



**Guideline  
for  
Clinical Independent Contractors (“IC”)  
Latest Revision October 13, 2021**

Thank you for engaging with medtigo Staffing LLC and mS LLC! We look forward to making a difference in our community with you and trust that you will find your clinical assignments through our Company a rewarding and gratifying experience.

medtigo prides itself on its outstanding reputation for professionalism and quality. You are integral to our success. We know you will contribute your talents and energies to each of your client assignments with dedication and thereby support medtigo’s outstanding reputation.

To maintain our reputation and associated fiscal responsibilities, high standards of professional, clinical conduct are to be maintained. We know you will follow the defined standards and code of conduct and abide by policies and procedures established and required by our client sites. **Please refer to your Contract for the details.** We also require you to adhere to medtigo’s administrative guidelines.

The purpose of this Guideline is not to distract you from your clinical responsibilities, but to help you quickly address any administrative procedures and documentation required or necessary to support you in your clinical role. The Guideline is intended to provide answers to most of the questions you may have about work-associated reimbursements and required credentials.

If anything is unclear, please discuss the matter with Kelsey Cote, Director of Business Development, [kcote@medtigo.com](mailto:kcote@medtigo.com); Ramsey Langenback, Director of Operations, [rlangenback@medtigo.com](mailto:rlangenback@medtigo.com); or Stephanie Booth, [sbooth@medtigo.com](mailto:sbooth@medtigo.com), Director of Provider Network.

**Please read and understand the Guideline for your administrative and credentialing responsibilities. A copy of the Massachusetts Temporary Worker’s Right to Know law is also posted following this Guideline.**

*The most current version of the **IC Guideline** can be found at [medtigo.com](http://medtigo.com),  
Member home page. Updates will be made as needed.*

## CREDENTIALING

You will be required to register for medtigo at medtigo.com. Under the Member tab, Home, Provider Resources, you will find the Provider Orientation. This orientation will prompt you to submit your credentials and other required information. Once received, our Director of Operations Ramsey Langenback will complete your application and email it to you for review and signature.

We pride ourselves on our reputation, which includes quick turnaround times for credentialing. We rely on your cooperation in this process to ensure medtigo meets these important start dates.

## MALPRACTICE INSURANCE

You will be set up with occurrence-based malpractice insurance through medtigo. An application will be completed and sent to you for review and signature. If you are working in New York, your coverage is through The Doctor's Company. If you work in any other state, your coverage is through the Coverys group. All other details will be sent to you directly on your policy.

## SCHEDULING

Our scheduling platform is **Amion**.

1. We collect your availability information three (3) months ahead of time.
2. You will receive an email to login to this platform.
3. To submit availability, you will log into Amion and click the  icon to submit availability.
4. You will receive an email when your shifts are published, meaning that they are confirmed and concrete at that time. Once published, you are responsible for working that shift. Any swaps, coverages, or changes must be facilitated by you and the Provider Network team must be notified immediately at [network@medtigo.com](mailto:network@medtigo.com).
5. On occasion, a site may cancel a shift after the schedule is published. Most of our sites have a minimum 30-day notice period for cancellations. We will contact you immediately if this happens. If a site notifies you of a cancellation, please notify the Provider Network team immediately ***but let the site know that they must contact our Provider Network (scheduling) department directly.***

## PAYMENT FOR SERVICES

Your hourly compensation is solely for shifts actually worked. You will be paid via direct deposit. Please upload your bank information to the "payroll" portal on the new provider orientation. We will submit a micro-deposit to your account, which you must confirm so that we know we have the correct information in our system.

## **PAY PERIODS AND PAYDAYS**

All requests for payments must be entered via the Provider Resources page at medtigo.com. It can be found under Member, Home on the toolbar. Shift pay and expense reimbursements are processed separately. If you work at more than one medtigo Staffing site, each site payment is processed individually, so you may see multiple deposits.

We bill our client sites for your clinical time on the first of each month for the prior month's work. ***It is essential that we have your time records submitted by the last day of each month so that the bill to the site is correct and complete.*** To help us, please submit your time at each site separately, as ***soon as your shifts at that site for the month are complete.***

Independent contractors receive shift pay on a monthly basis unless otherwise agreed; please speak with the medtigo Financial Coordinator if you require a different timeframe. All clinical time must be documented via the Invoice Submission link on the Provider Resources, Home page at medtigo.com. Clinical time must be submitted ***once per month after your last shift of the month at a given site*** and in any event, ***by the last day of the month.***

## **WORKING OVERTIME ON SHIFTS**

If asked to work overtime on shifts for active and ongoing management of patient care only (**not** for charting, administrative tasks, etc.), or if you are asked to come in early or stay late, it is essential that we know about this in real time. Please email [network@medtigo.com](mailto:network@medtigo.com) within 24 hours of the end of the shift with this information. Sites may require internal administrative approval and providers are expected to follow these policies. Any additional hours not approved by the client will not be paid to provider. Because we send our invoices to sites on the first of each month, we must have the changes to your clinical schedule in real time. Thank you for your help.

## **CREDENTIALING, DRUG TESTING AND MEDICAL STAFF FEES**

medtigo will reimburse for ***site-specific*** expenses such as credentialing, drug testing, and medical staff fees. To request reimbursement, please use the Site Expense submission link on the Provider Resources page to provide the details and a copy of the proof of payment. In the event that you do not complete your credentialing process and do not work at the facility for this or related reasons, you will be expected to reimburse medtigo for these expenses.

## **ITEMS NOT REIMBURSED**

medtigo does ***not*** reimburse for expenses related to maintaining good standing for the practice of medicine (eg state licensure renewals, DEA renewals, certifications, CME, etc.)

## **OTHER EXPENSES**

### **Mileage Reimbursement:**

medtigo will reimburse clinical independent contractors (“IC”) for use of their personal vehicles by providing *reasonable and customary* mileage reimbursement. This can be a per mile reimbursement or by submitting gasoline receipts at your choice. Please use the Travel Expense Submission link.

In the event an IC is traveling by plane or train and/or does not own a vehicle, all travel arrangements must be made by the Company. Please contact the Provider Network team, [network@medtigo.com](mailto:network@medtigo.com), for this purpose.

### **Lodging:**

medtigo will provide overnight lodging if your clinical site is more than 60 minutes one way. Lodging will be booked by medtigo at an affiliated hotel and paid directly by medtigo.

Requests for overnight housing should be emailed to [network@medtigo.com](mailto:network@medtigo.com) no later than 3 weeks prior to the reservation date. Any requests sent later than the 3-week deadline are not guaranteed. Any shift changes that require you to change a hotel reservation must be sent via [network@medtigo.com](mailto:network@medtigo.com) as soon as they are known to make this change.

### **Daily Meal Allowance:**

While on clinical schedule, you will receive a \$25 per day (per diem) meal allowance. Please submit meal receipts for reimbursement using the Meal Expense Submission link on the Provider Resources page.

### **IMPORTANT MESSAGE:**

- Any exceptions must be approved ***in advance*** by the Director of Provider Network, [network@medtigo.com](mailto:network@medtigo.com). Direct expenses for travel (whether flight, car rental or lodging) that are not approved in advance and confirmed by email will not be reimbursed.
- Travel expense reimbursement requests are due on the **first day of the following month**. Receipts submitted more than 60 days after they are incurred will not be processed and no reimbursement will be made. Thank you in advance for your assistance.

**All receipts required for reimbursement or for work payment must be submitted through the Provider Resources page on the Member Home page at [medtigo.com](https://medtigo.com)**