paths to ensure reporting of all relevant data from any device.

Key Capabilities

Always-On Global Incident Submission and Tracking
Allows reporters to track the status of their incidents, from almost any device, with the built-in ticketing system.

Customize System Fields
Supports communication of useful information more effectively to investigators when submitting a safety incident.
Guided, Category-Driven Work Paths Employees can collect required, relevant data without overwhelming safety incident reporters.

Automated Status Updates
Managers can determine which notifications are sent to which stakeholders at key milestones, and route using custom workflow rules to match the approval process.

Scheduled Reports
Automates reporting to keep upper management or board members informed, so they can
monitor safety initiatives and more effectively evaluate outcomes.

Product Integrations

PRODUCTS	CONNECTED WORKFLOW VALUE	STATUS
symplr Safety + Quality Review	Time saving with **streamlined workflow, automation and data pre-fill** for quality and safety events.	Live

symplr Directory

symplr Directory is a single platform to operationalize and monetize provider data enterprise wide. Offered as a cloud-based, multi-tenant SaaS platform, symplr Directory is the ultimate enterprise solution for provider management, search, and data integration at scale. The solution serves stakeholders across the entire ecosystem, sharing curated data with clinical, marketing, and claims systems that are dependent on accurate, continuously curated provider data.

symplr Directory serves as a central hub for provider data management. It optimizes data—people, places, and services—enterprise wide and in real time for use in an EHR, on websites, in revenue cycle systems, and more. All credentialed and referring provider and location data is continuously curated and shared with EHR, patient access, and other systems. It provides a single place for internal teams to search and find provider data.

With Provider Data Connect, health systems can further extend the value of their Epic EHR and symplr Directory platform with a suite of tools designed to streamline the maintenance of accurate provider data in the EHR. It facilitates connections between Epic and symplr Directory to create the most efficient enrollment process for all teams involved.

Key Capabilities

Provider Data Management
Manages, curates, and feeds data including demographics, service lines, practice locations, health plans accepted, and health network participation. Includes referring providers for better communication and service.

Location Management
Manages all attributes of each location: providers, specialties, health plans, network affiliations, procedures, clinical services, tests, hours of operation, parking information, staff biographies, and more.

Health Plan Management
Maintains information regarding provider participation in all individual commercial, health system, federal and state health plans, including whether providers are accepting new patients for each health plan. Health plans are mapped to individual providers and locations.

Network Management
Manages the details of all providers' participation in health system health plans, Accountable Care Organizations (ACOs), and narrow network participation. Keeps track of start, upcoming, and end dates of participation in each, including whether providers are accepting new patients for each ACO or network.

Clinical Expertise Management
Associates all providers with specialty, subspecialty, clinical and patient-friendly terms to enhance the Find a Doctor search. Intelligent matching software simplifies the provider-clinical term matching process.

Program Management
Manages data related to provider participation in academic training and research programs, including specific roles. Examples: Externships, Internships, Fellowships, Residency, Pastoral Education, Pharmacy, and Post-Doctoral Programs.

Provider Search
Allows patients and access teams to find the right provider on the right plan in a convenient location through a Find a Doctor search that can be deployed on patient-facing websites. Offers plug-and-play Provider Search for existing websites.

Schedule Advisor
Displays providers' individual schedule slot availability from the EHR as part of the provider search. Patients book appointments directly into the EHR.

National Provider Network
Includes over five million pre-defined profiles for every licensed provider in the United States, easily searchable by specialty, city, state, zip code, and more. Profiles include NPI, address, CMS specialty, education, DEA number, OIG, state medical licensing, sanctioned status, and other data from national and state sources.

Provider Outreach
Allows providers (or their delegates) to update profile information through a customer Provider Update Form that is distributed via email or available on the intranet or EHR.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Directory + symplr Provider/Payer	Automatically publish provider availability in find-a-doctor application after credentialing.	Live

CVO Services

Inefficient provider credentialing and enrollment processes strain healthcare organizations. Persistent backlogs due to credentialing and enrollment delays hinder operating margins, provider satisfaction, and the revenue cycle.

symplr CVO helps you tackle backlogs, speed up timelines, and scale credentialing and enrollment efforts. Whether delegating entire workflows or portions of them, our NCQA-accredited and certified CVO supports your team with full visibility into processes, so you can onboard physicians faster, accelerate the revenue cycle, and improve financial and operational outcomes.

symplr CVO Services encompass Primary Source Verification Services, Payer Enrollment Services, and State Licensure Services. symplr CVO performs critical functions in the provider management lifecycle to ensure patient safety and member satisfaction, offering either one-time or ongoing services with trusted experts. We work with hospitals, health systems, health plans, dental and vision providers, physician practices, telehealth providers, behavioral health providers, and more.

Our team of credentialing professionals goes directly to the data source to speed turnaround times, so medical staff professionals, revenue cycle managers, practice managers, billing managers, and executives can make more informed decisions that protect patients, providers, and the organization. We also take on full delegated responsibility for organizations' credentialing and enrollment.

symplr CVO services is NCQA certified in all 11 verification services, serving healthcare organizations since 2009.

Key Capabilities

Credentials Verification Organization (CVO) Services
Provides support or full service for initial credentialing and re-credentialing, payer enrollment, delegation management, ongoing exclusion, and sanctions monitoring.

Primary Source Verification
Sources and automates the primary source verification (PSV) function in part or full, temporarily or long term. Our veteran, NCQA-certified team specializes in going directly to the issuer of the data or document to validate information.

Payer Enrollment Services
Monitors the payers to ensure applications are received and processed and identifies and resolves potential administrative issues before they impact provider reimbursements.

Consulting & Licensure Services
Stays up to date on the latest changes affecting credentialing and enrollment on the federal and state levels in order to consult with hospitals, healthcare systems, and payer organizations on credentialing, policy, and procedure development, as well as execute accurate and accelerated direct payer enrollment.

Midas Health Analytics Solutions

Make it easier to manage risk and improve performance
Improve operational and clinical performance, compare against benchmark data, and gain visibility enterprise wide. Next-gen healthcare analytics that track and trend performance over time so you can proactively manage and mitigate risk, make data-driven decisions amid regulatory changes, and foster a safe care environment.

Take a proactive approach to improving performance and outcomes.
Coordinating care, evaluating quality, identifying risks, and driving improvement in the patient and provider experience all require timely data from multiple sources and systems. Hospitals and health systems need access to their data in real-time to accurately assess risk, make critical decisions, and uncover insights.

Clinical leaders need defensible approaches to measure physician performance and risk-adjusted outcomes for incentive programs and reimbursements. Inaccurate or incomplete data can increase inefficiencies and missteps, leading to negative patient outcomes and increasing financial and reputational risk for the organization.

Midas Health Analytics provides a comprehensive suite of solutions that make it easier to manage risk and improve performance. It simplifies data entry, improves the timeliness and relevance of reports, identifies quality improvement opportunities, and streamlines provider performance reviews.

Improve patient safety and outcomes
Gain quicker access to enterprise-wide quality data to identify areas for improving patient safety and quality performance with healthcare analytics.

Accurately evaluate care and risk
Track and analyze clinical utilization and provider practice patterns, evaluate high-risk populations, and meet legal and accreditation reporting requirements.

Increase operational efficiency
Aggregate and synthesize data from multiple sources across the enterprise to unlock deeper data insights, reporting, and collaboration.

Midas Care Management

Measure and manage risk, quality, safety, data collection, and reporting to improve patient outcomes.

- Monitor and improve quality and risk in real-time
- Automate risk event data collection, reporting, and analysis
- Streamline case management with personalized worklists and integrations
- Utilize self-serve custom data collection tools to track the data most important to your organization

Midas DataVision

Quickly pinpoint areas to improve performance across your enterprise down to a single provider.

- Access needed information to improve clinical outcomes and achieve hospital pay-for-performance targets
- Benchmark against national standards and peer organizations
- Easily gather data and reporting for accreditation and regulatory requirements
- Forecast excess hospital readmissions and potential penalties before the performance period has lapsed

Midas Statit

Measure provider and organizational performance to drive improvements.

- Optimize provider performance, safety, and quality through performance dashboards and customizable scorecards
- Eliminate manual professional practice evaluation reviews with automated workflows and actionable reporting tools
- Address problem areas causing negative outcomes
- Monitor and measure performance and practice patterns against key objectives

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
Midas	No silos – Care Management, Datavision and Statit can all access a common database for full visibility and no blind spots	Live
Midas Care Management + symplr Compliance	Enable Risk team investigation in the Risk module while automatically notifying symplr Compliance	Available for Early Adopter in Q2 2025
Midas Statit + symplr Provider	Automatically send provider data to Statit for provider performance, risk management, compliance, and safety tracking ensuring data accuracy and reducing manual entry.	Available for Early Adopter in Q2 2025

Physician Scheduling

With symplr, healthcare organizations are better positioned to address the unique and increasingly complex needs of physician scheduling. Physician schedules are optimized, and patient outcomes—and satisfaction—are improved.

Organizations can save time and free clinicians from non-billable scheduling tasks, allowing a focus on complex decisions. Developed by a physician, symplr Physician Scheduling provides deep knowledge of and expertise in staffing logistics. It can help increase productivity by automating physician scheduling, creating a central source of truth.

Key Capabilities

OR and Clinic Scheduling
The Daily Assignments module allows scheduled providers and supporting team members to be assigned to individual cases or appointments, even across multiple facilities, to maximize provider and team productivity.

Time and Attendance
Our Time Tracking module is easy to deploy, simple to maintain and integrates with the monthly schedule to help save time and increase efficiencies by validating the integrity of incoming data.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Physician Scheduling + symplr Clinical Communications	Avoid manual schedule checks with on-schedule team members before communicating.	Live
symplr Physician Scheduling + symplr Provider	Automatically provision a new provider with group information following credentialing and privileging process or automatically remove physicians with credentialing or privileging issues from the schedule and highlight scheduling gaps.	Available for Early Adopter later in 2025

Clinical Communications

symplr understands that improvements to patient care require exceptional clinical collaboration and communication. We recognize that no matter the role of clinical staff—acute, ambulatory, long-term care, or other—providers need an easy-to-use, comprehensive, and reliable digital communication tool to facilitate the rapid exchange of information, streamline workflows, and improve patient safety.

As a result, we provide symplr Clinical Communications—a unified platform designed with clinicians in mind to enable secure messaging, on-call scheduling, and patient-care collaboration. It gives on-the-go physicians, nurses, and support staff a single communications channel to help them stay focused and in-the-know, reduce interruptions and fatigue, schedule optimally, and deliver the best care to patients.

Ranked #1 in Clinical Communications: G2 crowd category winner for Medical Staff Scheduling, Healthcare HR, and Enterprise Healthcare HR.

Key Capabilities

Standardization of Care and Communications
Increases clinician efficiency with one unified mobile platform for messaging, calls, critical results, alerts, and on-call schedules.

Secure Messaging
Prevents interruption of care by allowing authorized users to screen messages/alerts when intended recipient is unavailable.

Easily integrate schedules
Connect workflows for scheduling and automate role-based communication. Updates are in real-time to ensure care teams are accurate and in place.

EHR Integration
Integrate symplr Clinical Communications with any leading EHR (Epic, Cerner, and others) along with other crucial technologies healthcare organizations rely on.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Clinical Communications + symplr Physician Scheduling	Avoid manual schedule checks with on-schedule team members before communicating.	Live
symplr Clinical Communications + symplr Workforce	Share clocking events to **enable nurse/staff users to more easily toggle** on to roles and start communicating with care teams.	Available for Early Adopter later in 2025

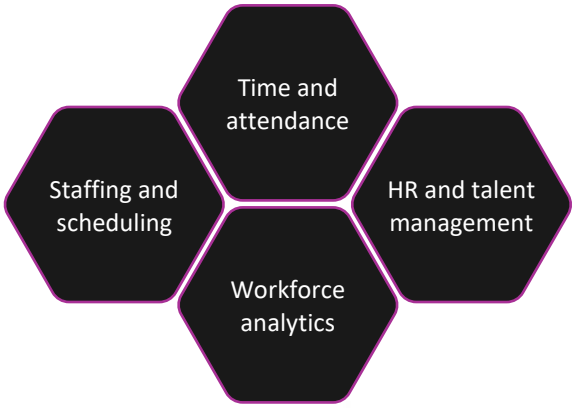
symplr Products for People Leaders

For CHROs, CNOs and other people leaders striving to drive **operational efficiency and retention**, the symplr Operations Platform delivers tools that:

- Automate employee scheduling and onboarding processes
- Reduce manual intervention and improve accuracy for payroll
- Streamline employee learning and development to positively impact patient care
- Consolidate scheduling, onboarding, and compliance to reduce miscommunication and errors

This unified platform helps leaders optimize the workforce to **improve both clinical and financial outcomes.**

The symplr Operations Platform can help optimize workforce management, reduce burnout, and improve retention



symplr Workforce

Developed specifically to meet the complex needs of the healthcare workforce, our integrated solution for timekeeping, scheduling, and analytics provides deeper insights and actionable data to make more proactive staffing decisions for all roles across the enterprise, improving productivity while containing costs.

Integrated timekeeping and scheduling for data-driven decision making:

- Reduce Premium Pay-project and act on overtime before it occurs. Managers can consistently monitor and address incidental overtime.
- Improve Productivity-identify gaps between planned and actual productivity.
- Increased Compliance/Impact Clocking Latency-identify mismatches between schedule and clockings in real-time.
- Improve Staff Engagement-employees can see their schedules, timecard, and PTO all from one place.
- Recognized Best in KLAS for over two decades, our robust rules engine automates the most complex pay policies, reducing the need for manual intervention with time cards.
- Mobile-first technology fosters a collaborative and empowered workforce.
- Streamlined workflows and AI capabilities for administrative tasks such as self-scheduling and schedule balancing help save time and increase satisfaction.
- Highly configurable to support complex multi-facility organizational structures
- Cloud-based for increased scalability, reliability, and security

symplr Workforce helps organizations improve outcomes related to patients, staff, hospital operations, and the bottom line. With our integrated enterprise-wide solutions, an organization's workforce data provides visibility to key trends that impact organizational performance.

Labor costs comprise the majority of any healthcare operating budget, making it a primary focus area. symplr's Workforce Management solution helps healthcare organizations manage labor costs, increase staff engagement, and elevate care quality through technology, analytics, and consultation.

Key Products & Capabilities

symplr Workforce Time and Attendance
symplr's Time and Attendance solution has been honored by KLAS Research as the top performing workforce solution for 19 of the past 21 years.

symplr Workforce Series 5000 Time Clock
Our newest model, the Series 5000 Time Clock, provides increased processing speed and state-of-the-art technology for an improved user experience, positively impacting compliance, financial outcomes, and staff engagement.

symplr Workforce Mobile Time Management
Our Mobile Time Management (MTM) application helps managers and staff proactively manage timekeeping from anywhere at any time. With easy-to-read dashboards and notifications, employees are empowered to take action through our mobile tools, helping to improve clocking compliance, streamline payroll, reduce overtime spending, and increase staff engagement.

symplr Workforce Staffing and Scheduling
Our Staffing and Scheduling solution provides the tools to easily create schedules and make agile staffing decisions, providing the ability to self-schedule, trade shifts, and track credentials, helping healthcare organizations positively impact staff engagement, patient experience, clinical outcomes, financial outcomes, and compliance.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Workforce + symplr Clinical Communications	Share clocking events to **enable nurse/staff users to more easily toggle** on to roles and start communicating with care teams.	Available for Early Adopter later in 2025
symplr Workforce + symplr Learning	**Enable learners and admins** to view scheduled work shifts linked to available classes.	Available for Early Adopter later in 2025

symplr Talent Management

Effectively identifying, onboarding, and managing talent across the enterprise is critical to delivering high-quality patient care, reducing turnover, and ensuring operational efficiency. Our decades of experience working in healthcare, senior living, and staffing agencies make symplr the partner to move healthcare workforces forward in today's rapidly changing environment.

Our innovative approach focuses on customers' needs and data-driven insights, enabling us to bring a human element to the science of talent management. While our competitors target multiple industries, we are dedicated to healthcare alone, providing tailored software, services, and content to streamline talent acquisition, performance management, learning and development, and contingent workforce staffing.
We understand healthcare's unique challenges and provide the most effective software, services, content, and data to support talent acquisition, employee performance, and learning and development initiatives.

Key Products & Capabilities

symplr Recruiting
symplr Recruiting enables, healthcare organizations to improve their time-to-fill, even for the hardest-to-fill positions. It can help optimize workflows with proven techniques to efficiently source and recruit quality candidates. It also helps reduce new hire turnover by predicting applicants' likelihood for job success, service excellence, and long-term retention.

symplr Assessments
By integrating validated healthcare behavioral competencies into the candidate selection process, symplr's behavioral science-based Assessments help organizations select and develop their workforce and future leaders.

symplr Performance
symplr Performance makes it easy to conduct effective performance appraisals, create development plans, support employee goals, and provide ongoing coaching to foster the continuous development needed to improving engagement and deliver quality care.

symplr Learning
symplr Learning combines software and educational content to create an environment of sustainable competence, increase the quality of healthcare professionals, build a competency library, and support compliance with accreditation audits.

Contingent Talent Management
Contingent Talent Management is a full-service, open healthcare staffing software solution that streamlines the hiring and management of per diem and travel contract assignment staffing services. Its enterprise-grade platform integrates scheduling, credentialing, and workforce analytics to optimize staffing efficiency and compliance.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
Symplr Learning + symplr Performance	Drive continuous development, improve competency tracking, and enhance workforce readiness with aligned performance.	Live
symplr Recruiting + symplr Assessments	Streamline hiring by embedding validated behavioral assessments into recruiting workflows, ensuring the right hires with data-driven decision-making.	Live
symplr Recruiting + symplr Performance	Create a seamless talent lifecycle by integrating recruiting with performance data for smarter hiring decisions.	Live
symplr Recruiting + symplr Talent Sourcing	Accelerate hiring by combining sourcing tools with applicant tracking, optimizing candidate pipelines and reducing time-to-fill.	Live
symplr Performance + symplr Assessments	Support career growth with personalized development plans, automatically linking assessment results to competency-based learning opportunities.	Live
symplr Recruiting + symplr Provider	Minimize duplicate data entry, ensure accuracy by eliminating manual input during provider credentialing, privileging and onboarding.	Available for Early Adopter later in 2025
symplr Learning + symplr Workforce	Enable learners and admins to view scheduled work shifts linked to available classes.	Available for Early Adopter later in 2025

symplr Products for Administrative Leaders

For Chief Supply Chain Officers, Chief Legal Officers, and other Administrative leaders seeking to **improve cost control and compliance while streamlining vendor management**, the symplr Operations Platform enables administrative leaders to:

- Effectively manage the entire contract lifecycle
- Manage and audit vendor and 3rd party access
- Optimize spend management workflows

Unlike fragmented solutions, the symplr Operations Platform **reduces cost, complexity, mitigates risks, and ensures compliance** for long-term operational success.

Control spend, enhance operational efficiency, and ensure compliance

symplr Access

symplr Access helps hospitals and healthcare organizations navigate the complexities of facility access management, facilitating efficient vendor, contractor and visitor check-ins and visits while ensuring compliance.

With symplr Access, healthcare facilities can effectively monitor every person who walks through their doors, maintain compliance, and mitigate risk—keeping patients and staff safe.

Key Capabilities

- Comprehensive solution managing access from vendors to contractors to volunteers and visitors
- Touchless kiosks with internet-free technology for secure, fast vendor check-in at multiple locations, including those without reliable internet access
- Vendor credentials processed within 24 hours
- Mandatory, complimentary annual background and sex offender checks and OIG/SAM compliant healthcare exclusion screening
- Vendor mobile app to schedule visits, update credentials and check in with automated reminders to ensure vendors keep credentials up to date
- Customizable policies and training assignments
- Quick-view compliance dashboards show on-site vendors, compliance status, visit history, and more
- Detailed, flexible reporting provides daily system-wide insights, audit-ready data, and high-level compliance trends to guide policies

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Access + symplr Value Analysis	Create a supplier management ecosystem that guarantees vendor credentialing compliance and enforces new product policies.	Live
symplr Access + symplr Contract	Facilitate regulatory checks and accelerate contract development by eliminating manual processes with regulatory checks.	Available for Early Adopter later in 2025

symplr Spend

symplr Spend management solution is healthcare's only GPO-agnostic software solution for value analysis with clinical evidence and with spend analysis for capital equipment, consumables, and purchased services. Backed by powerful digital workflows focused on supply chain outcomes, symplr enables supply chain teams to replace manual tasks with standardized, automated processes, make evidence-based, clinically defensible decisions, drive a clinically integrated supply chain, and achieve meaningful cost savings.
symplr Spend Management empowers supply chain leaders to strategically tackle ongoing cost-saving challenges with centralized product requests, value analysis workflows, price benchmarking, price variance detection, and negotiating the best possible price.

Key Capabilities

Value Analysis

- Centralized, standardized, and digital workflows for new product requests and value analysis
- Aggregated product data, including safety, clinical evidence, reimbursement, contract, and pricing data in one central product library
- Side-by-side product comparisons, including safety, clinical evidence, reimbursement, contract, and other key product data
- Collaborative review with status alerts
- Monthly data reports with key value analysis reporting

Spend Analysis

- GPO agnostic price/quote benchmarking data for capital equipment, consumables, and purchased services.
- Benchmarking capabilities and data are supported by a team of RNs, lab techs, and bench analysts, who act as advisors, bringing clinical perspective and contextual insights into the benchmarking process
- Expert negotiation services, delivering an average of 5-10% in additional savings, beyond best and final supplier price

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Value Analysis + symplr Access	Create a supplier management ecosystem that guarantees vendor credentialing compliance and enforces new product policies.	Live
symplr Value Analysis + symplr Contract	Automatically transition from product evaluation to contract review to speed time-to-purchase	Available for Early Adopter later in 2025

symplr Contract

symplr Contract provides the tools, insights, and expertise required to manage contracts efficiently and compliantly across the healthcare enterprise. As the only HITRUST Certified contract lifecycle management solution, we help healthcare organizations centralize, standardize, and optimize their contracts to achieve increases in savings, protect compliance and avoid fees and penalties.

With symplr Contract, organizations can securely store all their contracts in a centralized database, create custom workflows by contract type, and remain in compliance with constantly changing federal and state requirements. The solution is designed to enable transparency and collaboration among stakeholders throughout each contract's lifecycle, resulting in improved productivity, accountability, and efficiency.

Our contract analytics automate data gathering, activity monitoring, and compliance reporting to mitigate and enabling organizations to answer key business questions.

Key Capabilities

- Easily Searchable, Secure, Global Contract Repository
- 12 Healthcare-Specific, Customizable, and Integrated Workflows
- Unlimited users
- Customizable Contract Templates and Data Input Forms with Custom Fields
- Redline within M365 with simultaneous and sequential editing
- Smart Templates: Tag templates with fields to auto-populate data in the workflow
- Clearly Identified Contract Ownership with Responsible Parties
- Digital Signature Integration (DocuSign)
- HITRUST certified and SOC 2 Type II compliant for maximum contract data security (differentiator)
- System triggers for agreements/approvals ie BAA, COI
- Configurable User permissions
- Provider Time Tracking to easily compare the contract terms against time and activities worked.
- Pulse Check Vendor Surveys to evaluate vendor performance
- Gift Alert to track and monitor non-monetary compensation received by physicians and other providers.
- Conflict of Interest Capture to automate the distribution, submission, and management of conflict-of-interest statements
- ERP connectivity
- Configurable Data Views and On-Demand Reporting
- Contract expiration and critical date notifications

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Contract + symplr Value Analysis	Automatically transition from product evaluation to contract review to speed time-to-purchase	Available for Early Adopter later in 2025
symplr Contract + symplr Access	Facilitate regulatory checks and accelerate contract development by eliminating manual processes with regulatory checks.	Available for Early Adopter later in 2025

symplr Compliance

symplr Compliance is a healthcare regulatory risk and compliance software solution with workflows created for healthcare professionals. Scalable and cloud-based, it fits the needs of any organization, regardless of size or complexity. symplr Compliance also provides insights from daily dashboards, delivering powerful reporting to help organizations stay ahead of risks and issues that could result in noncompliance—and the monetary penalties and other negative consequences that follow.

Employees can instantly report issues; conduct investigations, surveys, or audits; and obtain education or reference. With symplr Compliance, unique workflows can be built to accommodate the entire organization's compliance reporting needs.

Key Capabilities

- **Issue & Action Management:** Proactively manage compliance programs with unmatched flexibility and functionality. IAM provides unprecedented visibility into and precise control over critical issues across the entire enterprise.
- **Incident Management:** Provides proactive control over the management of incidents across the entire enterprise—from initiation to resolution. With automated real-time status and embedded IBM Cognos reporting, it offers full visibility to mitigate vulnerabilities and reduce damage.
- **Risk Assessment Management:** Provides the software, tools, and unique expert content needed to fully assess regulatory compliance, uncover areas of risk, and manage the remediation process across the enterprise.
- **Audit Management:** Enables compliance managers to respond proactively and retroactively to auditors while simultaneously managing multiple rounds of appeals. Helps ensure all claims are accurately tracked in real-time.
- **Document & Policy Management:** Create, manage, and store any documents important to a healthcare organization, such as policies and procedures, plans, correspondence, and any other documents that represent evidence of an effective risk and compliance program.
- **Survey Management:** Provides custom survey tools required to document evidence of compliance across the enterprise, serving as a crucial component of risk-assessment processes.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Compliance + Midas Care Management	Enable Risk team investigation in the Risk module while automatically notifying symplr Compliance	Available for Early Adopter in Q2 2025

symplr Products for Payer Leaders

For payer leaders who want to **enhance data accuracy and compliance while optimizing provider network operations**, the symplr Operations Platform offers tools to improve member experience by:

- Reducing claims rejections due to inaccurate provider data
- Reducing member grievances related to directory inaccuracies
- Enabling faster credentialing to avoid costly delays to reimbursement cycles
- Reducing provider onboarding timelines to meet regulatory requirements

The only end-to-end HITRUST certified provider data management in the market.

Ensure provider data accuracy, streamline networks, and meet regulatory compliance

symplr Payer

symplr Payer is a scalable, cloud-based solution offering end-to-end automated management of provider data for health plans and managed care organizations. The comprehensive solution offers credentialing, privileging, event reporting, professional practice reporting, peer review, network management, contracting, recruiting, onboarding, provider relations management, quality management, and systems integration. symplr Payer is the only HITRUST certified SaaS provider data management product in the market today.

Designed for both health plans and managed care organizations, symplr Payer automates and streamlines provider data management processes—verification, credentialing, privileging, peer review, quality improvement, and risk management—to improve workflows, accelerate turnaround times, eliminate data silos, maintain compliance and increase security.

symplr Payer was ranked as the #1 Provider Data Management software by Blackbook Market Research. For technology leaders seeking to reduce administrative overhead, ensure regulatory compliance, and drive operational excellence, symplr Payer offers a compelling, future-focused approach to provider data management.

Key Products & Capabilities

Provider Data and Information Management
Simplifies data entry via a type ahead (predictive) feature that presents choices based on what the user has typed in the field, saving time and reducing errors.

Provider Credentialing
Verifies and provides ongoing monitoring of credentialing requirements via Targeted Verification functionality.

Dynamic Import Utility (Data Importer in May)
Imports data from unlimited data sources including CAQH, key industry sources, and client specific sources such as delegate entities and CVO verified data.

Contract Management
Allows contracting teams to organize, standardize, and streamline contracting processes. Captures contract information such as sentinel events, trigger dates, configuration efforts, process steps, fee schedule information, target dates, and contract development and generation details.

VIP Directory
Online Provider Directory Provides real-time queries against the symplr Payer provider repository.

eSearch
Allows internal users to view practitioner and credentialing information in a view-only mode.

eApply
Offers practitioners or groups an online application to minimize data entry.

eStatus
Grants designated external end users the freedom to log onto a secure web page and research the status of their files being processed.

Survey Forms
Simplifies the collection and analysis of practitioner performance information.

Product Integrations

Connected Workflows	Value	Status
symplr Payer + symplr Directory	Automatically publish provider availability in find-a-doctor application after credentialing.	Live

Evidence Analysis (*Formerly known as Hayes)*

Operating as a symplr company since 2020, Evidence Analysis content and services inform evidence-based decisions that balance effectiveness, safety, quality, cost, operational impact, risk, and patient outcomes.

Evidence Analysis maintains one of the largest proprietary libraries of health technology assessments and clinical evidence in the world, the most robust collection of topics, report types and full-text reviews. Payers have trusted us for 30+ years to present unbiased research and analyses of published clinical evidence for new, emerging, and controversial health technologies and other topics of interest.

We are the only evidence assessment organization to offer Hayes Ratings, the gold standard for evidence reviews. Generate concise summaries of these assessments, highlighting critical findings about safety, efficacy, and policy considerations. Our well-organized and easily navigable Hayes Knowledge Center and symplrAI makes it easy to analyze vast volumes of evidence, safety issues, regulatory approvals, position statements, guidelines, and public/private coverage policies.

Key Products & Capabilities

Therapeutics
Includes evidence-based assessments with Hayes Ratings and Hayes Levels of Support that address a wide range of new, emerging, and evolving therapeutic and imaging technologies

Medical Code Research
Helps health plans save time researching newly released medical codes and enables required operational changes to be made before the code effective date.

Evidence Research Services
Ad Hoc research and personalized support by our team of nurses who bring payer expertise as you navigate the evidence landscape.

Genetics
Offers research on genetic, genomic, and molecular testing, including evidence-based assessments with Hayes Ratings, Hayes Clinical Utility Scores, and Hayes Levels of Support on laboratory developed tests and genetic testing methodologies

symplrAI
symplrAI trained exclusively on the Hayes Knowledge Center comprehends queries and searches across the library of relevant Hayes evidence-based assessments and summarizes expert insights in a single place while linking back to the original source.

Emerging Technologies
Addresses emerging and disruptive technologies with the potential for substantial clinical, operational, or financial impact before they enter the market. Tracking them through clinical trial development and the regulatory process

Research Briefs
Customer Research Briefs at your request to quickly answer your questions about therapeutics and genetics evidence in 1 to 2 weeks

CVO Services for Payers

symplr CVO Services encompass Primary Source Verification Services and State Licensure Services. symplr CVO performs critical functions in the provider management lifecycle to ensure member safety and satisfaction, offering either one-time or ongoing services with trusted experts. We work with hospitals, health systems, health plans, dental and vision providers, physician practices, telehealth providers, behavioral health providers, and more.

Our team of more than 400 credentialing professionals goes directly to the data source to speed turnaround times, so medical staff professionals, revenue cycle managers, practice managers, billing managers, and executives can make more informed decisions that protect members, providers, and the organization. We also take on full delegated responsibility for organizations' credentialing and enrollment.

Health plans can proactively identify potential compliance gaps, track provider performance metrics, and ensure their network meets both regulatory requirements and internal quality standards. By centralizing provider data and automating complex verification processes, symplr CVO helps health plans reduce administrative costs, improve network quality, and ultimately enhance member access to qualified healthcare providers.

symplr CVO services is NCQA certified in all 11 verification services, serving healthcare organizations since 2009.

Key Products & Capabilities

Credentials Verification Organization (CVO) Services
Provides support or full service for initial credentialing and re-credentialing, delegated credentialing agreements, ongoing exclusion, committee management support and sanctions monitoring.

Primary Source Verification
Sources and automates the primary source verification (PSV) function in part or full, temporarily or long term. Our veteran, NCQA-certified team specializes in going directly to the issuer of the data or document to validate information.

Consulting & Licensure Services
Stays up to date on the latest changes affecting credentialing and enrollment on the federal and state levels to consult with hospitals, healthcare systems, and payer organizations on credentialing, policy, and procedure development, as well as execute accurate and accelerated direct payer enrollment.

symplr Directory for Payers

symplr Directory is a single platform to operationalize and monetize provider data enterprise wide. Offered as a cloud-based, multi-tenant SaaS platform, symplr Directory is the ultimate enterprise solution for provider management, search, and data integration at scale. The solution serves stakeholders across the entire ecosystem, sharing curated data with clinical, marketing, and claims systems that are dependent on accurate, continuously curated provider data.

symplr Directory serves as a central hub for provider data management. It optimizes data—people, places, and services—enterprise wide and in real time. All credentialed and referring provider and location data is continuously curated and shared across systems. It is the only ISO27001 certified software for provider data management, meeting the highest security standards.

symplr Directory helps health plans streamline operations, reduce administrative costs, and make data-driven decisions about network development and management. The result is a more efficient, accurate, and member-friendly approach to provider network information management.

Key Products & Capabilities

Provider Data Management
Manages, curates, and feeds data including demographics, service lines, practice locations, health plans accepted, and health network participation. Includes referring providers for better communication and service.

Location Management
Manages all attributes of each location: providers, specialties, health plans, network affiliations, procedures, clinical services, tests, hours of operation, parking information, staff biographies, and more.

Health Plan Management
Maintains information regarding provider participation in all individual commercial, health system, federal and state health plans, including whether providers are accepting new members for each health plan. Health plans are mapped to individual providers and locations.

Network Management
Manages the details of all providers' participation in health system health plans, Accountable Care Organizations (ACOs), and narrow network participation. Keeps track of start, upcoming, and end dates of participation in each, including whether providers are accepting new members for each ACO or network. Access to National Provider Network.

Provider Search
Allows members and access teams to find the right provider on the right plan in a convenient location through a Find a Doctor search that can be deployed on member-facing websites. Offers plug-and-play Provider Search for existing websites.

Product Integrations

CONNECTED WORKFLOWS	VALUE	STATUS
symplr Directory + symplr Payer	Automatically publish provider availability in find-a-doctor application after credentialing.	Live

About symplr

symplr is a leader in enterprise healthcare operations software and services with a first-of-its-kind operations platform. Trusted in 9 of 10 U.S. hospitals and 400+ U.S. health plans, symplr optimizes operations and maximizes care powered by our cloud-based workforce, quality, provider data management, and spend solutions. Gain efficiencies, reduce complexity and improve outcomes where it matters most. Learn how to stay ahead of change at www.symplr.com.

Product Roadmap Disclaimer: The product roadmap elements and timing depicted in this presentation outline our general product roadmap direction and are intended for information purposes only. Nothing in this presentation should be deemed to be a commitment to deliver any materials, features, functionality or code changes. The development, release and timing of any materials, features, functionality or code changes are subject to change and are at the sole discretion of symplr.