



Knowledge services

Serving Those Who Serve Others

State of Connecticut MSP Manager Kick Off Meeting
Medical Staff Augmentation

May 2025

Meet the Team



Tyler Thurn

Regional, Director, MSP Programs

1 Year with KS



Stephanie McClure

Senior Manager, MSP Implementations

12 Years with KS



Karen Minniear

Training and Compliance, MSP Programs

4 Years with KS



Jenna Lentz

Senior Practice Director

12 Years with KS

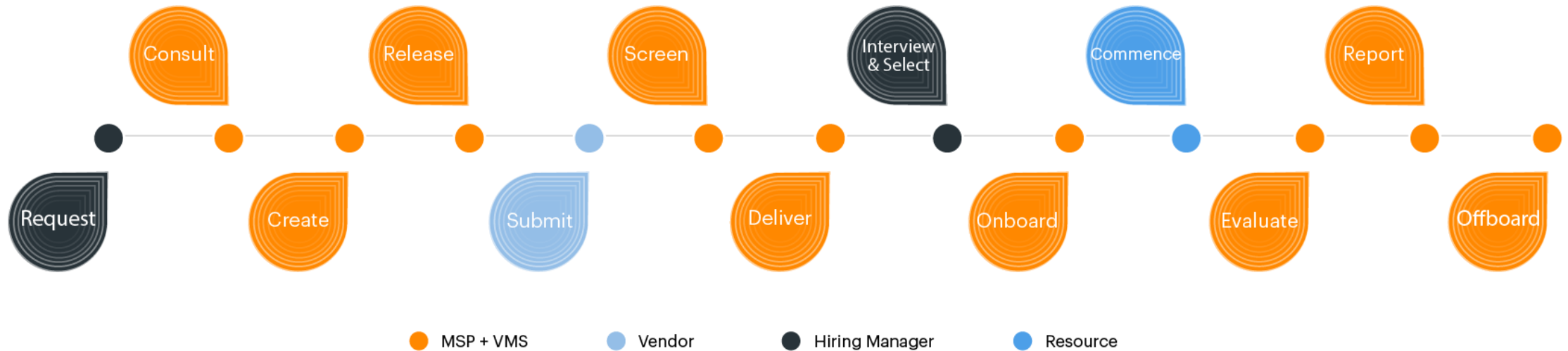
Industry Definitions



- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled workforce and project sourcing, timekeeping, milestone and invoicing application that enables Users to procure and manage a wide range of contingent/temporary/contract and project resources and services in accordance with the organization's processes and rules.



Medical Staff Augmentation Services | Workflow



Standardization with configuration flexibility by department, agency and facility

Intake call on every position

Every resume reviewed and scored by team

Every background check reviewed and validated

Reporting, analytics, and recommendations on all aspects of workflow



State Objectives



- Streamlining via Managed Service Provider (MSP) & Vendor Management System (VMS)
- Smooth Data Transition
- Transparency & visibility
- Financial efficiencies
- Tracking and reporting on State medical staff augmentation
- Manage Staffing Resource Provider contracts
- Data security
- Governance & compliance

Contractual Requirements



- Knowledge Services will work with the current staffing resource providers to register for the MSP program
- Staff resource provider-funded background checks
- Rate Card – Not-to-exceed maximum bill rate
- 2.7% MSP Fee
- First 5 business day probationary period
- dotStaff™ generated invoices sent to Agency



Not-to-Exceed Rate Card



State of Connecticut MSP Medical Program Not-to-Exceed Rate Card

CATEGORY	POSITION TITLE	NTE FULLY BURDENED HOURLY BASE RATE BY COUNTY							
		Fairfield County	Hartford County	Litchfield County	Middlesex County	New Haven County	New London County	Tolland County	Windham County
ASSISTANT SERVICES	Certified Nurses' Aide	\$55.00	\$55.00	\$54.04	\$53.63	\$54.04	\$53.63	\$53.63	\$53.63
	Dental Assistant	\$28.00	\$28.00	\$27.51	\$27.30	\$27.51	\$27.30	\$27.30	\$27.30
	Physician or Medical Assistant	\$36.00	\$36.00	\$35.37	\$35.10	\$35.37	\$35.10	\$35.10	\$35.10
	Discharge Planner	\$100.00	\$100.00	\$98.25	\$97.50	\$98.25	\$97.50	\$97.50	\$97.50
	Health Information Technician	\$37.00	\$37.00	\$36.35	\$36.08	\$36.35	\$36.08	\$36.08	\$36.08
DENTAL	Dental Hygienist	\$63.00	\$63.00	\$61.90	\$61.43	\$61.90	\$61.43	\$61.43	\$61.43
	Dentist	\$125.00	\$125.00	\$122.81	\$121.88	\$122.81	\$121.88	\$121.88	\$121.88
	Oral Surgeon	\$150.00	\$150.00	\$147.38	\$146.25	\$147.38	\$146.25	\$146.25	\$146.25
DIETARY	Dietitian	\$49.00	\$49.00	\$48.14	\$47.78	\$48.14	\$47.78	\$47.78	\$47.78
	Nutrition Consultant	\$72.50	\$72.50	\$71.23	\$70.69	\$71.23	\$70.69	\$70.69	\$70.69
LABORATORY SERVICES	Microbiologist	\$50.00	\$50.00	\$49.13	\$48.75	\$49.13	\$48.75	\$48.75	\$48.75
	Phlebotomist	\$35.00	\$35.00	\$34.39	\$34.13	\$34.39	\$34.13	\$34.13	\$34.13
	Advanced Nurse Practitioner	\$160.00	\$160.00	\$157.20	\$156.00	\$157.20	\$156.00	\$156.00	\$156.00
	Licensed Practical Nurse	\$75.00	\$75.00	\$73.69	\$73.13	\$73.69	\$73.13	\$73.13	\$73.13
	Nurse Clinician	\$135.00	\$135.00	\$132.64	\$131.63	\$132.64	\$131.63	\$131.63	\$131.63



MSP Implementation Timeline



Medical Staff Augmentation	
Communication – Internal and External	Ongoing
Kickoff Meetings	Weeks May 19 th and May 26 th
Vendor Enrollment	Begin Week of May 19 th
Agency & Facility Discovery Sessions	Weeks of May 26 th and June 2 nd
Incumbent Data Validation and Data Load into VMS	Week of June 9 th and June 16 th
Vendor MSA Due Date	Friday, June 13 th
Manager Program and VMS Training	Week of June 16 th
Vendor and Resource Program and VMS Training	Weeks of June 16 th and June 23 rd
Final Data Transition and Revisions	Week of June 23 rd
Program Welcome Email	Week of June 30 th
Go Live for new medical Staff Augmentation Requisitions	Tuesday, July 1 st , 2025



Next Steps



- Knowledge Services to schedule Discovery meeting with State Agencies and Facilities
- Managers to register to attend training
- Knowledge Services will work with the Staffing Resource Providers to become fully compliant in the program
- Managers validate current contingent worker data transitioning to MSP contract

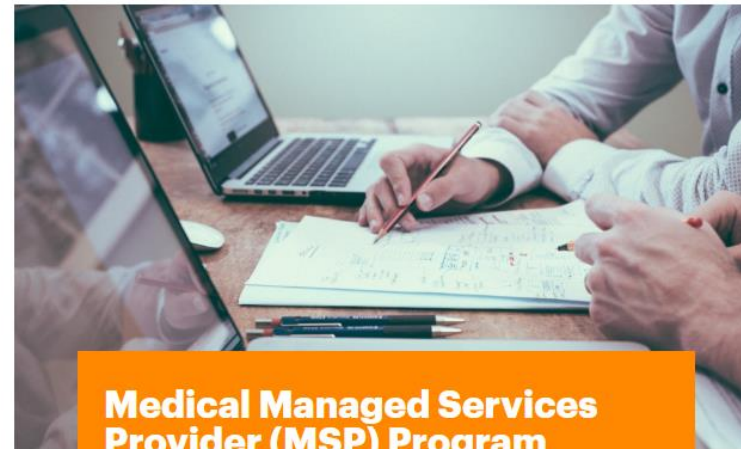
State of Connecticut Manager Program Page



<https://programs.knowledgeservices.com/ctmsp/managers-msp-program-info/>

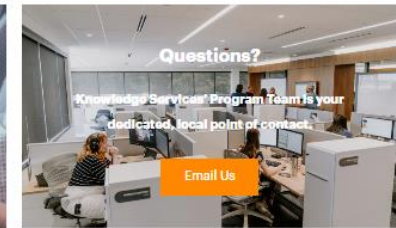
Program Page Includes:

- Program Kickoff Presentation
- Important Reminders
- Program Information
- dotStaff™ Training materials



Medical Managed Services Provider (MSP) Program Information for State of Connecticut Client Agency Managers

Contract Number: 23PSX0113



Medical Managed Services Provider (MSP) Program Information for State of Connecticut Client Agency Managers

The State of Connecticut, DAS Procurement has entered into a new contract with Knowledge Services resulting from RFP (23PSX0113) for a Medical Services Managed Service Provider (MSP) and Vendor Management System (VMS). Knowledge Services will act as the Managed Services Provider (MSP) and manage the State of Connecticut's Medical Staff Augmentation services to ensure consistent and streamlined but flexible processes, onboarding compliance, improved resource quality, and business intelligence.



knowledge services

Affordable. Experienced. Local. Flexible. Proven.

Committed to Connecticut.

We are here to answer any questions you may have.

CTMSP@KnowledgeServices.com