

Services & Support Materials

This section serves as the central database for all reference materials, definitions of terms, process checklists, training guidance and general information needed to assist ISG Staff as well as New Contractors in facilitating a smooth onboarding process.

ACCESS TO SERVICES

The Access to Services details all access the COR and Contractor will need to acquire prior to and during the onboarding process. It also describes the services needed to facilitate the process and completion of work. For more information, see [Services & Support Materials](https://confluence.hcqis.org/display/ISGCO/Access+to+Services) on HCQIS Confluence at <https://confluence.hcqis.org/display/ISGCO/Access+to+Services>.

DEFINITION OF TERMS

The Definition of Terms serves as your point of reference for every acronym and term used within the standard operating procedures. See [Definition of Terms](https://confluence.hcqis.org/display/ISGCO/Definition+of+Terms) on HCQIS Confluence at <https://confluence.hcqis.org/display/ISGCO/Definition+of+Terms>.

CONTRACT CHECKLISTS

The Contract Checklists provides a list of items that must be completed prior to beginning onboarding, during onboarding and when offboarding a contract. See [Contract Checklists](https://confluence.hcqis.org/display/ISGCO/Contract+Checklists) on HCQIS Confluence at <https://confluence.hcqis.org/display/ISGCO/Contract+Checklists>.

TRAINING AND REFERENCE MATERIALS

Training and Reference materials is the central database for all links to trainings that will assist you with the onboarding process as well as references to additional guides and resources. See [Onboarding Training Resources and General Reference Materials](https://confluence.hcqis.org/display/ISGCO/Training+and+Reference+Materials) on HCQIS Confluence at <https://confluence.hcqis.org/display/ISGCO/Training+and+Reference+Materials>.

Need Information on the status of your contract? See [Contract Engagement Life-Cycle: In-Progress Status Page](https://confluence.hcqis.org/pages/viewpage.action?spaceKey=ICEL&title=Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page&simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1) on HCQIS Confluence at <https://confluence.hcqis.org/pages/viewpage.action?spaceKey=ICEL&title=Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page&simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1> to view the status or to submit a question.

Contractors: *If you have other questions, please reach out to your CMS CORs.*

CMS CORs: *Submit all questions to the same link as immediately above and/or reach out to your DSIF Onboarding Lead.*
