

# Quick Guide for Contractors & TPAs.

## Why Alert compliance matters.

The **Alert Compliance Engine** evaluates drug and alcohol program components against client and regulatory requirements and assigns a Compliance Status of either 'compliant' or 'non-compliant'.

This status is assigned at two levels:

- 1. Enrollment**  
*A Contractor's program for a specific Hiring Client.*
- 2. Employee**  
*Individuals listed to perform work for that client.*

For Contractors working with Hiring Clients that use Alert, the Compliance Status directly impacts the Contractor's eligibility to work on-site.

## Third-Party Data Partners

Many Hiring Clients also use contractor management platforms like **ISNetworld** and **Veriforce** to manage broader requirements (insurance, training, cybersecurity, etc.).

**In these platforms, drug and alcohol compliance is one part of a larger program.**

Alert handles the complexity of drug and alcohol requirements and shares a final Compliance Status with any applicable, connected Data Partner platforms.

### Alert may be a Showstopper.

Because drug and alcohol testing is a critical safety factor, most Hiring Clients treat Alert as a 'Showstopper' in these larger platforms.

**This means:** If a Contractor or employee becomes **non-compliant** in Alert, their status in the *parent system* becomes non-compliant. This often results in the Contractor or employee being blocked from work.

## How it works:

### Action Items

Individual requirements and tasks that must be completed and maintained.

Operators have the option of designating Action Items as **Major** (critical, automatic non-compliance) or **Minor** (score impact only).

### Compliance Score

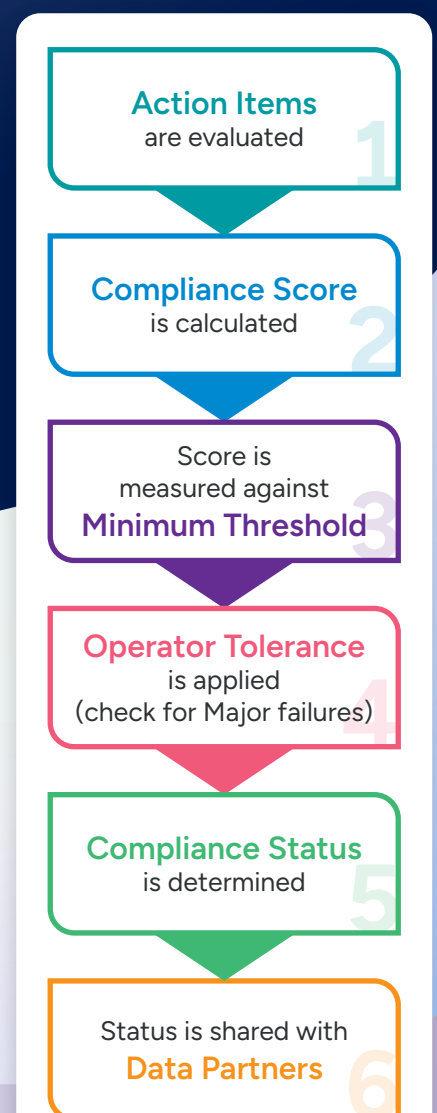
A weighted measure of overall program completeness and strength.

An Enrollment's score must meet the **minimum threshold** to achieve a 'compliant' status.

### Compliance Status

The final result → **compliant** or **non-compliant**.

## How Compliance Status is determined:



## Two paths to Compliance:

- 1. Meet or exceed the Minimum Score Threshold.**  
*If an Enrollment's Compliance Score falls below the minimum threshold → **non-compliant***
- 2. Resolve all 'Major' Action Items.**  
*If even one Major requirement is incomplete or failed → **non-compliant***

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## Understanding & prioritizing Action Items.

Action Item cards represent individual requirements or tasks. Each one contributes to the Compliance Score, the Compliance Status, or both.

### Severity drives priority.

Not all Action Items carry the same weight or consequences, and the interface is optimized to show you exactly what matters most.

<p>Contact TEAM for additional information.</p> <p>🔒 Policy Violation</p>	<p>Sign the Latest Operator Addendum.</p> <p>🚫 Missing Program Details</p>	<p>Incomplete July 2026 Roster Audit. Due on Jul 30, 2026</p> <p>⚠️ Periodic Roster Audit</p>	<p>Provide an FEIN.</p> <p>👤 Contractor Profile</p>
<b>Manual Hurdle</b> <i>Requires direct resolution from TEAM to resolve.</i>	<b>Major Item</b> <i>Triggers immediate Non-Compliant status.</i>	<b>Upcoming Major</b> <i>Time-sensitive; will escalate to Major if not addressed.</i>	<b>Minor Item</b> <i>Affects Compliance Score only.</i>

### Sorting

Action Items are automatically organized to list the most impactful items first.

**Highest** → **Lowest**

First by severity, then by point value.

#### TIP: Audits carry the greatest weight.

Audits carry the **highest point value** and may also be designated as **Major**, giving them significant influence over both Compliance Score and Compliance Status.

### Categories

Each Action Item is given a category that reflects a specific area of a program.

Categories help clarify the nature of issues, surface patterns, and guide faster resolution.

## Working with a TPA.

Third-Party Administrators (TPAs) may be granted access to help manage Enrollments in Alert.

Once assigned, they can support many Action Items and program tasks, including complex requirements like statistical data and roster management.

### Some actions stay with the Contractor.

Certain steps must be completed by an authorized representative, including enrolling and paying for new Operators, and signing agreements, policies, or acknowledgements.

### Access does not mean ownership.

Support levels vary by TPA and Contractor relationship. Contractors remain ultimately responsible for maintaining a Compliant status.

When in doubt, Contractors should coordinate directly with their assigned TPA to confirm scope and request assistance.

## Resources & Support.

### Contractor Info Packet

New to Alert? The Alert Contractor Information Packet is your all-in-one guide to enrollment and getting started in Alert.

### Help Guides

We have many downloadable guides that provide step-by-step instructions for key tasks performed in Alert.



### TEAM Resources Hub

Find links to these resources and much more at [teamqualify.com/resources](https://teamqualify.com/resources)



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918.970.2323

[support@teamqualify.com](mailto:support@teamqualify.com)

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