DirectTrust Outsourced Services Accreditation Consulting

Last reviewed October 2026 · https://www.integralhs.com/directtrust-outsourced-services-accreditation

What to have ready

Each item ties to DirectTrust's published process or its public OSAP and PMSAP descriptions. The criteria text (Outsourced Services v5.1 or Practice Management System v5.1) governs; check each item against your copy.

1. The criteria for your program and service type, requested from DirectTrust (DirectTrust, Health Information Exchanges, opened October 3, 2026, accreditation.directtrust.org/programs/health-information-exchanges).
2. A signed Accreditation Program Agreement and a Financial Attestation of revenue (DirectTrust, The Accreditation Process, opened October 3, 2026, accreditation.directtrust.org/about/accreditation-process).
3. Privacy and confidentiality policies (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
4. Level-of-service and escalation procedures (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
5. Records of transaction response times and systems availability (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
6. Security and cybersecurity documentation, including data integrity measures (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
7. Disaster recovery, business continuity and contingency plans (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
8. Intrusion detection and response procedures (DirectTrust, Outsourced Services, opened October 3, 2026, accreditation.directtrust.org/programs/outsourced-services).
9. A list of every location to be reviewed, since extra locations carry an Additional Location Fee (DirectTrust, Apply, opened October 3, 2026, accreditation.directtrust.org/apply).
10. Evidence that documented practices are carried out. This is IHS's expectation for the location review. DirectTrust's process page states only that location reviews are completed.