



CERNER SALES ORDER

This Cerner Sales Order is made on _____ (“Effective Date”), between

County of Ventura (“Client”)

California government agency with its principal place of business at

800 S Victoria Ave
Ventura, CA 93009-0001, United States
Telephone: (805) 677-5110

and **Cerner Corporation (“Cerner”)**

a Delaware corporation with its principal place of business at

2800 Rock Creek Parkway
North Kansas City, MO 64117, United States
Telephone: (816) 221-1024

Cerner Sales
Contact: Katherine Guetterman
(816) 201-2322
katherine.guetterman@cerner.com

Client agrees to purchase the specific products and services set forth herein, and Cerner agrees to furnish such products and services upon the terms and conditions of this Cerner Sales Order and the Cerner Business Agreement, dated July 01, 2016, between Client and Cerner (the “**Agreement**”).

Client understands that hand-written changes to this Cerner Sales Order will not be accepted. Client will engage their Cerner Sales Contact to request any revisions before execution or to amend following execution through a written agreement executed by both parties.

COUNTY OF VENTURA

Authorized
signatory: _____
(signature)

(printed name)

Title: _____

CERNER CORPORATION

Authorized
signatory: _____

Teresa Waller

Title: _____
Sr. Director, Contract Management

CLIENT WILL COMPLETE THE FOLLOWING UPON EXECUTION OF THIS CERNER SALES ORDER:

Client Invoice Contact: _____

Contact Phone #: _____

Contact Email Address: _____

Client's account can be managed online at cerner.com by registering for Cerner eBill. To gain access to eBill, contact the Cerner Client Care Center at 866-221-8877 or e-mail ClientCareCenter@cerner.com.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.

FINANCIAL OVERVIEW

Description	One-Time Fees	Monthly Fees*
SOLUTIONS		
Subscription Services	--	17,604.00
Shared Computing Services	--	0.00
Transaction Services	--	7,500.00
PROFESSIONAL SERVICES		
Fixed Fee	1,437,124.00	--
Fee for Service	319,602.00	--
MANAGED SERVICES		
Managed Services	--	1,700.00
TOTALS:	1,756,726.00	26,804.00

All prices in this Cerner Sales Order are shown in USD. Pricing is valid until September 30, 2022. If this Cerner Sales Order is not executed on or before such date, this pricing is considered null and void and will be subject to revision.

Not applicable is indicated by "--".

*The monthly fees above are related to non-Cerner solutions and managed services requirements for non-Cerner solutions as depicted in the Solutions section of this sales order. No new monthly fees apply to existing Cerner solutions.

PAYMENT TERMS

ONE-TIME FEES			
Description	Payment Number	Percent (%) Of Total Due	Payment Due
Professional Services: Fixed Fee	1	25%	Upon the earlier of Project Kickoff or September 1, 2022
	2	25%	Upon the earlier of 180 days following Project Kickoff or March 1, 2023
	3	50%	Upon the earlier of First Productive Use or September 1, 2023

MONTHLY RECURRING FEES		
Description	Percent (%) Of Total Due	Payment Due
Subscription Services	100%	Quarterly beginning upon First Productive Use, estimated to be September 1, 2023
Shared Computing Services	100%	No fees due from Client
Transaction Services	100%	Quarterly in advance, beginning upon First Productive Use, estimated to be September 1, 2023
Managed Services	100%	Quarterly beginning upon the earlier of Project Kickoff or 90 days following the Effective Date

AS-INCURRED FEES		
Description	Percent (%) Of Total Due	Payment Due
Transaction Services Usage Fees	100%	Monthly in arrears
Professional Services: Fee for Service	100%	Monthly in arrears



TERM AND TERMINATION

Transaction Services. All transaction services begin upon First Productive Use, estimated to be September 1, 2023 and continue for the term set forth in the “Solutions” section.

Subscription Services and Shared Computing Services. The subscription services and shared computing services begin upon First Productive Use, estimated to be September 1, 2023 and continue for the term set forth in the “Solutions” section.

Managed Services. The managed services begin upon the earlier of Project Kickoff or 90 days following the Effective Date and continue for the term set forth in the “Managed Services” section.

Renewal. At the end of the applicable term the parties have the option to renew for additional 12 month periods at the rate charged in the final period of the then-current term, unless either party provides the other party with written notification of its intent to terminate the relevant service no less than 60 days prior to the expiration of the applicable then-current term. Cerner agrees to notify Client ninety (90) days prior to the end of the then-current term of its expiration.

FEE INCREASES

Cerner may increase the monthly fee for Support services and each recurring service (such as managed services, application services, subscription services, application management services, employer services, transaction services, and Shared Computing Services) any time following the initial twelve (12) month period after such recurring service fees begin (but not more frequently than once in any twelve (12) month period) by giving Client sixty (60) days prior written notice of the price increase. The amount of such annual increase will equal 5% per annum. Cerner may also increase the fees at any time during the term if a Cerner third party supplier increases the fees to be paid by Cerner, with such increase being limited to the amount of increase in Cerner's fee to the third party supplier.

ASSIGNMENT OF PAYMENTS

Client agrees that Cerner may assign its interest in or otherwise grant a security interest in payments due pursuant to this Cerner Sales Order in whole or in part to an assignee. Cerner will continue to perform its obligations under the Agreement following such assignment or granting of a security interest.





SOLUTIONS

SUBSCRIPTION SERVICES

Mfg. Part No.	Solution Detail Description	Scope of Use Metric	Qty./ Scope of Use Limit	Term (Mo.)	Monthly Range	Extended One-Time Fees	Extended Monthly Fees	Solution Description Code	Third-Party Component(s)	Pass-Through Code	Per Unit One-Time Expansion Fees	Per Unit Monthly Expansion Fees
07642551	eCareNEXT- Cerner Integration	Annual Encounters	600,000	60	1-60	--	2,322	--	✓	--	--	2,709.00
07642577	Passport eCare NEXT - Document Imaging Interface	Each	1	60	1-60	--	184	--	✓	--	--	261.90
07642593	Registration QA - With Passport eCare NEXT	Annual Encounters	600,000	60	1-60	--	4,334	--	✓	--	--	5,056.00
07642148	Patient Estimates	Annual Encounters	600,000	60	1-60	--	6,548	--	✓	100097_001	--	--
07642684	Patient Estimates - Document Imaging Interface	Each	1	60	1-60	--	184	--	✓	59810_EXP	--	261.90
07642676	Patient Estimates Interface Remote Posting Scripting	Each	1	60	1-60	--	275	--	✓	59810_EXP	--	392.86
07642155	Self-Service Patient Estimates	Annual Encounters	600,000	60	1-60	--	3,334	--	✓	100097_001	--	--
EXP-1015231	eCare NEXT - Additional Cerner Integration	Interface	1	60	1-60	--	184	--	✓	--	--	214.00
EXP-304211	Patient Estimates Add Acute Location	Facilities	1	60	1-60	--	239	--	✓	--	--	278.00
TOTAL:						--	17,604	--	--	--	--	--

SHARED COMPUTING SERVICES

Mfg. Part No.	Solution Detail Description	Scope of Use Metric	Qty./ Scope of Use Limit	Term (Mo.)	Monthly Range	Extended One-Time Fees	Extended Monthly Fees	Solution Description Code	Third-Party Component(s)	Pass-Through Code	Per Unit Monthly Expansion Fees
LRN-00094	Learning Framework	Each	1	60	1-60	--	0	SD101199_02	--	--	--
TOTAL:						--	0	--	--	--	--

TRANSACTION SERVICES

Mfg. Part No.	Solution Detail Description	Scope of Use Metric	Qty.	Term (Mo.)	Monthly Range	One-time Fees	Monthly Fees	Usage Fees	Solution Description Code	Third-Party Component(s)	Pass-Through Code
One-Time and Monthly Fees											
07642080-MIN	Premium Eligibility Verification Service	Each	100,000	60	1-60	--	7,500	--	--	✓	--
Transaction Usage Fees											
07642080-BILL	Premium Eligibility Verification Service Overage Fee	Each	1	--	--	--	--	.08	--	✓	--
TOTALS:						--	7,500	--	--	--	--



Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner.



PROFESSIONAL SERVICES

FIXED FEE

Service Project Detail	Manufacturer Part No.	Solution	One-Time Fees	Third-Party Component(s)	Pass-Through Code
Standard Services					
Financial Clearance	CHS_FINCLR_SERVICES	Financial Clearance Services	36,225	--	--
HDX/Rev Cycle Srv **	CHS_FINCLR_SERVICES	Financial Clearance Services	8,700	--	--
SC	CHS_FINCLR_SERVICES	Financial Clearance Services	40,500	--	--
Ent Doc Mgmt	CTS-CPDI-BPFN	Batch Preparation Filename Parse	12,960	--	--
Custom Services					
Clinicals	--	--	275,080	--	--
Financials	--	--	459,425	--	--
Learning FF	--	--	62,790	--	--
CI Clinicals	--	--	88,090	--	--
CI Financials	--	--	50,600	--	--
Registration QA	--	--	19,501	✓	--
Patient Estimates	--	--	39,001	✓	100097_001
Conversion Support	--	--	240,500	--	--
Coverage Discovery	--	--	3,000	✓	--
Passport eCare NEXT	--	--	51,501	✓	--
Revenue Cycle Arch.	--	--	40,250	--	--
Self-Serve Estimates	--	--	9,001	✓	100097_001
TOTALS:			1,437,124	--	--



Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner.



FEE FOR SERVICE

Service Project Detail	Role	Hourly Rate	Estimated Hours	Total Fees
Standalone Services				
CCL **	Solution Architect	165	312	51,480
CCL **	Software Engineer	165	500	82,500
FSI **	Interface Architect	175	200	35,000
Clinicals FFS	Consultant	115	40	4,600
Clinicals FFS	Consultant	115	100	11,500
Clinicals FFS	Consultant	115	40	4,600
Learning FFS	Learning Specialist - PS	115	196	22,540
Learning FFS	Learning Manager	115	380	43,700
Adoption Coaching	Learning Specialist - PS	115	80	9,200
Bundled Services				
--	CCL Services	--	--	--
	Experian Extract Implementation	0	1	0
Experian Extracts	System Engineer	115	30	3,450
-- **	FSI Services	--	--	--
FSI **	System Engineer-FSI	127	320	40,532
FSI **	Interface Architect	175	60	10,500
TOTALS:				319,602

** This is an Interoperability Element subject to the 21st Century Cures Act. All available allowances have been applied.

MANAGED SERVICES

Manufacturer Part No.	Solution Detail Description	Scope of Use Metric	Qty.	Term (Mo.)	Monthly Range	One-Time Fees	Monthly Fees	Third-Party Component(s)	Pass-Through Code
CW-RHO-NC-RECUR	RHO Recurring Fee-Non Cerner Solutions	Each	1	28	1-28	--	1,700	--	--
TOTALS:						--	1,700	--	--



Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.

SCOPE OF USE

Client will use the solutions set forth in this Cerner Sales Order in accordance with the Documentation and subject to the scope of use limits set forth in the Solutions section. In the event Client requests additional scope beyond the limits set forth in the Solutions section and no Per Unit Expansion Fees are referenced therein, Client must execute a new Ordering Document setting forth the additional scope and fees at Cerner's then-current rates.

Scope of use will be measured periodically by Cerner's system tools, or, for metrics that cannot be measured by system tools or obtained through industry available reporting sources (e.g. FTEs or locations), Client will provide the relevant information (including records to verify the information) to Cerner at least once per year. Client agrees that if an event occurs that will affect Client's scope of use (such as the acquisition of a new hospital or other new facility), Client will notify Cerner in writing of such event no later than 30 days following the effective date of such event so that Client's scope of use can be reviewed. Any additional fees due under this Section will be payable within 30 days following Client's receipt of an invoice for such fees. Any additional monthly fees will begin on the date the limit was exceeded and shall be paid annually (pro-rated for any partial month).

The pricing in the Solutions section of this Cerner Sales Order is based on the following scope of use metrics, which are defined as follows.

Scope of Use Metric	Scope of Use Definition
Annual Encounters	The total number of annual interactions with a health care provider, where the patient receives any type of service.
Interface	The point of interaction or communication between two different computer systems.
Facilities	The total number of physical locations that will use a specific application.

FACILITIES

Permitted Facilities. For use and access by these facilities:

Name	Address	City	State/ Province	Zip/Postal Code	Country
County of Ventura	800 S Victoria Ave	Ventura	CA	93009-0001	United States

The parties may add or substitute Permitted Facilities by amending this section.

SOLUTION DESCRIPTIONS

Each solution with a Solution Description has a code noted in the "Solutions" section of this Cerner Sales Order, and that code can be entered at <https://solutiondescriptions.cerner.com> to view the Solution Description. These Solution Descriptions are incorporated into this Cerner Sales Order by reference and may also be attached as an exhibit to this Cerner Sales Order.

PASS-THROUGH PROVISIONS

Where pass-through provisions are applicable to third-party products and services, these provisions are referenced by a pass-through code in the "Solutions", "Equipment/Sublicensed Software", "Professional Services", "Application Management Services", or "Managed Services" sections of this Cerner Sales Order, and that code can be entered at <https://passthroughprovisions.cerner.com> to view the pass-through provisions. These pass-through provisions are incorporated into this Cerner Sales Order by reference, and may also be attached as an exhibit to this Cerner Sales Order.

ADDITIONAL TERMS AND PROVISIONS

SHARED COMPUTING SERVICES

Client Responsibilities. Client agrees to comply with all applicable laws, rules, and regulations as they relate to its use of the Services and its provision of the Services to Users ("Laws"), including, but not limited to, HIPAA, state medical privacy and security laws, and state and federal laws applicable to sensitive categories of medical information, such as mental health, alcohol and drug abuse, genetic, and AIDS/HIV information. Client or its Users must obtain all appropriate and necessary authorizations and consents to access, use, and disclose any personally identifiable information in compliance with applicable Laws (including, but not limited to, the Health Insurance Portability and Accountability Act of 1996 and the Telephone Consumer Protection Act) and the Agreement. Client must have security and privacy policies and procedures in place that govern its Users' ability to access information on or through the Services and to prevent unauthorized access, use, and disclosure of personally identifiable information including, but not limited to, protected health information.

Medical Record. The Services do not constitute a medical record. Client and its Users are responsible for ensuring that the information sent through the Services is incorporated into the applicable patient's medical record as necessary. Client acknowledges that the health information exchanged through the Services may not include the individual's full and complete medical or encounter record or history. Cerner may leverage a public cloud infrastructure to provide the Services.

Access to Data. Cerner may use and disclose the Data as necessary to perform, analyze and improve the Services, to the extent permitted by law. Cerner may use and disclose performance and usage data for any purpose permitted by law so long as the data does not contain protected health information as defined under HIPAA or Client-specific identifiable information. Data means data that is collected, stored, processed or generated through Client's use of the Services.

Right to Aggregate. Cerner may use or disclose protected health information, as defined by 45 C.F.R. 160.103, to provide data aggregation services as permitted by 45 C.F.R. 164.504(e)(2)(i)(B), including use for statistical compilations, reports and all other purposes allowed under applicable law.

De-identify and Use Rights. Cerner may de-identify protected health information in accordance with the standards set forth in 45 C.F.R. 164.514(b) and may use or disclose such data unless prohibited by applicable law.

Information Management Tools. Client acknowledges and agrees that the Services are information management tools, many of which contemplate and require the involvement of professional medical personnel, and because medical information changes rapidly, some of the medical information and formulas may be out of date. Information provided is not intended to be a substitute for the advice and professional judgment of a physician or other professional medical personnel. Client acknowledges and agrees that physicians and other medical personnel should never delay treatment or make a treatment decision based solely upon information provided through the Services. Client further acknowledges and agrees that the Services are not intended to diagnose disease, prescribe treatment, or perform any other tasks that constitute or may constitute the practice of medicine or of other professional or academic disciplines.

TRANSACTION SERVICES TERMS

These terms apply to the transaction services set forth in the "Solutions and Services" section of this Ordering Document (the "Transaction Services"). If there is a conflict between these terms and conditions and those in the Agreement, these "Transaction Services Terms" will control with respect to the Transaction Services.

Client Obligations. Client agrees to execute all documents and comply with all applicable procedures, rules and regulations which Cerner, the applicable Payer, clearinghouses, insurance carriers, or other third parties, or applicable law, rule or regulation may reasonably require in relation to the Transaction Services including, without limitation, rules governing record retention, non-discrimination, error resolution, obtaining patient's consent and/or authorization for the transmission of patient data. Client agrees to provide all supporting documents requested by Cerner necessary to comply with the foregoing. Client agrees to indemnify, and hold Cerner harmless from any and all claims, demands, damages, action, causes of action, liens, claims of liens, costs, losses, and expenses including attorneys' fees, of any nature arising out of or relating in any way to the

TRANSACTION SERVICES TERMS

failure of Client to comply with the requirements of this Ordering Document.

Client grants Cerner the right to submit electronic Transactions and/or sign hard copy (paper) Transactions on Client's behalf to third-party payers or processors, including but not limited to commercial insurers, Medicare, Medicaid, and government agencies, and, where appropriate, agencies or carriers covering work-related accident or illness benefits where Client's signature is required for Transaction processing. Client acknowledges that Cerner is not responsible for the content or adjudication of any Medicare, Medicaid, work related accident or illness claim or other insurance claim and Client retains all liability on such claims and agrees to indemnify and hold Cerner harmless on account of all such claims, including the reconciliation or adjustment of any claim.

Client guarantees that all transactions submitted to the Transaction Services by Client will be on behalf of physicians or suppliers that have executed appropriate written authorizations for such submission and a true copy of such authorization will be furnished to Cerner upon request.

Eligibility Transactions. Cerner is required to pass on and/or obtain the following covenants from Client to the extent applicable: (a) access to eligibility information shall be restricted to the sole purpose of verification of eligibility where the recipient has requested medical services; (b) verification of eligibility under the system is not a guarantee of payment and the records as to the recipient's eligibility status shall be the final authority; (c) as to eligibility information, Client agrees to indemnify and holds harmless the applicable State, its agents and employees, from any and all claims to the extent required by Cerner's suppliers' contracts with State agencies, or any Medicaid recipient who is aggrieved by the actions of Client hereunder; and (d) Client agrees to abide by the Federal and State law, rules and regulations regarding confidentiality of information.

Limitation of Liability. In no event will Cerner or any third party provider be liable for any special, indirect, incidental, speculative, punitive or consequential damages or loss of goodwill in any way relating to the Transaction Services or resulting from the use of or inability to use the Transaction Services or the performance or non-performance of any services, including, without limitation damages for loss of profits, data or use incurred by Client or any third party, even if Cerner has been notified of the possibility of such damages. IN NO EVENT WILL CERNER'S LIABILITY OR ANY THIRD PARTY SOFTWARE PROVIDER'S LIABILITY FOR ANY COSTS, EXPENSES, OR DAMAGES TO CLIENT OR ANY THIRD PARTY, REGARDLESS OF THE FORM OF ACTION, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, PRODUCTS LIABILITY OR OTHERWISE, EVER EXCEED THE AMOUNT RECEIVED BY CERNER FROM CLIENT FOR THE APPLICABLE TRANSACTION SERVICES DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE EVENT GIVING RISE TO THE ACTION.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

This Exhibit A defines the Service deliverables (“**Scope**”) for the Services set forth in this Cerner Sales Order.

GENERAL SCOPE

PROFESSIONAL SERVICES

The following scope applies to all implementation services set forth in this Cerner Sales Order.

Scope Considerations; Control of Scope of Work. Cerner commits to delivering, in conjunction with Client, a design, build, test, and rollout of all applicable elements set forth in this Cerner Sales Order. The build for all Licensed Software and Cerner Services will be based upon Cerner’s standard implementation processes. The project teams will reasonably accommodate design and build requests by Client, including non-Model Experience requests. Such requests may result in changes to project timelines and budget. Customization of reports, views, *MPages*, and rules are only included if specifically noted.

Client and Cerner must fulfill their responsibilities and adhere to the other requirements and descriptions set forth herein to meet the goals of an ‘on-time’ and ‘on-budget’ project. Modifications to this Scope shall be mutually agreed upon by Cerner and Client’s executive steering committee and set forth on a new Cerner Sales Order, including changes in resources, professional services fees, and project timelines.

Project Start Date. The project start date will be based on the Effective Date of this Cerner Sales Order. Cerner requires a minimum of 90 days from the Effective Date to accommodate project staffing requests. After the project start date, Cerner and Client will begin activities such as planning, staffing, and technology activities.

Travel, Lodging, Out-of-Pocket Expenses, and Per Diem Rates. The fees in this Cerner Sales Order do not include travel, lodging, per diem, or other out-of-pocket expenses. Such fees are not expected to exceed \$460,824. Fees will be billed monthly as incurred and will follow the County of Ventura travel policy.

Fixed Fee Implementation. For fixed fee implementations, the scope of the implementation is based on the specific assumptions set forth herein and in the scope of work for the solutions being implemented (the “Solution Detail Scope”). Each party (or its designee) will fulfill project responsibilities assigned to such party in this Scope and in the Solution Detail Scope(s). This Scope and the Solution Detail Scope(s) describes the solutions to be implemented, duration of the implementation, and the Services to be performed. Any changes to assumptions, tasks, duration, services or resources may result in additional fees, and will only become effective upon written approval by both parties.

Fee-for-Service Implementation. Any fee-for-service hours specified in this Cerner Sales Order are estimates, and Client will pay any overage of the estimated hours as Cerner continues to work towards the agreed-upon Scope. Work and payment should continue until either Client notifies Cerner to stop work, or the Scope is delivered as agreed herein.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

SOLUTION DETAIL SCOPE

Third-Party Services. Capitalized terms used in third-party Scope shall have the meanings ascribed to them herein, or as set forth in the applicable third party's pass-through provisions. Where there is a conflict between the definitions in third-party Scope and the Agreement, the definitions in this Exhibit A shall control, but only with regards to the subject matter set forth herein.

PROFESSIONAL SERVICES

CONVERSION SUPPORT

(CVU-02051, CVU-02052)

Cerner Tasks/Activities	<ul style="list-style-type: none">• Provide 1 adoption manager for 2 weeks, 40 hours per week who will:<ul style="list-style-type: none">◦ Help Client develop, plan, and execute adoption strategy.◦ Manage coaches and schedule.◦ Facilitate delivering information between end users, Client, project team, and coaches.◦ Onboard coaches and provide continuous education.◦ Provide weekly updates to Client stakeholders.• Provide 110 ambulatory adoption coaching shifts and 170 acute adoption coaching shifts:<ul style="list-style-type: none">◦ Provide support while end users learn to utilize the system.◦ Coach on how to use Cerner solutions.◦ Help triage issues.◦ Provide rounding and by-appointment support.◦ Serve as liaison between project team and end users.◦ Focus on increasing electronic health record adoption.
Client Tasks/Activities	<ul style="list-style-type: none">• Meet with adoption manager before engagement starts and at a regular cadence.• Collaborate with adoption manager on adoption strategy, priorities, and areas of focus.• Provide an analyst who will be dedicated to sign-on issues (e.g., passwords, usernames, positions).• Provide end-user solution training materials prior to adoption coaching team arrival for all solutions being supported by the adoption coaches.• Provide access to all documented workflows to the adoption coaching team.• Provide orientation and other support needs for the incoming adoption coaching team to become familiar with Client's workflows and procedures.<ul style="list-style-type: none">◦ Review Client conversion schedule including allocation of adoption coaching resources.◦ Review Client communication (issue escalation) policies regarding adoption coaching team.◦ Review most common user processes, workflows, and common questions.◦ Conduct hands-on practice of Client-specific scenarios using the TRAIN domain.◦ Tour assigned work areas.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

CONVERSION SUPPORT

(CVU-02051, CVU-02052)

Project Assumptions

- Change Process
 - If the deliverable has been created per the accepted design document and Client desires to make changes, Cerner will provide a change document defining the issue, scope, work effort to complete, effect on delivery timeline, and cost to Client.
 - Client will have the option to sign and accept to initiate the work. Client may also decline or defer the action.
- Participation and Feedback
 - Client will identify a primary point of contact (POC) for this engagement.
 - Client POC will facilitate the identification of Client resources, response to questions, review and acceptance of deliverables, and other requirements agreed to in support of this engagement.
 - Client POC will review and sign acceptance or comment on milestone deliverables within 3 working days of receipt.
 - Client will provide timely visibility to project detail affecting the learning engagement so that Cerner may provide input and feedback to support the project's successful execution.
- Work Environment
 - At Client's expense, Client will provide the following: a dedicated and secure office; a Cerner-dedicated group meeting and work space with capacity for 8-10 people; network connectivity to Client's network; access to network printers; access to Client's appropriate *Cerner* domains; high-speed internet access or network port through Client firewall for each Cerner associate on site to access the internet and Cerner network using Cerner virtual private network (VPN) software; badge and access to all units, keys, and/or other appropriate security access to navigate physical working locations and parking.
- Completion Criteria
 - This engagement will be considered complete when the scope of work is completed pursuant to the tasks set forth in this Scope.
 - Client requests resulting in cancellation of or reduction in scheduled resources, or reduction in duration of this project, require written notification and may be subject to cancellation fees and nonrefundable airfare as follows:
 - 14 or more days prior to commencement, no cancellation fee
 - 13-7 days prior to commencement, 20% of fees
 - 7-0 days prior to commencement, 30% of fees
 - Reduction of resources or project duration post-commencement, 50% of pro-rated fees
 - Requests for additional end-user conversion support days must be submitted to Cerner in writing.
- Resource Assumptions
 - Cerner will work with Client to provide assigned resources according to an agreed-upon schedule.
 - Cerner reserves the right to reassign resources upon notice to Client if hours fall below an average of 36 hours per week.
- Process/Issue Decision



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

CONVERSION SUPPORT

(CVU-02051, CVU-02052)

- o This engagement includes only the items set forth in this Scope. Client must execute a new Ordering Document setting forth the additional services and fees if Client requests additional tasks beyond those set forth herein.
- o Open process issues affecting training will be assessed by Cerner following the change process herein. Client will decide whether to include the identified changes in the learning process and accept associated changes in the completion of learning deliverables, or to include the content in an internal post go-live revision process.
- Suspension/Rescheduling
 - o In the event Client requests this project be rescheduled or suspended, Client will pay costs for hours worked and travel expenses incurred, up to and including the date of shut down. Additional fees may be incurred when the project resumes, including, but not limited to, increased professional service rates, planning, defining scope, reviewing and documenting completed work, and educating new project team members (Client will not incur additional fees if the delay is mutually acceptable between Client and Cerner).
 - o Client acknowledges that Cerner is not obligated to provide the same project team members that were assigned to the project prior to the suspension.

PASSPORT ECARE NEXT - IN-PROCESS SCRIPTING + TOUCHLESS PROCESSING

(07642353)

Supplier Responsibilities

- Milestone 1:
 - o Enrollment and administrative set-up
 - o Project introduction – kickoff
- Milestone 2:
 - o Implementation initiation and project plan scope
 - o Virtual private network (VPN)/firewall connectivity set up and testing
 - o Interface connectivity set up and testing
 - o In process scripting (IPS) development workstation connectivity
 - o System configuration:
 - Complete build of payer and relationship lists
 - Complete eligibility verification rules
 - Complete standard alert build list
 - Perform alerts review with Client
 - Build and test custom alerts per alerts review
 - Incorporate alerts from other products installed
 - Complete and validate work queue configuration
 - o In process scripting development
 - o User acceptance testing
- Milestone 3:
 - o User training
 - o Optimizations



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

PASSPORT ECARE NEXT - IN-PROCESS SCRIPTING + TOUCHLESS PROCESSING (07642353)

	<ul style="list-style-type: none">o Continue weekly status calls and action item reviewo Perform 30-day post go-live optimization
Client Responsibilities	<ul style="list-style-type: none">• Perform either of the following tasks:<ul style="list-style-type: none">o Procure the necessary server(s) to host the supplier solutions in accordance with the specifications supplied upon request and agree to have these configured within 60 days of project kickoff; oro Contract with Cerner for procurement and/or hosting of the necessary services• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Supply any and all data and connectivity necessary for supplier to deliver these services
Deliverables	<ul style="list-style-type: none">• Configured <i>Passport eCare NEXT</i> bar
Project Assumptions	<ul style="list-style-type: none">• Client has met its Client responsibilities

EXPERIAN HEALTH, INC.: PASSPORT ECARE NEXT - DOCUMENT IMAGING INTERFACE (07642411, EXP-0924212)

Supplier Tasks/Activities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">o Perform administrative setupo Conduct project kickoff• Milestone 2:<ul style="list-style-type: none">o Establish secure file transport protocol (SFTP) connectivityo Obtain naming conventiono Obtain Client eligibility image file specifications• Milestone 3:<ul style="list-style-type: none">o Approve document imaging sampleo Conduct user acceptance testing, user training, go-live, and optimization
Client Tasks/Activities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this Service• Provide the following Data file and/or information:<ul style="list-style-type: none">o Eligibility image file specifications• Establish SFTP connection necessary for Supplier to deliver these Services
Deliverables	<ul style="list-style-type: none">• Eligibility images sent to Client document management system
Project Assumptions	<ul style="list-style-type: none">• <i>eCare NEXT</i> – Cerner Integration has been implemented.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

REGISTRATION QA - WITH PASSPORT ECARE NEXT (07642437)

Supplier Responsibilities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">◦ Enrollment and administrative set-up◦ Project introduction – kickoff• Milestone 2:<ul style="list-style-type: none">◦ Implementation initiation and project plan scope◦ Virtual private network (VPN)/firewall connectivity set up and testing◦ Interface connectivity set up and testing◦ System configuration – includes multiple rule sets if desired<ul style="list-style-type: none">▪ Complete standard alert build list▪ Perform alerts review with Client▪ Build and test custom alerts per alerts review▪ Incorporate alerts from other products installed▪ Complete and validate work queue configuration◦ User acceptance testing• Milestone 3:<ul style="list-style-type: none">◦ Onsite user training combined with <i>eCare NEXT</i>◦ Optimization – 30 days after go-live<ul style="list-style-type: none">▪ Review optimization priorities and requests▪ Work queues▪ Review need for additional alerts▪ Review registration quality assurance (RQA) scorecard reports with customer and data analytics▪ Identify report receipt method▪ Monitor user experience and payer timing report
Client Responsibilities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Supply any and all data connectivity necessary for supplier to deliver these services
Deliverables	<ul style="list-style-type: none">• Registration quality alerts, queues and administrative reports, and optimization of said deliverables
Project Assumptions	<ul style="list-style-type: none">• eCare NEXT – Cerner Integration has already been implemented or is being implemented at the same time as this service.• Client has met its Client responsibilities.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

PATIENT ESTIMATES SETUP FEE

(07642221)

Supplier Responsibilities

- Milestone 1:
 - Enrollment and administrative setup
 - Project introduction – kickoff
- Milestone 2:
Implementation initiation and project plan scope
 - Interface connectivity setup and testing
 - File transfer protocol (FTP) site setup for 837 claims
 - Scheduling information unsolicited (SIU) content validation (for touchless estimates)
 - System configuration:
 - Load master files provided
 - Charge description master (CDM)s (all)
 - 15 payers per location
 - 837 files
 - Facility logo(s)
 - Load Client setup template
 - Best-practice meeting
 - User acceptance testing
 - Touchless estimates validated and automated
- Milestone 3:
 - 2 days of onsite user training utilizing a “train the trainer” approach
 - *Experian* training will train Client’s training staff and designated super users; afterwards, the Client’s training staff will conduct internal training for all end-users.
 - Additional training days can be provided for an additional cost.
 - Go-live
 - 30-day post go-live optimization

Client Responsibilities

- Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service
- Provide the following data files and/or information:
 - CDM(s)
 - Insurance master
 - Information for self-pay/prompt pay discount table in setup template format
 - Information for changes to standard self-pay disclaimer in setup template format
 - 12 months of 837 claims data



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

PATIENT ESTIMATES SETUP FEE

(07642221)

	<ul style="list-style-type: none">o Facility logo for printing on patient estimated responsibility formo Managed care contractso Payer contracts per locationo Medicare Info• Supply any and all data connectivity necessary for supplier to deliver• Supply the SIU interface with current procedural terminology (CPT) included for touchless estimates• Define service lines included for touchless estimates
Deliverables	<ul style="list-style-type: none">• User training
Project Assumptions	<ul style="list-style-type: none">• Either <i>eCare NEXT</i> - Cerner Integration or <i>Passport eCare NEXT</i> Eligibility Setup for Patient Payment Estimates Only has already been implemented or is being implemented at the same time as this service.• Client has met its Client Responsibilities.

EXPERIAN HEALTH SCOPE OF WORK

(07642791)

Supplier Responsibilities	<ul style="list-style-type: none">• Setting up and testing of interface to support delivery of PPE standard documents• Configuration for document naming conventions• User training
Client Responsibilities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Supply any and all data connectivity necessary for Experian Health to deliver these services
Project Assumptions	<ul style="list-style-type: none">• Client has met its Client responsibilities• PPE - Patient Estimates has been or is being implemented at the same time as this service• Either Passport eCare NEXT - In-Process Scripting + Touchless Processing or Passport eCare NEXT - HL7 + Touchless Processing or Passport eCare NEXT Eligibility Set-up for Patient Estimates Only have already been implemented or are being implemented at the same time as this service• Work is performed remotely unless otherwise noted or agreed upon

EXPERIAN HEALTH, INC.: PATIENT ESTIMATES REMOTE POSTING SCRIPTING INTERFACE

(07642783)

Client Tasks/Activities	<ul style="list-style-type: none">• Client will either:
--------------------------------	---



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN HEALTH, INC.: PATIENT ESTIMATES REMOTE POSTING SCRIPTING INTERFACE

(07642783)

	<ul style="list-style-type: none">o Procure the necessary server(s) to host the Supplier solutions in accordance with the specifications supplied upon request and agree to have these configured within 60 days of project kickoff, oro Contract with Cerner for procurement and/or hosting of the necessary Services• Must have applicable data fields in Healthcare Information System (HIS) production environment for post back• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this Service• Provide the following Data file and/or information, as described in the scripting system requirements document:<ul style="list-style-type: none">o Production HIS user credentials for remote posting developero Specified in-process whitelisto Specified firewall portso Server backup strategy• Provide access to:<ul style="list-style-type: none">o A server with the Client's HIS installed that is dedicated to remote posting that meets the following hardware requirements, where Supplier has full administrative rights and site-to-site virtual private network (VPN) connectivity<ul style="list-style-type: none">▪ Hardware:<ul style="list-style-type: none">▫ 2.8 GHz processor or higher – required.▫ Dual processor/dual core▫ 8GB RAM – required, 16 GB RAM – recommended▫ 20 GB operation system HDD size▫ 60 GB data HDD size▫ SCSI 10,000 RPM or faster dedicated drives (Not separate partitions)▫ Dual 1 GB network interface card▪ Operating System<ul style="list-style-type: none">▫ <i>Microsoft Windows 7</i> or higher▫ <i>Microsoft Windows server 2003-2012</i>▫ 32-bit or 64-bit architecture▫ <i>Microsoft .NET 3.5</i>▫ <i>Internet Explorer 8</i> or higher• Complete a navigation document outlining the conversation flow, the conversations, and the discrete data fields where response Data will be posted back
Supplier Tasks/Activities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">o Conduct project introduction kickoff meetingo Establish VPN connectivity with remote posting servero Review base product workflow• Milestone 2<ul style="list-style-type: none">o Provide Client with scripting systems requirement documentationo Develop scripting based on Client decisions to post information back



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN HEALTH, INC.: PATIENT ESTIMATES REMOTE POSTING SCRIPTING INTERFACE

(07642783)

	<ul style="list-style-type: none">o Conduct internal scripting testing• Milestone 3<ul style="list-style-type: none">o Conduct user acceptance testing (UAT) in production environmento Go live and optimization
Deliverables	<ul style="list-style-type: none">• Scripting to Client HIS based upon workflow review and Client-finalized list of post back fields<ul style="list-style-type: none">o Scripting is intended to allow for greater staff efficiency and eliminate the opportunity for many clerical errors.
Project Assumptions	<ul style="list-style-type: none">• Personnel: Supplier Implementation Consultant, Supplier Implementation Engineer, Supplier Training Resource, Supplier Scripting Developer, Supplier Product Specialist• Estimated Duration of Installation and Implementation Services: 60 days• Completion Criteria: First Productive Use (FPU)• eCare NEXT – IPS + Touchless Processing and Patient Estimates is live or is being implemented concurrently.

PATIENT FACING PAYMENT ESTIMATOR

(07642817)

Supplier Responsibilities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">o Enrollment and administrative access setupo Project kickoff meeting• Milestone 2:<ul style="list-style-type: none">o Implementation initiation and project plan scopeo Interface connectivity setup and testingo User interfaceo System configuration which includes:<ul style="list-style-type: none">▪ Loading Client setup template▪ Loading Client procedure templateo Best practice meetingo User acceptance testing• Milestone 3:<ul style="list-style-type: none">o User trainingo Go-liveo 30-day post go-live optimization<ul style="list-style-type: none">▪ Provide collection vs. opportunity report (integrated or non-integrated)
Client Responsibilities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Provide the following data files and/or information:



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

PATIENT FACING PAYMENT ESTIMATOR

(07642817)

	<ul style="list-style-type: none">o Procedure template• Provide access to the portal or website where patient facing estimates will be housed if <i>Experian</i> patient self-service portal is not installed• Supply data and connectivity necessary for supplier to deliver these services
Deliverables	<ul style="list-style-type: none">• A tool for patients to use to obtain an estimated patient portion cost for their potential services• Client setup template• Client procedure template
Project Assumptions	<ul style="list-style-type: none">• Either <i>eCare NEXT</i> – Cerner Integration or <i>Passport eCare NEXT</i> Eligibility Setup for Payment Patient Estimates Only and Patient Estimates have already been implemented or are being implemented at the same time as this service.• If Patient Estimates is being implemented at the same time, it must be live for 90 days prior to bringing Patient Facing Estimates live.• Client has met its Client Responsibilities.

FINANCIAL CLEARANCE SERVICES

(CHS_FINCLR_SERVICES)

Cerner Tasks/Activities	<ul style="list-style-type: none">• Perform the following project management work:<ul style="list-style-type: none">o Coordinate and engage appropriate Cerner resources in support of the projecto Act as primary contact for escalation management with the Cerner project teamso Manage Cerner-owned tasks within the workplan• Perform the following Health Data Exchange (HDX) work:<ul style="list-style-type: none">o Implement and validate worklist setupo Validate eligibility is configured for all conversationso Obtain payer list and validate with HDX payer team, making updates as appropriateo Complete configuration for Premium Eligibility Service (PES) Clients including submitter information with enrollment and set up for submitter identificationo Confirm Electronic Data Exchange (EDI) enrollmento Collaborate with <i>Experian</i> health team to troubleshoot and resolve Cerner specific eligibility issues, if neededo Complete payor agreementso Set up testing to validate HDX/PES data flowo Participate in testing and training• Perform the following registration management work:
--------------------------------	---



County of Ventura

OPT-0302375_Q-104312.1_LA-0000073332

April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

FINANCIAL CLEARANCE SERVICES

(CHS_FINCLR_SERVICES)

	<ul style="list-style-type: none">○ Assess and optimize health plan master design and configuration compared to Cerner's published Health Plan master○ Assess and optimize base eligibility design and configuration○ Consult on upstream dependencies for financial clearance product integration such as orders integration with scheduling○ Review and localize integrated financial clearance workflows with Client and <i>Experian</i>○ Assist with testing and troubleshooting of financial clearance product integration● Perform the following enrollment work:<ul style="list-style-type: none">○ Validate enrollment of submitter with partners○ Validate set of submitter at Fin Hub
Client Tasks/Activities	<ul style="list-style-type: none">● Perform testing● Conduct training
Deliverables	<ul style="list-style-type: none">● <i>Passport eCare NEXT</i> bar configured● Client ability to verify patient insurance eligibility complete
Project Assumptions	<ul style="list-style-type: none">● Client will support the Cerner and Supplier project team's work through completion of the project. This may include, but is not limited to, internet and network access, remote access, security and credentials and/or privileges to the source solution via mutually agreed upon tools and methodology, and administrative support, as appropriate.● Client resources are available to work with Cerner and are informed and authorized to speak and act on decisions regarding solution archive and extract practices.● Build will occur in 1 production and 1 non-production domain.● Cerner and Client will complete, mutually agree to, and sign off on a project workplan prior to project kickoff.● Orders integration exists with scheduled appointments.● Client will use current third-party software suppliers unless being replaced by a Cerner or third-party system referenced or included in this agreement.● Client will provide resources that have the appropriate skill set, are available to collaborate and complete tasks, and that are empowered to make decisions for the project.
Trademarks	<ul style="list-style-type: none">● <i>HL7</i>, <i>CDA</i>, <i>CCD</i>, and <i>FHIR</i> are the registered trademarks of <i>Health Level Seven International</i>, and the use of these trademarks does not constitute endorsement by <i>HL7</i>.

EXPERIAN EXTRACT IMPLMENTATION

(SVC-EXPCDM-001)

Cerner Tasks/Activities	<ul style="list-style-type: none">● Complete Extract Manager connection● Monitor for failures, resending files when required● Set up and run the <i>Experian</i> charge description master (CDM) extract files as needed up until Client is live, and transmit to <i>Experian</i>
--------------------------------	---



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©

Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN EXTRACT IMPLEMENTATION

(SVC-EXPCDM-001)

Client Tasks/Activities	<ul style="list-style-type: none">• Enable Extract Manager connection to Client's <i>Cerner Millennium</i> database• Work with <i>Experian</i> on CDM analysis
Deliverables	<ul style="list-style-type: none">• Monthly CDM file delivery schedule for <i>Experian</i> CDM extract
Project Assumptions	<ul style="list-style-type: none">• Maintain Extract Manager database connection.• Client will designate a new <i>Oracle</i> user with read-only access.• Client is using <i>Cerner Millennium</i> products to meet <i>Experian</i> data requirements.• Cerner will provide specifications necessary for <i>Experian</i> to receive standard revenue cycle extract files, as set forth herein.• Cerner will support outbound daily file feeds, including data quality and integrity as detailed in Cerner file specifications. Additionally, Cerner will support planned or unplanned changes or upgrades made within <i>Millennium Revenue Cycle</i> solutions that impact these feeds.• Cerner will maintain outbound file data feeds to enable the <i>Experian</i> technology solutions for each joint Client. Maintenance includes modifications to existing data feeds required to support changes or version upgrades, as well as Cerner approved enhancements to existing data feeds. Enhancements required to support changes in <i>Experian</i> systems shall be subject to approval by Cerner and may require additional services set forth in a separate Ordering Document.

EXPERIAN CCL SERVICES

(CHS_CCL_SERVICES)

Cerner Tasks/Activities	<ul style="list-style-type: none">• Collaborate with Client on Cerner command language (CCL) custom <i>Experian</i> reports and extracts• Provide maintenance training for custom items• Complete build in 1 non-production and 1 production domain for the following :<ul style="list-style-type: none">◦ Reconciliation file◦ Provider summary specification• Perform preliminary testing of:<ul style="list-style-type: none">◦ Design and development of code◦ Modifications related to testing of code◦ Tasks related to code deliveries• Correct issues with delivered programs and documentation within 30 days after initial delivery in production
Client Tasks/Activities	<ul style="list-style-type: none">• Provide test domain identical to production domain to facilitate testing• Provide final testing and validation of custom <i>Experian</i> items in test domain before moving to production
Project Assumptions	<ul style="list-style-type: none">• Client will engage with third party Supplier resource(s) in a timeframe that supports the project timeline.• Client resources are available to work with Cerner and are informed and authorized to speak and act on decisions regarding current workflow and reporting practices.



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©

Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN CCL SERVICES

(CHS_CCL_SERVICES)

	<ul style="list-style-type: none">• Additional domain support, including copies of custom reports and extracts to additional domains, and rebuild due to domain refreshes or updates, may require additional hours set forth in a separate Cerner Sales Order.• File Transfer Protocol (FTP), operations setup, database build, memory, and both disk and file management, are not included.• Client acknowledges hazards or performance risks inherent with developing and delivering custom solutions within their workflows and in their domain.• Cerner accepts no responsibility for modifications made by Client to delivered custom programs.
--	---

EXPERIAN EXTRACT IMPLEMENTATION

(SVC-EXPCDM-001)

Cerner Tasks/Activities	<ul style="list-style-type: none">• Complete Extract Manager connection• Monitor for failures, resending files when required• Set up and run the <i>Experian</i> charge description master (CDM) extract files as needed up until Client is live, and transmit to <i>Experian</i>• Enable Cerner standard revenue cycle <i>Millennium</i> data file outbound extracts to <i>Experian</i> adhering to Cerner standard revenue cycle data specifications
Client Tasks/Activities	<ul style="list-style-type: none">• Enable Extract Manager connection to Client's <i>Cerner Millennium</i> database• Work with <i>Experian</i> on CDM analysis
Deliverables	<ul style="list-style-type: none">• Daily standard extract delivery schedule including the following file names:<ul style="list-style-type: none">◦ Account◦ Address◦ Benefit_Order_Balance◦ Bill◦ BillingEntity◦ Bill_Reltn◦ Charge◦ CodeValue◦ Encounter◦ Encounter_Alias◦ Encounter Plan Reltn◦ Financial_Encounter◦ Health_Plan◦ Holds◦ Location



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN EXTRACT IMPLEMENTATION

(SVC-EXPCDM-001)

	<ul style="list-style-type: none">o Organizationo Persono Person Aliaso Person_Person_Reltno Person_Plan Reltno PftPaymentPlano PftPayPlanPereltno Phoneo Prsnlo Prsnl_alias• Monthly CDM file delivery schedule for <i>Experian</i> CDM extract
Project Assumptions	<ul style="list-style-type: none">• Maintain Extract Manager database connection.• Client will supply a database administrator and network administrator contact• Client will designate a new <i>Oracle</i> user with read-only access.• Client is using <i>Cerner Millennium</i> products to meet <i>Experian</i> data requirements.• Cerner will provide specifications necessary for <i>Experian</i> to receive standard revenue cycle extract files, as set forth herein.• Cerner will support outbound daily file feeds, including data quality and integrity as detailed in Cerner file specifications. Additionally, Cerner will support planned or unplanned changes or upgrades made within <i>Millennium Revenue Cycle</i> solutions that impact these feeds.• Cerner will maintain outbound file data feeds to enable the <i>Experian</i> technology solutions for each joint Client. Maintenance includes modifications to existing data feeds required to support changes or version upgrades, as well as Cerner approved enhancements to existing data feeds. Enhancements required to support changes in <i>Experian</i> systems shall be subject to approval by Cerner and may require additional services set forth in a separate Ordering Document.

FSI SERVICES

(CHS_FSI_SERVICES)

Overview	<ul style="list-style-type: none">• Cerner will provide professional services resources to assist Client with the implementation of:<ul style="list-style-type: none">o <i>Health Level Seven International (HL7)</i> Scheduling Information Unsolicited (SIU) outbound interface from Cerner <i>Millennium</i> to a non-Cerner system, <i>Experian</i>. This includes modification to object script on outbound scheduling feed obtaining current procedural terminology, 4th edition (CPT4) code to, with placement in, pre-determined place in <i>HL7</i> scheduling messageo <i>HL7</i> admission, discharge, transfer (ADT) outbound interface from Cerner <i>Millennium</i> to a non-Cerner system, <i>Experian</i>
Cerner Tasks/Activities	<ul style="list-style-type: none">• Design interface, including site-specific interface specification document(s)



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

FSI SERVICES

(CHS_FSI_SERVICES)

	<ul style="list-style-type: none">• Build, code, and configure interface to the processing requirements• Perform functional testing of the interface• Support Client validation testing of the interface• Attend regular project status meetings• Migrate interface to production domain and support interface activation• Provide conversion support during normal business hours (8 AM–5 PM CST)
Client Tasks/Activities	<ul style="list-style-type: none">• Synchronize data values between Cerner and the foreign supplier; including building of code value aliasing within Cerner that will be required for interface processing• Modify <i>Cerner Millennium</i> application, if necessary• Create and execute interface test plans• Validate interface testing
Project Assumptions	<ul style="list-style-type: none">• Cerner standard interface specifications are available upon request<ul style="list-style-type: none">◦ Real-time interfaces will conform to the Cerner universal interface (UI) specifications requirements, which are based upon the <i>Health Level Seven International (HL7)</i> standards as they relate to the <i>Cerner Millennium</i> architecture.◦ Batch interfaces will conform to the Cerner standard specification requirements, which are based upon the X12 standards or flat file protocol as they relate to the <i>Cerner Millennium</i> architecture.• Cerner transmission protocols<ul style="list-style-type: none">◦ Real-time interfaces will utilize Transmission Control Protocol/Internet Protocol (TCP/IP) for data transfer and will be <i>Cerner Millennium HL7 UI</i> compliant◦ Batch interfaces will utilize Secure File Transfer Protocol (SFTP) for data transfer and will be either <i>Cerner Millennium</i> standard or X12 compliant unless otherwise noted in the Cerner Responsibilities section.• Custom scripting required outside the standard Cerner UI is expected to be performed within Client's interface engine. If this is not possible or desirable, custom scripting can be performed within the <i>Cerner Millennium</i> interface but may require additional hours and fees.• This Scope covers the initial configuration and testing of the interface in a designated build environment and 1 copy to the production environment. Any additional domain support, including copies to additional domains and rebuild due to domain refreshes or updates may require additional hours and fees.• Client and Cerner will work on this project concurrently on an agreed upon project timeline.• Client shall incur additional fees if services are requested beyond this Scope.• Adjustments supported as part of the standard scope of services:<ul style="list-style-type: none">◦ Moving an existing data element from one field to another in the same message◦ Concatenation of 2 existing data elements◦ Addition or subtraction of leading zeroes to a numeric value



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

FSI SERVICES

(CHS_FSI_SERVICES)

	<ul style="list-style-type: none">o Hard coding a default valueo Nulling fieldso Basic conditional statementso Repeating field filtering, such as PID-3, PID-4, and personnel fieldso Suppressing transaction typeso Removing special characters from a field, such as dashes in a social security number• The following custom adjustments are supported outside the standard scope of services, and include any necessary Cerner-approved workaround:<ul style="list-style-type: none">o Querying data from standard <i>Cerner Millennium</i> tables and inserting into a fieldo Full message character-string replacementso Adding segments to a trigger not defined in Cerner Specificationso Creating custom tables in <i>Cerner Millennium</i>, and inserting/updating/querying those tableso Creating custom Z segments• Adjustments not supported:<ul style="list-style-type: none">o Modification of the clinical content of a result from any source, including OBX;3,4,5,6,7,8,11 and 14o Creating custom insert statements to insert rows into standard <i>Cerner Millennium</i> database tables• All work set forth herein will be performed virtually unless otherwise agreed upon by Cerner and Client.
Trademarks	<ul style="list-style-type: none">• HL7 is the registered trademark of <i>Health Level Seven International</i> and its use does not constitute endorsement by HL7.

PASSPORT ECARE NEXT - COVERAGE DISCOVERY

(07642965)

Supplier Responsibilities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">o Enrollment and administrative setupo Project introduction – kickoff• Milestone 2:<ul style="list-style-type: none">o Client provided with configuration options that will drive finalized workflow and work queueso Product rules, work queues, and data mapping built based upon finalized workflow and use decisions• Milestone 3:<ul style="list-style-type: none">o User acceptance testing
---------------------------	---



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

PASSPORT ECARE NEXT - COVERAGE DISCOVERY

(07642965)

	<ul style="list-style-type: none">o Training and go-live
Client Responsibilities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Provide the following information:<ul style="list-style-type: none">o Final workflow, work queue, and system configuration decisions• Supply any and all data connectivity necessary for supplier to deliver these services
Project Assumptions	<ul style="list-style-type: none">• Either <i>Passport eCare NEXT</i> – Cerner Integration, <i>Passport eCare NEXT</i> - In-Process Scripting + Touchless Processing, or <i>Passport eCare NEXT</i> – HL7 + Touchless Processing has been implemented or is being implemented at the same time as this service.• Client has met its Client Responsibilities.
Trademarks	<ul style="list-style-type: none">• HL7 is the registered trademark of <i>Health Level Seven International</i>.

EXPERIAN HEALTH, INC.: PATIENT ESTIMATES ADD LOCATION

(EXP-309211, EXP-309212)

Supplier Tasks/Activities	<ul style="list-style-type: none">• Milestone 1:<ul style="list-style-type: none">o Conduct project kick offo Develop implementation initiation and project plan scope• Milestone 2:<ul style="list-style-type: none">o Establish connectivity and portal buildo Conduct data/information collection and validationo Perform solution design and configuration (build)• Milestone 3:<ul style="list-style-type: none">o Conduct Client user acceptance testing (UAT) for the added facilityo Conduct end-user trainingo Go live
Client Tasks/Activities	<ul style="list-style-type: none">• Assign a project manager who will organize Client resources as necessary to achieve the testing and implementation of this service• Provide the following data files and/or information:<ul style="list-style-type: none">o Charge Description Master(s) (CDMs)o Insurance mastero Information for self-pay/prompt pay discount table in setup template formato Information for changes to standard self-pay disclaimer in setup template formato 12 Months of 837 claims data



County of Ventura

OPT-0302375_Q-104312.1_LA-0000073332

April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

EXPERIAN HEALTH, INC.: PATIENT ESTIMATES ADD LOCATION

(EXP-309211, EXP-309212)

	<ul style="list-style-type: none">o Facility logo for printing on patient estimated responsibility formo Managed care contractso Unlimited payer contracts for additional locationo <i>Medicare</i> Info
Deliverables	<ul style="list-style-type: none">• Additional facility content and portal access
Project Assumptions	<ul style="list-style-type: none">• Patient Estimates has already been implemented or is being implemented at the same time as this service.

BATCH PREPARATION FILENAME PARSE

(CTS-CPDI-BPFN)

Cerner Tasks/Activities	<ul style="list-style-type: none">• Provide services to install and configure the Enterprise Document Management system, which includes the use of Batch Prep Parse<ul style="list-style-type: none">o Services are included for up to 1 electronic feed• Perform setup and testing in 1 non-production and 1 production domain• Provide remote support for conversion assistance
Client Tasks/Activities	<ul style="list-style-type: none">• Route images to a folder accessible by the Batch Prep service using SFTP, the standard method of transfer• Ensure files have appropriate patient and document type index information in the document's filename as outlined below:<ul style="list-style-type: none">o BatchType^BatchName^EncounterNumber^MRN^DocumentAlias.tiff
Deliverables	<ul style="list-style-type: none">• Enterprise Document Management system installed and configured, which includes the use of Batch Prep Parse• Knowledge transfer of configuration and operational procedures for maintenance purposes
Project Assumptions	<ul style="list-style-type: none">• Appropriate hardware and licensing are in place and Client is current on Maintenance payments.• Application and project management duration will be the length of the project, estimated to be approximately 8 weeks.

IMPLEMENTATION SERVICES

Estimated Project Duration	<ul style="list-style-type: none">• The overall duration of this project (from project kick-off to go live), based on the scope of services set forth in this Scope, is expected to be 52 weeks.
-----------------------------------	--



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

IMPLEMENTATION SERVICES	
Facility Implementation Strategy	<ul style="list-style-type: none">This Scope assumes the design, build, and conversion of 2 facility(s) and 34 clinics utilizing a centralized database environment and a single go-live event. Go-live will occur at:<ul style="list-style-type: none">Ventura County Medical Center
PATIENT ACCESS OPTIMIZATION	
Overview	<ul style="list-style-type: none">Patient Access Optimization includes the work effort to transition the client to a new user experience within the Revenue Cycle executable for Patient Access roles across acute and ambulatory venues of care from the Scheduling Appointment Book and Access Management Office applications.This Scope assumes Cerner work effort to transition areas live on live Scheduling Appointment Book and Access Management Office applications up to the specified number of scheduling departments 37 outside of the Surgery department and registration departments across 2 acute facilities.
Cerner Tasks/Activities	<ul style="list-style-type: none">Scheduling: Transition current Scheduling design and configuration and review new capabilities across the acute and ambulatory venues.<ul style="list-style-type: none">Product codes for existing appointment types will be updatedGroup Scheduling - Create and apply templates with group slots & update appointment type buildLocation Groups will be modified and/or createdResource Groups will be modified and/or createdGuided SchedulingQuotasAdd Appointment PlusSurgery Scheduling: If the surgical department workflow is deemed generally available functionality prior to Workshop 1, following current state analysis, it will be included in the project scope.<ul style="list-style-type: none">Cerner to assist availability of the Surgery Scheduling department workflow prior to Workshop 1. If the functionality is not available by that date, Surgery departments will continue to use schapptbook.exe. Cerner will implement required changes to allow schapptbook.exe and revenuecycle.exe to work together to support the Surgery scheduling and registration workflows.Project AssumptionsRegistration: Transition current Registration design and configuration and review new capabilities across the acute and ambulatory venues.<ul style="list-style-type: none">Implement model registration conversations and rules and localize to client needs<ul style="list-style-type: none">Leverage Model Experience content and existing conversation build to create new conversations<ul style="list-style-type: none">Design and build Registration Conversation Groups to manage access to revenuecycle conversations by positionDesign and build Registration Conversation Actions to enable launching revenuecycle conversations from other solutions.Include registration rules from Model Experience contentIncludes up to 5 CCL based external service rulesImplement the appropriate downtime registration processImplement all Revenue Cycle model worklists



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©

Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

IMPLEMENTATION SERVICES

	<ul style="list-style-type: none">▪ Cerner will migrate up to 5 custom worklists▪ Additional custom worklists are out of scope and will be the Clients responsibility to migrate to Revenue Cycle if desired or contract for additional professional services• Reporting: Support reporting needs through Patient Access optimization<ul style="list-style-type: none">o Provide guidance and support with Client-owned localization activitieso Scope includes all available standard scheduling reports and documentso Custom reports or modifications to existing reports are out of the scope of this projecto Provide end user Reporting Portal education• Clinical Solutions: A small bucket of as-needed services have been included for the following solutions to assist with integration changes:<ul style="list-style-type: none">o Women's Health<ul style="list-style-type: none">▪ Updates to Women's Health Tracking Boards will be made as necessary▪ Assist with review of Women's Health Registration Conversations and integration with Related Records/Result Copy▪ Assist with workflow review for maternal/newborn registrations including adoptions and other birth scenarioso Perioperative<ul style="list-style-type: none">▪ Support potential modifications needed to surgery scheduling process for appointment types that use surgery and non-surgery resources (does not include transition of Surgery scheduling to Revenue Cycle application)
Client Tasks/Activities	<ul style="list-style-type: none">• Provide Cerner with information necessary (for example populating data collection workbooks) to complete project in a timely manner• Provide access to necessary Subject Matter Experts and IT Analysts• Create and execute System and IT test plans• All testing and final validation of workflows/configuration for the production domain• The addition or modification of user positions, app groups, and tasks in order to grant access to users in Revenue Cycle with Cerner guidance• Scheduling and Registration are highly integrated solutions, depending on capabilities leveraged there may be modifications needed to order build (Service Level Agreements, Encounter based orders level authorizations etc.)• Depending on the extent of scheduling appointment type optimization some conversion of future appointments might be necessary. Cerner will provide off-site support during normal business hours• Any other solution integration points or foreign system updates outside of the scope outlined will be the client's responsibility
Project Assumptions	<ul style="list-style-type: none">• The Client will ensure that the project domain is updated with the latest code prior to project start and having been upgraded within the last 6 months.• Client understands that additional code upgrades may be required throughout the project. Cerner and Client will review and jointly decide if additional upgrades are needed during the project and up to 90 days after go-live.• If the Surgical department workflow is not deemed generally available, Surgery departments will continue to use schapptbook.exe. Cerner will implement required changes to allow



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

IMPLEMENTATION SERVICES

	<p>schapptbook.exe and revenueCycle.exe to work together to support the Surgery scheduling and registration workflows.</p> <ul style="list-style-type: none">• Passive configuration are elements that function on both PMOffice/Scheduling Appointment Book and Revenue Cycle applications. Optimization of passive configuration is not included in the scope of services, this includes, but is not limited to:<ul style="list-style-type: none">◦ Registration:<ul style="list-style-type: none">▪ Registration code sets such as encounter types, medical services, languages, etc.▪ Health plans or insurance company organizations▪ Employer organizations◦ Scheduling:<ul style="list-style-type: none">▪ Appointment types▪ Templates▪ Resources▪ Guidelines• Clinical Optimization is not included in the scope of this project.• This scope assumes there will not be any facility or location changes• Scope of services includes build of one production and one non-production domain.
--	---

CERNER MILLENNIUM FOREIGN SYSTEM INTERFACES

Overview	<ul style="list-style-type: none">• Cerner will provide professional services resources to assist Client with the implementation of:<ul style="list-style-type: none">◦ Update existing <i>HL7</i> Admissions/Discharge/Transfers (ADT) outbound interface from <i>Cerner Millennium</i> to a non-Cerner system.◦ Update existing <i>HL7</i> ADT inbound interface from a non-Cerner system to <i>Cerner Millennium</i>.◦ Update existing <i>HL7</i> Scheduling Information Unsolicited (SIU) Appointment Notifications outbound interface from <i>Cerner Millennium</i> to a non-Cerner system.◦ Update existing <i>HL7</i> SIU Appointment Notifications inbound interface from a non-Cerner system to <i>Cerner Millennium</i>.◦ Client to uplift all interfaces with Cerner Millennium clinical interface resources to assist on an as-needed basis.• Uplift from Win32 to JAVA includes custom interface scripting (if applicable) for each existing interface tied to the <i>Cerner Millennium</i> Registration and Scheduling applications.• The scope assumes the non-Cerner systems are existing vendors that will not be changed during the project.
Cerner Tasks/Activities	<ul style="list-style-type: none">• Support Client validation testing of the interface• Attend regular project status meetings• Migrate interface to production domain and support interface activation• Provide conversion support during normal business hours (8 AM–5 PM CST)
Client Tasks/Activities	<ul style="list-style-type: none">• Design interface, including site-specific interface specification document(s)• Build, code, and configure interface to the processing requirements• Perform functional testing of the interface



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

IMPLEMENTATION SERVICES

	<ul style="list-style-type: none">• Synchronize data values between Cerner and the foreign supplier; including building of code value aliasing within Cerner that will be required for interface processing• Modify <i>Cerner Millennium</i> application, if necessary• Create and execute interface test plans• Validate interface testing
Project Assumptions	<ul style="list-style-type: none">• Cerner standard interface specifications are available upon request<ul style="list-style-type: none">◦ Real-time interfaces will conform to the Cerner universal interface (UI) specifications requirements, which are based upon the <i>Health Level Seven International</i> (HL7) standards as they relate to the <i>Cerner Millennium</i> architecture.◦ Batch interfaces will conform to the Cerner standard specification requirements, which are based upon the X12 standards or flat file protocol as they relate to the <i>Cerner Millennium</i> architecture.• Cerner transmission protocols<ul style="list-style-type: none">◦ Real-time interfaces will utilize Transmission Control Protocol/Internet Protocol (TCP/IP) for data transfer and will be <i>Cerner Millennium HL7 UI</i> compliant◦ Batch interfaces will utilize Secure File Transfer Protocol (SFTP) for data transfer and will be either <i>Cerner Millennium</i> standard or X12 compliant unless otherwise noted in the Cerner Tasks/Activities section.• Custom scripting required outside the standard Cerner UI is expected to be performed within Client's interface engine. If this is not possible or desirable, custom scripting can be performed within the <i>Cerner Millennium</i> interface but may require additional hours and fees.• This Scope covers the initial configuration and testing of the interface in a designated build environment and 1 copy to the production environment. Any additional domain support, including copies to additional domains and rebuild due to domain refreshes or updates may require additional hours and fees.• Client and Cerner will work on this project concurrently on an agreed upon project timeline.• Client shall incur additional fees if services are requested beyond this Scope.• Adjustments supported as part of the standard scope of services:<ul style="list-style-type: none">◦ Moving an existing data element from one field to another in the same message◦ Concatenation of two existing data elements◦ Addition or subtraction of leading zeroes to a numeric value◦ Hard coding a default value◦ Nulling fields◦ Basic conditional statements◦ Repeating field filtering, such as PID-3, PID-4, and personnel fields◦ Suppressing transaction types◦ Removing special characters from a field, such as dashes in a social security number• The following custom adjustments are supported outside the standard scope of services, and include any necessary Cerner-approved workaround:



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



CERNER SALES ORDER

EXHIBIT A SCOPE OF SERVICES

IMPLEMENTATION SERVICES

	<ul style="list-style-type: none">o Querying data from standard <i>Cerner Millennium</i> tables and inserting into a fieldo Full message character-string replacementso Adding segments to a trigger not defined in Cerner Specificationso Creating custom tables in <i>Cerner Millennium</i>, and inserting/updating/querying those tableso Creating custom Z segments• Adjustments not supported:<ul style="list-style-type: none">o Modification of the clinical content of a result from any source, including OBX;3,4,5,6,7,8,11 and 14o Creating custom insert statements to insert rows into standard <i>Cerner Millennium</i> database tables• All work set forth herein will be performed virtually unless otherwise agreed upon by Cerner and Client.
Trademarks	<ul style="list-style-type: none">• HL7 is the registered trademark of <i>Health Level Seven International</i>.
LEARNING SERVICES	
Learning Manager	
Cerner Tasks/Activities	<ul style="list-style-type: none">• Cerner will provide an associate to define, facilitate, and execute Client's motivation and learning strategies to impact user adoption and awareness. All additional services, materials, hardware, and technology outside of this Scope are the responsibility of Client. The following services will be provided by Cerner to oversee the development and implementation of the learning plan, including:<ul style="list-style-type: none">o Managing training leads to execute the appropriate tactic to achieve the defined work streamso Consulting on tactics to drive the organization's learning strategyo Consulting on tactics to design and develop learning materialso Consulting on tactics to design and develop a TRAIN domain and refresh strategyo Consulting on tactics to develop and implement performance support assetso Consulting on tactics to drive course scheduling, registration, and attendance trackingo Consulting on tactics to drive super-user and user training and resourcingo Consulting on tactics to evaluate training to help improve delivery and content• Total hours in this Scope are based on a recommended set of services needed as agreed upon by Client and Cerner• The Learning Manager is anticipated to be on-site 50% of the time over the course of the project. This assumes the learning manager will spend less time on-site at the beginning of the project and more towards the end during training

MANAGED SERVICES



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.

REMOTE HOSTING (RHO)

NON-CERNER APPLICATIONS

Scope of Use Limits. The managed services fees set forth in the "Solutions and Services" section of this Ordering Document are based on the following scope of use limits, and apply only to RHO services for the non-Cerner application(s) set forth below:

Scope of Use Metric	Scope of Use Limit
Non-Cerner Applications to be Hosted	Experian
Other Scope Limits	
<u>Experian</u> <ul style="list-style-type: none"> (3) Production domain server, (1) Non-Production domain server Cerner will install the Experian Nextbar application agent on the RHO Production Domain Millennium Citrix servers and Non-Production Domain Citrix servers (as needed) If applicable, existing Image Aware Virtual Archive/CAMM will be leveraged; images to be stored will count toward Virtual Archive/CAMM defined scope of use limits 	

General Assumptions

- The basic roles and responsibilities of Cerner and Client for the hosting of non-Cerner will be the same as set forth in the Cerner Sales Order originally executed between the parties for RHO Services.
- Managed services fees do not include Licensed Software, Sublicensed Software, Licensed Software Support, or Maintenance related to the non-Cerner applications.
- RHO Services fees include installation and technical support for up to 1 major application release upgrade every 3 years during the Term of this Cerner Sales Order, unless otherwise noted.
- Future modifications to the technical requirements from the non-Cerner application provider (e.g., hardware platform, storage, network, database, tools, etc.), may result in additional hosting fees.
- Interfaces will connect between Client's Local Area Network (LAN) and Wide Area Network (WAN) into the Cerner provisioned WAN circuit(s) or through a secured internet connection.
- Client will allow Cerner to perform a security risk audit on non-Cerner applications hosted in the CTC. Client will work with application provider to address and resolve any security vulnerabilities pertaining to non-Cerner applications hosted in the CTC. In the event Cerner identifies that a non-Cerner application poses a security risk to Cerner's hosting services, Cerner may suspend or limit use of such application until the security risk is mitigated. If security vulnerability is unable to be mitigated within a reasonable timeframe, Cerner will work with Client to identify an alternative hosting arrangement and/or RHO fees may be adjusted for continued service.

Cerner Responsibilities.

- Provide layered software needed to deliver core RHO Services (e.g., OS, middleware, etc.)
- Provide system level support associated with Client's performing of application maintenance duties
- Provide basic assistance with initial installation or migration of the application to Cerner (e.g., download media, etc.)

Client Responsibilities.

- Purchase/provide application related services for implementation, system/data migrations, release upgrades or updates, consulting services or support.

REMOTE HOSTING (RHO)

- Perform application maintenance duties as recommended by non-Cerner application provider (e.g., application access, create/maintain batch queues, data/file purging, custom forms/menus, custom tables/objects, refresh/replication items, etc.), if applicable.
- Manage and monitor interfaces between application and other systems; including cycling systems (as needed), modifications of interfaces and connectivity to and from non-Cerner hosted applications (as needed).
- Make available non-Cerner application provider technical support entitlements to Cerner, if possible. Client will also engage application provider to assist with application/database management activities and issue resolution if support entitlements cannot be transferred and application provider does not permit Cerner to perform such activities.
- Obtain necessary consent from third party suppliers for Cerner to provide hosting services for non-Cerner application(s).

SCOPE OF USE EXPANSION

In the event a scope of use limit set forth in the "Scope of Use Limits" section of this Scope is exceeded, Client agrees to expand the scope of use and pay the additional managed services fees set forth below for the applicable scope limit that has been exceeded.

Non-Cerner Applications			
Scope of Use Metric	Extending Scope of Use Limit By	Additional One-Time Fees	Additional Monthly Fees
Experian Servers	(1) Server	\$0	\$400

All Prices are in US Dollar (USD)

Client's scope of use will be measured periodically by Cerner's system tools. Client agrees that if an event occurs that will materially affect Client's scope of use (such as acquisition of a new facility, change in number of Users, change in number of thick Client workstations, etc.), Client will promptly notify Cerner in writing no more than 60 days following the effective date of such event so that Client's scope of use can be reviewed.



EVENT ACTIVITY REPORT

Client: County of Ventura
800 S Victoria Ave
Ventura, CA 93009-0001, United States

Subject: Software Delivery and Installation

Document ID: OPT-0302375

This Event Activity Report (“**EAR**”) serves as confirmation that delivery has occurred of the solutions set forth below. This delivery event does not include customization or implementation of such solutions.

Mfg. Part Number	Solution Detail Description
07642551	eCareNEXT- Cerner Integration
07642577	Passport eCare NEXT - Document Imaging Interface
07642593	Registration QA - With Passport eCare NEXT
07642148	Patient Estimates
07642684	Patient Estimates - Document Imaging Interface
07642676	Patient Estimates Interface Remote Posting Scripting
07642155	Self-Service Patient Estimates
EXP-1015231	eCare NEXT - Additional Cerner Integration
EXP-304211	Patient Estimates Add Acute Location

I acknowledge that delivery of these solutions occurred on _____.
(Date)

The following signature represents completion of this delivery event.

ACCEPTED FOR COUNTY OF VENTURA

By: _____

(type or print)

Title: _____



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.



EXECUTION INVOICE

Client: County of Ventura
800 S Victoria Ave
Ventura, CA 93009-0001, United States

Invoice No: EXEC CSO No. LA-OPT-0302375
Invoice Date: Effective Date
Due Date: Effective Date

Remit: **Via FedEx:**
Cerner Corporation
Attn: Accounts Receivable, 5th Floor
2800 Rock Creek Parkway
Kansas City, MO 64117

OR

Via Wire Transfer:
ABA Routing Number: 101000187
Bank: US Bank
For Further Deposit to Bank Account: 5290000743

TOTAL AMOUNT DUE: \$359,281

Sales tax, if applicable, will be invoiced separately.

Description	Total Amount	Percent Payable	Net Amount
Fixed Fee Professional Services Fees	\$1,437,124	25%	\$359,281
GRAND TOTAL:			\$359,281



County of Ventura
OPT-0302375_Q-104312.1_LA-0000073332
April 20, 2022

Cerner Confidential Information

©
Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner, subject to the terms of the Agreement and applicable law.