


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

## Add Product and Delete Product Amendment

This Add Product and Delete Product Amendment ("Amendment") shall be made a part of the Amended and Restated Master Customer Agreement dated November 5, 2019, including any schedules, addenda and amendments thereto, ("Agreement") between Experian Health, Inc. ("Experian Health") and County of San Bernardino on behalf of Arrowhead Regional Medical Center ("Customer," and together with Experian Health collectively, the "Parties"). This Amendment is subject to the Agreement 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 Agreement. This Amendment shall be effective as of the date of signature by Experian Health ("Amendment Effective Date").

Customer acknowledges receipt, review and acceptance of the Axia Terms & Conditions for PatientSimple, PaymentSafe and/or Patient Self-Service products and services ("Axia Terms & Conditions"). The Axia Terms & Conditions are located at <http://www.axiaimed.com/axia-epay-terms-conditions/>.

### DELETE PRODUCT

**DELETED PRODUCT.** Customer may delete the product listed immediately below this paragraph (the "Legacy Product") from the Agreement in its entirety as of the date of first productive use of the products set forth in the Product Offering table below ("New Products"). **Upon written notice from Customer sent to [Terminations@experianhealth.com](mailto:Terminations@experianhealth.com), and following first productive use of the New Products, Experian Health shall terminate Customer's access to the Legacy Product, and all fees for the Legacy Product will cease billing.** If no written notice is received, Customer shall continue to be billed for the Legacy Product according to the terms of the Agreement.

- Ingenico IPP320 Keypad/Swiper - Validated Point to Point Encryption and Control Center

### 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 Services set forth in the Product Offering Table below. Customer agrees to complete Exhibit A in its entirety. HIS/PMS system(s) applicable to this Amendment include Epic. Experian Health 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 Customer.

Product Description	Qty	Fees (Unit Price)		
		Implementation	Subscription	Transaction
<b>ClaimSource Enhanced Claim Status</b> triggers a request from the Experian Health claims product or the HIS system. This enhanced transaction gives healthcare providers the ability to verify claim status through an EDI/data enhanced transaction for their claims follow-up process by targeting suspended, pending, denied, or lost claims as quickly as possible with intelligence retrieved directly from the payer's websites. The actionable intelligence can include enriched content such as proprietary remark codes and descriptions and detailed Information on pending or suspended claims including specific requested information needed for adjudication.	1	\$7,500	\$0.00	The Claim Status Transaction Fee shall be billed as provided below.
<b>Electronic Attachments</b> 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.
<b>Correct Coding Initiative (CCI)</b> additional rule set comprised of edits in Epic format used to detect mutually exclusive and compound/comprehensive requests that would cause a claim to be denied.	1	\$0.00	\$500	\$0.00
<b>The PAX A80</b> 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.	12	\$440	\$216	\$0.00
<b>Patient Statements Custom Programming:</b>	1	\$1,500	\$0.00	\$0.00

Epic Notes Import File - the file will provide results from CASS and NCOA processing facilitating automated updates to data within Epic			
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**Fees referenced above are stated at unit cost value. Totals presented below contain extended costs.**

<b>Total 1st Year Fees (excluding transaction fees)</b>	<b>\$15,780</b>	<b>\$3,092</b>
<b>Future Recurring Fees (excluding transaction fees)</b>	<b>N/A</b>	<b>\$3,092</b>

**PASS-THROUGH FEES.** Fees exclude pass-through fees (“Pass-Through Fees”) from state and federal governmental entities (“Governmental Entities”), Medicaid and Medicare Managed Care Organizations (“MCOs”), third-party payers, communication tariffs, and/or other similar fees. Without prior notice, Pass-Through Fees will be billed monthly in addition to all other Fees at the cost that Experian Health pays to obtain transaction data. Notwithstanding any other provision of the Agreement to the contrary, Experian Health shall have the right to increase the Pass-Through Fees to offset any increases in rates, changes, or other costs from Governmental Entities, MCOs and other third parties, including without limitation Medicaid and Medicare administrators, or any increase in the cost of providing services hereunder resulting from rules, regulations and operating procedures of any federal, state or local agency or regulatory authority. The Pass-Through Fees are not subject to approval by Experian Health.

**IMPLEMENTATION FEES.** Implementation fees relate to the initial implementation and delivery of the product offering(s). These fees represent a one-time cost billed at contract execution.

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

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

**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 Customer from Experian Health as an inquiry sent to Experian Health from Customer’s HIS/PMS system(s). Transactions become billable to Customer, once Customer is eligible for training and will be billed on a monthly basis for the duration of the Agreement.

**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 based on Customer’s selection below. These fees are billed on a monthly basis beginning the earlier of: i) Customer’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 for Customer’s selected pricing tier. Prior to the Claim Status Billing Date, Customer shall be billed at the Excess Usage Rate corresponding to Customer’s selection below.

Beginning on the first anniversary of the Amendment Effective Date, Customer may change pricing tiers to a lower tier (“Downward Price Change”) once per calendar quarter by providing written notice to Experian Health (“Price Change Notice”). Customer may change pricing tiers to a higher tier at any time (“Upward Price Change”) by providing a Price Change Notice. Any Price Change shall be effective the first day of the calendar month following Experian Health’s receipt of the Price Change Notice.

<b>Claim Status Transaction Fee</b>			
<b>Pricing Tier (Select One)</b>	<b>Monthly Base Rate</b>	<b>Monthly Max Transactions</b>	<b>Excess Usage Fees</b>
1 <input type="checkbox"/>	\$6,800 per month	40,000 transactions per month	\$0.18 per transaction in excess of 40,000 transactions per month
2 <input checked="" type="checkbox"/>	\$8,408 per month	56,054 transactions per month	\$0.16 per transaction in excess of 56,054 transactions per month
3 <input type="checkbox"/>	\$9,100 per month	70,000 transactions per month	\$0.14 per transaction in excess of 70,000 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, and shall be billed based on Customer’s selection below. These fees are billed on a monthly basis beginning the earlier of: i) Customer’s first productive use or ii) nine months following the Amendment Effective Date (“Electronic Attachments Billing Date”). In no event will the Electronic Attachments Transaction Fee be less than the Monthly Base Rate for Customer’s selected pricing tier. Prior to the Electronic Attachments Billing Date, Customer shall be billed at the Excess Usage Rate corresponding to Customer’s selection below.

Beginning on the first anniversary of the Amendment Effective Date, Customer may change pricing tiers to a lower tier (“Downward Price Change”) once per calendar quarter by providing written notice to Experian Health (“Price Change Notice”). Customer may change pricing tiers to a higher tier at any time (“Upward Price Change”) by providing a Price Change Notice. Any Price Change shall be effective the first day of the calendar month following Experian Health’s receipt of the Price Change Notice.

<b>Electronic Attachments Transaction Fee</b>		
<b>Monthly Base Rate</b>	<b>Monthly Max Transactions</b>	<b>Excess Usage Fees</b>
\$225 per month	1,500 transactions per month	\$0.16 per transaction in excess of 1,500 transactions per month

## **PRODUCT SPECIFIC TERMS**

### **ADDITIONAL TERMS APPLICABLE TO ENHANCED CLAIM STATUS**

**ELECTRONIC INTERFACES AND SYSTEM SOFTWARE – CLAIM STATUS.** Customer 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 Experian Health-approved method. Additional charges shall apply for programming changes to the system software resulting from Customer changes in the format(s) of the Claim Status File. These charges will be billed to Customer based on Experian Health's current hourly programming rate.

### **ADDITIONAL TERMS APPLICABLE TO CONTROL CENTER AND VALIDATED POINT TO POINT ENCRYPTION**

**CUSTOMER OBLIGATIONS.** Access and use each of the Control Center and Validated Point to Point Encryption products is permitted solely for Customer's internal use and benefit. Customer agrees to use Control Center and Validated Point to Point Encryption in accordance with applicable federal, state and local laws and judicial requirements and any documentation provided to Customer in association with its product use. Customer is responsible for assuring the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all data as it is entered or uploaded. Experian Health is not responsible for any inability to provide Control Center or Validated Point to Point Encryption services due to Customer's use of improperly formatted or corrupt files, viruses on media provided, or incompatible backup media or software.

**USER IDS.** Customer is solely responsible and liable for all activity occurring under the user IDs and passwords issued in connection with its use of Control Center and Validated Point to Point Encryption whether or not such activities have been authorized by Customer.

**WARRANTIES AND DISCLAIMERS.** THE CONTROL CENTER AND VALIDATED POINT TO POINT ENCRYPTON PRODUCTS ARE PROVIDED TO CUSTOMER ON AN "AS IS" BASIS. EXPERIAN HEALTH MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR WARRANTIES ARISING BY COURSE OF DEALING OR CUSTOM OF TRADE WITH RESPECT TO THE CONTROL CENTER OR VALIDATED POINT TO POINT ENCRYPTON PRODUCTS. EXPERIAN HEALTH MAKES NO REPRESENTATIONS OR WARRANTIES THAT CUSTOMER'S ACCESS TO AND USE OF THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR-FREE; FREE OF VIRUSES, UNAUTHORIZED CODE, OR POTENTIALLY HARMFUL COMPONENTS; WITHOUT DELAY; OR SECURE. In addition, Experian Health makes no representations or warranties as to the compliance of the Control Center or Validated Point to Point Encryption products with rules of or certification requirements of the PCI Security Standards Council or other industry guidance. The above exclusions apply only to the extent compliant with applicable law.

### **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 Experian Health pays to obtain transaction data. The Attachments Pass-Through Fees are not subject to approval by Experian Health.

## **MISCELLANEOUS**

**BILLING TERMS.** Customer agrees to the following billing terms: as set forth in the Agreement.

**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.** Customer requests for changes to an existing Product may result in modifications to scope of service. The Experian 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 Customer request is out of scope of the current version/configuration of the Product, and Experian Health determines, in its sole discretion, that the work is feasible Experian Health will prepare a Change Order proposal with appropriate costs. The Change Order proposal shall document any Customer-requested customization or deviation from a best practice workflow and will include all associated fees. Prior to the commencement of any work, Customer 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 Agreement. Accordingly, this Amendment shall remain in full force and effect for the remainder of the Initial Term, or any applicable Renewal Term, of the Agreement and may only be terminated as set forth in the Agreement. For the avoidance of doubt, as of the Amendment Effective Date, the term of the Agreement runs through November 4, 2024.

Whenever the terms or conditions of the Agreement 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 Agreement remains in full force and effect. This Amendment may be executed by digital signature and in any number of counterparts, each of which is an original, but all counterparts of which constitute the same instrument.

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

EXPERIAN HEALTH, INC.

COUNTY OF SAN BERNARDINO ON BEHALF OF ARROWHEAD  
REGIONAL MEDICAL CENTER

Signed By: Jeff Corley

Signed By: \_\_\_\_\_

Print Name: Jeff Corley

Print Name: \_\_\_\_\_

Title: Senior Director - Operations

Title: \_\_\_\_\_

Date: Jun 25, 2021

Date: \_\_\_\_\_

**EXHIBIT A**  
**FACILITY LIST AND ADMINISTRATION**

**Primary Facility Information**

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**Legal Entity Name:** County of San Bernardino on Behalf of Arrowhead Regional Medical Center

**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 Customer:**

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

**Tax ID#:** 956002748

**Tax Exempt (yes/no):** Yes

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

**Public Website:**

**Listed Phone Number for general inquiries:** \_\_\_\_\_

**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:**

**Product Admin./Superuser**

**Contact:** Genaro Grajeda

**Phone:** 909.777.0730

**Email:** e8092@armc.sbcounty.gov

**Onboarding/Implementation**

**Contact:** Genaro Grajeda

**Phone:** 909.777.0730

**Email:** e8092@armc.sbcounty.gov

**Billing**

**Contact:** Genaro Grajeda

**Phone:** 909.777.0730

**Email:** e8092@armc.sbcounty.gov

**Training**

**Contact:** Genaro Grajeda

**Phone:** 909.777.0730

**Email:** e8092@armc.sbcounty.gov

**Equipment Shipping & Billing Information**

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

**Contact:** Genaro Grajeda

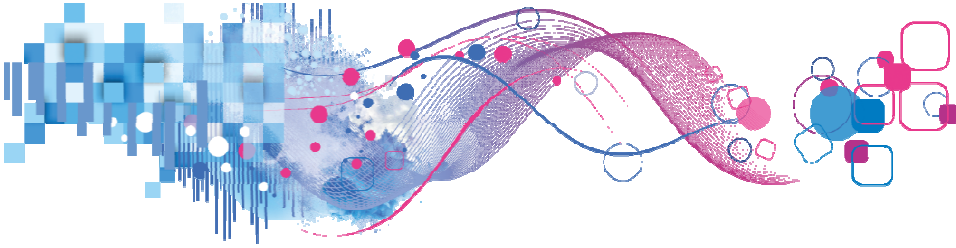
**Phone:**

**Email:**

**Address:** 400 N. Pepper Ave., Colton, CA, 92324

**SCHEDULE A**  
**STATEMENT OF WORK**

(attached)



County of San Bernardino on Behalf of  
Arrowhead Regional Medical Center  
*ECS, CCI Edits (Professional), Electronic Attachments*  
June 14, 2021



## Experian Health

### Statement of Work for County of San Bernardino on Behalf of Arrowhead Regional Medical Center

In preparation for implementing Experian Health revenue cycle solutions at County of San Bernardino on Behalf of Arrowhead Regional Medical Center locations set forth in Section 2 herein this Statement of Work (“SOW”) will outline project goals, process, resources and commitment needed from all included 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	Suite
Patient Statements Custom Programming <i>Epic Notes Import File - the file will provide results from CASS and NCOA processing facilitating automated updates to data within Epic</i>	Patient Engagement
PAX A80 with Control Center and Validated Point to Point Encryption	Patient Collections
Electronic Attachments Interface	Claims
Enhanced Claim Status	Claims
CCI Edits - Epic - Additional Set (1)	Orders & Scheduling

- 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. Experian Health and Customer 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 process. Standard timelines in the Product-specific section are based upon industry and client 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. Acceptance Criteria: Customer shall test the Product(s) for issues related to Go Live (as such term is defined in each Product section). Additional details on testing requirements are documented below in the “User Acceptance Testing” Section 7. Failure by Customer to test or provide notice of non-conformance, in writing, within five (5) business days of completing User Acceptance Testing will result in the Products being deemed accepted.

If Customer rejects a Product or Deliverable, Customer must provide written notice containing a detailed explanation to Experian Health. Experian Health will cure all deficiencies within scope that are preventing Go Live. If Customer rejection is out of scope of either the Agreement or this SOW (Customer is requesting custom work outside of product-specific language), Experian Health will prepare a Change Order document with appropriate costs outlined and only where Experian Health determines that the work is feasible. Customer will then approve and execute the Change Order document, which will include any associated costs and the revised timeline based on such changes. If development is not required, changes may be added to the project after Go-Live through the Change Order process. If development is required, and if Product Management and





Development determine that these changes are feasible, they may be worked into the product roadmap as future enhancements and managed outside of the implementation. Custom Programming is available, to the extent requested in writing by Customer, for a fee set forth in an amendment to the Agreement.

## 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 Encounters	Products in Scope
County of San Bernardino on Behalf of Arrowhead Regional Medical Center	470303	

## 3. General Implementation Provisions

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

Experian Health and Customer will create an implementation committee or equivalent (“Implementation Committee”), involving representatives from both Parties to validate implementation readiness against the Parties’ contractual obligations. Experian Health and Customer 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 material 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. Customer Executive Sponsor (as defined below).
  - 3.1.2. Customer Super User by Product when applicable.
  - 3.1.3. Experian Health Implementation Sponsor (as defined below).
  - 3.1.4. Experian Health Project Manager or Implementation Consultants by Product, when applicable.
- 3.2. Customer and Experian Health Project Managers.
- 3.3. Customer 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. Customer 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.

## Customer

Title	Job Description
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Smarter Business Decisions. Better Bottom Lines. Stronger Relationships with Patients.

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 Customer organization.
Project Manager (PM)	Responsible for providing implementation leadership and monitoring implementation status. Communicates regularly with both internal Executive Sponsor and the Experian Health 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. Senior 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

## Experian Health

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

## Customer and Experian Health Resource Requirements

Experian Health scope of services includes the following unless otherwise noted herein:

### 3.4. Implementation Leadership including Implementation Management– Experian Health will:

- 3.4.1. Direct implementation start-up and provide cross-functional coordination and alignment of Experian Health resources. Experian Health will collaborate with Customer team to establish and maintain a mutually agreed upon implementation schedule for Experian Health and Customer resources.
- 3.4.2. Work with Customer to manage the scope of the technical portion of the Implementation and monitoring overall progress of the technology work.
- 3.4.3. Develop and manage the Implementation in accordance with a mutually agreed upon Project Workplan.
- 3.4.4. Formally document any Change Orders, including shepherding requests through Experian Health Product Management, development (if applicable), and pricing for Customer approval.
- 3.4.5. Set the cadence for Customer and Experian Health team communications.
- 3.4.6. Serve as the point of escalation for Experian Health Product issue resolution.
- 3.4.7. Identify and document risks that could hinder bringing the implementation to successful conclusion.
- 3.4.8. Provide implementation status reports for Experian Health activities.
- 3.4.9. Provide the Experian Health resources as outlined below for the duration of the implementation.

### 3.5. Implementation - Experian Health will:

- 3.5.1. Work with Customer in the planning phase to define options for fulfilling defined functional needs.
- 3.5.2. Lead functional design work sessions specific to Experian Health Product standard functionality and standard reports. Experian Health will guide customer in translating their business requirements into Product-related decisions and settings.
- 3.5.3. Provide support during testing by validating that the system is operating according to the technical specifications and the organization’s specific system design. Additionally, Experian Health and Customer 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.
- 3.5.4. Provide guidance and direction in education planning. Additionally, Experian Health and Customer will work together to complete the requirements outlined in detail in [Section 8](#) and the Product-specific section of this SOW.
- 3.5.5. Provide support and direction to customer 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. Experian Health will support the event as specified in the Implementation Workplan and will work with customer to facilitate

transition to Support at the end of the event. Additionally, Experian Health and Customer will work together to complete the following:

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

3.5.6. Train Customer on the Client Support Portal and issue logging system upon Go-Live

**3.6. Implementation Leadership – Customer will:**

- 3.6.1. Provide cross-functional coordination and alignment of Customer resources. Customer will collaborate with Experian Health team to establish and maintain a mutually agreed upon on-site and remote schedule for Experian Health resources.
- 3.6.2. Provide Customer technical resources to partner with the Experian Health team to implement the technology portion of the implementation. This includes monitoring overall progress of the technology work and removing roadblocks for Customer technical team's progress.
- 3.6.3. Regularly review and manage implementation in accordance with a mutually agreed upon Workplan.
- 3.6.4. 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.
- 3.6.5. Provide physical space, technology required and subject matter expert participants for workflow design, testing and live system events.
- 3.6.6. Work with Experian Health to establish key performance metrics to measure and monitor engagement progress and milestone achievement.
- 3.6.7. Collect baseline key performance metric data before and after implementation to benchmark product efficacy.
- 3.6.8. Provide Customer resources as outlined above for the duration of the implementation.
- 3.6.9. Create and execute the operational change management strategy prior to introducing Experian Health products.

**3.7. Implementation - Customer will:**

- 3.7.1. Work with Experian Health in the planning phase to define options for fulfilling defined functional needs.
- 3.7.2. Complete required document collection for Experian Health product build, including pulling and submitting data from the PMS, HIS and any other systems as needed per the specifications provided by Experian Health.
- 3.7.3. Participate in functional design work sessions specific to Experian Health Product(s) standard functionality and standard reports. Customer 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.
- 3.7.4. Provide support during testing by validating that the system is operating according to the technical specifications and the organization's specific system design. Additionally, Experian Health and Customer 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.



- 3.7.5. Customer will reasonably cooperate with the requirements outlined in detail in Section 8 and the Product-specific section of this SOW.. Customer will complete its portion of the following:
  - Needs assessment finalizing scope and content of training sessions.
  - Education agendas.
  - Coordinating with Experian Health to schedule training post-testing and to ensure that all necessary users participate in training
- 3.7.6. Customer will work to implement the following as set out by Experian Health:
  - Cutover strategy.
  - Go-Live plan, including site readiness/change management.
- 3.7.7. Customer will serve as first line of defense for issue triage post-live and will log issues with the Client Support Portal post live and portal training.

## Implementation Expectations

### 4. **Planning**

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

### 5. **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 Experian Health. Product-specific connectivity details are listed in the Product section of this SOW. Customer shall work with Experian Health in good faith to establish connectivity. Customer acknowledges that lack of connectivity may extend the implementation timeline.

### 6. **Build**

During the build phase, Experian Health will use data provided by customer to create each standard Product.

- 6.1. Product Build is outlined in the product-specific section of this SOW.
- 6.2. 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.
- 6.3. Requests to deviate from the standard functionality and features will be documented with the change order process and may be subject to additional cost.

### 7. **Testing**

Experian Health will perform internal quality assurance testing before providing the system to Customer for User Acceptance Testing (UAT). UAT consists of Customer-inclusive workflow and scenario-based testing of the product by its eventual users.

- 7.1. UAT preparations will begin during the Build phase and include validating system readiness for testing, reviewing and customizing Experian Health standard testing scripts, availability of acceptable test data (in most cases real patient data is required), customer-provided centralized testing space, Customer testing resources for the duration of UAT.
- 7.2. The Experian Health Implementation Consultant will begin UAT with a PowerPoint-based overview of testing expectations and with a Product review for participants. This Product review does not replace the need for participants to attend end-user training.
- 7.3. UAT duration is defined per Model Product timeline. Additional testing time will impact the Go-Live date.
- 7.4. Specific testing requirements per product are included in the product-specific section of this SOW.
- 7.5. Customer is allotted test transactions that total no more than 10% of total annual encounter volume outlined in Section 2. Transactions that exceed this threshold shall be invoiced to Customer.



- 7.6. Issues found during UAT: Go-Live critical issues are defined as preventing Go-Live. Non-critical does not prevent Go-Live for each respective product.

## 8. Training

A. Experian Health will collaborate with customer 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 Experian Health solutions.

B. During the implementation phase, your Implementation Consultant will work collaboratively with you 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 Experian Health and Customer.

C.

8.1. Onsite training: Experian Health's trainers will travel to Customer's designated location and train Product users. If training at multiple locations is necessary, additional trainers and training days may be required and additional training fees will apply. Training materials and User guides will be distributed to trainees. The availability and scope of onsite training varies by product. Additional training details are provided in the product-specific SOW terms.

D.

8.1.1. On-Site Training Fees. Unless expressly stated otherwise in a product-specific SOW, Experian Health shall bill Customer, and Customer agrees to pay, for any on-site training for Experian Health products (subject to availability of on-site training) at a flat rate of \$2,000 per trainer per eight-hour day.

8.1.2. Refer to Section 3.7.5, Roles and Responsibilities for details about what Customer must provide for onsite training in addition to the below items.

- Classroom style training room with complete desktop personal computer systems for each attendee.
- Internet connections for all attendees and trainer.
- Table or desk on which the Experian Health Trainer can set up a laptop computer.
- Projector and projection screen (or blank wall) on which to project the presentation and adequate electrical outlets for all the previously listed equipment.

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

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

8.3.1. Experian Health recommends that you reserve a training room if multiple attendees from your site will be attending.

8.3.2. Complete desktop personal computer systems for each attendee.

8.3.3. Telephone with Speaker Functionality (or a headset if you will be participating from your desk)

8.3.4. Internet connections for all attendees

8.4. Experian Health's trainers will provide training materials and deliver content via webinar to Customer's staff.

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

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

## 9. Go Live, Go-Live Support and Additional Feature Implementation

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



- 9.2. Go-Live support will be provided by Experian Health's Implementation Consultant team.
- 9.3. Go-Live issues will be documented by the Implementation Consultant team and logged as Cases for the Experian Health 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 customer support prior to case closure.
- 9.4. Additional Product functionality may be scheduled to implement post Go-Live, for example, if live system data is necessary to complete configuration.
- 9.5. 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.

## 10. **Product Optimization Workshop (POW)**

- 10.1. Experian Health may perform Product Optimization Workshops either via Webinar or in-person, depending upon the product, customer 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 Customer the following: Product configuration, reporting, using the Client Support Portal and the transition to Account Management. Issues and workflow improvement items identified during this workshop will be addressed by implementation or support, as appropriate.

## 11. **Ongoing Maintenance and Optimization**

- 11.1. By the end of the implementation, Customer shall take over primary ownership and will be responsible for tasks including but not limited to:
  - 11.1.1. Submitting cases to Experian Health Support for found issues.
  - 11.1.2. Supplying updated system information (CDM, Payers/Plans, Contracts, etcetera).
  - 11.1.3. Communicating problem workflows to Experian Health for assistance.
  - 11.1.4. Supporting additional contracted location rollouts of existing functionality.
  - 11.1.5. Playing a primary role with Health Information System upgrades.
  - 11.1.6. Maintaining user & payer mappings.
- 11.2. Experian will be responsible for the following:
  - 11.2.1. Transitioning responsibility to Relationship Management and customer 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 Experian Health internal approvals to validate that Customer is stable and ready to transition. Customer is made aware of the pending transition during this time.
    - Implementation will provide details about Customer and setup and provide documentation relevant to the install to the Relationship Manager who will be working with Customer 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.
  - 11.2.2. The Project Manager will initiate an Implementation Closure document and will confirm closure with Customer.
  - 11.2.3. Change Order items still on the development roadmap will continue to be tracked by the Relationship Manager.
  - 11.2.4. The Relationship Manager will serve as the long-term Experian Health representative assigned to Customer's account.
  - 11.2.5. Customer support will be responsible for working with Customer to resolve found issues in set-up and for assisting with maintenance tasks post-Go-Live.



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CCI Edits		
<b>Functionality:</b>	N/A - This is a data file.	
<b>Standard Implementation Timeline:</b>	1 week for vendor subscription 12 weeks for eCN subscription	
<b>Key Deliverables:</b>	Experian Health's Compliance Data Services team will send Correct Coding Initiative (CCI) rule set for physicians comprised of edits used to detect mutually exclusive and compound/comprehensive requests that would cause a claim to be denied.	
<b>Testing:</b>	N/A - This is a data file.	
<b>Training:</b>	N/A - This is a data file.	
<b>Go-Live:</b>	Content file delivery and notification	
Project Team Role	Type	Description



PaymentSafe® - Ingenico & PAX		
<b>Functionality:</b>	<p>PaymentSafe® offers several different Ingenico &amp; PAX models.</p> <p>Ingenico devices consist of the iSMP4.</p> <p>PAX devices consist of A80, A920 and Aries 8 PRO.</p> <p>The devices meet the latest hardware and software security requirements. PCI PTS 3.x certified, the devices ensure secure data and application management and enable highly secured electronic transactions. It also complies with SRED and Open protocol modules.</p> <p>Integrates with PaymentSafe® through eCare Next® and OneSource®.</p> <p>Integrates with PaymentSafe® through the Epic integration.</p> <p>Accepts payments using EMV chip, magstripe, key enter or using near field communication.</p> <p>PCI compliance certified by 3rd party.</p>	
<b>Standard Implementation Timeline:</b>	4 weeks.	
<b>Key Deliverables:</b>	<p>Customer must establish relationship with credit card and e-check processors.</p> <p>VAR sheets will be required.</p> <p>Customer must provide Ethernet connectivity for devices.</p> <p><b>**Ingenico devices come with a 1 year manufacture's warranty period.**</b></p> <p><b>**PAX guarantees that all PAX hardware products are warranted to be free from any defect in workmanship and material that may occur within two (2) years from date of initial shipment from PAX's facility.**</b></p>	
<b>Testing:</b>	Extensive full-cycle file and payment testing is needed with Customer's payment merchant, Experian Health Implementation Consultant and Customer's organization.	
<b>Training:</b>	WebEx training available as needed.	
<b>Go-Live:</b>	<p>PaymentSafe® is considered live once:</p> <ul style="list-style-type: none"> <li>• A credit card payment can be sent to a processor, and the client can then receive from the processor an approval or decline.</li> <li>• And a refund and/or void can be issued to the transaction.</li> </ul>	
Project Team Role	Type	Description
Ingenico Setup Information	Customer	Connectivity (POE or AC, wireless is a given), Friendly Names, MID Mapping (if client has multiple MIDs), Shipment Info, VP2Pe w/Control Center – yes or no, Processor information



Enhanced Claim Status	
<b>Functionality:</b>	<p>ECS responses are provided for contracted payers where available, however not all payers have additional proprietary data available on their web portals or they may restrict vendors from scraping their website to obtain this information, allowing for only the ANSI 277 data to be collected. When this situation arises, the customer will be provided with the payers affected and will be asked to decide whether they want that payer included in the build.</p> <p>Supports ANSI 837I and 837P transactions</p> <p>Utilize the standard rule set run against payers</p> <p>Define account types and patient classes included in search</p> <p>Each implementation includes contracted payers for:</p> <ul style="list-style-type: none"> <li>• Medicaid (multi state)</li> <li>• Medicare Part A</li> <li>• Medicare Part B</li> <li>• Commercial payers</li> </ul> <p>Utilize Experian Health's EDI 276/277 functionality</p> <p>Utilize Web Enhancement functionality</p> <p>Standard reporting</p> <p>ECS Response File Formats Available:</p> <ul style="list-style-type: none"> <li>• ANSI 277 XML response (contains nodes for 277, JSON addendum, and summary results fields)</li> <li>• ANSI Enhanced 277 (enhanced data in STC12 field)</li> <li>• Pipe-delimited flat file (human-readable format)</li> <li>• HIS-specific formats.</li> </ul>
<b>Standard Implementation Timeline:</b>	4-5 months from contract signing.
<b>Key Deliverables:</b>	<p>Completion of discovery questionnaire that assists in finalizing detailed business need scope for the claims project</p> <p>Customer must provide us with:</p> <ul style="list-style-type: none"> <li>• Customer must complete the Credentialing spreadsheet for every payer they are contracted to be stasured, which includes providing Experian with at least one (more may be needed based on volume) dedicated set of credentials for every payer to be stasured.</li> <li>• Send standard/normalized response back to claims product and/or clients HIS/PMS.</li> <li>• Receive standard 276 file</li> <li>• Receive 837I / 837P file</li> <li>• Receive proprietary format from claims product or client HIS/PPM</li> <li>• The customer's technical staff must be able to provide any programming needed for that data to be digested and utilized inside of PAS/PMS. This includes but is not limited to things such as host system work queues and/or host system patient account notes</li> </ul>
<b>Testing:</b>	<p>ECS must be tested with real claims data to verify the accuracy of the results from each payer's website.</p> <p>It is the client's responsibility to do all programming required for the ECS responses to be imported into their HIS/PMS.</p>



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	Experian Health is only responsible for providing the data in an agreed upon format. Customer technical staff must be able to provide any programming needed for that data to be digested and utilized inside of the HIS/PMS. This includes but is not limited to things such as host system work queues and/or host system patient account notes
<b>Training:</b>	<p>If module will be used as a workflow within ClaimSource®, setup and training will be provided by Experian Implementation team prior to go live.</p> <p>If used to provide data for work flow that is done outside of ClaimSource®, then Experian will provide data files for import purposes only and customer is responsible for training their staff on how to use the data in the selected work flow product.</p>
<b>Go-Live:</b>	ECS responses are delivered for first payer that reflects accurate adjudicated status. Go-Live will not be delayed due to the customer's internal programming for response importing not being completed.

Project Team Role	Type	Description
Implementation Trainer/Analyst	Experian	Work with the Implementation Manger and client to cover all aspects of billing and workflow
Super Users	Customer	operational managers that become experts in products, input through testing and training
Project Manager	Customer	responsible for providing project leadership and monitoring project status. Communicates regularly with both internal Project Champions and the Experian Health Project Manager
IT Analysts	Customer	assist in providing necessary documents and HIS specific configuration and test files, configuration of connectivity and deployment of application
Implementation Project Manager	Experian	Overall implementation lead for the install, responsible for developing project plan, timelines and monitoring/communicating overall status of project
Support Programmer	Experian	Work with Implementation Consultant and client for all programming requirements



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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 of the parties.