

THE INFORMATION IN THIS BOX IS NOT A PART OF THE CONTRACT AND IS FOR COUNTY USE ONLY



Contract Number
25-674-A-1

SAP Number
4400029580

Arrowhead Regional Medical Center

Department Contract Representative	Andrew Goldfrach
Telephone Number	(909) 580-6150
Contractor	Experian Health, Inc.
Contractor Representative	Jana Maynard
Telephone Number	(909) 628-6776
Contract Term	09/09/25 through 09/08/2030
Original Contract Amount	\$2,502,153
Amendment Amount	\$228,324
Total Contract Amount	\$2,730,477
Cost Center	8483
Grant Number (if applicable)	

Briefly describe the general nature of the contract: Amendment No. 1 to Contract No. 25-674 with Experian Health, Inc., for a subscription to software as a service commercial collections and billing editor platform, to add the ClaimSource - Dental + ERA subscription for a Department of Public Health site location, increasing the contract amount by \$228,324, from \$2,502,153 to a total not-to-exceed amount of \$2,730,477, with no change to the contract term of September 9, 2025 through September 8, 2030.

FOR COUNTY USE ONLY

Approved as to Legal Form

► Bonnie Uphold
Bonnie Uphold, Supervising Deputy County Counsel

Date

4/24/2026

Reviewed for Contract Compliance

►

Date

Reviewed/Approved by Department

► Andrew Goldfrach
Andrew Goldfrach, ARMC Chief Executive Officer

Date 4/24/26

Supplier	Customer/County	
Experian Health, Inc. 720 Cool Springs Blvd., Suite 200 Franklin, TN 37067 (615) 661-5657 or (888) 661-5657	San Bernardino County 400 N. Pepper Ave Colton, CA 92324	

Add Product and Add Location Amendment and Amendment to the Terms and Conditions No. 1

This Add Product and Add Location Amendment and Amendment to the Terms and Conditions No. 1 ("Amendment") shall be made a part of the Master Customer Agreement dated September 9, 2025, including any schedules, addenda and amendments thereto, ("Contract" or "Agreement") between Experian Health, Inc. ("Contractor" or "Experian Health") and San Bernardino County ("County" or "Customer," and together with Contractor, the "Parties"). This Amendment is subject to the Contract and the Terms and Conditions which are hereby incorporated by reference. Capitalized terms used herein and not otherwise defined shall have the meanings given to them in the Contract. This Amendment shall be effective as of June 1, 2026 ("Amendment Effective Date").

County acknowledges receipt, review and acceptance of the Supplemental Terms and Conditions for PatientSimple, PaymentSafe and/or Patient Self-Service or Patient Financial Advisor products and services ("Supplemental Terms and Conditions"). The Supplemental Terms and Conditions are attached hereto as [Exhibit B](#).

PRODUCT OFFERINGS AND FEES

PRODUCT OFFERINGS AND FEES. Only the facility/facilities listed on Exhibit A hereto shall be entitled to receive the Products and/or Services set forth in the Product Offering Table below. County agrees to complete [Exhibit A](#) in its entirety. HIS/PMS system(s) applicable to this Amendment include [Epic](#). Contractor reserves the right to revise the pricing set forth in the Product Offering Table below if this Amendment is not signed within 45 days of the date of original submission to County.

ADD PRODUCT

Product Description	Qty	Fees (Unit Price)		
		Implementation	Subscription	Transaction
ClaimSource - Dental + ERA for Epic	1	\$2,200	\$0.00	The ClaimSource Dental Transaction Fee shall be billed as provided below.

Fees referenced above are stated at unit cost value. Totals presented below contain extended costs.

Total 1st Year Fees (excluding transaction fees)	\$2,200	\$0.00
Future Recurring Fees (excluding transaction fees)	N/A	\$0.00

ADD LOCATION

Product Description	Qty	Fees (Unit Price)		
		Implementation	Subscription	Transaction
Claims Print Fulfillment provides a single, low-cost solution for claims printing. It includes data management, laser imaging of data onto claims form, outgoing envelope and pre-sorted First-Class postage.	1	\$0.00	\$0.00	The Claims Print Fulfillment Transaction Fee shall be billed \$0.50 per page.
ClaimSource - Additional Location/NPI/Tax ID	1	\$0.00	\$0.00	The ClaimSource Transaction Fee shall be billed as provided below.
ClaimSource Eligibility (Requires County to have an Experian Eligibility product under contract to be used in ClaimSource) runs an eligibility check for patients against the Experian Health eligibility repository during the claim load and validation process. If a valid response is found, then that response will be re-purposed at no additional cost, and the eligibility edits will run against it. If a valid eligibility response is not found, then a new eligibility check is triggered and that response will be used for editing on the claim. All new eligibility transactions will be counted as part of the monthly transaction volume and appropriate fees will apply per the eligibility product's contractual agreement.	1	\$0.00	\$0.00	ClaimSource Eligibility may run an Eligibility Verification Transaction as described in the product description.
Electronic Attachments are attachments that are sent electronically to a payer that has agreed to accept them via an electronic interface. A unique identifier in the electronic attachment file and the PWK segment in the claim file is used to connect these two transactions on the payer's side.	1	\$1,500	\$0.00	The Electronic Attachments Transaction Fee shall be billed as provided below.

Paper Claims - Explanation of Benefits/Attachments	1	\$0.00	\$0.00	The Explanation of Benefits Printing Fee shall be billed \$0.11 per page.
Claim Status ANSI 277 provides the ability to perform claims status via an integrated HIPAA 276/277 transaction within ClaimSource.	1	\$520	\$0.00	The Claim Status Transaction Fee shall be billed as provided below.
An additional EDI facility installation. Also includes OneSource solution.	1	\$2,340	\$624	The Eligibility Verification Transaction Fee shall be billed as provided below.
PaymentSafe for EDI is the engine behind HIS payment collection UI, connecting it to the processor of choice, and creating remit files as necessary. Up to three (3) separate Merchant ID's are included. Reports are included.	1	\$2,080	\$2,736	The PaymentSafe Transaction Fee shall be billed as provided below.
The PAX A80 is an Ethernet countertop device with a 4" Color Display, Touchscreen, Printer, and Physical Keypad. It supports a Magnetic Strip, CHIP, and Contactless transactions. Also includes Control Center and Validated Point to Point Encryption.	20	\$510	\$222	\$0.00
PaymentSafe for OneSource with eCare NEXT/Epic (FREE) includes account balance presentation, payment processing, payment plans, payment remittances and payment reporting.	1	\$0.00	\$0.00	\$0.00
Patient Statements/Letters are patient-friendly billing communications that provide critical financial and insurance information from an A/R system in a single account or consolidated statement or letter format. The base product includes duplex variable imaging (four (4)-color) on blank white paper, generic stock exterior and return envelopes, data processing for one file format, printing and mailing services (excluding postage) for one statement/letter template.	1	\$7,000	\$0.00	The Patient Statements Transaction Fee shall be billed as provided below.

Fees referenced above are stated at unit cost value. Totals presented below contain extended costs.

Total 1st Year Fees (excluding transaction fees)	\$23,640	\$7,800
Future Recurring Fees (excluding transaction fees)	N/A	\$7,800

PASS-THROUGH FEES. As provided in the Contract.

IMPLEMENTATION FEES. Implementation fees relate to the initial implementation and delivery of the product offering(s). These fees represent a one-time cost billed on the Amendment Effective Date.

SUBSCRIPTION FEES. Subscription fees relate to the ongoing availability of the product offering(s) to County. These fees are presented on an annual basis but billed on a monthly basis for the duration of the Contract. Billing begins the earlier of: i) County's first productive use or ii) the ninth full calendar month following the Amendment Effective Date.

ONLINE TRAINING AND CUSTOM PROGRAMMING FEES. Contractor shall provide online training for products listed above. The training shall be scheduled at such dates and times that are acceptable to Contractor and County. Further, custom programming is available, to the extent requested in writing by County, for a fee set forth in an amendment to the Contract.

TRANSACTION FEES. Transaction Fees are billed per each successful transaction processed. A "successful" transaction shall be defined as an electronic transaction that returns a valid payer, data source, or business associate response to County from Contractor as an inquiry sent to Contractor from County's HIS/PMS system(s). Transactions become billable to County once County is eligible for training and will be billed on a monthly basis for the duration of the Contract.

CLAIMSOURCE TRANSACTION FEES. The ClaimSource transaction fee ("ClaimSource Transaction Fee") shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed as provided below. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("ClaimSource Billing Date"). The ClaimSource Transaction Fee does not include Pass-Through Fees. In no event will the ClaimSource Transaction Fee be less than the Monthly Base Rate. Prior to the ClaimSource Billing Date, County shall be billed at the Excess Usage Rate.

ClaimSource Transaction Fee		
Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$348 per month	3,000 transactions per month	\$0.126 per transaction in excess of 3,000 transactions per month

CLAIM STATUS TRANSACTION FEES. The Claim Status Transaction Fee ("Claim Status Transaction Fee") shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed as provided below. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("Claim Status Billing Date"). The Claim Status Transaction Fee does not include Pass-Through Fees. In no event will the Claim Status Transaction Fee be less than the Monthly Base Rate. Prior to the Claim Status Billing Date, County shall be billed at the Excess Usage Rate.

Claim Status Transaction Fee

Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$150 per month	3,000 transactions per month	\$0.06 per transaction in excess of 3,000 transactions per month

ELECTRONIC ATTACHMENTS TRANSACTION FEES. The Electronic Attachments transaction fee ("Electronic Attachments Transaction Fee") shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("Electronic Attachments Billing Date"). The Electronic Attachments Transaction Fee does not include Pass-Through Fees. In no event will the Electronic Attachments Transaction Fee be less than the Monthly Base Rate. Prior to the Electronic Attachments Billing Date, County shall be billed at the Excess Usage Rate.

Electronic Attachments Transaction Fee		
Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$234 per month	1,500 transactions per month	\$0.166 per transaction in excess of 1,500 transactions per month

ELIGIBILITY VERIFICATION TRANSACTION FEES. The Eligibility Verification transaction fee ("Eligibility Transaction Fee") includes eligibility verification transactions across all product platforms, including eCare NEXT®, IntelliSource, EDI, OneSource, BatchSource and Claims as well as any other transactions triggered by another Product, including Patient Estimates and ClaimSource. The Eligibility Transaction Fee shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed as provided below. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("EV Billing Date"). The Eligibility Transaction Fee does not include Pass-Through Fees. In no event will the Eligibility Transaction Fee be less than the Monthly Base Rate. Prior to the EV Billing Date, County shall be billed at the Excess Usage Rate.

Eligibility Verification Transaction Fee		
Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$495 per month	4,500 transactions per month	\$0.12 per transaction in excess of 4,500 transactions per month

PATIENT STATEMENTS TRANSACTION FEES. The Patient Statements transaction fee ("Patient Statements Transaction Fee") includes the first page of each Statement and shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed as provided below. Fees for additional pages and postage will be as set forth in the Section entitled "Additional Terms Applicable to Patient Statements" herein. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("PS Billing Date"). The Patient Statements Transaction Fee does not include Pass-Through Fees. In no event will the Patient Statements Transaction Fee be less than the Monthly Base Rate. Prior to the PS Billing Date, County shall be billed at the Excess Usage Rate.

Patient Statements Transaction Fee		
Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$225 per month	1,500 transactions per month	\$0.16 per transaction in excess of 1,500 transactions per month

PAYMENTS SAFE TRANSACTION FEES. The PaymentSafe transaction fee ("PaymentSafe Transaction Fee") includes PaymentSafe transactions across all product platforms, which may be triggered by other Contractor products, including PatientDial, Registration Accelerator, Patient Financial Advisor, and PatientSimple. The PaymentSafe Transaction Fee shall be equal to the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed as provided below. These fees are billed on a monthly basis beginning the earlier of: i) County's first productive use or ii) nine (9) months following the Amendment Effective Date ("PS Billing Date"). The PaymentSafe Transaction Fee does not include Pass-Through Fees. In no event will the PaymentSafe Transaction Fee be less than the Monthly Base Rate. Prior to the PS Billing Date, County shall be billed at the Excess Usage Rate.

PaymentSafe Transaction Fee		
Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
\$105 per month	500 transactions per month	\$0.22 per transaction in excess of 500 transactions per month

PRODUCT SPECIFIC TERMS

ADDITIONAL TERMS APPLICABLE TO CLAIMSOURCE

INCORPORATION OF ELECTRONIC INTERFACES AND SYSTEM SOFTWARE. The ELECTRONIC INTERFACES AND SYSTEM SOFTWARE section set forth in the Contract is hereby incorporated herein by reference..

INCORPORATION OF ENROLL SOURCE PORTAL. The ENTROLL SOURCE PORTAL section set forth in the Contract is hereby incorporated herein by reference.

SELF-SERVICE CUSTOM EDITING. County shall be responsible for any edits it adds to the Claims File through the use of the ClaimSource Custom Editor (CCE). and shall indemnify, defend and hold Contractor harmless from and against any and all causes of action, proceedings, suits, claims and expenses, including reasonable attorney fees, which may be asserted against or incurred by Contractor, based upon any edit that County inputs into the CCE.

ADDITIONAL TERMS APPLICABLE TO ENHANCED CLAIM STATUS

ELECTRONIC INTERFACES AND SYSTEM SOFTWARE – CLAIM STATUS. County is responsible for providing electronic file(s), containing data elements required for processing a Claim Status inquiry, which can be an ANSI 837I, ANSI 837P, ANSI 276, or mutually agreed upon flat file ("Claim Status File") for use with the system software. The Claim Status File shall be delivered in an industry standard file format(s), or mutually agreed upon non-standard format, by a secure network connection, or other Contractor-approved method. Additional charges shall apply for programming changes to the system software resulting from County changes in the format(s) of the Claim Status File. These charges will be billed to County based on Contractor's current hourly programming rate.

ADDITIONAL TERMS APPLICABLE TO CLAIMS PRINT FULFILLMENT

NON-CLAIM ATTACHMENTS. Non-Claim attachments, including but not limited to Explanation of Benefits ("EOB"), will be billed at the rate of \$.06 per page.

FEE INCREASE FOR PAPER PRODUCTS. Once each calendar quarter, commencing on the first day of the calendar quarter following the initial application run, Contractor may increase or decrease the prices for paper products by the same percentage as the change in the Bureau of Labor Statistics Producer Price Index series ID: PCU32212132212133. If this index ceases to be published, a comparable index shall be used. Contractor shall certify the following in writing: (1) The minimum percentage, if not the exact percentage, of postconsumer material in the paper products and printing and writing paper offered or sold to County. The certification shall be furnished under penalty of perjury in a form and manner determined by County. County may waive the certification requirement if the percentage of postconsumer material in the paper products, printing and writing paper, or both can be verified by a product label, catalog, invoice, or a manufacturer or vendor Internet website; and (2) That the paper products and printing and writing paper offered or sold to County is eligible to be labeled with an unqualified recyclable label as defined in 16 C.F.R. Section 260.12 as published January 1, 2013, which is hereby incorporated by reference.

POSTAGE FEES. In the event that changes in state or federal laws, regulations or standards (including USPS rates and/or regulations) or any third parties which provide mailing and shipping services to Contractor on behalf of County increase Contractor's cost of mailing, then Contractor shall increase the postage and shipping fees.

RUSH CHARGES FOR INVENTORY. Rush charges are not part of the inventory prices but are in addition to those prices and will be billed to County at the time that they occur.

ADDITIONAL PROGRAMMING FEES. Additional fees for programming and special handling shall apply.

PENALTIES FOR DATA TRANSMISSION BEFORE A FINAL ACCURACY CHECK. County may, at its option, transmit County data before County has made a final accuracy check. Should retrasmissons be necessary, or a release be issued that is later rescinded, County shall pay Contractor for any work performed prior to rescission. In addition, should County's packages already have been released to delivery carrier when the rescission was issued, County shall pay any incurred postage.

CPI-U FEE INCREASE. Notwithstanding any other provision of this Amendment to the contrary, Contractor may, commencing one (1) year after the Amendment Effective Date and each 12 months thereafter (but no more than once in each 12-month period), increase its fees in an amount not to exceed the percentage increase of the Consumer Price Index for All Urban Consumers ("CPI-U") not seasonally adjusted, published by the U.S. Department of Labor, Washington, D.C compared to the previous year. If the CPI-U index ceases to be published, a comparable index shall be used.

USE OF CLAIMS PRINT FULFILLMENT PRODUCT PROHIBITED IN SOUTH CAROLINA. Pursuant to SC Code Section 38-59-230(D), Contractor, as a clearinghouse or vendor, is prohibited from converting electronic claims received from the provider into paper claims for submission to the payer/insurer. As such, County agrees that it will not use or seek to use the Claims Print Fulfillment product or otherwise ask Contractor to convert electronic claims to paper claims for submission to a payer, at or on behalf of any County location within the state of South Carolina. County shall immediately notify Contractor if it becomes aware of any product use by County or any of its agents or affiliates in violation of this paragraph and cease any such use.

INCORPORATION OF ADDITIONAL TERMS APPLICABLE TO CONTROL CENTER AND VALIDATED POINT TO POINT ENCRYPTION

The ADDITIONAL TERMS APPLICABLE TO CONTROL CENTER AND VALIDATED POINT TO POINT ENCRYPTION section set forth in the Contract is hereby incorporated herein by reference.

INCORPORATION OF ADDITIONAL TERMS APPLICABLE TO CARD TERMINALS

THE ADDITIONAL TERMS APPLICABLE TO CARD TERMINALS section set forth in the Contract is hereby incorporated herein by reference.

ADDITIONAL TERMS APPLICABLE TO ELECTRONIC ATTACHMENTS INTERFACE

CLAIMS ATTACHMENT PASS-THROUGH FEES. Fees exclude pass-through fees from state and federal governmental entities, Medicaid and Medicare Managed Care Organizations, third-party payers, third-party data service providers (including but not limited to pass through fees associated with processing of Veterans Affairs claims), communication tariffs and/or other similar fees ("Attachments Pass-Through Fees"). Attachments Pass-Through Fees will be billed monthly in addition to all other fees at the cost, without any markup, that Contractor pays to obtain transaction data. The Attachments Pass-Through Fees are not subject to approval by Contractor.

INCORPORATION OF ADDITIONAL TERMS APPLICABLE TO ELIGIBILITY VERIFICATION SERVICES

The ADDITIONAL TERMS APPLICABLE TO ELIGIBILITY VERIFICATION SERVICES section set forth in the Contract is hereby incorporated herein by reference.

INCORPORATION OF ADDITIONAL TERMS APPLICABLE TO PATIENT STATEMENTS

The ADDITIONAL TERMS APPLICABLE TO PATIENT STATEMENTS section set forth in the Contract is hereby incorporated herein by reference.

AMENDMENT TO THE CONTRACT

Section M.3 of the Contract shall be deleted in its entirety and replaced with the following:

"M.3 Access and Use. County represents and warrants to Contractor that it shall access and use only the Products, Services, Contractor Confidential Information and Test Data ("Test Data" shall refer to any data to which County has access through Contractor's test databases) for County's own internal business and solely in the manner explicitly permitted in this Contract. County further agrees that it shall not, and shall not permit others (including but not limited to any consultant, vendor, affiliate or related companies and users) to (i) change, modify, add code or otherwise alter the Products or Services in any manner, (ii) re-sell, reverse engineer, disassemble, decompile, in any way attempt to derive the source code of, translate or reproduce the Products or Services, (iii) use, transform, modify or adapt the Products or Services for use for any other purpose, including but not limited to use to assist in the development or functioning of any product or service that is competitive, in part or in whole, with any existing or

reasonably anticipated product or service of Contractor or (iv) use any Products or Services provided by Contractor, including without limitation any data, results or other information, to develop, improve, train, validate or benchmark any artificial intelligence, machine learning or similar technologies, systems or agents. Any technology, information or materials created in violation of the preceding restriction in (iv) will be owned by Contractor, constitute Contractor Confidential Information and County assigns to Contractor all intellectual property rights thereto. County will not allow access or use by third parties unless it has received prior written consent from Contractor. Contractor does not warrant the accuracy or completeness of Test Data.”

MISCELLANEOUS

BILLING TERMS. County agrees to the following billing terms: as set forth in the Contract.

STATEMENT OF WORK. The Statement of Work (“SOW”) attached hereto as Schedule A is incorporated herein by reference and made a part of this Amendment.

SCOPE CHANGES. County requests for changes to an existing Product may result in modifications to scope of service. The Contractor team will review requested changes and if material change in scope is needed, the additional work will be documented and priced according to the Change Order process, as described herein. If County request is out of scope of the current version/configuration of the Product, and Contractor determines, in its sole discretion, that the work is feasible Contractor will prepare a Change Order proposal with appropriate costs. The Change Order proposal shall document any County-requested customization or deviation from a best practice workflow and will include all associated fees. Prior to the commencement of any work, County must agree to a Change Order document in writing, which will include all fees and the proposed timeline based on the requested changes.

TERM OF AMENDMENT AND RENEWAL. This Amendment shall be coterminous and run with the Contract . Accordingly, this Amendment shall remain in full force and effect for the remainder of the Initial Term, or any applicable Renewal Term of the Contract and may be terminated only as set forth in the Contract. As of the Amendment Effective Date, the Initial Term of the Contract continues through September 8, 2030.

Whenever the terms or conditions of the Contract and this Amendment are in conflict, the terms of this Amendment control. Except as specifically modified by the terms of this Amendment, all of the Contract remains in full force and effect.

ELECTRONIC SIGNATURES. This Amendment may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same agreement. The Parties shall be entitled to sign and transmit an electronic signature of this Amendment (whether by facsimile, PDF or other mail transmission), which signature shall be binding on the Party whose name is contained therein. Each Party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Amendment upon request.

IN WITNESS WHEREOF, an authorized representative of each of the Parties has executed this Amendment as of the dates written below.

EXPERIAN HEALTH, INC.

SAN BERNARDINO COUNTY

Signed By: Jeff Corley
Print Name: Jeff Corley
Title: Senior Director – Operations
Date: 03/31/2026

Signed By: Dawn Rowe
Print Name: Dawn Rowe
Title: Chair, Board of Supervisors
Date: MAY 05 2026



**EXHIBIT A
FACILITY LIST AND ADMINISTRATION**

Primary Facility Information

Legal Entity Name: San Bernardino County

Address (No PO Boxes): 400 N. Pepper Ave, Colton, CA 92324

NPI #: 1043380330

If no NPI# is provided, please check the box that most accurately describes County/Customer:

ACO Payer Pharmacy Hub BPO Collection Agency Other: _____ (please describe)

Tax ID#: 95- 6002748

Tax Exempt (yes/no): No

(If yes, please attach a copy of your certificate of exemption.)

Public Website: <https://www.arrowheadregional.org/>

Listed Phone Number for general inquiries: 909-580-4000

Listed Email Address for general inquiries: _____

Type of Ownership: Partnership __ Sole Owner __ Nonprofit __ Corporation __ LLC __

Years in Business:

Contact Information

Business Principal (only required if Partnership or Sole Owner selected above)

Contact:

Phone:

Email:

Onboarding/Implementation

Contact: Andrea Perkins

Phone:

Email: perkinsa@armc.sbcounty.gov

Billing

Contact: Guadalupe Diaz

Phone: (909) 777-0711

Email: AccountsPayable@armc.sbcounty.gov

Equipment Shipping & Billing Information

In order to provide credit card processing equipment, please provide ship to/bill to if different.

Contact:

Phone:

Email:

Address:

Additional Facility Information

- 2. **Name & Address:** Department of Public Health (451 E. Vanderbilt Way, San Bernardino, CA 92408)
- 3. **Name & Address:**
- 4. **Name & Address:**
- 5. **Name & Address:**
- 6. **Name & Address:**
- 7. **Name & Address:**
- 8. **Name & Address:**
- 9. **Name & Address:**
- 10. **Name & Address:**

**EXHIBIT B
SUPPLEMENTAL TERMS AND CONDITIONS**

These Supplemental Terms and Conditions sets forth additional terms and conditions applicable to County's access to or use of the Healthcare Payment Solutions (defined below).

1. Definitions.

- 1.1 "Applicable Law" – any foreign, federal, state, and local laws (including common law), statutes, regulations, rules (including payment network rules), codes, or ordinances enacted, adopted, issued, or promulgated by any governmental or regulatory authority or court or any consent decree or settlement agreement entered into with any governmental or regulatory authority applicable to a Party or its activities in connection with the Contract.
- 1.2 "Combined Documentation" means any manual, guide, standard operating procedures, or specifications provided to, or made available to, Contractor by Axia relating to reselling the Healthcare Payment Solutions.
- 1.3 "Authorized Representative" means persons or entities that are authorized by County to access or use the Healthcare Payment Solutions. Subcontractors shall not be deemed an Authorized Representative.
- 1.4 "Healthcare Payment Solutions" means Axia's proprietary Gateway Services and Gateway Function Options and associated products which include a device management and reporting control center tool ("Control Center") and PCI Validated P2PE devices ("Validated P2PE Devices").
- 1.5 "Payment Network Rules" – all rules, requirements, and standards promulgated by a Payment Network from time to time that govern participation in such Payment Network, as such rules, requirements, and standards may be modified, supplemented, or replaced from time to time by such Payment Network.
- 1.6 "PIM" means the Validated P2PE Instruction Manual as published by Axia, as may be amended from time to time.
- 1.7 "Software" means the software programs provided as part of the Healthcare Payment Solutions, including related software and all pass-through software licenses from third-party software providers whose software is part of the Healthcare Payment Solutions offering.
- 1.8 "Validated P2PE Solution" means a PCI-validated point-to-point encryption solution provided by Axia and its subcontractors as an optional Axia Solution hereunder.

2. County Responsibilities.

- 2.1 County agrees to access and use the Healthcare Payment Solutions in accordance with Applicable Law, the Payment Network Rules, and the Combined Documentation.
- 2.2 County is responsible for assuring the accuracy, quality, integrity, legality, reliability, appropriateness, and ownership of all data County enters or uploads through the Healthcare Payment Solutions. Axia is not responsible for inability to provide the Healthcare Payment Solutions due to County's use of improperly formatted or corrupt files, viruses on media provided, or incompatible backup media or software.
- 2.3 County shall not transmit or store data that is subject to the rights of any third parties without first obtaining all required authorizations, consents, and/or rights in writing from such third parties, including the right to communicate with Authorized Representative by electronic communication.
- 2.4 County shall comply with all requirements set forth in the PIM at all times. County acknowledges and agrees that it is solely responsible for maintaining County's own compliance in order to take advantage of the benefits of the Validated P2PE Solution. County shall maintain custody of all Validated P2PE Devices that are provided in conjunction with the Validated P2PE Solution and shall immediately notify Contractor in the event that any such Validated P2PE Devices are lost, stolen, or otherwise compromised.
- 2.5 County shall not allow any person other than its own officers, directors, or employees to access Control Center at any time, and shall ensure that any use of Control Center shall: (a) comply with the Supplemental Terms and Conditions and the Combined Documentation, (b) not endanger the security of the Healthcare Payment Solutions, and (c) not cause any harm to Axia or its clients.

3. Authorized Representatives.

County shall be responsible and liable for: (a) each Authorized Representative's compliance with Applicable Law, Payment Network Rules, the Supplemental Terms and Conditions, any other agreement governing the access to and use of the Healthcare Payment Solutions, and the Combined Documentation; and (b) all acts or omissions by Authorized Representatives and for any damages incurred as a result thereof. County shall have sole responsibility for terminating the access previously granted to any Authorized Representative, whether for termination of employment, reassignment, or any other cause. County acknowledges and agrees that Axia may disable an Authorized Representative's access to the Healthcare Payment Solutions at any time in its sole discretion if Axia has reason to believe that such Authorized Representative poses a security risk or is otherwise believed to be causing a violation of these Supplemental Terms and Conditions.

4. User IDs.

County is responsible for designating user IDs associated with the credentials provided by Axia for any and all Authorized Representatives. County agrees to hold all user IDs, created passwords, or other system access credentials and information under close control and shall notify Contractor immediately if access to such information is, or is thought to have been, released to any unauthorized party. County agrees not to allow multiple users to access the Healthcare Payment Solutions using a common account or user credentials. Security control of user IDs and passwords provided in connection with the Healthcare Payment Solutions are the sole responsibility of County and Axia shall not be held responsible in any way for any breach in system security as a result of County's actions or inactions.

County is solely responsible and liable for all activity occurring under the user credentials issued by Axia in connection with the Healthcare Payment Solutions whether or not such activities have been authorized by County. County shall abide by all applicable local, state, national, and foreign laws, treaties, and regulations in connection with its access to and use of the Healthcare Payment Solutions, including those related to data privacy, international communications, and the transmission of technical or personal data. County shall: (a) notify Contractor immediately in writing of any unauthorized use of any password or user ID or any other suspected or known breach of security, including the loss or theft of any password or user ID or computer or device containing such information; (b) take all steps reasonably necessary to prevent access and use of the Healthcare Payment Solutions by unauthorized users; and (c) not provide false identity information to gain access to or use of the Healthcare Payment Solutions, including the Software.

5. Healthcare Payment Solutions.

At no time shall County utilize the Healthcare Payment Solutions in any manner inconsistent with the Supplemental Terms and Conditions or the Combined Documentation. County shall follow any and all instructions provided by or on behalf of Axia in relation to the operation of the Healthcare Payment Solutions. To utilize certain components of the Healthcare Payment Solutions, County will be required to purchase Validated P2PE Devices and keep such Validated P2PE Devices in good working order. Axia shall not be responsible for any misuse, neglect or abuse of, tampering with, or any external forces affecting the Validated P2PE Devices. County shall be responsible for the purchase, installation, and maintenance of any and all Validated P2PE Devices necessary for the provision of the Healthcare Payment Solutions, including access to the Software. The Validated P2PE Devices shall be subject to a manufacturer's warranty as between County and the device manufacturer as administered by the manufacturer. Axia does not provide any warranties of any kind for the Validated P2PE Devices. Title and risk of loss of the Validated P2PE Devices shall pass to County upon shipment. County shall be responsible for all costs of insurance, taxes, storage, and transportation. Axia assigns to County any third-party warranties and indemnities for the Validated P2PE Devices. County's sole and exclusive remedy for the failure of any such third-party obligations shall be against the applicable third-party manufacturer or vendor, and not against Axia.

6. Telecommunications; Internet access

For the avoidance of doubt, Axia does not provide telecommunication or other wireless or internet services. County is responsible for obtaining access to the Internet using appropriate equipment and for ensuring proper security of County's systems and access to the Healthcare Payment Solutions. County agrees to process data using third-party programs, including specifically internet "browser" programs that support appropriate data security protocols compliant with Applicable Laws. Axia makes no warranties of any kind and expressly disclaims in regard to the security and/or the services provided by any third party telecommunication or any wireless or internet provider. Axia shall not be responsible or liable for any failure, delay, or deficiency in communications or transmission facilities or in integrating into third-party software, infrastructure, or services.

7. Improper Use

Failure to comply with the Supplemental Terms and Conditions or the Combined Documentation may result in damage to the Healthcare Payment Solutions. Axia shall have no liability for damage or any losses to the extent that it resulted from County's gross negligence or willful misconduct or failure to comply with the Supplemental Terms and Conditions or the Combined Documentation.

8. Ownership.

Nothing herein shall be deemed to grant to County or any Authorized Representative any ownership interest in the Healthcare Payment Solutions, or Combined Documentation. All Healthcare Payment Solutions, Combined Documentation, and any derivative works based thereon, including any improvements, enhancements, modifications, updates, versions, and releases, whether or not patentable or registered, will remain the exclusive property of Axia (collectively, the "Axia Materials"). Axia expressly reserves all rights to the Axia Materials not specifically granted herein. County shall not: (a) attempt to assign the right to access or use the Healthcare Payment Solutions to any third party; (b) allow or authorize access to or use of the Healthcare Payment Solutions to any persons other than Authorized Representatives; (c) use the Healthcare Payment Solutions for any purpose other than County's own internal business purposes; (d) reverse engineer, disassemble or decompile the Healthcare Payment Solutions or attempt in any fashion to obtain the source code to the Software; (e) knowingly use the Healthcare Payment Solutions to send or store infringing or unlawful material or information; (f) knowingly use the Healthcare Payment Solutions to send or store material containing harmful computer codes, viruses, files, scripts, agents, or programs; (g) interfere with or disrupt the integrity of the Healthcare Payment Solutions, including the Software and data contained therein; or (h) attempt to gain unauthorized access to the Healthcare Payment Solutions or related systems or networks.

9. Confidential Data.

The Healthcare Payment Solutions enable County to transmit, store, and receive certain information relating to financial transactions for County and its Authorized Representatives (the "Services Data"). The Services Data will include confidential information of County's Authorized Representatives. Applicable Law as well as ethical and licensure requirements, may impose obligations with respect to confidentiality and other obligations that may limit the right of County and persons acting on their behalf to make use of the Healthcare Payment Solutions or to transmit certain information to third parties. County represents and warrants that it will, at all times during the provision of Healthcare Payment Solutions to County and thereafter, comply with all Applicable Law including HIPAA, and Payment Network Rules that is directly or indirectly applicable to, and that may now or hereafter govern, the gathering, use, transmission, processing, receipt, reporting, disclosure, maintenance, and storage of the Services Data. It shall be County's responsibility to cause all persons or entities under its direction or control, including Authorized Representatives, to comply with any such Applicable Law including HIPAA, and Payment Network Rules. County, at all times during the provision of Healthcare Payment Solutions to County and thereafter, shall be solely responsible for obtaining and maintaining all legally necessary consents or permissions required or advisable to disclose, process, retrieve, transmit, and view the Services Data transmitted, stored, or received in connection with the Healthcare Payment Solutions. County agrees that Axia and all other persons or entities involved in the operation of Healthcare Payment Solutions, have the right to monitor, retrieve, store, and use Services Data in connection with the operation of the Healthcare Payment Solutions, and are acting on behalf of County in transmitting Data, and Axia disclaims any obligations related to such Services Data. AXIA IS NOT LIABLE OR RESPONSIBLE FOR ANY COUNTY ACTS OR OMISSIONS IN USING THE HEALTHCARE PAYMENT SOLUTIONS IN WAYS THAT ARE NOT IN COMPLIANCE WITH APPLICABLE LAW, REGULATIONS, OR OTHER REQUIREMENTS OR COUNTY'S USE OR MISUSE OF DATA TRANSMITTED, MONITORED, STORED, OR RECEIVED IN CONNECTION WITH THE HEALTHCARE PAYMENT SOLUTIONS. County acknowledges that monetary remedies may be inadequate to protect rights in Services Data and that, in addition to legal remedies otherwise available, injunctive relief may be an appropriate judicial remedy to protect such rights.

10. Third-Party Beneficiaries.

County and Contractor acknowledge and agree that Bank of America, N.A. ("Bank") and its wholly owned subsidiary Axia Technologies, Inc. ("Axia") are third-party beneficiaries of the representations, warranties and covenants of these terms and conditions, and that Bank and Axia are each entitled to enforce such terms and conditions as if Bank or Axia were an original party hereto.

**SCHEDULE A
STATEMENT OF WORK**

In preparation for implementing Experian Health revenue cycle solutions at San Bernardino County locations set forth in Section 2 herein this Statement of Work (“SOW”) will outline project goals, process, resources and commitment needed from both Parties to ensure a successful implementation and positive outcome. Experian Health will leverage industry standards and Experian Health’s product implementation methodology which provides best practice recommendations for feature functionality by product based on industry experience and market feedback.

1. Overview:

Experian Health will provide Products as listed in this SOW:

Product	Group
ClaimSource - Dental + ERA for Epic	Billing Office

- 1.1. All Product implementations will follow a milestone-based implementation process as described below. Applicable timelines will be listed in the Product-specific section of this SOW.
- 1.2. Change Orders. Contractor and County will review the implementation timelines throughout the implementation process and adjust if appropriate. Changes to the implementation process may result in modifications to timeline and scope of service. The project team will review changes and if material change in scope is needed, the additional work will be documented and priced according to the Change Order (as defined below) process. Standard timelines in the Product-specific section are based upon industry and customer experience and are dependent upon both Parties’ ability to execute each deliverable in the allotted timeframe. Delays on either side may result in an elongated timeline.
- 1.3. Acceptance of Deliverables: All deliverables provided under this Order are subject to County’s review, testing, and formal written acceptance. County shall have 30 days (or mutually agreed period) following delivery to test and verify conformity with agreed specifications. Payment shall not be due until acceptance is provided. Additional details on testing requirements are documented below in the User Acceptance Testing (UAT) Section 7.

If County rejects a Product or Deliverable, County must provide written notice containing a detailed explanation to Contractor. Failure to meet specifications entitles County to require correction, replacement, or reject deliverables at no additional cost. Contractor will correct the non-conformities identified in County’s rejection notice and shall resubmit the Deliverable for acceptance criteria testing within 10 business days of County’s notice (or other mutually agreed period). If Contractor is unable to or fails to satisfactorily correct such non-conformities, County may, in its sole discretion: (i) conditionally accept the Deliverable while reserving the right to revoke acceptance if timely correction is not forthcoming; or (ii) accept those portions of the Deliverable that meet the acceptance criteria and require Contractor to continue to work to correct the rejected portions of the Deliverable.

2. Facilities and Locations Included

This SOW and fees included assume implementation of the Experian Health Products set forth herein at only the locations included in the table below. Adding locations will result in increased scope, elongated schedule and additional cost.

Locations Included in Scope	Annual Claims	Products in Scope
Department of Public Health	36,000	Please see above.

3. General Implementation Provisions

Contractor will lead the implementation of the Product(s). County and Contractor shall work together throughout the implementation so that education and knowledge transfer take place to enable County to assume full operation and support of Product(s) upon completion of the implementation process. Contractor will provide artifacts, information and/or project workplans to support the implementation

County and Contractor will create an implementation committee or equivalent (“Implementation Committee”), involving representatives from both Parties to validate implementation readiness against the Parties’ contractual obligations. Contractor and County will review deliverables by Product including scope, duration and available resources. Additionally, Experian Health will perform evaluations at designated milestones to assess overall implementation status, to evaluate completion of critical implementation requirements, and to identify potential risk areas. “Change Orders” will be used to document changes to scope, pricing and/or timeline. Each Party’s Implementation Committee members will also be accountable for reviewing and approving/declining all Change Orders (which must also go through the Parties’ signature process).

Experian Health implementations utilize the following governance structure or equivalent:

- 3.1 Implementation Committee consisting of:

- 3.1.1 County Executive Sponsor (as defined below).
- 3.1.2 County Super User by Product when applicable.
- 3.1.3 Contractor Implementation Sponsor (as defined below).
- 3.1.4 Contractor Project Manager or Implementation Consultants by Product, when applicable.

County and Contractor Project Managers.

County review group.

Implementation Team – Roles and Responsibilities

Both Parties will be required to provide resources to successfully complete the implementation. The table below provides information on the type of resource to be assigned. County may wish to have multiple participants fill the Super User, Operational or IT roles based upon operational structure or change management needs. Additional roles are detailed in the Product-specific section of this SOW.

If more than two (2) Products will be installed, a customer Project Manager must be assigned.

County

Title	Job Description
Executive Sponsor	Key operational stakeholders that define scope for project, provide updates on progress and leads operational readiness - serves as a champion for the implementation in County organization.
Project Manager (PM)	Responsible for providing implementation leadership and monitoring implementation status. Communicates regularly with both internal Executive Sponsor and the Contractor Project Manager.
IT Analysts	Assist in providing necessary documents and HIS specific configuration
Super Users	Operational users/managers that become experts in products. Input required throughout implementation especially during testing and training. Super Users may also be part of the implementation committee as needed.
Network/Desktop Admin	Configuration of connectivity and deployment of application.
Other	All resources necessary to successfully fulfill contractual objective.
Additional Roles	Product-specific roles will be defined in the product-specific section of this SOW

Contractor

Title	Job Description
Implementation Executive Sponsor	Executive-level contact responsible for implementation oversight and high-level issue escalation
Project Manager (PM)	Overall implementation lead for the install, responsible for developing implementation workplan, timelines and monitoring/communicating overall status of implementation.
Implementation Consultant (IC)	Product-specific resource responsible for configuration of each application.
Integration Engineer (IE)	Technical resource responsible for establishing connectivity and platform build

Onboarding Specialist	Responsible for facility and member onboarding, account configuration and platform build
Regional Sales Director (RSD)	Account owner and escalation point.
Relationship Manager (RM)	Long-term contact for live Products – optimization and issue resolution.
Trainer	If applicable

County and Contractor Resource Requirements

Contractor scope of services includes the following unless otherwise noted herein:

Implementation Leadership including Implementation Management–Contractor will:

Direct implementation start-up and provide cross-functional coordination and alignment of Experian Health resources. Contractor will collaborate with County team to establish and maintain a mutually agreed upon implementation schedule for Experian Health and County resources.

Work with County to manage the scope of the technical portion of the Implementation and monitoring overall progress of the technology work.

Develop and manage the Implementation in accordance with a mutually agreed upon Project Workplan.

Formally document any Change Orders, including shepherding requests through Experian Health Product Management, development (if applicable), and pricing for County approval.

Set the cadence for County and Contractor team communications. Serve as the point of escalation for Contractor Product issue resolution.

Identify and document risks that could hinder bringing the implementation to successful conclusion.

Provide implementation status reports for Contractor activities.

Provide the Contractor resources as outlined below for the duration of the implementation.

Implementation - Contractor will:

Work with County in the planning phase to define options for fulfilling defined functional needs.

Lead functional design work sessions specific to Contractor Product standard functionality and standard reports. Contractor will guide County in translating their business requirements into Product-related decisions and settings.

Provide support during testing by validating that the system is operating according to the technical specifications and the organization’s specific system design. Additionally, Contractor and County will work together to complete the requirements outlined in Section 7 and the Product-specific section, including the following:

- Test plans.
- Test scenarios.
- Testing issue tracking.
- Testing completion and sign-off.

Provide guidance and direction in education planning. Additionally, Contractor and County will work together to complete the requirements outlined in detail in Section 8 and the Product-specific section of this SOW.

Provide support and direction to County in preparation for “Go-Live” (as such term is defined in more detail in Section 9 herein) and elaborated upon in the Product-specific section of this SOW. Contractor will support the event as specified in the Implementation Workplan and will work with County to facilitate transition to Support at the end of the event. Additionally, Contractor and County will work together to complete the following:

- Cutover strategy.
- Go-Live plan.
- Site readiness/change management plan.

Train County on the Client Support Portal and issue logging system upon Go-Live

Implementation Leadership – County will:

Provide cross-functional coordination and alignment of County resources. County will collaborate with Contractor team to establish and maintain a mutually agreed upon on-site and remote schedule for Contractor resources.

Provide County technical resources to partner with the Contractor team to implement the technology portion of the implementation. This includes monitoring overall progress of the technology work and removing roadblocks for County technical team's progress.

Regularly review and manage implementation in accordance with a mutually agreed upon Workplan.

Participate and collaborate in the Change Order process. Cooperate when scope changes arise so that decisions are made in a timely manner to not cause delays and either proceed as planned or change scope.

Provide physical space, technology required and subject matter expert participants for workflow design, testing and live system events.

Work with Contractor to establish key performance metrics to measure and monitor engagement progress and milestone achievement.

Collect baseline key performance metric data before and after implementation to benchmark product efficacy.

Provide County resources as outlined above for the duration of the implementation.

Create and execute the operational change management strategy prior to introducing Contractor products.

Implementation - County will:

Work with Contractor in the planning phase to define options for fulfilling defined functional needs.

Complete required document collection for Contractor product build, including pulling and submitting data from the PMS, HIS and any other systems as needed per the specifications provided by Contractor.

Participate in functional design work sessions specific to Contractor Product(s) standard functionality and standard reports. County will serve as experts in current workflow and in Health Information System/PMS capabilities to translate its business requirements into Product-related decisions and settings.

Provide support during testing by validating that the system is operating according to the technical specifications and the organization's specific system design. Additionally, Contractor and County will work together to complete the requirements outlined in Section 7 and the Product-specific section, including the following:

- Test plans.
- Test scenarios.
- Testing issue tracking.
- Testing completion and sign-off.

County will reasonably cooperate with the requirements outlined in detail in Section 8 and the Product-specific section of this SOW. County will complete its portion of the following:

- Needs assessment finalizing scope and content of training sessions.
- Education agendas.
- Coordinating with Contractor to schedule training post-testing and to ensure that all necessary users participate in training

County will work to implement the following as set out by Contractor:

- Cutover strategy.
- Go-Live plan, including site readiness/change management.

County will serve as first line of defense for issue triage post-go-live and will log issues with the Client Support Portal post live and portal training.

Implementation Expectations

Planning

During the planning phase, Contractor will review County-provided information related to business objectives and workflow, as well as content provided through the document collection process. County must provide information contained in the Product-specific section of this SOW.

Connectivity

Connectivity is one of the first major milestones and typically takes 4-5 weeks from contracting and consists of completing documentation, establishing ports, setting up firewall access and testing connectivity between your system and Contractor. Product-specific connectivity details are listed in the Product section of this SOW. County shall work with Contractor in good faith to establish connectivity. County acknowledges that lack of connectivity may extend the implementation timeline.

Build

During the build phase, Contractor will use data provided by County to create each standard Product.

Product Build is outlined in the product-specific section of this SOW.

Unless otherwise noted in this SOW, complete build will follow the standards outlined in the product-specific sections of this SOW and will include all model functionality and features.

Requests to deviate from the standard functionality and features will be documented with the Change Order process and may be subject to additional cost.

RESERVED Training

A. Contractor will collaborate with County to provide a training program and schedule that will facilitate adoption by all users. Applicable training services have been designed to provide users at all levels with the knowledge necessary to productively use all purchased Contractor Products. The specific training recommendations and delivery approaches vary by product and will be as set forth in more detail below in the Section of each product table entitled "Training".

B. During the implementation phase, the Implementation Consultant will work collaboratively with County to determine the timing for training and to coordinate the training plan and schedule details. Training sessions are instructor-led and delivered onsite or remotely and include detailed product functionality overviews along with training materials and user guides. The training shall be scheduled at such dates and times that are acceptable to Contractor and County.

Train-the-Trainer model: Contractor's trainers will work with County training team members to become proficient in training Contractor Products. Train-the-Trainer includes customized training materials and QuickStart guides for trainees, as well as a proficiency exam for trainers.

Online Training: Contractor shall provide online training for products listed in this SOW. The training shall be scheduled at such dates and times that are acceptable to Contractor and County. An Contractor Trainer will provide comprehensive training materials and content via webinar to designated product end users and/or training staff.

Contractor recommends that County reserve a training room if multiple attendees from County's site will be attending.

Complete desktop personal computer systems for each attendee.

Telephone with Speaker Functionality (or a headset if County will be participating from a desk)

Internet connections for all attendees

Contractor's trainers will provide training materials and deliver content via webinar to County's staff.

Contractor offers a variety of reference materials for Countys, which are readily available. Materials include detailed online user guides, reference documents and a series of video tutorials.

Specific training recommendations and delivery approach per Product are included in the Product-specific section of this SOW.

Go-Live, Go-Live Support and Additional Feature Implementation

Go-Live is defined per Product in the Product-specific section of this SOW.

Go-Live support will be provided by Contractor's Implementation Consultant team.

Go-Live issues will be documented by the Implementation Consultant team and logged as Cases for the Contractor support team if additional troubleshooting knowledge is needed. Cases are prioritized by criticality. Low priority (P4-P5) items such as Product enhancement requests may transition in ownership from implementation to County support prior to case closure.

Additional Product functionality may be scheduled to implement post Go-Live, for example, if live system data is necessary to complete configuration.

Approved Change Orders, including unpaid but agreed-upon enhancements to best practice features or functionality, as defined in the Product-specific sections, and paid scope changes documented by a Change Order form that were not required for Go-Live may also be implemented post Go-Live.

Product Optimization Workshop (POW)

Contractor may perform POWs either via Webinar or in-person, depending upon the Product, County availability and overall implementation size approximately 30-60 days after Go-Live unless the Product-specific terms dictate otherwise. During this time, the Implementation Consultant will review with County the following: Product configuration, reporting, using the Client Support Portal and the transition to Account Management. Issues and workflow improvement items identified during this POW will be addressed by implementation or support, as appropriate.

Ongoing Maintenance and Optimization

By the end of the implementation, County shall take over primary ownership and will be responsible for tasks including but not limited to:

- Submitting cases to Contractor Support for found issues.
- Supplying updated system information (CDM, Payers/Plans, Contracts, etcetera).
- Communicating problem workflows to Contractor for assistance.
- Supporting additional contracted location rollouts of existing functionality.
- Playing a primary role with Health Information System upgrades.
- Maintaining user and payer mappings.

Experian will be responsible for the following:

Transitioning responsibility to Relationship Management and County support:

- The transition process begins when Go-Live has been achieved for the transitioning Product(s). The transition is proposed and goes through a series of Contractor internal approvals to validate that County is stable and ready to transition. County is made aware of the pending transition during this time.
- The Implementation team will provide details about County and setup and provide documentation relevant to the install to the Relationship Manager who will be working with County long-term.
- The Implementation team and Relationship Manager will mutually agree upon the timeline for the Relationship Manager to transition into the lead contact role.

The Project Manager will initiate an Implementation Closure document and will confirm closure with County.

Change Order items still on the development roadmap will continue to be tracked by the Relationship Manager.

The Relationship Manager will serve as the long-term Contractor representative assigned to County's account.

County support will be responsible for working with County to resolve found issues in set-up and for assisting with maintenance tasks post-Go-Live.

Dental and ERA (Epic)

<p>Functionality:</p>	<p>Supports Dental claims (ANSI 837D)</p> <p>Provides customizable claim submission scheduling</p> <p>Standard ANSI 837 edits included</p> <p>Customizable response process utilizing Epic CRD or ANSI 277 files is fully supported</p> <p>Epic's Rapid Retest with same day corrected claim submission functionality is fully supported</p> <p>Enrollment team works with County through payer enrollment (claims and remits) when necessary</p> <p>Claims display on the Dental format with 837 accessible fields</p> <p>Standard dashboard reports and KPIs are available</p> <p>Electronic remittance processing of ANSI 835s is available</p> <p>Claim files accepted via automated sFTP delivery</p> <p>Claim exports are available</p> <p>Standard ANSI 837D files</p> <p>Print image format files</p>	
<p>Standard Implementation Timeline:</p>	<p>4-5 months from contract signing.</p>	
<p>Key Deliverables:</p>	<p>Completion of discovery questionnaire that assists in finalizing detailed business need scope for the claims project.</p> <p>County must provide Contractor with:</p> <ul style="list-style-type: none"> • Payer website credentials where needed (ECS, Accelerated Crossover, etc.) • All Tax IDs and NPIs needed to process enrollments • Signatures on certain payer enrollments • For some payers, County will have to go to the payer website and do the enrollments themselves, however we will provide detailed instructions on when this is needed and how to do it. • Test files for claims <ul style="list-style-type: none"> • Logic for any remit posting file splits or custom programming • All public IP address(es) and/or public IP address range from which client's personnel (including any offsite locations, outsourced vendors, etc.) will be accessing ClaimSource®. This is due to IP address access filtering that is enabled for security. <p>Epic integration build, which includes:</p> <ul style="list-style-type: none"> • Creation of Epic interface files (CRD and/or 277 formats) for importing back into Epic • All internal Epic programming is client's responsibility 	
<p>Testing:</p>	<p>Testing for the entire claim life cycle, across specialties and in bulk, begins as soon as County's ClaimSource® test site is built and available. This continues as an iterative process until go-live.</p>	
<p>Training:</p>	<p>The ClaimSource® training team will work with the Project Manager to plan the onsite and go-live training sessions. The training team offers a web-based and on-site training program at County training facility for billing and follow up staff.</p>	
<p>Go-Live:</p>	<p>When claims going to a payer are accepted and adjudicated by the payer.</p>	
<p>Project Team Role</p>	<p>Type</p>	<p>Description</p>
<p>Implementation Programmer</p>	<p>Contractor</p>	<p>Work with the Implementation Manger, Trainer and County for all programming requirements</p>
<p>Claims Client Services Manager</p>	<p>Contractor</p>	<p>Account Manager –long term contact for live products – optimization and issue resolution</p>
<p>Claims Enrollment</p>	<p>Contractor</p>	<p>Handles the claims submission and remit enrollment process as desired, up to and including completing all payer enrollment forms, except for those that may require provider signatures and/or payer portal enrollment done by the provider only.</p>

This SOW contains the complete and exclusive understanding between the Parties regarding the subject matter herein and supersedes any prior or contemporaneous agreements, oral or written. Following the execution of the agreement to which this SOW is exhibited, no provision of this SOW shall be modified or amended except in a writing signed by authorized representatives of both Parties.