

## ***Practice Management reSOURCE Directory***

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#### **1. How does my company qualify to be listed in the AAOS Practice Management reSOURCE Directory?**

**Step 1** – Submit a completed application form

**Step 2** – Obtain three endorsements for your company from AAOS member practices. Each area of expertise associated with a company's services must be noted on at least one of the endorsements. Companies may obtain more than three endorsements to have all of their areas of expertise covered.

**Step 3** – Once your application has been approved, you will receive a letter of agreement. Sign and return one copy of the letter of agreement to the AAOS.

**Step 4** – Once your application has been approved, you will receive an invoice requesting payment for the annual fee to AAOS.

**Step 4** – When the signed letter of agreement and annual fee payment are received your company will be activated in the *Practice Management reSOURCE Directory*.

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#### **2. What are the qualifications to be a Charter Listing?**

Companies that are listed the *reSOURCE Directory* in 2008 and/or 2009 are eligible for Charter Listing status. A company must be continually listed in the *AAOS Practice Management reSOURCE Directory* to maintain Charter Listing status.

#### **3. What are the benefits to being a Charter Listing?**

Charter listing companies will be noted as a Charter Listing in the *reSOURCE Directory* and these companies will lock in the renewal rate at the current level through 2010.

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**4. What are the fees for my company to be listed in the *Practice Management reSOURCE Directory*?**

The 2008 annual listing fee is \$825.

**5. How do I check on the status of my application?**

Please email your request to [pmrd@aaos.org](mailto:pmrd@aaos.org). Include your organization name, approximate application date and from whom AAOS will receive your endorsements. A reply will be sent to your company's primary contact with the status of your candidacy.

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**6. Can my company apply to be listed in the *AAOS Practice Management reSOURCE Directory* at any time during the year?**

Yes, companies can apply and qualify to be listed at any time during the year. Once a company is approved, the annual listing fee is for a continuous 12 month period based on the month they are approved.

**7. How often can I update my company information?**

After the initial listing is verified, on a calendar quarter basis the AAOS will request new/updated Company information. Any new information received by the stated quarterly deadline will be posted to the Company's on-line listing within 10 business days of receipt of the information.

Companies listed in the *reSOURCE Directory* will be assigned a unique log-in and password. Companies can view their on-line listing at any time by going to the "Information for Companies" page and clicking on the "log-in to view your listing" link.

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**8. What additional conditions must a company meet to be listed in the *Practice Management reSOURCE Directory*?**

- To be included in the *AAOS Practice Management reSOURCE Directory* a company and its primary contact must not be listed in the HHS Office of Inspector General's List of Excluded Individuals/Entities Online Searchable Directory. AAOS only verifies a company/firm and its primary contact are not so listed as part of the initial application process. If AAOS is informed that any company or person associated with a company is so listed the AAOS will remove their company from the *AAOS Practice Management reSOURCE Directory* immediately.
- AAOS may be unable to list a company performing certain services due to previous contractual obligations.

**9. How long after I qualify does it take for my company listing to be included in the *AAOS Practice Management reSOURCE Directory*?**

Typically it takes two weeks (10 business days) from the time a company is determined to be a qualified candidate to be activated in the *AAOS Practice Management reSOURCE Directory*.

**10. What if I want to withdraw my company from the *Practice Management reSOURCE Directory*?**

You can request removal/withdrawal from the *AAOS Practice Management reSOURCE Directory* at any time. AAOS will remove your listing as part of its next monthly *AAOS Practice Management reSOURCE Directory* update. However, once you have been listed in the *AAOS Practice Management reSOURCE Directory*, your paid listing fee is non-refundable.

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**11. Who do I contact if I have additional questions?**

If you have additional questions regarding the process, please email your request or question to [pmrd@aaos.org](mailto:pmrd@aaos.org).

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**DE-LISTING PROCEDURES**

**Why does the *Practice Management reSOURCE Directory* have a complaint initiated de-listing process?**

A key component of the value of the *AAOS Practice Management reSOURCE Directory* is the quality of the companies listed and the companies in the *reSOURCE Directory* qualified to be listed by obtaining endorsements from AAOS member practices. Maintaining the integrity of the *reSOURCE Directory* also requires a transparent process to remove a company that is found not to meet the *reSOURCE Directory* standards. Thus, to ensure the value of the *reSOURCE Directory* to those listed and to those using it, the AAOS, in conjunction with its legal counsel, developed a complaint initiated, de-listing process. In general, AAOS members will be directed to take any concerns or complaints directly to their vendor. Additionally, for complaints based on grounds listed in the complaint procedures, a member can request the AAOS to initiate the de-listing process.

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