



LocumTenens.com Proposal to:

STATE OF NEBRASKA
For
TEMPORARY STAFFING SERVICES
FOR THE
RFQ #6322 Z1
September 2, 2020 at 2PM CST.

LocumTenens.com LLC

Authorized Negotiators/Project Managers/Executive Committee
2575 Northwinds Parkway
Alpharetta, GA 30009

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Phone: 770-643-5767



September 1, 2020

Ms. Dianna Gilliland
State of Nebraska DHHS
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

Dear Ms. Gilliland,

LocumTenens.com has been in the business of recruiting and staffing for the past 25 years. The mission of LocumTenens.com goal is to improve the quality of healthcare by assuring that patients have access to medical Clinicians whenever and wherever needed through the use of innovative staffing solutions.

LocumTenens.com is a Clinician placement firm and online job bulletin board focused on the healthcare industry. We serve both medical professionals looking for employment opportunities and healthcare organizations looking to solve employment shortages. We are committed to finding Clinicians interested in employment within the United States and abroad. Our client coordinators can facilitate accommodations for Clinicians and our recruiters are in touch with Clinicians willing to staff the needs.

LocumTenens.com is an industry leader in recruiting and placing Psychiatrists and Primary Care Clinicians throughout the United States.

At LocumTenens.com, we believe that experience matters. The executive team at LocumTenens.com is among the most experienced in the country, with an average of 35 years of staffing and/or medical staffing experience. Several members of our executive team have been with LocumTenens.com since its founding in 1995.

Sincerely,

LOCUMTENENS.COM LLC

Terrence O. Smith
VP, Government Operations

LocumTenens.com LLC
2575 Northwinds Parkway
Alpharetta, Georgia 30009

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1.0 CORPORATE OVERVIEW

1.1 BACKGROUND, QUALIFICATIONS AND EXPERIENCE

Over the last 25 years, LocumTenens.com has built our reputation as one of the largest and most successful Healthcare Clinician recruitment and placement companies in the United States.

Although our Clinicians are not our employees, we maintain an extensive database for both commercial and government Clinicians which increases our leveraging capacity across all specialties throughout the country.

LocumTenens.com provides comprehensive services from recruiting, placement, licensing and credentialing services, and incentives to aid in retaining our Clinicians. More importantly, our Clinicians' elect to be in our database because they are interested in working for our clients.

LocumTenens.com employs over 160 recruiting and sales personnel as resources to assist our Clients' recruiting and placement needs.

Our specialty teams provide the highest quality service by understanding the specific needs and processes of your facilities. Our timely communication and responsiveness will ensure all details are handled quickly and efficiently. When you have a single point of contact at LocumTenens.com, this comes with an entire team who are experts in their fields for *your* needs.

Our single point of contact includes:

- Experienced Account Manager
- Dedicated CVO Specialist
- Licensing Specialist
- Travel and Customer Care Co-coordinator

The Specialty teams have the mission to provide quality medical care through innovative solutions to be the premier provider of locum tenens services.

The management team implements human resource practices, which promote the recruitment, professional development, and retention of exceptional direct and indirect care staff.

Management considers, implements, and evaluates effectiveness on an ongoing basis both short and long-term strategies, professional, and personal support services that are deemed most meaningful to our specific staffing populations.

The LocumTenens.com model includes a team of individuals dedicated to staffing government facilities. This focus allows employees to be knowledgeable in the areas of contracting and procurement and credentialing, as well as understanding the Clinicians demographic. Our division provides a single point of contact for clients to streamline communications and allow for efficient handling of requirements. This department develops, implements, monitors, and evaluates the recruitment, development, retention of direct and indirect care staff, and reports directly to the executive committee (President, EVPs, and

Divisional VPs).

LocumTenens.com will provide a professional staff for the on-site delivery and coordination of multi specialties along with the adherence to the licensing, regulatory requirements and credentialing necessary for Clinician or healthcare professionals to perform services for the State of Nebraska DHHS.

1.2 Financial Statement

LocumTenens.com is a closely held private Limited Liability Company and considers our financial information to be personal and confidential. LocumTenens.com is headquartered in Alpharetta, Georgia and serves Clients in all states. As a privately held company, we do not submit to an annual external audit. We do use an external accounting (CPA) firm for review of financial statements and preparation of federal and state tax filings. LocumTenens.com does not wish for our financial performance information to be available to our competitors or the general public.

Attached in the separate document “Proprietary Information” you can find a copy of the Independent Auditor’s Report, a letter from our bank, as well as our D&B report.

1.3 Change of Ownership

No change of ownership has occurred since the organization in 1995.

1.4 Office Location

The headquarters of LocumTenens.com is located in Alpharetta, GA and will be the contractor’s office location responsible for performance of the contract, if awarded.

LocumTenens.com LLC
2575 Northwinds Parkway
Alpharetta, GA 30009
770-643-5500

1.5 Relationship with the State

LocumTenens.com has not had any dealings with the State of Nebraska within the previous five (5) years.

1.6 Bidder’s Employee Relations to the State

No employee of LocumTenens.com has been employed by the State of Nebraska within the past twenty-four (24) months or at any time, to our knowledge.

1.7 Contract Performance

LocumTenens.com has not had a contract terminated or defaulted on a contract within the past five (5) years.

1.8 Summary of Contractor's Corporate Experience

Corporate experience for LocumTenens.com. LocumTenens.com does not intend to use a subcontractor for this opportunity.

Department of Veterans Affairs – Hampton VA Medical Center

100 Emancipation Drive, Hampton, VA 23667

Time period of the project- 11/01/2014 – Present

Schedule and actual complete dates- This is an ongoing project and all required dates for staffing Providers has been met.

Contractor's responsibilities- 3 FTE Psychiatrists plus on-call and weekend services

Client and Contact Info: Mohamed M. Shakur, Contract Specialist, 757-251-4296

VA Contract No.: VA24615F0276; Dollar Value: \$3,969,888.93

Project completed as a Prime Contractor or as a Subcontractor: Prime

Georgia Regional Hospital at Atlanta

3073 Panthersville Rd Business Office, Bldg 1, Decatur, GA 30034-3800

Time period of the project- 2010-present

Schedule and actual complete dates- This is an ongoing project and all required dates for staffing Providers has been met.

Contractor's responsibilities- We have placed over 62 primary care & psychiatry providers since 2010

Client and Contact Info: Dr. Jamie Short – Assistant Clinical Director

Phone: (404)-212-5455, Email: jkshort@dhr.state.ga.us

Dr. Gloria Richards- Medical Director

Phone: (404) 243-2100, Email: gloria.richards@dbhdd.ga.gov

Project completed as a Prime Contractor or as a Subcontractor: Prime

Georgia Regional Hospital at Savannah

1915 Eisenhower Drive, Savannah, GA 31406

Time period of the project- 2010 to current

Schedule and actual complete dates- This is an ongoing project and all required dates for staffing Providers has been met.

Contractor's responsibilities- We have placed over 40 primary care and psychiatry providers since 2010.

Client and Contact Info: Dr Bishara- Clinical Director

Phone: (912) 356-2011, Email: rbishara@dhr.state.ga.us

Project completed as a Prime Contractor or as a Subcontractor: Prime

East Central Regional Hospital

3405 Mike Padgett Highway, Augusta, GA 30906-3897

Time period of the project- 2010 to current

Schedule and actual complete dates- This is an ongoing project and all required dates for staffing Providers has been met.

Contractor's responsibilities- We have placed over 23 primary care & psychiatry providers since 2010

Client and Contact Info: Dr Sarita Sharma, Medical Director

Phone: (706) 790-2011, Email: sarita.sharma@dbhdd.ga.gov

Project completed as a Prime Contractor or as a Subcontractor: Prime

Virginia Department of Behavioral Health and Developmental Services

1220 Bank Street, Richmond, VA 23219

Time period of the project- 2009 to current

Schedule and actual complete dates- This is an ongoing project and all required dates for staffing Providers has been met.

Contractor's responsibilities- psychiatric and primary care. We have provider psychiatric and primary care services to this client since 2009 and currently have providers working at state hospitals and community services boards

Client and Contact Info:

Connie L. Hall, VCO, Procurement Officer II, Procurement and Administrative Services

Email: Connie.Hall@DBHDS.virginia.gov, Telephone: (804) 786-5206

Project completed as a Prime Contractor or as a Subcontractor: Prime

Virginia Department of Corrections

6900 Atmore Drive, Richmond, VA 23225

Time period of the project- 2013- current

Schedule and actual complete dates- we currently provide nurse practitioner and physician services to this client and have 10+ providers working throughout the state

Contractor's responsibilities: medical services to inmates

Client Name and address:

Cassandra Jackson, Procurement Specialist Senior

Phone (804)887-8225, cassandra.jackson@vadoc.virginia.gov

Project completed as a Prime Contractor or as a Subcontractor: Prime

2.0 SUMMARY OF PROPOSED PERSONNEL/MANAGEMENT APPROACH

The **Department of Health and Human Services** team contributes to the lives and **health** of Nebraskans every day. Our **mission**, "Helping people live better lives," provides the motivation to make a difference.

The mission of the state of Nebraska, DHHS aligns perfectly with the mission of LocumTenens.com, which is to "improve healthcare by providing patients with access to quality medical care through innovative staffing solutions." As a result, a strong cultural fit exists between both organizations and a bond can be forged by working closely together to meet the patient's needs.

With LocumTenens.com, there is no more experienced, qualified and passionate partner to help the State of Nebraska DHHS fulfill its vision. For over two decades, LocumTenens.com has connected healthcare facilities with the right clinicians to take care of patients. We are a leader in the healthcare staffing industry and have a passionate focus for serving our customers and communities by positively impacting every life we touch.

LocumTenens.com is the operator of the largest, most-visited online job board for the locum tenens industry, providing direct access to thousands of jobs, in all specialties, nationwide. Today, LocumTenens.com helps place clinicians who deliver care to more than 7 million patients in over 2,400 healthcare facilities in the U.S. Our tenured agents are dedicated to Clinicians by specialty, leveraging their expertise and commitment to serve to find the best locum tenens opportunities and fit for the right facilities.

LocumTenens.com continues to invest in adding to its team of staffing experts to support the unique needs of clients and clinicians, expanding its associate base by more than 50% over the past three years to support more than 60 medical specialties.

This focus on delivering an exceptional experience has helped fuel the company's dramatic growth and has separated LocumTenens.com from its peers in terms of customer satisfaction ratings and industry accolades. To that end, ClearlyRated recognized LocumTenens.com for its "exceptionally high levels of service to its [healthcare] staffing clients and job seekers."

This is the 6th consecutive year that LocumTenens.com has received the "Best in Staffing Talent and Client Diamond Award" from ClearlyRated, formerly known as Inavero. The company benchmarked staffing firms to determine which ones provided the highest level of quality to their clients and job candidates. Fewer than 2% of all staffing agencies in the U.S. and Canada earn this award.

From a value proposition standpoint, LocumTenens.com provides an exceptional experience across all service lines and differentiates from other locum agencies and telehealth solutions Clinicians in the following critical areas:

SERVICES SNAPSHOT

- Dedicated Agents by Specialty and Provider Lever
- In-House CVO with NCQA Standards
- Tailored On-boarding Program
- Flexible Staffing Model
- Billing and Enrollment
- Metrics and Feedback
- Single Point of Contact
- Automated Timesheets
- Telehealth Solution



DEDICATED AGENTS BY SPECIALTY AND CLINICIAN LEVER: Our agents learn the ins and outs of their specialty to best serve you. LocumTenens.com supports more than 60 medical specialties with dedicated recruiters for each.

IN-HOUSE CVO WITH NCQA STANDARDS: We verify each candidate's education, training, experience and medical licensure, including background checks from the AMA and the Federation of State Medical Boards.

TAILORED ON-BOARDING PROGRAM: We work with healthcare clients of all sizes to complete an on-boarding package and tailor a comprehensive program for clinicians to make the orientation process run as smoothly as possible, so they can begin treating patients sooner.

FLEXIBLE STAFFING MODEL: LocumTenens.com tailors its staffing to meet the unique needs of each healthcare facility.

BILLING AND ENROLLMENT: We have partnerships with experts to assist you with questions and concerns. To that end, we recently launched a comprehensive new billing system that enables clients to schedule electronic payments at no charge, view or dispute an invoice as well as electronically message LocumTenens.com.

METRICS AND FEEDBACK: We have created a comprehensive Client Scorecard that continuously measures critical success metrics for each assignment.

SINGLE POINT OF CONTACT: LocumTenens.com assigns a dedicated account manager who is dedicated to healthcare organizations and leverage our extensive agency partnerships to fill your unique needs.

AUTOMATED TIMESHEETS: Easy online access for approvals and delegation that can be accessed directly from a portal environment.

Many initiatives are underway at the firm to enhance staff retention and quality care. Human resource practices currently implemented include, but are not limited to:

- Wage and benefit incentives
- Reasonable workload assignments
- Scheduling flexibility
- Professional development training
- Career advancement
- Educational Assistance Programs

In our nearly 30 years of combined healthcare management experience, has identified five main areas in which organizations can stand out as distinguishing facilities who demonstrate low healthcare professional staff turnover:

1. High quality leadership and management, offering recognition, meaning, and feedback as well as the opportunity to see one's work as valued and valuable; Managers who built on the intrinsic motivation of workers in this field.
2. An organizational culture, communicated by managers, supervisors, and healthcare professionals themselves, of valuing and respecting all caregivers, stakeholders, and clients.
3. Basic positive or 'high performance' Human Resource policies, including wages and benefits but also in the areas of 'soft' skills and flexibility, training, and career ladders, scheduling, realistic job previews.
4. Thoughtful and effective, motivational work organization and care practices.
5. Adequate staffing ratios and support for high quality care.

Our demonstrated ability to be sensitive to identifying, documenting, and exploring causative relationships to these issues has greatly aided our efforts in setting forth sound practices solely aimed at recruiting and retaining industry leaders. LocumTenens.com ability to provide both the quality and quantity of staff required by our clients is clearly demonstrated.

LocumTenens.com tackles these complex issues of recruitment of qualified candidates; and the development, and retention of exceptional healthcare professionals by combining all of our industry resources and talents to create public/private collaborations with professional trade organizations and publications, learning centers, magnet facilities, and government agencies that promote the creation, testing, implementation, and evaluation of new recruitment and retention initiatives.

3.0 LOCUMTENENS.COM QUALIFICATIONS

3.1 LocumTenens.com Bios

Chris Franklin, President

Chris joined LocumTenens.com in 2008 as Vice President of the Surgery division. He was promoted to Senior Vice President in 2011 before being promoted to Executive Vice President in 2013, giving him responsibility for multiple specialty-focused sales and operations divisions. In January of 2016 he was named President of LocumTenens.com.

His background includes sales, national/major account sales, recruiting and management experience in retained search, contingency search and temporary staffing. Overall, Chris has more than 23 years of sales and management experience, including 18 years in healthcare and technology staffing. Chris serves on the Board of Directors of the National Association of Locum Tenens Organizations (NALTO) and received a Bachelor of Arts degree from the University of Richmond.

Lisa Kaeck, Executive Vice President: An original partner of LocumTenens.com, Ms. Kaeck brings more than 24 years of sales and marketing experience to LocumTenens.com. Her expertise is in national account development, strategic planning and the management of the marketing team.

Terrence Smith, Vice President, Government Division: Mr. Smith brings over 22 years of sales experience, 25 of those in the healthcare staffing industry. A graduate of North Carolina A&T State University in Greensboro, he began his career with LocumTenens.com as a top marketing sales executive for the psychiatry department where he was responsible for internal and external marketing of Clinician services. Mr. Smith authored the proposal to become an authorized Federal Supply Schedule Vendor (621-I #V797p-2182d) to provide medical services to the U.S. Government and its agencies. Mr. Smith currently heads up the government sales division for LocumTenens.com and Jackson Pharmacy Professionals, where he manages all aspects of marketing to government accounts and prospects. Additional tasks include executing P&L responsibility of the government sales division.

State of Nebraska DHHS Team

- Kendall Taylor - Account Executive- Psychiatry
- Katie Thomas - Account Executive Recruitment- Psychiatric MD & DO
- Jod Baird - Account Executive Recruitment-Psychiatry NP/PA
- Erica Smith Account Executive Recruitment- Psychology Recruiter
- Kaitlin Geldbach - Client Coordinator and Credentialing (CVO)
- Ashley Brown - Client Coordinator and Credentialing (CVO)
- Stephanie Copen- Client Coordinator and Credentialing (CVO)
- Jackie Mask – Production Manager-Sales – Primary Care
- Jaclyn Gilbert – Account Executive – Recruiter
- Amy Flick- Senior Account Executive Recruitment, Primary Care NP's, PA's
- Kelly Eswine, CVO Specialist, Primary Care

Kendall Taylor
Account Executive
Psychiatry and Psychology Staffing Specialist
LocumTenens.com LLC

Brief Summary of Professional Experience

Kendall is an Account Executive at LocumTenens.com. Kendall graduated from the University of Georgia with a Bachelor of Science in Health Promotion with an emphasis in health services. During her undergraduate career, she learned about all aspects of public health and gained a passion for increasing healthcare access. Upon graduation, Kendall accepted a position with LocumTenens.com and started as an Account Representative on the psychiatry division in June 2017. In May 2018, Kendall was promoted to an Associate Account Executive, and then, promoted to Account Executive in September 2018. Kendall works directly with understaffed medical facilities to help alleviate physician shortages and increase patient access. She helps staff psychiatrists, psychiatric nurse practitioners/physician assistants, psychologists, and telepsychiatry needs. Kendall handles contracting within her territory of six states for state and commercial clients.

Relevant Experience

LocumTenens.com – Alpharetta, GA

Account Executive, May 2018 – Present

- Awarded Producer of the Month for the Psychiatry Division: September 2019
- Finished 2019 152% to Gross Profit Budget.
- Increased gross profits within territory by 95% from Q1-Q2 2019 to Q1 – Q2 2020
- Consistently exceeds budget
- Builds and maintains relationships with key team members and support roles
- Implements sales strategies to find and leverage available business to meet and exceed sales goals

Account Representative, June 2017 – May 2018

- Collaboratively works with assigned Account Executives to assist with business development of their territories to maximize opportunities and generate activity with clients
- Successfully covered a territory for a maternity leave while maintaining \$860,000 in monthly activity

Education

University of Georgia

B.S.- Health Promotion and Human Behavior, Cum Laude

Certifications/Awards/Promotions

2018 Promoted to Associate Account Executive & Account Executive

2019 President's Club Winner

References

Jeremy Alexander, AVP: jalexander@locumtenens.com; 770-643-5744

Kristin Bunner, Managing Director: kbunner@locumtenens.com; 678-690-7561

Blair Beck, Account Executive: cbeck@locumtenens.com; 678-992-1378

Katie Thomas
Psychiatry Recruiter
Kthomas@locumtenens.com • (678)690-7708

EDUCATION

UNIVERSITY OF GEORGIA, Athens, GA December 2013
Bachelor of Science – Biology
Bachelor of Science – Psychology

EXPERIENCE

LOCUMTENENS.COM, Alpharetta, GA March 2017-Present
Account Executive

- Responsible for sourcing qualified psychiatry candidates for our clients in six states and managing those physicians while on assignment
- Maintained exclusive or preferred staffing agency designation for multiple clients
- Company wide Producer of the Month for December 2018
- Psychiatry division Max award winner for January 2019
- President's Club winner 2018, 2019
- Received 2nd highest provider satisfaction score among the Psychiatry division for 2019
- Grew territory gross profit by 45% 2018 to 2019
- Exceeded 2018 goal by 39% and 2019 goal by 31%
- Managed an estimated 92 full time providers on assignment throughout 2019

Account Representative September 2016-March 2017

- Served as a lead generator for various Account Executives

ASTRAZENECA PHARMACEUTICALS, Wilmington, DE April 2014-July 2016
Pharmaceutical Sales Specialist, Athens, GA

- Built and maintained relationships in 85 primary care offices with approximately 165 healthcare providers and their staff in a highly competitive market where relationship-based selling was key
- Average total portfolio attainment
 - 2014: 107.47%, 2015: 109.78%, 2016: 129.21%
- District Business Acumen Champion-
 - Constructed various reports in Excel to help district members gain a better understanding of their business based on performance and managed care and distributed updated reports monthly
 - Led cross territory instructional meetings to teach district members how to utilize the data provided in the AstraZeneca reporting program to identify potential targets and more effectively analyze their business
 - Awarded two internal recognition awards for duties performed as business acumen champion
- Responsible for assigned targets as well as targets I identified based on territory knowledge
- Received highest possible merit-based salary increase each year based on performance and manager review

- Worked autonomously on a daily basis while successfully coordinating with teammates to meet goals
- Completed additional training sessions on the changing healthcare environment including ACOs, EMR and EHR systems, bundled payments and hospital systems

REFERENCES

Jeannie Smith, Associate Vice President, Psychiatry Division of Locumtenens.com
jksmith@locumtenens.com
770-643-5676

Mandy Monk, Senior Account Executive
mmonk@locumtenens.com
678-992-1389

Meagan King, Account Executive
mking@locumtenens.com
678-690-7636

Understanding of the Process: To source qualified psychiatry candidates for coverage needs as requested and follow procedures for the present process.

Jodi S. Baird
Account Executive Recruiter
LocumTenens.com

PROFESSIONAL SUMMARY

Jodi joined LocumTenens.com in 2014 and has been a Recruiter since 2015. A graduate of the University of Georgia, she began her career on a path to becoming a Nurse, working in hospital and doctor office settings before it led her to her career at LocumTenens.com. Jodi has a medical background which adds to her experience and clinical knowledge of the medical field when speaking with Nurse Practitioners and Physician Assistants. Jodi's duties include recruiting, account management, customer service and serving as a leader among her peers.

RELEVANT PROFESSIONAL EXPERIENCE

Jackson Healthcare, LocumTenens.com

Account Executive/Recruiter-Psychiatry

April 2015-present

- Recruits Qualified Psychiatric Nurse Practitioners and Physician Assistants for Locum Tenens assignments within a territory
- Reaches and Exceeds monthly, quarterly and yearly quota
- Maintains relationships with providers and clients
- Generates new business with Clients and Providers

Jackson Healthcare, LocumTenens.com

CVO Specialist

March 2014-April 2015

- Credentialed doctors for Locum Tenens assignments
- Maintained NCQA compliance standards for credentialing

Take Shape for Life/Medifast, Southeast U.S.

Certified Health Coach

January 2011- January 2014

Northside Hospital, Atlanta Orthopaedic Specialists, Alpharetta, GA

Medical Assistant/Surgery Scheduler II

September 2010- December 2013

Northside Hospital, Atlanta, GA

Patient Care Technician II, Mother/Baby Unit

March 2009- September 2010

Advanced Integrative Medicine, Alpharetta, GA

Front/Back Office Specialist

June 2008- March 2010

EDUCATION

Georgia Perimeter College, Dunwoody, GA

May 2013

Nursing Pre-requisite course completed

Presbyterian School of Nursing, Queens University, Charlotte, NC

CNA I Certified January, 2009, Recertified January 2011, January 2013

Certification Number: CN0028887901

CPR Certified January 2009, Recertified October 2010, 2011

The University of Georgia, Athens, GA

December 2006

Bachelor of Science; Major: Psychology

ACTIVITIES & AWARDS

- Advanced experience with Microsoft Office
- Crohn's and Colitis Foundation Member 2008- present
Team Captain for Fundraiser 2009-2014
- Proficient in Medical Abbreviations and Medical Terminology
- Producer of the Month Award, September 2017 for the Advanced Practice division
- President's Club Winner 2017, 2019

PROFESSIONAL REFERENCES

Mark Holmes, VP of Psychiatry Division holmes@locumtenens.com 770-643-5660

David McAnally, VP of Training dmcanally@locumtenens.com 678-690-7371

Kappie Moran, Senior Account Executive AandK@locumtenens.com 678-690-8222



Erica Smith

**Account Executive Recruiter
Primary Care
LocumTenens.com**

Brief Summary of Professional Experience

Erica joined LocumTenens.com in May 2019 as a Psychiatry Recruiting Account Representative. Prior to, she worked as a recruiter with Aerotek for two years. Her experience in recruitment has distinguished her as very capable and knowledgeable recruiter within our organization. Most recently she has taken a lead role within our Psychology Division as the dedicated Psychology Recruiter for all 50 states. In this role, she primarily works to source candidates, and finds the best match for our clients depending on location, job description and experience required. Her strengths are relationship building and thoroughly understanding the needs of her clients to solidify successful placements. She continues to build her network of Psychologists and has a pipeline of providers who are eager to work!

Relevant Experience

LocumTenens.com – Alpharetta, GA

Account Executive (Psychology) February 2020 – Present

- Dedicated Psychology Recruiter for LocumTenens.com
- Responsible for end-to-end candidate recruitment
- Successfully placed several Psychologists in a variety of settings including Pediatric Neuropsychology, Corrections, Clinical Supervision, Clinical Director, and State Hospital Settings
- Build relationships with providers and clients to ensure the best match for both parties
- Added over 200 Licensed Psychologists to our database

Account Representative (Psychiatry) May 2019 – February 2020

- Work with Psychiatry Account Executives to source providers
- Successfully covered for various Account Executives who were taking time off during my time as an Account Representative

Aerotek – Columbus, OH April 2017 – May 2019 *Technical Recruiter*

- Responsible for end-to-end candidate recruitment process in a fast-paced and competitive environment
 - Source, interview, run references, represent candidates, communicate, and coordinate with managers and candidates throughout the interview and hiring process, extend offers, negotiate compensation packages, and complete onboarding
- Recruit and manage qualified Mechanical, Electrical, and Civil Engineers for Consulting Firms, Automotive Manufacturing Facilities, Research & Development Facilities, and Refineries
 - Add qualified candidates to personal network utilizing Indeed, LinkedIn, Aerotek Internal Database, Networking, and Candidate Referrals to quickly fill requirements
- Consistently meet and exceed daily and weekly production goals, while managing multiple requisition deadlines at once

- Generate candidate and client leads via relationship building, networking, and keeping up with current business trends
- Manage contract employees through counseling, coaching, and disciplinary measures when necessary
- Received “Recruiter of the Month” award
- Ability to efficiently fill requirements outside of assigned division and skillset
- Mentor Aerotek Recruiter Trainees as they strive to hit their goals

OTHER WORK & LEADERSHIP EXPERIENCE

- AmeriCorps: Mounted Patrol Ranger Intern – Grand Canyon – North Rim, AZ 2014
- AmeriCorps: Hydrologist Intern – Missoula, MT 2013
- Ohio State Hunt Seat Equestrian Team: New Member Education Leader 2011-2013
- Pi Beta Phi Sorority: Elected Historian, Philanthropist 2012-2014

EDUCATION

The Ohio State University, 2015

Bachelor of Science in Environmental Science - Water Science

PROFESSIONAL REFERENCES

Jeannie Smith, AVP, jksmith@locumtenens.com, (770)643-5676

Kristin Bunner, Managing Director kbunner@locumtenens.com, (678)690-7561

Brook Reeves, Account Executive, breeves@locumtenens.com, (678)690-7374



**Kaitlin Geldbach, CVO Manager
Psychiatry and Psychology Credentialing Specialist
LocumTenens.com LLC**

Brief Summary of Professional Experience

Kaitlin is a CVO Manager at LocumTenens.com. She joined LocumTenens.com in 2013 as a credentialing specialist for the Surgery division before transitioning to the Psychiatry division in 2016 as team lead and subsequently manager. She graduated from the Georgia Institute of Technology and came to LocumTenens.com with a year of healthcare credentialing experience. Kaitlin has extensive credentialing knowledge across specialties and clinician levels. She currently works with physicians, psychiatric nurse practitioners/physician assistants, and psychologists for on-site and telepsychiatry needs. Additionally, she has experience with a variety of clients including state hospitals, Indian Health Service, VA medical centers, Air Force hospitals, and corrections. Her job duties include an active desk of credentialing clinicians, managing the Psychiatry CVO team, and promoting customer service and efficient credentialing practices within and across teams.

Relevant Experience

LocumTenens.com – Alpharetta, GA - Manager, Psychiatry, Dec 2018 – Present

- Manage credentialing operations for the largest specialty division in LocumTenens.com with six direct reports.
- Decreased time to complete client credentialing 14% from 2019 to 2020 (to date)
- Builds and maintains relationships with production and operations team members.
- Identifies credentialing process improvement opportunities and implements changes to streamline processes.
- Maintains an active credentialing workload for physicians in four states and psychologists nationwide
- Awarded Manager of the Month for the Psychiatry Division: July 2020

Team Lead, Psychiatry, Nov 2016 – Dec 2018

- Responsibilities included coaching associates, assigning workload, monthly quality audits, managing meetings, and credentialing physicians and advanced practice clinicians.
- Restructured weekly stand up meetings to improve communication & collaboration within team

CVO Specialist, Surgery, Feb 2013 – Nov 2016

- Assisted physicians with credentialing for hospital privileges for a variety of specialties under the Surgery division (e.g. general surgery, urology, OB/GYN).

Multiplan – Waltham, MA - Credentialing Coordinator I, Oct 2011 – Jan 2013

- Verification of credentials for healthcare providers for insurance network participation.

Education

Georgia Institute of Technology, B.S.- Psychology, High Honors

Certifications/Awards/Promotions

2014 CVO Associate of the Year Award

2016 Promoted to Team Lead

2018 Promoted to Manager

References

Alan Thompson, AVP: athompson@locumtenens.com; 770-643-5625

Kim Morice, Director: kmorice@locumtenens.com; 678-690-7307

Mey Webb, Team Lead: mwebb@locumtenens.com; 678-690-7345



**Ashley Brown, CVO Specialist
Psychiatry and Psychology Credentialing Specialist
LocumTenens.com LLC**

Brief Summary of Professional Experience

Ashley is a CVO Specialist at LocumTenens.com. She graduated from the University of Central Florida with a Bachelor of Arts in Sports & Exercise Science. Before starting her career at LocumTenens.com, Ashley worked in the Orlando Regional Medical Center Emergency Department as a nursing assistant and was registered as an emergency medical technician in the state of Florida in 2016 and 2018. Ashley brought her clinical background to LocumTenens.com as a CVO Specialist for the psychiatry division in January 2019. She is an expert at credentialing for physicians and psychiatric nurse practitioners/physician assistants for on-site or telepsychiatry needs. Ashley has a broad range of credentialing experience across states and currently manages credentialing for commercial clients in twelve states and for government clients in all fifty states.

Relevant Experience

LocumTenens.com – Alpharetta, GA - **CVO Specialist**, Jan 2019 – Present

- Exceeded time to close goals for Q1-Q2 allowing clinicians to start working faster.
- Builds and maintains relationships with clients and clinicians to provide exceptional customer service.
- Implements strategies to expedite the credentialing process while maintaining exceptional quality standards.
- Served as single point of contact for psychiatry managed regional accounts (RAM division) from June 2019 – June 2020. Selected for exceptional customer service and credentialing knowledge.

Orlando Regional Medical Center – Orlando, FL

Nursing Assistant II, Emergency Department, May 2016 – Aug 2018

- Worked in a fast-paced environment while providing excellent patient care.
- Assisted nurses and doctors with medical procedures, entering patient orders into computer, performing point of care testing, applying splints, performing EKG's and documenting on patient charts.
- Communicate with doctors and nurses to determine appropriate plan of care for patient.
- Triageing patients, entering patient data into computer, and answering Triage phones.
- Worked as part of a team to diffuse difficult medical and social situations

Education

University of Central Florida

B.A. – Sports & Exercise Science

Certifications/Awards/Promotions

2016 EMT Basic: Nationally certified, Orlando Medical Institute, FL

2016, 2018 Emergency Medical Technician: State of Florida

2016: Emergency Vehicle Operator certification

References

Alan Thompson, AVP: athompson@locumtenens.com; 770-643-5625

Kaitlin Geldbach, Manager: kgeldbach@locumtenens.com; 770-643-5657

Mey Webb, Team Lead: mwebb@locumtenens.com; 678-690-7345

Stephanie Coppen
CVO Specialist
Psychiatry and Psychology Credentialing Specialist
LocumTenens.com LLC

Brief Summary of Professional Experience

Stephanie is a CVO Specialist at LocumTenens.com. She came to LocumTenens.com in September 2019 with years of experience as an administrator and 401k plan manager and has successfully leveraged those skills in the credentialing role. She was quickly promoted from CVO Floater to CVO Specialist in for the psychiatry division after demonstrating an eye for detail, mind on quality, and an aptitude for building relationships. She is an expert at credentialing for physicians and psychiatric nurse practitioners/physician assistants for on-site or telepsychiatry needs. Stephanie has a broad range of experience across states and currently manages credentialing for physicians in five heavy volume states and advanced practice clinicians in twenty-eight states.

Relevant Experience

LocumTenens.com – Alpharetta, GA

CVO Specialist, Oct 2019 – Present

- Exceeded time to close goals for 2019 Q4, 2020 Q2-Q3 allowing clinicians to start working faster.
- Builds and maintains relationships with clients and clinicians to provide exceptional customer service.
- Implements strategies to expedite the credentialing process while maintaining exceptional quality standards.
- Experienced with state mandated background checks, fingerprinting processes, and occupation health requirements.

CVO Floater, Sept 2019 – Oct 2019

- Internally credentialed clinicians to NCQA standards
- Supported the CVO department by prefilling applications, researching verification contact information, and following up on outstanding items.

Certifications/Awards/Promotions

2019 Promoted to CVO Specialist

2020 Service Excellence Award Nominee

References

Alan Thompson, AVP: athompson@locumtenens.com; 770-643-5625

Kaitlin Geldbach, Manager: kgeldbach@locumtenens.com; 770-643-5657

Mey Webb, Team Lead: mwebb@locumtenens.com; 678-690-7345

Jackie Mask
Manager Production Sales
Primary Care
LocumTenens.com

Brief Summary of Professional Experience

Jackie is a Manager-Production Sales at LocumTenens.com. She started her career at LocumTenens.com in 2008 as a team assistant for the government division and was promoted to associate account executive in 2010. From there, Jackie was promoted to Account Executive and then later to Senior Account Executive. While Jackie's career started on the government division, she later moved to the primary care team where she was able to focus on a specialty near and dear to her heart. With her background on the government team, she has been able to put together numerous bids on the state and federal level. Jackie has providers who have worked with a variety of different client types; Universities, State Hospitals, State CSBs, Prisons, Jails, Private Hospitals, Addiction Recovery Centers, Schools, etc.

Relevant Experience

LocumTenens.com – Alpharetta, GA
Senior Account Executive 4/08- 2017
Manager Production Sales 2017 – present

- Mentored newly promoted associate account executives
- Hosted lunch and learns on selling and backdoor techniques
- Surpassed budget in 2012, 2013, 2014, 2015 and 2016
- Led monthly sales meeting between account executives and senior account executives
- Increased GP year over year
- Increased revenue year over year
- Consistently ranked in the top 3 for gross profit and revenue
- Successfully placed 100+ primary care physicians and advanced practice providers in locations nationwide for contracts ranging in 3 months to permanent placement

Education

University of Georgia
B.A.- Interdisciplinary Studies

Certifications/Awards/Promotions

2009 Max Award
2010 Promoted to Account Executive
2012 Mac Award
2014 Promoted to Senior Account Executive
2016 Max Award

References

Jenny Binner - Managing Director – Recruiting, LT-Primary Care

- jbinner@locumtenens.com, 678-690-7759

Phillip Barbosa - Vice President - LT-Primary Care

- barbosa@Locumtenens.com, 770-643-5740

Keith Newport - Vice President - LT-Primary Care

- Newport@locumtenens.com, 770-643-5699



Jaclyn Gilbert
Account Executive Recruiter
Primary Care
LocumTenens.com LLC

Brief Summary of Professional Experience

As an Account Executive on the Primary Care team at LocumTenens.com, I recruit to staff clinics with temporary or supplemental physicians to support the following specialties: Family Medicine, Internal Medicine, Occupational Medicine, Addiction Medicine, and Geriatrics. I have been at LocumTenens.com for over 6 years now.

Relevant Experience

LocumTenens.com Alpharetta, Georgia

Account Executive, Recruiter, March 2014 – Present

- Recruit to staff clinics with temporary or supplemental physicians to support the following specialties: Family Medicine, Internal Medicine, Occupational Medicine, Addiction Medicine, and Geriatrics
- Maintains coverage for a large territory by developing new relationships and fostering current relationships with Providers with Government facilities

Certifications/Awards/Promotions

Awarded the Producer of the month several times

Currently on career path to become a Senior Account Executive

Experience

Internship with St. Mary's Hospital – gained understanding of the healthcare industry.

Education

Bachelor of Science, School of Public Health

The University of Georgia

References

Jenny Binner - Managing Director – Recruiting, LT-Primary Care

- jbinner@locumtenens.com, 678-690-7759

Phillip Barbosa - Vice President - LT-Primary Care

- barbosa@Locumtenens.com, 770-643-5740

Keith Newport - Vice President - LT-Primary Care

- Newport@locumtenens.com, 770-643-5699

**Amy Flick- Senior
Account Executive Recruitment,
Primary Care NP's, PA's
LocumTenens.com**

Brief Summary of Professional Experience

Amy joined Locumtenens.com in 2012 as a recruiter for the advanced practice division. Prior to that, she worked in higher education in recruiting. She graduated from the University of West Georgia and got her Master's Degree from Georgia Southern University. She has been recruiting for Nurse Practitioners and Physician Assistants for almost 8 years and 3 of those solely in primary care. Her job duties include recruiting, account management, customer service and serving as a leader among her peers.

Relevant Experience

LocumTenens.com Alpharetta, Georgia

Account Executive, Recruiter, March 2012 – Present

- Recruit to staff clinics with temporary or supplemental physicians to support the following specialties: Family Medicine, Internal Medicine, Occupational Medicine, Addiction Medicine, and Geriatrics
- Maintains coverage for a large territory by developing new relationships and fostering current relationships with Providers with Government facilities

Education

Graduated - University of West Georgia

Master's Degree – Georgia Southern University

References:

Jenny Binner - Managing Director – Recruiting, LT-Primary Care,

jbinner@locumtenens.com, 678-690-7759

Phillip Barbosa - Vice President - LT-Primary Care

barbosa@Locumtenens.com, 770-643-5740

Keith Newport - Vice President - LT-Primary Care

Newport@locumtenens.com, 770-643-5699

**Kelly Eswine
CVO Specialist
Primary Care
LocumTenens.com**

Brief Summary of Professional Experience

Kelly is a CVO Specialist at LocumTenens.com. She started her career at LocumTenens.com in 2018. Kelly is responsible for providing support to clients and the clinicians who are being credentialed and booked. She is responsible for validating and reviewing the professional qualifications of a clinician to practice medicine in their field, to meet NCQA standards and client business model. Kelly processes privileging files in accordance with the medical authority to determine whether or not to grant privileges to a clinician, to engage in specific clinical activity/procedures that our client requires. She assembles and maintains statistical data, while overseeing and performing specific projects and programs. Kelly joined the Primary Care Team in October 2018 as a CVO Specialist. Kelly was nominated for Service Excellence in October 2019. Kelly was awarded the Max Award in January 2020 for being invaluable to the team. Kelly has past experience in both the private investigation and pharmaceutical fields.

Relevant Experience

LocumTenens.com – Alpharetta, GA
CVO Specialist 2018 – present

Education

Kennesaw State University
B.S. - Communications

Awards

2019 Max Award

References

Anna Reed – 2575 Northwinds Parkway, Alpharetta, GA 30009 - P: 678-992-1249
Keith Newport – 2575 Northwinds Parkway, Alpharetta, GA 30009 - P: 770-643-5699
Phillip Barbosa - 2575 Northwinds Parkway, Alpharetta, GA 30009 - P: 770-643-5740

4.0 MANAGEMENT APPROACH

4.1 Credentialing, Licensing & Screening Policies & Procedures

LocumTenens.com and its partners Clinicians pool is a diverse representation of many cultures and backgrounds. We adhere to policies of fairness and equal opportunity throughout all aspects of our recruiting process. Our approach to hiring, is in keeping with the highest standards and compliance with all State, Federal, and Local laws governing fair employment.

These standards provide guidance to licensure certification, screening exams, minimum standards of practice, and continuing education requirements. These proven guidelines for best practices enhance hiring decisions. LocumTenens.com recruiting guidelines and Clinicians credentialing process meet or exceed all mandated standards and follows all federal and/or state laws, rules, and regulations.

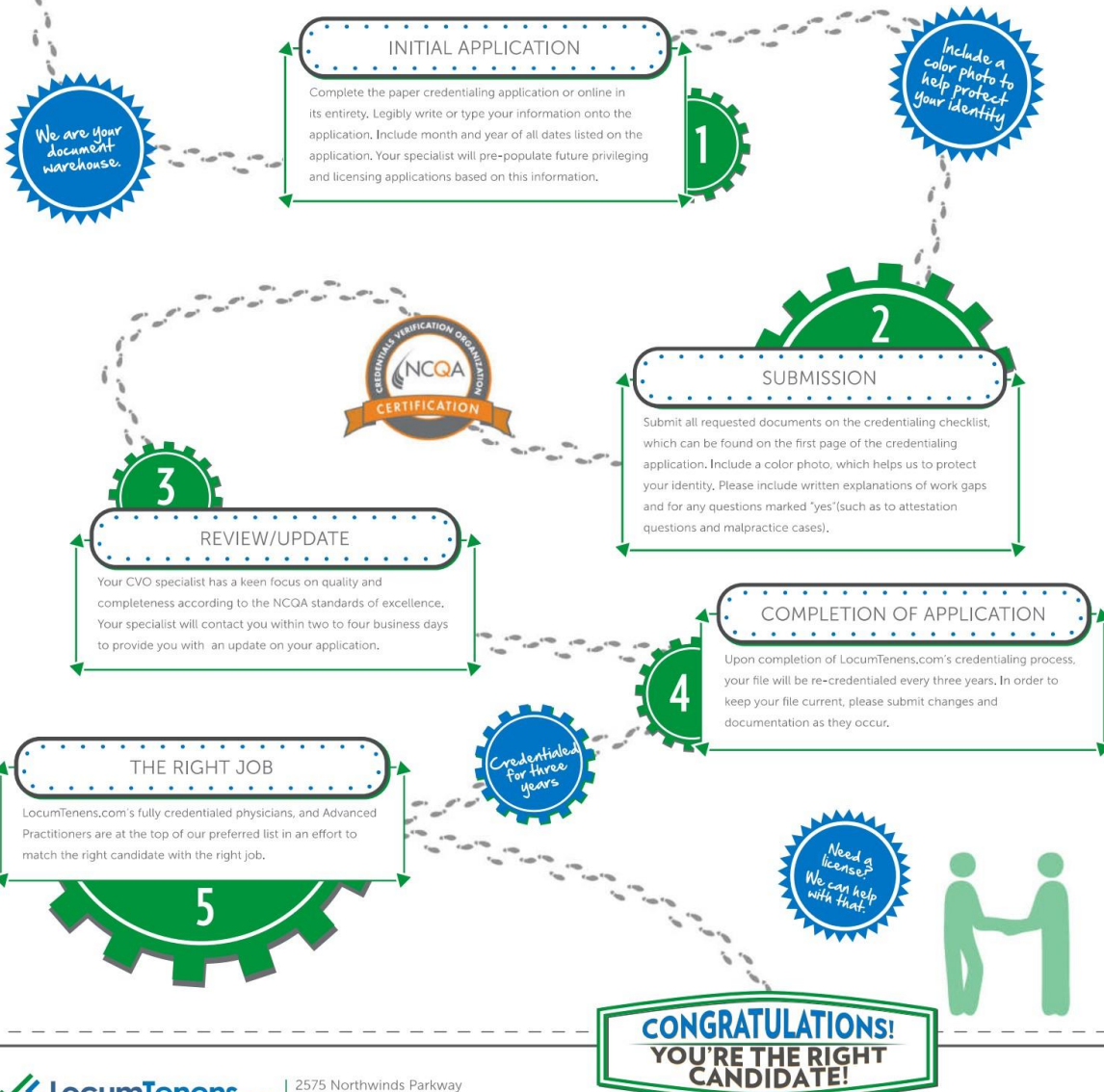




CREDENTIALING MAP

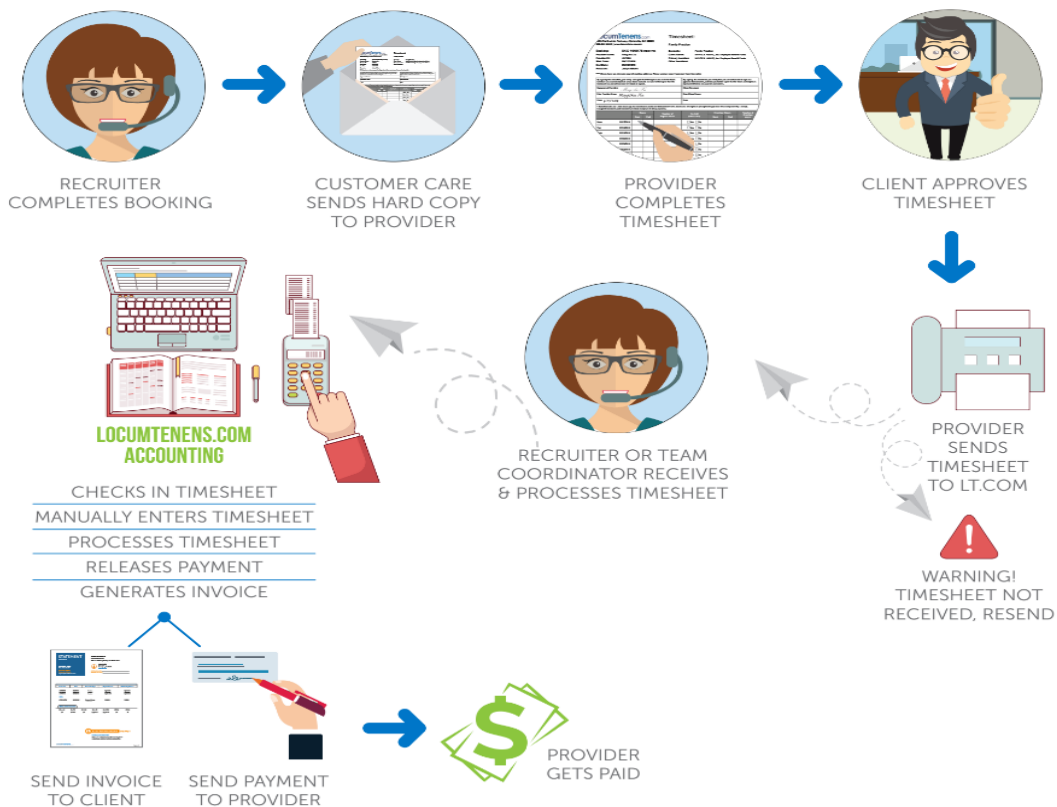
STEP BY STEP

Thank you for expressing interest in working with LocumTenens.com, an agency that helps place the right candidate with the right job opportunity. We are obsessively dedicated to you throughout your assignment, which begins with your credentialing application.



2019 MISSION: AUTOMATED TIMESHEETS

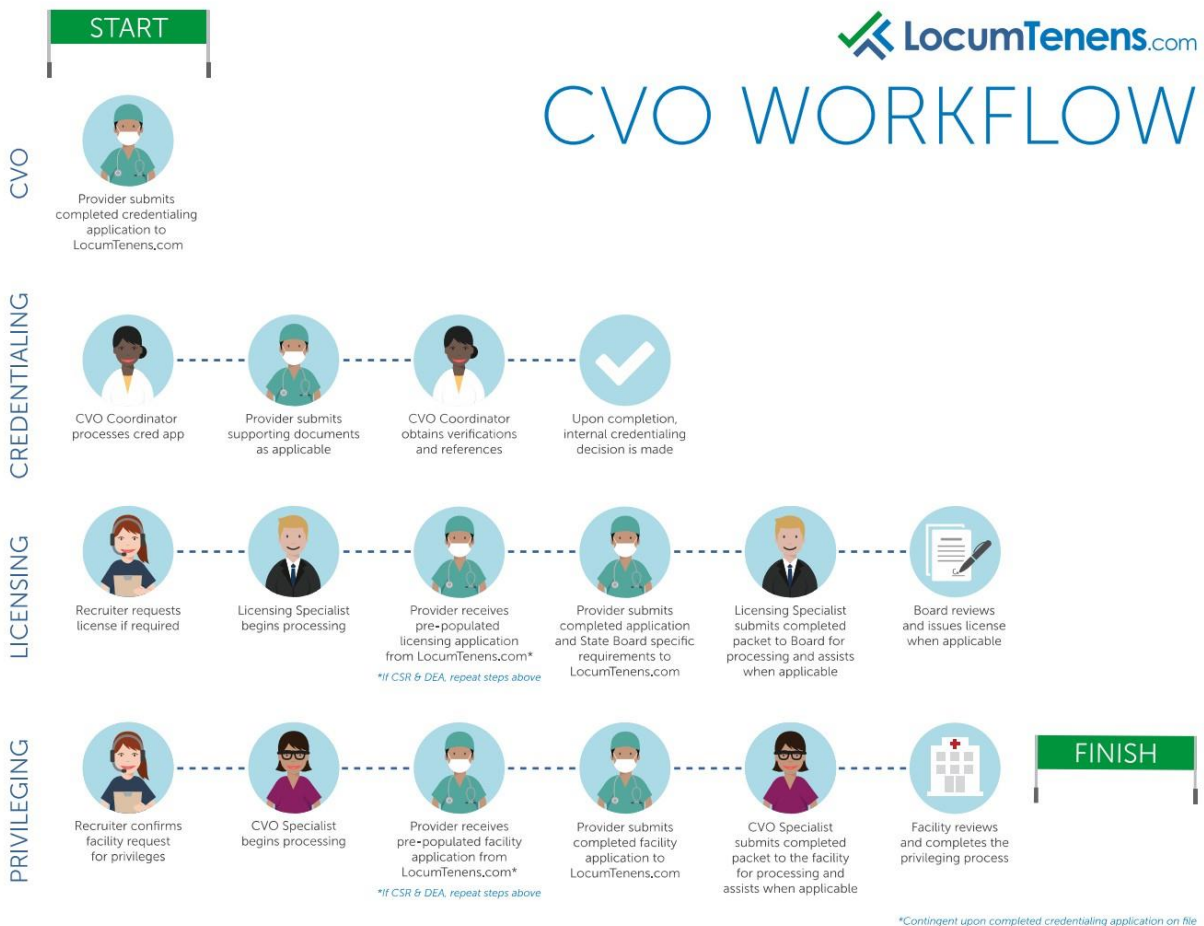
CURRENT PROCESS



NEW PROCESS



QUALITY IS ESSENTIAL! YOU ARE CREATING THE TIMESHEET AND INVOICE WITH YOUR BOOKING.
 AUTOMATION BRINGS STREAMLINED PROCESSES AND INCREASED EFFICIENCY TO EVERYONE INVOLVED.



4.2 Procedures for Processing Background Checks

Once qualified candidates have been identified via the recruitment process, credentialing will begin. The credentialing process is an in-depth multi-step process which incorporates verification of qualifications provided in the initial resume and/or application for employment. We ensure these meet the requirements of each position through interviews with the Human Resources department, as well as, with the Program Manager. This process should act as a supplement to the standard Hospital credentialing process. Additionally, we complete a thorough nationwide background check that queries criminal, fraud sanctions, and sex offender databases and we verify all public data available to include:

- Address and Social Security Trace (eVerify)
- Criminal History Search – County, State, Nationwide database
- OIG-Office of Inspector General (Cumulative Sanctions Report)/EPLS
- Sex / Violent Offender Registry

- Verification of Education
- Prime source verification of Employment and Professional License valid and unrestricted with no clinical Restrictions.

4.3 Personnel/Staff

LocumTenens.com promotes the recruitment, professional development, and retention of exceptional direct and indirect care staff. To assist DBHDD in obtaining qualified Clinicians, LocumTenens.com will:

- Use our best efforts to provide Clinicians acceptable to you.
- Reimburse the Clinician(s) for his/her fee(s).
- Pay for malpractice insurance coverage through our insurance carrier for any and all Clinician(s) provided by us to you. This insurance is more than any other valid and collectible insurance maintained by Clinician and you.
- Verify or obtain Clinician licensure, as necessary.

In the Locum Tenens Industry, Clinicians are always starting assignments and completing assignments. Even though we have thousands of Clinicians in our database, they are not waiting around for opportunities. It is more like they are, “working around” for opportunities. This is the very nature of the locum tenens industry. We must make the calls to determine their availability and to ensure they are available throughout the term of the contract. It takes 1-2 weeks to identify quality candidates. Of course, this can happen much faster, but 1-2 weeks is the norm.

Health screening are administered to all Clinicians and Healthcare Professionals before placement at our client’s facility.

4.3.1 Minimum Qualifications of Clinicians

Clinician Specialties	
Minimum Qualifications:	Board Certified or Board Eligible having completed and undergraduate program, medical school (MD), internship and a complete ACGME-approved residency
License:	Active/Unrestricted
Years of Experience in	As Required
Certifications:	As Required
CME Training:	As Required
References:	Upon Request

Nurse Practitioners / Clinician Assistant	
Minimum Qualifications:	Master of Science Degree in Nursing
License:	Active/Unrestricted
Years of Experience in	As Required
Certifications:	As Required
CME Training:	As Required
References:	Upon Request

4.3.2 Remediation Plan

For any non-clinical issues, the Center must contact LocumTenens.com to handle. For clinical issues, it is the Client’s responsible to contact LocumTenens.com before a written remediation plan is issued or corrective action is implemented. If a major clinical issue occurs, the Center must contact LocumTenens.com to make the necessary replacement.

4.3.3 LocumTenens.com Recruitment, Development & Retention Practices

Effective recruitment, staff development, and retention practices leads directly to optimum service quality for our clients and maximum professional/personal enrichment for LocumTenens.com Clinicians. These *Best Practices* have direct and significant implications for our clients with respect to quality of care and services provided them; for staff with respect to job effectiveness and job satisfaction; and for LocumTenens.com fiscal management with respect to operating costs associated with high staff turnover. Indeed, high turnover in the healthcare workforce has long been associated with poorer patient outcomes--as it places greater, often unrealistic and unmanageable, workload demands on remaining staff. Decreased worker effectiveness, increased levels of stress, and increased job dissatisfaction are all cited as negative outcomes of, and potential triggers for more staff turnover. Research literature in organizational behavior, management, sociology and human resources affirms that supervisory relationships, staffing levels, wage levels, benefit levels, and even the organizational culture of care could make working in two apparently similar facilities a very different experience. Well-managed organizations which respect and develop caregivers, utilize thoughtful work structures, implements positive and flexible human resource policies that build upon intrinsic motivation, and maintains adequate staffing levels can do much to ameliorate staffing and quality care issues.

5.0 RECRUITMENT AND RETENTION

5.1 Recruitment of Clinicians and Nurse Practitioners

Our Clinicians are some of our most valued assets. We have created an infrastructure that supports the recruitment and retention of these individuals. The Clinicians we recruit have a direct effect on our client's ability to deliver quality healthcare to their patients. We provide support services to make their transition to your facility fluid. We can leverage resources that optimize both the client and Clinician experience:

- Opt-in database
- Industry's Largest Online Job Board
- Clinician referrals
- Dedicated Agents by Specialty and Clinician
- Competitive Salaries
- Weekly Pay
- In-House CVO with NCQA Standards
- Flexible Staffing Model
- Tailored On-boarding Program
- Automated Timesheets
- Two-Bite Check-In
- Malpractice Insurance

LocumTenens.com can provide:

- Clinicians licensed in all 50 states and we can license additional Clinicians if necessary
- All Clinicians are required to maintain their own CMEs
 - Continuing Medical Education for Clinicians in the United States is regulated by the Accreditation Council for Continuing Medical Education (ACCME) and the American Osteopathic Association (AOA). We make every effort to help our Clinicians be requirement-ready by providing comprehensive lists of free and online courses for all medical specialties on our CME site: <https://www.locumtenens.com/clinician-careers/cmes/>
- As independent, 1099 contractors, any additional training outside credentialing verification is the sole responsibility of the contracted Clinician

5.2 Clinician Substitution/Replacement

LocumTenens.com agrees to initiate performance of this contract using only the healthcare worker(s) whose professional qualifications have been determined technically acceptable by State of Nebraska DHHS, as part of the source selection process.

During contract performance, no personnel substitutions shall be made by LocumTenens.com without the express consent of the Contracting Officer or in accordance with a procedure specified by the Contracting Officer.

LocumTenens.com maintains that no personnel substitutions shall be made during the first 60 days of contract performance, unless they are necessitated by a health care worker's unexpected illness, injury, death or termination of employment. Should one of these events occur, LocumTenens.com shall provide a detailed explanation of the circumstances necessitating the proposed replacement of personnel to the Contracting Officer. LocumTenens.com will provide a substitute healthcare worker that possesses professional qualifications that are equal to or higher than the qualifications required by this contract.

If performance or personality problems occur which require intervention and resolution, the following procedures and timeline will apply.

- All issues must be brought to the attention of LocumTenens.com within 48 hours of the actual event. The individual responsible for handling the issue on the customer's behalf (Customer Contact) will be identified at this time. The goal is to streamline communication and achieve resolution as rapidly as possible.
- Documentation concerning the issue/complaint shall be submitted to the firm at the time of the initial complaint. LocumTenens.com will not speak with a Clinician until appropriate documentation is received.
- LocumTenens.com and the Client Contact will determine if any additional action is required at this time. If, after review of all the facts it is determined that action is warranted, the Clinician will be issued a verbal warning, and documentation will be placed in their Clinician file.
- A second infraction of a same or similar issue will follow along the same steps as outlined above. If discipline is warranted, the Clinician will receive a written warning. A copy will be placed in their Clinician file. It is possible for the disciplinary process to jump directly to the written warning stage, should LocumTenens.com and the Customer Contact both agree as to the serious nature of the infraction.
- The final step in the disciplinary process is suspension without pay. The length of the suspension is determined by the LocumTenens.com. The Clinician shall receive written notification of all steps in the disciplinary process and be given a fair and reasonable opportunity to respond and refute all charges.
- If there is no change in behavior or circumstance, after progression through the steps in the disciplinary process, the Clinician will be terminated. All steps require documentation.
- Any step in the disciplinary process may be skipped if the infraction is considered of a serious nature. Firm terms and conditions for immediate discharge of a Clinician are outlined in the LocumTenens.com Clinician Handbook. Should an unfortunate issue occur with LocumTenens.com Clinician which falls within the termination guidelines, LocumTenens.com will immediately terminate the Clinician.
- If you are not reasonably satisfied with the clinical performance or professional conduct of any Clinician(s) we place with you, you may request that the Clinician(s) be removed from the assignment immediately or you may decide to keep the Clinician until a new replacement arrives.
- Replacements are pooled from Nebraska credentialed clinicians first, the Board Certified & Eligible candidates. LocumTenens.com will always act with an effort of good faith in substituting Clinicians. This is a win situation for both parties. LocumTenens.com prefers to staff Clinicians in 6-12-month minimum intervals. This

gives the clients continuity of care and LocumTenens.com the time to re-staff the position with a quality new Clinician if the previous Clinician cannot stay through the duration of the order. The ordering facility will know a Clinician's commitment before an order is executed. If an order requires 6 months of coverage and the ordering facility accepts a Clinician that can only provide 2 months; the search for the remaining months of coverage will begin the same day that Clinician is accepted

- LocumTenens.com expends significant time and effort locating Clinicians, arranging for coverage, arranging for transportation, and otherwise arranging to meet your staffing needs. The Clinician we place must arrange his/her schedule as far in advance as possible, which may involve foregoing other opportunities. As a result, once a Clinician has been scheduled (or as much advanced notice as possible) we would prefer thirty (30) day notice in writing of any cancellation, commencing on our receipt, of the cancellation.

5.3 Conditions for Immediate Discharge

Certain rules and regulations are of such major importance that their violation usually will lead to the offender's immediate discharge or to other severe disciplinary action. Examples of such infractions are set forth below. These examples are not all inclusive, and Clinicians are subject to immediate discharge or other severe disciplinary action for other instances of misconduct which LocumTenens.com considers to be major:

1. Misrepresentation by a Clinician on his/her job application.
2. Unreasonable refusal to obey an order from supervisory personnel.
3. Drinking, use of, purchase of, or possession of alcoholic beverages, narcotics or other controlled drugs while on Company property or on Company time, or reporting for work under the influence of alcohol or drugs.
4. Possession of guns or dangerous weapons while on Company property or Company time.
5. Sabotaging, defacing, damaging or destroying Company property or the property of others while on Company property or on Company time.
6. Theft or dishonesty of any kind, including falsification of sign-in or timesheets.
7. Completing the sign-in sheet for another Clinician.
8. Provoking or being the aggressor in a fight on Company property or while on Company time, or unprovoked use of abusive or threatening language.
9. Failure to immediately report any accident involving company property or personnel.
10. Lateness, no shows, or any type of unexcused absence.
11. Creating ill will for the Company with its customers.
12. If the company is notified of a Clinician's action while on the job that is unsatisfactory to the customer, it will be treated as insubordination and be dealt with as a major offense.
13. Refusal to perform a work assignment or neglect of duty.

5.4 Subcontractors

No subcontractors will be used for this opportunity at the State of Nebraska facilities.

6.0 Contingency / Disaster Recovery Plans

6.1 Inclement Weather/Disaster Relief Plan/Policy

We live in times of great uncertainty. In planning for the potential for man-made or weather-related disasters or emergencies, it is important that all staff be reminded of their professional responsibility for the preservation of patient care. In consideration of that responsibility, LocumTenens.com Inclement Weather/Disaster Policy is as follows:

Statement: In view of the fact that the clinical staffing services provided by LocumTenens.com are required seven days a week on a twenty-four-hour basis, providers designated as “Emergency Providers” are essential to the preservation of those patient care services and functions which our clients must provide. Our clients as hospitals, nursing homes, and dialysis centers etc. maintain their patient care responsibilities regardless of inclement weather, massive power failures, or natural did natural & man-made disasters etc. and DO NOT CLOSE. LocumTenens.com therefore, DOES NOT CLOSE. All “Emergency Providers” (those who provide patient care services) must report to work.

Philosophy: As public servants, health care professionals must adhere to the highest levels of professionalism, responsibility, and accountability. The demands of our clients must take priority over issues pertaining to inclement weather, massive power failures, transportation, or natural disasters etc. It is the individual responsibility of all patient care staff to ensure an adequate work force essential for safe patient care services despite weather challenges or other natural or man-made obstacles. All staff that provides patient care services are considered “Emergency Providers” and must report to work. On-site staff must remain on duty until new staff arrives and they are properly relieved. Unassigned staff is expected to contact LocumTenens.com Control Center to report on availability.

Procedures:

- Emergency Providers are obligated to report or remain at work regardless of weather conditions or other emergencies.
- All Emergency Providers are expected to arrive as scheduled and on time. Absences must be approved in advance by an authorized Offeror representative.
- Should Emergency Providers require 4-wheel drive or other appropriate transportation during a weather or disaster event they are required to contact LocumTenens.com not later than 4 hours prior to the start of their assignment.
- Emergency Providers may be required to remain on duty at times other than originally assigned throughout the period of crisis.
- Should Emergency Providers be required to remain at their place of assignment for periods longer than that which was originally assigned, LocumTenens.com will act, in collaboration with the client facility (s), and state/ local authorities as Control Center.
- All calls relating to pay, transportation, meals, lodging, or relief must be placed

directly to the LocumTenens.com Control Center.

- Emergency Providers are required to remain on duty until properly relieved. Dismissal from duty is at the sole discretion of the relieving client (s) authority and the LocumTenens.com Control Center. During these times, providers are required to contact LocumTenens.com Control Center upon arrival to and departure from their respective place (s) of assignment.
- Any absence from duty during this period is subject to approval or disapproval by an authorized representative of LocumTenens.com. Issues related to violation of this policy shall be reviewed on a case by case basis by the Staffing Manager or Chief Operating Officer.

LocumTenens.com has a formalized emergency response plan which is operated using the Prepara platform, (based on LT P&Ps) for event notification, strategy, alternative work locations and other variables that could arise in such an event. LocumTenens.com also has a sustainable, effective and proven work from home option that has been tested and deployed on prior occasions. LocumTenens.com has constructed its IT operations using both servers with redundancy and the Cloud. LocumTenens.com' business would continue to operate should a need arise to quarantine or temporarily close its Corporate office.

LocumTenens.com maintains a key succession and performance plan as well as updated list of company contacts and organizational charts. Our plan does not specifically address pandemic events; although in the event of a pandemic, LocumTenens.com will implement our policies for Emergency/ Contingency/Disaster Relief. It would be the responsibility of the Client to have specific pandemic events policies in effect for on-site staffed personnel.

7.0 EXCEPTIONS/CLARIFICATIONS

II. Terms and Conditions, Section O. Liquidated Damages, page 12 - LocumTenens.com requests the Liquidated Damages provision be removed.

LocumTenens.com' Providers are independent contractors and not our employees.

LocumTenens.com uses their "best efforts" to source and staff Providers. We have a policy in place that our Providers agree to that no personnel substitutions shall be made during the first 60 days of contract performance unless necessitated by the Provider's unexpected illness, injury, death or termination of employment. If any of these events occur, LocumTenens.com will immediately begin sourcing additional candidates to fill the vacant position. LocumTenens.com also agrees to add this provision to the Provider's Agreement with LocumTenens.com to ensure the Provider's adherence to the State of Nebraska's policy.

LocumTenens.com' Providers are independent contractors and not employees. Therefore, benefits and taxes, and Worker's Compensations will not be covered. The independent contractors will be responsible. LocumTenens.com will provide auto insurance and malpractice insurance for each of the Providers we staff and place at State of Nebraska's facilities.

8.0 ADDENDUM ACKNOWLEDGEMENT

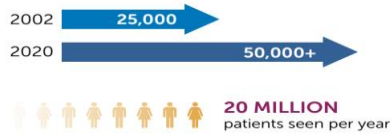
LocumTenens.com acknowledges Addendum One dated July 14, 2020, Addendum Two dated August 3, 2020, Addendum Three dated August 7, 2020, Addendum Four dated August 17, 2020 and Addendum Five dated August 17, 2020.

9.0 WHY LOCUMTENENS.COM

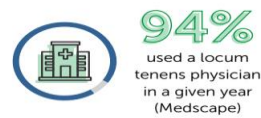


ABOUT OUR INDUSTRY

LOCUM TENENS CLINICIANS



HEALTHCARE FACILITIES



MEDICAL STAFFING INDUSTRY ANNUAL REVENUE



Locum tenens segment:
22% - \$4.1 BILLION

PHYSICIAN SHORTAGE



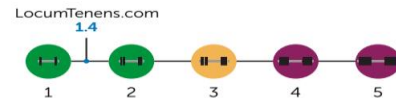
ABOUT LOCUMTENENS.COM

NET PROMOTER SCORE (NPS)



CUSTOMER EFFORT SCORE (CES)

Low score = ease of experience for our customers.



550+ ASSOCIATES

60+ SPECIALTIES COVERED

92,000 AVAILABLE JOB OPPORTUNITIES

CLINICIANS OFFERED

NP
PA
CRNA
MD/DO

AWARDS



OUR MISSION is to improve healthcare by providing patients with access to quality medical care through innovative staffing solutions.

OUR VISION is to be the premiere provider of locum tenens services.

TESTIMONIALS

“This company is great! You certainly deserve kudos for the great work you do for us. We would have never survived the last few years in the emergency department without your hard work in getting provider coverage for us.”

- Associate Chief Primary & Specialty Medicine Service Line, VA Facility

“Credentialing, state licensure, travel and housing arrangements, successful placement, follow-through and patience are all accomplished exceptionally.”

- Surgeon

GIVE BACK



35+ Charities Supported



42 Annual Service Projects



OVER 2,500 Service Hours

To a clinician or healthcare executive researching locum tenens agencies, we all look the same. We say the same thing, we have similar processes, and according to our customer surveys, we even charge about the same amount for our services. To complicate matters, our name is the name of the industry. With a name like LocumTenens.com, differentiating is a challenge.

Challenge accepted.

Many companies fall into the trap of trying to be who the market wants them to be. If there's one thing we've learned over the last 25 years in business, it's that you need to know who you are and what you have to offer – and then, you need to live by it. LocumTenens.com is not a commodity amongst a sea of near-identical commodities. And it's time we told our story.



Last year, like those before it, was a good year for us. We outperformed the industry and added new service lines to cover even more medical specialties. We hired new associates while boasting one of the highest retention rates in the staffing industry. And, most impressively, we grew our customer base without deflating our uncommonly high customer satisfaction scores. Despite all our successes, we knew we needed to be intentional about showcasing our brand and setting ourselves apart. Our executive leadership, sales, recruiting, marketing and operations teams are aligned under one principle: at LocumTenens.com, **we work hard and take care of people.**

WE KNOW BETTER SERVICE.



Credentialing, state licensure, travel and housing arrangements, successful placement, follow-through and patience are all accomplished exceptionally."

– Surgeon



LocumTenens.com associates are constantly consistent regarding customer service. I've become attached to each of them because they make me feel special."

– CEO, Regional Hospital



I enjoy working with the very professional, respectful, responsive and dependable staff. Whenever travel, logistics or scheduling is needed, I know LocumTenens.com will take care of things."

- Emergency Medicine Physician

Why do we do what we do? It's simple. There is a critical shortage of talented physicians and advanced practitioners to care for our communities. The need has never been greater to connect great clinicians and great healthcare facilities. This is where we come in. We understand that our customers are looking to interact with people who are driven, inspired, committed and truly have the expertise to help guide them through their locums journey.



I decided to work with LocumTenens.com because of the excellent service and people. My recruiter is the best person with very prompt attention to all inquiries and needs of the doctors, I wish there were more people like her."

- Chief of Surgery



Everyone at LocumTenens.com is very skilled and good at what they do, especially my recruiter...[she] is one of my favorite people, I can't say enough good things about her."

- Urologist

WE KNOW BETTER CONNECTIONS.



Both **my recruiter and LT** have been a **perfect fit for me,** finding assignments for me that fit my skill set and experience."

- Radiologist

We know that we need to provide an engaging experience that earns the trust and loyalty of both our associates and customers. Experience matters, and every direct and indirect interaction forms the perception people have forged of LocumTenens.com.



LocumTenens.com consistently meets each challenge with the same intensity as I have; we make a perfect match. After years of forming relationships, I know I can count on my team at LocumTenens.com to create a perfect team of healthcare professionals."

- Medical Specialist