



knowledge services

Serving Those Who Serve Others

State of Connecticut MSP Manager Training Meeting
Medical Staff Augmentation

June 2025

Introduction & MSP Team Overview



Tyler Thurn

Regional Director, MSP Programs
1 Year with KS



Cassie Perry

Program Delivery Specialist, MSP Programs
1 Year with KS



Kathy Seymour

Delivery Manager, MSP Programs
3 Years with KS



Jenna Lentz

Senior Practice Director
12 Years with KS



Stephanie McClure

Senior Manager, MSP Implementations
12 Years with KS



Karen Minniear

Training and Compliance, MSP Programs
4 Years with KS



John Towle

Senior Manager, MSP Training
3 Years with KS

Agenda

Serving Those Who Serve Others

- Knowledge Services Overview
- Industry Definitions
- MSP Staff Augmentation Request Process
- MSP Process Requirements
- Contractual Requirements
- Implementation Timeline
- dotStaff™ Demo
- Questions & Answers



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.



MSP Staff Augmentation Request Process



Posting Requisition Process

1. Hiring Manager submits a dotStaff™ Posting Request form
2. MSP Program Team confirms receipt of request within 4 business hours
3. MSP Program Team creates a draft Posting in dotStaff™ and qualifies the requisition through an intake call with the Hiring Manager
 - Intake call discussion items confirmed, include:
 - Qualification of position details
 - # of qualified candidates the Agency Manager would like to review
 - Interview availability and ideal start date
 - Work Schedule and Location
 - Budget
 - Additional information, if applicable



MSP Staff Augmentation Request Process



Posting Requisition Process cont.

4. MSP Program Team updates the Posting and releases the Posting to all Vendors at the same time in dotStaff™ for 3 business days
5. Vendors submit qualified candidates in dotStaff™
 - Resume with Candidate's full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Hourly Bill Rate
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
 - Credentials Packet, if required
6. MSP Program Team reviews and evaluates resumes based on requirements of the Posting
7. MSP Program Team sends resumes for review based on the Hiring Manager's preference

**State of Connecticut
Candidate Cover Sheet**

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all medical staff augmentation positions with the State of Connecticut. If required fields on this form are not completed, including additional forms such as the Sub Vendor Request form (link below), candidate may be withdrawn from consideration.

***REQUIRED FIELD**

***Posting Number:** Click or tap here to enter text.

***Candidate Name:** Click or tap here to enter text.

***Candidate Availability for In Person interview:** Choose an item.

***Current Location of Candidate (City, State):** Click or tap here to enter text.

***Is candidate through a sub vendor:** Choose an item.

If yes, sub vendor name: Click or tap here to enter text.

MSP Staff Augmentation Request Process



Interview and Selection Process

8. Hiring Manager, or MSP Program Team on behalf of the Hiring Manager, requests interviews through dotStaff™
9. Hiring Manager conducts interviews and notifies MSP Program Team of selected candidate(s) for position
10. MSP Program Team requests Best and Final Offer (BAFO) from Vendor of selected candidate, if requested by the Hiring Manager
11. Hiring Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™
12. MSP Program Team rejects the remaining Bids in dotStaff™ based on the feedback provided by the Hiring Manager
13. The Vendor confirms Candidate acceptance of the position by accepting the Engagement Request(s) in dotStaff™
14. MSP Program Team notifies the Hiring Manager of Candidate acceptance



MSP Staff Augmentation Request Process

Onboarding, Time Entry & Billing Process

15. MSP Program Team coordinates the completion of onboarding forms with Vendor of the selected Candidate
16. MSP Program Team verifies completion of each onboarding requirement by reviewing the documents in dotStaff™
17. MSP Program Team obtains PO from Hiring Manager
18. MSP Program Team finalizes start date with Agency Manager and Vendor
19. Resource begins assignment and enters time in dotStaff™
20. Designated Time Approver(s) approve time in dotStaff™
21. dotStaff™ generated invoices sent to the Agency
22. State pays Knowledge Services
23. Knowledge Services pays the Vendors





MSP Process Requirements



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Submission Process

- Resume with Candidate's full name
- Last 5 of Social Security Number (ex. 111-1X-XXXX)
- Hourly Bill Rate
- Candidate Cover Sheet
- Right to Represent
- Credential Packet, if required

Interview Process

- Agency Manager/MSP Program Team requests interviews through dotStaff™ with selected candidates
- Upon selection, Agency Manager/MSP Program Team accepts the bid of the selected candidate in dotStaff™

Onboarding Requirements

- Standard Criminal Background Check
- Temporary Worker Agreement
- Resource Employment Status Validation Form
- Confirmation of E-Verify Completion
- Reference and Past Employment Checks
- Any agency specific onboarding requirements



MSP Process Requirements



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Off-boarding Processes

- Termination Process
- Vendor Shall be responsible for the return of any property issued to Resource and shall pay shipping costs associated with the same. Vendor shall be responsible for any unreturned, lost or damaged property issued to Resource, including but not limited to computer equipment, keys, ID badges, etc. If applicable, Vendor shall pay Client's invoice(s) for unreturned or damaged items within fourteen (14) days
- MSP Program Team to end Resource's contract in dotStaff™

Weekly Vendor Calls

Vendors must adhere to the MSP process for all open requisitions

Contractual Requirements



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- Knowledge Services will work with the current staffing resource providers to register for the MSP program
- Staff resource provider-funded background checks
- 2.7% MSP Fee
- Rate Card – Not-to-exceed maximum bill rate
 - Incumbent resources transition in at existing bill rates
- First 5 business day probationary period
- Contingent Worker required to take an unpaid lunch break
- dotStaff™ generated weekly invoices sent to Agency



Not-to-Exceed Rate Card



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

**NTE Bill Rates below are inclusive of MSP/VMS Fees.*

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	\$56.49	\$56.49	\$55.50	\$55.08	\$55.50	\$55.08	\$55.08	\$55.08
	Dental Assistant	\$28.76	\$28.76	\$28.25	\$28.04	\$28.25	\$28.04	\$28.04	\$28.04
	Physician or Medical Assistant	\$36.97	\$36.97	\$36.32	\$36.05	\$36.32	\$36.05	\$36.05	\$36.05
	Discharge Planner	\$102.70	\$102.70	\$100.90	\$100.13	\$100.90	\$100.13	\$100.13	\$100.13
	Health Information Technician	\$38.00	\$38.00	\$37.33	\$37.05	\$37.33	\$37.05	\$37.05	\$37.05
DENTAL	Dental Hygienist	\$64.70	\$64.70	\$63.57	\$63.09	\$63.57	\$63.09	\$63.09	\$63.09
	Dentist	\$128.38	\$128.38	\$126.13	\$125.17	\$126.13	\$125.17	\$125.17	\$125.17
	Oral Surgeon	\$154.05	\$154.05	\$151.36	\$150.20	\$151.36	\$150.20	\$150.20	\$150.20
DIETARY	Dietitian	\$50.32	\$50.32	\$49.44	\$49.07	\$49.44	\$49.07	\$49.07	\$49.07
	Nutrition Consultant	\$74.46	\$74.46	\$73.15	\$72.60	\$73.15	\$72.60	\$72.60	\$72.60
LABORATORY SERVICES	Microbiologist	\$51.35	\$51.35	\$50.46	\$50.07	\$50.46	\$50.07	\$50.07	\$50.07
	Phlebotomist	\$35.95	\$35.95	\$35.32	\$35.05	\$35.32	\$35.05	\$35.05	\$35.05
	Advanced Nurse Practitioner	\$164.32	\$164.32	\$161.44	\$160.21	\$161.44	\$160.21	\$160.21	\$160.21
	Licensed Practical Nurse	\$77.03	\$77.03	\$75.68	\$75.10	\$75.68	\$75.10	\$75.10	\$75.10
	Nurse Clinician	\$138.65	\$138.65	\$136.22	\$135.18	\$136.22	\$135.18	\$135.18	\$135.18
	Nurse Consultant	\$143.78	\$143.78	\$141.26	\$140.19	\$141.26	\$140.19	\$140.19	\$140.19



Contractual Requirements



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State of Connecticut Manager Program Page



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

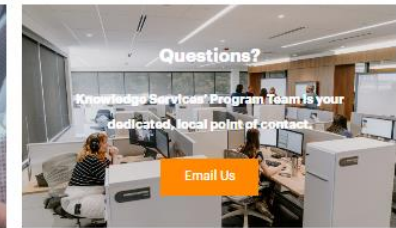
Program Page Includes:

- Program Kickoff Presentation
- Program Training 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.

■ Remaining Implementation Timeline

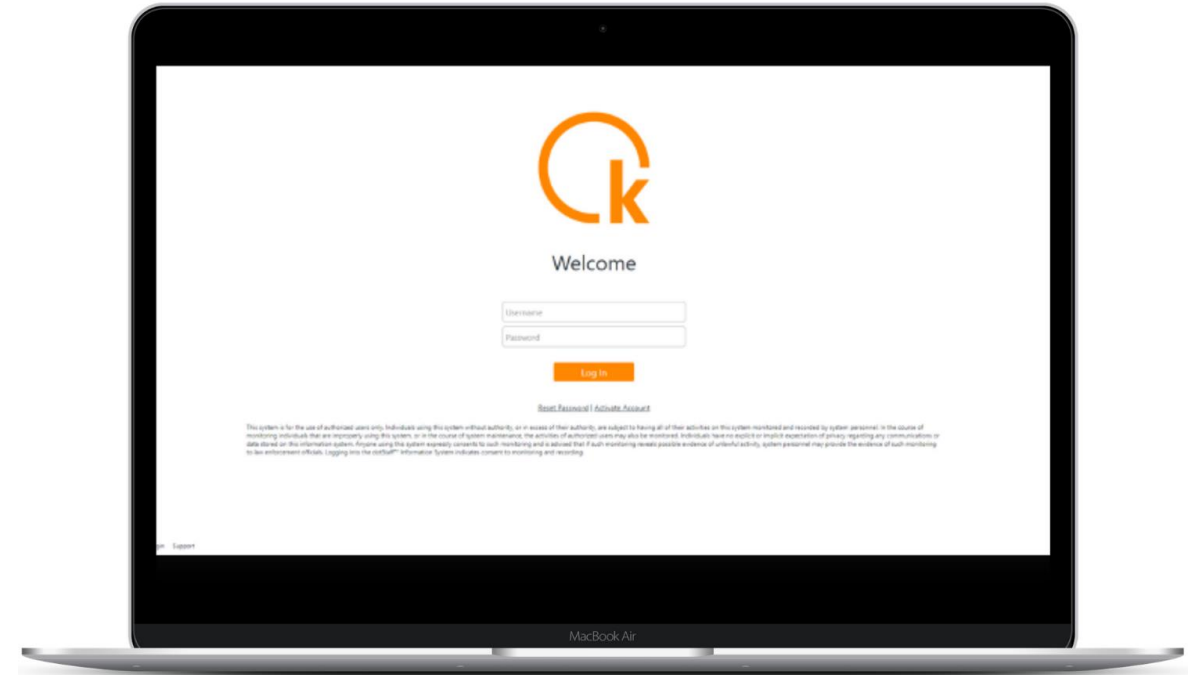
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Staff Augmentation Implementation	
Vendor Program Registration Due	Wednesday, June 18 th
Manager Program and VMS Training	Week of June 16 th
Vendor Program and VMS Training	Week of June 16 th
Final Data Transition and Revisions	Week of June 23 rd
Resource Time Entry Training	Week of June 23 rd
Program Welcome Email	Week of June 30 th
Go Live for new medical Staff Augmentation Requisitions and Incumbent Resource transition	Tuesday, July 1 st , 2025

■ dotStaff™ Demonstration

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- dotStaff™ Postings
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist
- Time Approval
- Reporting





Knowledge services

Affordable. Experienced. Flexible. Proven.

Committed to Connecticut.

We are here to answer any questions you may have.

CTMSP@KnowledgeServices.com

Questions and Answers

