

**AMENDMENT #21 TO VENTURA COUNTY
CONTRACT #4314
To
PROVIDE SOFTWARE LICENSE FOR CLAIMS/RA DATABASE MANAGEMENT SYSTEM**

This Amendment No. 21 to Ventura County Contract No. 4314 (Contract) is entered into by and between the County of Ventura (County) and Experian Health, Inc., effective February 6, 2024.

1. The Contract not to exceed amount is increased by \$6,900 from \$399,203 to \$406,103 for fiscal year 2023-2024 and by \$5,400 from \$579,614 to \$585,014 for fiscal year 2024-25.
2. The attached Add Product and Renewal Amendment – is added to the Contract.

All other terms and conditions of the Contract, as amended, remain the same.

County of Ventura

Signature

Printed name

Title

Date

Experian Health, Inc.

Authorized signature

Printed name

Title

Date

Attachment: Add Product, Price Change and Renewal Amendment – Interface with third party systems that require copies of the billed claim ANSI files, and ANSI files SOW.

| Supplier | Customer | |
|--|---|---|
| Experian Health, Inc. 720 Cool Springs Blvd., Suite 200 Franklin, TN 37067 (615) 661-5657 or (888) 661-5657 | County of Ventura 5851 Thille Street, Suite 100 Ventura, CA 93003 |  |

Add Product Amendment

This Add Product and Renewal Amendment ("Amendment") shall be made a part of the Software Licensing Agreement dated November 21, 2001, including any schedules, addenda and amendments thereto, ("Agreement") between Experian Health, Inc. ("Experian Health") and County of Ventura ("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").

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. Customer agrees to complete Exhibit A in its entirety. HIS/PMS system(s) applicable to this Amendment include Cerner Millennium. 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 |
| Interface with third party systems that require copies of the billed claim ANSI files. | 1 | \$1,500 | \$5,400 | \$0.00 |

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

| | | |
|--|---------|---------|
| Total 1st Year Fees (excluding transaction fees) | \$1,500 | \$5,400 |
| Future Recurring Fees (excluding transaction fees) | N/A | \$5,400 |

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.

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 Health 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.

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 VENTURA

| | | | |
|-------------|------------------------------|-------------|-------|
| Signed By: | _____ | Signed By: | _____ |
| Print Name: | Jeff Corley | Print Name: | _____ |
| Title: | Senior Director - Operations | Title: | _____ |
| Date: | _____ | Date: | _____ |

EXHIBIT A
FACILITY LIST AND ADMINISTRATION

Primary Facility Information

Legal Entity Name: County of Ventura

Address (No PO Boxes): 5851 Thille Street, Suite 100, Ventura, CA 93003

NPI #:

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#:

Tax Exempt (yes/no): No

(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:

Onboarding/Implementation

Contact:

Phone:

Email:

Billing

Contact:

Phone:

Email:

Additional Facility Information

2. **Name & Address:**

3. **Name & Address:**

4. **Name & Address:**

5. **Name & Address:**

6. **Name & Address:**

7. **Name & Address:**

8. **Name & Address:**

9. **Name & Address:**

10. **Name & Address:**

SCHEDULE A
STATEMENT OF WORK

(attached)



Ventura County Healthcare Agency

ANSI 837 Files SOW

January 4, 2024



Experian Health Statement of Work for Ventura County Healthcare Agency

In preparation for implementing Experian Health revenue cycle solutions at Ventura County Healthcare Agency 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 | Suite |
|-------------------------------------|--------|
| Ancillary System Interface - Claims | Claims |

- 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 (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. 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 (UAT) Section 7. Failure by Customer to test or provide notice of non-conformance, in writing, within five (5) business days of completing UAT 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 |
|----------------------------------|-------------------|-------------------|
| Ventura County Healthcare Agency | | See above. |

3. General Implementation Provisions

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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 |
|----------------------|--|
| 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. Super Users may also be part of the implementation committee as needed. |



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| | |
|-----------------------|--|
| 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.

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- 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 UAT. UAT consists of Customer-inclusive workflow and scenario-based testing of the product by its eventual users. The specific testing requirements vary by product and will be as set forth in more detail below in the Section of each product table entitled "Testing".

- 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 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 Customer 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.
- 8.1. 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.



- 8.2. 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.
 - 8.2.1. Experian Health recommends that Customer reserve a training room if multiple attendees from Customer's site will be attending.
 - 8.2.2. Complete desktop personal computer systems for each attendee.
 - 8.2.3. Telephone with Speaker Functionality (or a headset if Customer will be participating from a desk)
 - 8.2.4. Internet connections for all attendees
- 8.3. Experian Health's trainers will provide training materials and deliver content via webinar to Customer's staff.
- 8.4. 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.
- 8.5. 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 POWs 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 POW 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 and 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.
 - The Implementation team 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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| Ancillary System Interface - Claims | | |
|--|--|---|
| Functionality: | Supports billed ANSI 837 claim files Implementation includes duplication of the ANSI 837 claim files as they went out of ClaimSource® Request for custom programming changes to the files are out of scope and would require additional review and charges | |
| Standard Implementation Timeline: | 4-5 months from contract signing. | |
| Key Deliverables: | | |
| Testing: | Testing will be done internally to make sure that the duplicate files meet the ANSI 837 file specifications. | |
| Training: | Customer will be told where the files are in the shared file folder. | |
| Go-Live: | ANSI 837 files are put into the shared file folder. | |
| Project Team Role | Type | Description |
| Support Programmer | Experian | Work with Implementation Consultant and client for all programming requirements |

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.

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