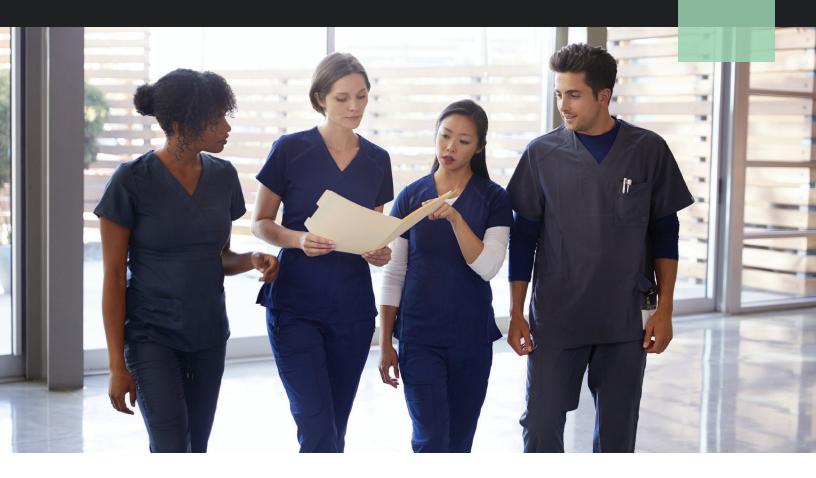# Sterling

Primary Source Verifications: Enhanced Workflows that Deliver Results

Expert, elevated fulfillment that goes beyond standard procedures, conducted by Sterling's specialized healthcare team

Sterling can run multiple, configurable education, employment, and professional verifications. We can customize service levels, number of attempts, and proof of collection. All initiated on Day One.

When standard primary source verifications aren't delivering the results you want, then you need Sterling's uniquely effective Primary Source Verifications enhanced workflow

Beyond Simple Verifications

Over 80% of verifications are closed with primary source verification without an elevated workflow. For those outliers, you still need results. Results that can be trusted. Sterling developed a solution tailor-made for the healthcare and life sciences industries. Our proprietary, elevated workflows take over when regular verifications are proving difficult.

Legend: CLIENT · STERLING

Candidate information is provided for processing

Type of service is identified
- Employment
- Education
- DOT
- Others - Professional License, Personal Reference, etc.

Pre-processing steps
- Current employment, can we contact?
- Does the company or school use an automated system?
- Review client's rules/ criteria for searches

Do we have the required information to fulfill the requests?

Fulfillment
- Send relevant searches through automation
- **Day 1-3:** Make necessary attempts via phone/fax/email according to client criteria

Searches are completed

Automated application of FCRA, State & Client Rules

Post to results for client review

Once verification is obtained, return to the original workflow

Elevated Work Flow if Primary Source has not been obtained
- **Day 4:** The Sterling team will request documentation from candidate (transcripts, W2s, diplomas, pay stubs) in the interest of getting more data points to leverage the pursuit of primary source
- **Day 4:** The Sterling team will research and continue outreach for the primary source
- **Optional based on needs:** Searches will stay open until primary source verification is obtained
- **Visibility:** Client to receive updates on status throughout the process.

Enhanced and Efficient Workflows

At the end of Day 3, if no results are verified, Sterling's enhanced workflow can be activated. Our US-based team of experts will request documentation from the candidate, such as transcripts, W2s, diplomas, pay stubs, etc., in the interest of getting more data points to find primary source. They will also instigate prolonged outreach to entities to obtain primary source. Files will stay open until they obtain the primary source verification.

Quality Control and Assurance

Our dedicated Quality Assurance team verifies the accuracy of the information before passing the reports on to you.

Comprehensive Verification Offerings

From employment and education to reference and credential verifications, Sterling can configure any combination you need, tailored to each of the roles you are filling. We own and maintain a sophisticated database that allows us to identify validated contacts in 130,000+ entities. Best of all, we do the verification so you don't have to.

If you're recruiting international candidates, we have global reach. Sterling will reduce complexity by delivering scalable and more comprehensive verification solutions (e.g. employment, education, credential, Right to Work) worldwide.

Employment
Verifies employment records with HR, payroll, or third party providers.

CONFIRMS
- Job Title
- Start/End Dates
- Reason for Leaving

Education
Verifies education records with school registrars or third party providers.

CONFIRMS
- Start Date
- Graduation Date
- Major
- Degree

Reference Checks
Identifies traits through personal or professional references by the candidate.

CONFIRMS
- Relevant Personal Qualities
- Relevant Competencies

Credentials
Verifies credential(s), license(s), or certification(s) with relevant licensing board.

CONFIRMS
- License Type
- Date
- State of Issuance
- Expiration
- Restrictions
- Reprimands

INTEGRATIONS

Manage your hiring process from start to finish with a screening experience seamlessly integrated with the ATS, HRIS and products from industry-leading partners you already use. We have over 100 integrations and APIs for over 2000 integrated clients. Here are just a few of the systems we support:

ORACLE®   Bullhorn   Ultimate SOFTWARE

HealthcareSource®   SAP SuccessFactors

iCIMS®   workday   IBM   KRONOS®

ABOUT STERLING

Sterling—a leading provider of background and identity services—offers a foundation of trust and safety that spans across industries, professions, and borders. Our technology-powered services help organizations create great environments for their workers, partners, and customers. With office locations around the world, Sterling conducts more than 100 million searches annually. Visit Sterling online at **sterlingcheck.com/healthcare**.

SterlingHealthcare@sterlingcheck.com | 833.999.0493

ACCREDITED
PBSA
PROFESSIONAL BACKGROUND
SCREENING ASSOCIATION
UNITED STATES
EMPLOYMENT SCREENING