Non-Acute Q&A

Our non-acute members save an average 15% annually on non-salary related expenses.

How much can we save you?

Our non-acute care members know the value of VHA membership. They see it every day in the savings VHA provides on non-salary related expenses. Most enjoy an average savings of at least 15% - savings that flow directly to their bottom line. Thanks to a portfolio of contracted vendors that’s broad in scope and deep in non-acute experience, VHA non-acute care members are able to leverage outstanding pricing from industry-leading suppliers on everything from medical-surgical supplies to capital equipment and pharmaceuticals.

What is VHA?

VHA Inc., based in Irving, Texas, is a national network of health care organizations that work together to drive maximum savings in the supply chain arena, set new levels of clinical performance, and identify and implement best practices to improve operational efficiency and clinical outcomes. Formed in 1977, VHA serves more than 1,400 not-for-profit hospitals and more than 25,000 non-acute care providers nationwide.

What is VHA’s non-acute care services program?

No one knows non-acute care supply chain better than VHA. We began offering membership to non-acute care organizations in 1995 to provide them with access to our outstanding portfolio of products and services. Today, a variety of organizations are members – from physician practices to ambulatory surgery centers, from imaging centers to home health agencies. VHA’s commitment to serving the non-acute care sector is unparalleled.

How do you join and what’s the cost?

Membership is free and there are no minimum purchase requirements. Simply complete a short membership application available by calling VHA Customer Service, 800.842.5146, or on our Web site, www.vha.com/nonacute.

How do you select your distributors?

Based on your organization’s specific needs in terms of pricing and service, you will designate your distributors on forms provided to you during membership enrollment. We will ask you to designate distributors in the follow areas: medical-surgical; pharmacy; office supplies, imaging; laboratory; maintenance, repair and operations; housekeeping and food services. Our portfolio includes industry-leading non-acute distributors, so chances are you will not need to change your current distributor relationship. If you would like to talk to a distributor, you should contact your local VHA representative, or you can call VHA Customer Service, 800.842.5146, or send an email to vhacustomerservice@vha.com. After your enrollment has been completed, you may add a distributor by contacting VHA Customer Service.

How do you place orders with a distributor or supplier?

Before placing your first order, you should contact VHA Customer Service to verify that your enrollment has been completed and that your account is active. VHA Customer Service can confirm that contract pricing is available through the distributor/supplier. When contacting the distributor/supplier, always reference VHA/Novation.
to assure that you are receiving the best contracted pricing. Use your LIC# printed on the bottom left of your welcome letter and available from VHA Customer Service for identification when communicating with all distributors/suppliers. Remember, products/services are not purchased directly from VHA.

Where can you access a list of products and services?
Enclosed with this list of questions and answers is a product portfolio. This document includes a list of VHA contracted distributors and suppliers. If you want more information about particular products or services available from each distributor or supplier, you will need to contact them directly. For details about contracted products, including pricing, unit of measure, letter of commitment, etc., please call VAH at 800.842.5146. VHA’s Customer Service team can link you with the appropriate distributor or supplier for this information.

What is an LOP/LOC and when are you required to complete one?
Letters of Participation (LPS) and Letters of Commitment (LOC) are documents required by the distributor or supplier that each VHA non-acute member must sign before contract pricing is available. LOPs generally help distributors and suppliers identify group purchasing organization (GPO) affiliation. LOCs generally secure a purchasing commitment (dollar amount or percentage of sales) between the non-acute member and the distributor or supplier. Not all contracts require an LOP or LOC. The enclosed product portfolio identifies which VHA contracts require an LOP or LOC with an asterisk "*". LOP and LOC templates are available from VHA Customer Service, 800.842.5146, or at www.vha.com (Marketplace@Novation).

Do I have to complete any other paperwork prior to actively using my membership?
After you have completed the VHA membership paperwork, distribution program paperwork and any required LOPs or LOCs, your membership is complete and active, ready for you to begin participating. Some distributors and suppliers may require additional documentation such as credit applications and new account documents. These are available from the distributor or supplier.

Our formula for non-acute member success:
Best pricing + experienced distribution partners + greater choice = savings for you

If you’re looking to cut costs, streamline operations, and improve clinical care in your organization, look no further than VHA. For more information, call VHA Customer Service, 800.842.5146, or visit our Web site, www.vha.com/nonacute.