

# IMPACT



*Virtual First Medical  
Practice Collaboration*

Hosted by the Digital Medicine Society (DiMe) and the American Telemedicine Association (ATA), IMPACT is a pre-competitive collaboration of leading digital health companies, investors, payers, and consultants dedicated to supporting virtual first care (V1C) organizations and their commitment to patient-centric care.

Terms used throughout this resource are defined in the [Glossary of Terms](#).

## Contract Exhibit: Audits

This exhibit covers the process of payer review of V1C service practices to ensure they are compliant across a diverse set of domains that may include: finances, security, billing, and coding and/or Health Plan Employer Data and Information Set (HEDIS). The contents of this section should include a clear description of the audit process, timeframes and maximum frequency of audits, timeframes for V1C service submission of documents and payer responses to them, a process for appeals, and limitations on extrapolations if issues are found.

### V1C CONSIDERATION: Audits

- Audit requirements for V1C services should be no more than what's required of brick-and-mortar providers and more broadly what's required by law.
- Payers and V1C services alike should pay consideration to the intricacies of audits of a virtual care model with distributed personnel and structure of care provision. Contract language should be tailored to align to the infrastructure that exists in the V1C service. In developing this section, payers should be attuned to the fact that V1C services are virtual in nature, which means that they don't have a physical site of care for auditing, and gathering necessary personnel across locations and time zones may not be as easy as what is traditionally the case. Business teams at payers may need to be involved in particular in advocating for this with their own legal teams.

### QUICK LINKS: [GUIDE TO PAYER - VIRTUAL FIRST CARE \(V1C\) CONTRACTING](#)

#### [Overview](#)

[Payer-V1C Contract Fundamentals](#)

[How To Use The Guide to Payer-V1C Contracting](#)

[Glossary of Terms](#)

#### [Contract Body](#)

- [Termination Rights](#)
- [Assignment of Agreement or Obligations](#)
- [Business Associate Agreement](#)
- [Publicity](#)
- [Payment](#)

#### [Contract Exhibits](#)

- [Data](#)
- [Subcontractors](#)
- [Credentialing/Certification & Licenses](#)
- [Audits](#)
- [Publication Rights](#)
- [Statement of Work](#)