

After-Hours and Nurse Triage Services

Effective August 1, 2025 through July 31, 2028


Contracted Suppliers:
Access Nurse
Contract ID: CC-0139

Fonemed
Contract ID: CC-0138

Octiva Healthcare
Contract ID: CC-0136

MedConnectUSA
Contract ID: CC-0137

Physicians First
Contract ID: CC-0140

Product, Pricing, and Services Available

This contract category includes vendors that provide after-hours clinical and non-clinical call center services, translation support, and telehealth solutions. These offerings are designed to assist Community Health Centers (CHCs), physician practices, and other healthcare providers in managing patient communications, triage, and continuity of care outside regular business hours.

Key Contract Values

Vendors	Services Offered	Pricing	% off standard price	Price Protection	Focus COT
Access Nurse	Clinical and Non-Clinical	Clinical \$1.68 /min Non-clinical \$1.32/min \$1.10 /min translation \$125 implementation \$750/ mo fee	50% off service implementation fee and 1% off service fees	Pricing is firm for 12 months, with a annual adjustment cap up to 5%	FQHC, CHC look-alikes, Planned Parenthood, Indian Health
Fonemed	Clinical and Non-Clinical	Clinical \$29.90 /call Non-clinical \$9.53 /call \$24.95 /call translation \$595 implementation \$295/ mo fee	5%	Pricing is firm for 12 months, with a annual adjustment cap up to 3.5%	FQHC, CHC look-alikes, Planned Parenthood, Indian Health
Octiva Healthcare	Clinical and Non-Clinical	Basic Package: Call volume tier 251-500 Clinical and Non-Clinical calls per month, \$3,420/ flat monthly fee One-Time Integration Fee: \$3,420 *Additional call volume tiers available.	15%	Pricing is firm for the agreement term	FQHC, CHC look-alikes, Planned Parenthood, Indian Health
MedConnectUSA	Non-Clinical only	\$90 per provider/month \$1.75 min \$3.50 min translation fee \$150 implementation fee	Up to 25%	Pricing is firm for the agreement term	FQHC, CHC look-alikes, Planned Parenthood, Indian Health
Physicians First	Non-Clinical only	\$98.00 mo/ office for 75 mins \$.98 / min overage \$6 /mo secure messages SMS	Variable, up to 20%	Pricing is firm for the agreement term	Physician practices

Class of Trade Eligibility

FQHC, CHC look-alikes, Planned Parenthood, Indian Health and Physician Practices.

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How to Operationalize This Agreement

Member Service Agreements are required for all vendors.

Resources

Links to the Portal Landing Pages.

Capabilities and Offerings

Vendor	Key Features	Add'l Services	Call Center Location	Training & Qualifications
Access Nurse	24/7 nurse triage, AI Virtual Assistant, Telemedicine, Self-triage, EMR integration (HL7, FHIR, API), TeamDoc Mobile for provider communication, Detailed call documentation and acuity-based triage, Specialized programs: TeamOB, TeamPeds	Telemedicine, AI Virtual Assistant: Self-Triage, Virtual Provider Care through video or chat, Care Coordination/ Re-Admission Prevention, Patient Reminders/Automated Communications	USA	Required Training: Identifying PHI, Confidentiality Company Compliance Department and Hotline for Reporting, Accounting of Disclosures, Organizational Commitment to Compliance
Fonemed	Florizel platform (HIPAA & SOC 2 certified) Real-time patient encounter summaries Business Intelligence dashboards Remote patient monitoring Virtual visits and digital front door services	Care Coordination Follow-up Calls Customization and Integration Digital patient hub/triage Virtual monitoring for CHC's Virtual care & appt scheduling	USA	Required Training: Client-Specific Onboarding System and Protocol Training Shadowing and Supervised Practice, Ongoing Education and Competency Checks
Octiva	MR documentation, Real-time cloud-based reporting, Appointment scheduling, Dedicated account manager, Rapid response time (<10 seconds), Detailed transcripts	Daytime call center services Daytime triage-only support	USA	FQHC Needs, HIPAA Compliance, Cultural Sensitivity
MedConnectUSA	Personalized web portal for on-call management, Secure messaging EMR and on-call integration (e.g., AMION, QGenda) Specialized reporting (starting at \$750/report + \$75/hr maintenance) & AI Answering	24/7 Answering	USA	90 day training program, HIPAA Compliance, Patient Sensitivity and Confidentiality Proprietary Operating System Foundational Medical Terminology
Physicians First	Secure messages SMS	N/A	USA	HIPAA Certified 80 Hours Specialized Training

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Terms and Performance

Vendor	Payment Terms	Average Speed of Answer	KPI's
Access Nurse	Net 30, 1.5% payment late fee, \$75 penalty if schedules are not received timely, \$100 penalty if changes to schedule w/o 30 days' notice to AN	30 seconds or less	Average Blockage Rate: 5% or Less, Average Speed of Answer by a Live Person: 30 Seconds or Less Average Abandonment Rate: 5% or Less RN Callback: Average of 30 Minutes
Fonemed	Net 30 Late Payment Fee of \$25 or 2%	30 seconds or less	Call handling time, First-call resolution Clinical accuracy, Caller satisfaction, Adherence to triage protocols, Response time compliance
Octiva	Net 30, 1.5% late fee	10 seconds or less	Response times, Care Quality, Protocol Adherence, Documentation Accuracy
MedConnectUSA	Net 30	28 seconds	Quality Assurance Program, Performance Based Compensation Model
Physicians First	Net 30	20-30 seconds	Total Calls Offered, Total Calls Handled, % of Calls Answered w/in 20 Secs, Total Talk Time, Average Talk Time, Calls Abandoned after 10 Secs, % of Calls Abandoned

Compliance and Risk Management

Vendor	Triage Protocols	Compliance	Security
Access Nurse	Schmitt-Thompson	Industry Standard Protocols Proprietary Documentation Tool URAC Accredited HIPPA Compliant	Failover Procedures Business Continuity Testing Disruption Recovery Procedures
Fonemed	Schmitt-Thompson	URAC accredited, HRSA audit support	HIPAA Compliant Infrastructure SOC2 Certification Incident Response and Risk Management
Octiva	Schmitt-Thompson	HIPAA compliant Qualified After-Hours Coverage Referral Capabilities Patient Accessibility Documentation and Continuity of Care	Regular Risk Assessments multi-factor authentication antivirus protection Continuous Monitoring
MedConnectUSA	N/A	24/7 accessibility and responsiveness HIPAA and HITECH Compliance Secure Message Handling Audit Trail Integrity Ongoing Training	Firewalled and segmented network End-to-end encryption 24/7 system monitoring Multi-factor Authentication Cybersecurity training
Physicians First	N/A	24/7/365 answering support HIPAA Compliant HRSA approved communication	HIPAA compliant, all calls recorded and archived Encryption protocols

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Price Scenario

Two pricing scenarios have been included to support evaluation. These scenarios are based on indicative assumptions and are intended to illustrate potential cost structures under different conditions. Final pricing may vary depending on actual scope and negotiated terms. Please note: Two vendors only offer non-clinical call services. As a result, the pricing scenarios do not account for the potential need to engage a second vendor for clinical call coverage.

Scenario 1 - Heath Center Size = 10 providers /~10,000 patients / 150 Clinical calls per month and 300 Non-Clinical calls per month. Clinical average call is 13 Minutes and Non-Clinical average call is 5 minutes

Vendor	Clinical Per Call	Non-Clinical per call	Monthly Fee	Clinical Monthly Call Total	Non-Clinical Monthly Call Total	Monthly Fee	Monthly Total	One-Time Set up fee	First Month w/Set up	12 Months Total
Access Nurse	\$21.84	\$6.60	\$750.00	\$3,276.00	\$1,980.00	\$750.00	\$6,006.00	\$125.00	\$6,131.00	\$72,197.00
Fonemed	\$29.90	\$9.53	\$295.00	\$4,485.00	\$2,859.00	\$295.00	\$7,639.00	\$595.00	\$8,234.00	\$92,263.00
Octiva 251-500 calls Basic Tier			\$3,420.00	Included in flat monthly fee	Included in flat monthly fee	\$3,420.00	\$3,420.00	\$3,420.00	\$6,840.00	\$44,460.00
MedConnectUSA	*NA	\$8.75	\$90.00/ provider	*****	\$2,625.00	\$900.00	\$3,525.00	\$150.00	\$3,675.00	\$44,100.00 (non-clinical only)
Physicians First	*NA	\$6.55	\$98.00/ provider	*****	\$3,930.00	\$1,470.00	\$5,400.00	NA	\$5,400.00	\$64,800.00 (non-clinical only)

Scenario 2 - Heath Center Size = 20+ providers /~20,000 patients / 300 Clinical calls per month and 600 Non-Clinical calls per month. Clinical average call is 13 Minutes and Non-Clinical average call is 5 minutes

Vendor	Clinical Per Call	Non-Clinical per call	Monthly Fee	Clinical Monthly Call Total	Non-Clinical Monthly Call Total	Monthly Fee	Monthly Total	One-Time Set up fee	First Month w/Set up	12 Months Total
Access Nurse	\$21.84	\$6.60	\$750.00	\$6,552.00	\$3,960.00	\$750.00	\$11,262.00	\$125.00	\$11,387.00	\$135,269.00
Fonemed	\$29.90	\$9.53	\$295.00	\$8,970.00	\$5,718.00	\$295.00	\$14,983.00	\$595.00	\$15,578.00	\$180,391.00
Octiva 751-1,000 calls Basic Tier			\$5,643.00	Included in flat monthly fee	Included in flat monthly fee	\$5,643.00	\$5,643.00	\$5,643.00	\$11,286.00	\$73,359.00
MedConnectUSA	NA	\$8.75	\$90.00/ provider	*****	\$5,250.00	\$1,800.00	\$7,050.00	\$150.00	\$7,200.00	\$84,750.00 (non-clinical only)
Physicians First	NA	\$6.55	\$98.00/ provider	*****	\$3,930.00	\$1,470.00	\$5,890.00	NA	\$8,890.00	\$70,680.00 (non-clinical only)

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Sourcing Summary

The CNECT contracting team conducted a national RFP. Vendor participants are indicated in the table below. An award was based upon an analysis of the market, vendor attributes, and services. Upon review of key criteria, the category was approved for a multi-source award.

RFP Summary	
Sourcing Process/Public Notification	RFP posted to CNECT website
Vendors Invited to Participate	<ul style="list-style-type: none"> ■ Octiva Healthcare ■ MedConnectUSA ■ Fonemed ■ AccessNurse ■ Physicians First Messages
RFP Questionnaire – Key Vendor Attributes Evaluated	Service Offering, Pricing, and Key Vendor Attributes
Bidders	<ul style="list-style-type: none"> ■ Octiva Healthcare ■ MedConnectUSA ■ Fonemed ■ AccessNurse ■ Physicians First Message
Award Criteria	Vendor attributes , product lines, and competitive pricing that meet the needs of members.
Contracting Staff	All contract decisions for this category are decided upon by a team of dedicated professionals with a combined 40+ years of GPO experience. For this category we also consulted subject matter experts from Health Quality Partners.
Awarded Vendor	<ul style="list-style-type: none"> ■ Octiva Healthcare ■ MedConnectUSA ■ Fonemed ■ AccessNurse ■ Physicians First Message

Questions

For questions about this agreement, please [contact your local representative](#) or the CNECT contracts team at rfp@cnectgpo.com.

As a group purchasing organization, CNECT does not assume any liability with respect to individual participating members' compliance with the terms and conditions of the group purchasing agreements which each member elects to access. Each participating member is solely responsible for its performance under such agreements and for being aware of its obligations under such agreements.