

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 15.4
(ID # 17763)

MEETING DATE:

Tuesday, December 14, 2021

FROM : (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM - MEDICAL CENTER: Ratify and Approve Amendment No. 8 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) to exercise a 5-year renewal option for the EPIC Electronic Health Records System through September 30, 2026, All Districts. [Total Cost \$69,138,550; up to \$3,456,928 in additional compensation - 100% Hospital Enterprise Fund - 40050]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Amendment No. 8 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) to exercise a 5-year renewal option for the EPIC Electronic Health Records System through September 30, 2026, increasing the total contract by \$69,138,550 from \$66,173,588 to \$135,312,138, and authorize the Chairperson of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to sign amendments that exercise the options of the original Agreement including modifications of the statement of work that stay within the intent of the Agreement; and sign amendments to the compensation provisions that do not exceed the sum total of five percent (5%) of the total amended contract amount.

ACTION:Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 11/30/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: December 14, 2021
xc: RUHS-Medical Center

Kecia R. Harper
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 16,680,393	\$ 13,114,539	\$ 69,138,550	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% RUHS Enterprise Fund – 40050			Budget Adjustment:	No
			For Fiscal Year:	21/22-25/26

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The requested Board action will approve Amendment No. 8 to the Master Service Agreement with Loma Linda University Shared Services to exercise a 5-year renewal option for the EPIC Electronic Health Records System through September 30, 2026 for a total amended amount of \$69,138,550. With the approval of this Amendment No. 8 and five-year contract extension, the total contract amount is \$135,312,138.

The amendment includes Statements of Work (SOW's) for implementation, installation, licensure and project management services for the EPIC Electronic Health Records (EHR) system.

Riverside University Health System (RUHS) has been on a steady path of growth since the 2015 original implementation of the EPIC system. Since that time, the hospital has achieved the designation as a Level-1 Trauma Center, opened a Medical & Surgical Center in the Spring of 2020 and continues to expand access to community health care through its FQHC clinics. Consequentially, the EHR system has grown in parallel with the hospitals operational expansion to accommodate the size and functionality of the clinical growth and expanded clinical services.

The initial EHR platform was aligned to address the State's Medi-Cal 2020 goals of holistic care delivery, integration of patient care inpatient, primary and specialist settings, value- based payments to care providers and expanded access for residents. The EPIC EHR has fully exceeded those goals and has matured significantly, especially over the last several years, resulting in enhanced continuity of care for Riverside County residents across the continuum of care. With addition of the integrated Behavioral Health and Public Health programs leveraging the platform, along with a robust COVID response all centrally documented in EPIC, RUHS has greatly expanded access to meaningful data that is essential to addressing population health, patient safety, regulatory requirements, and revenue collection for RUHS. As the Riverside University Health System has expanded scope of services and access to care for the population they serve, especially in underserved areas of the County, it has been essential to invest in the ongoing expansion and development of the EPIC platform to accommodate the growth in size and complexity of the system.

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The SOW's incorporated into Amendment No. 8 are reflective of strategic goals, specialized projects and continuity of the EPIC platform to address changes in healthcare delivery and performance outcomes.

These additional Statements of Work as presented, represents the hospital response to patient care as follows:

1. EPIC 2020 Upgrades – Build and implementation of the EPIC 2020 spring and fall system upgrades and technology refresh to the LLUSS EHR Platform.
2. M*Modal Fluency Direct- The M*Modal Fluency Direct Integration project will allow Physicians the ability to utilize M*Modal Fluency Direct for speech recognition. The integrated workflow is intended to increase Physician documentation efficiency.
3. IEHP Claim Status- THE IEHP Claims Status Project will allow for a build and implementation of a claims status interface with IEHP. The project is intended to improve the insurance claims follow up process.
4. Professional Services- The Professional Services will allow for specialized resources and programs management on-site and remotely.
5. Revenue Cycle Refuel- The Revenue Cycle Refuel project will allow for specialized resources to optimize the revenue cycle by prioritizing projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders.
6. EPIC Cosmos Database Implementation- The Cosmos Database will allow for contribution and access to a HIPAA-defined limited data set from across the EPIC community to support point of care decision-making and ongoing healthcare initiatives.
7. Whole Person Care (WPC) Integrated Care Plans- The WPC Integrated Care Plans will enable 16 care plan templates for chronic health diagnoses. Detention and Behavioral health users will have view only access to access the integrated care plans to assist with patient care coordination for the WPC program.
8. OB Telehealth Expansion- The OB Telehealth Expansion will allow for patients the ability to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic.
9. Ambulatory Refuel- The Ambulatory Refuel Project will allow for specialized resources to conduct an Ambulatory workflow assessment, implement optimizations, and create associated training curriculum.
10. Narcotics Reconciliation and Pyxis Integration- The Narcotics Reconciliation and Pyxis Integration project will allow for integration of Pyxis automated dispensing system and barcode scanners and creation of narcotics dispensation, waste, and administration tracking and reporting. The project is intended to improve the ease and accuracy of narcotic medication reconciliation as well as provide greater insight into narcotics discrepancies and waste.
11. Safe Department- The Safe Department Project will build and implement a new confidential department record for the SAFE clinic which specializes in forensic medical examinations for adults and adolescents.

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12. Code BERT Forms- The Code BERT Forms project will allow for a build and implementation of 4 document tools for code BERT such as the Expanded Aggressive Behavior Risk Assessment (E-ABRAT), BERT form, Violent Events form, and Code Green form.
13. ERAS Protocols- ERAS protocols are multi-disciplinary perioperative care pathways designed to achieve early recovery after surgical procedures. The ERAS Protocols Project will allow for creation of clinical documentation tools as well as scheduling and care management workflows for the Colorectal Surgery AEAS Protocol.
14. Telemetry and Vital Signs Integration- The Telemetry and Vital Signs Integration project will allow Providers the ability to send and receive data with their Phillips system. The project is limited to patient demographics, patient movement (ADT), incoming device (ORU^R01), and waveform image data. Integration will include vital sign monitors used for anesthesia and hospital outpatient departments as well as Community Health Centers.
15. LogicStream Data Integration- The LogicStream Data Integration Project will allow for pull of medication inventory and cost data into LogicStream, which will include the associated patient demographic, allergy, dietary, and medication order data.
16. Manifest MedEx EMS SAFR Integration- The Manifest MedEx EMS SAFR Integration project will allow for implementation of the +EMS SAFR (Search, Alert, File, Reconcile) project, allowing First Responders to access patient information during emergency care while also sharing real-time patient information with the Emergency Department to improve clinical decision support and preparation.
17. Change Healthcare Clearance Upgrade- The Change Healthcare Clearance Upgrade project will allow for integration of Clearance Patient Access Manager system to meet the requirements and future state workflows. This project will replace the current integration with Change Healthcare Solutions for Real-Time Eligibility (RTE) services.
18. Change Healthcare Assurance Upgrade- The Change Healthcare Assurance Upgrade project will allow for integration of the Assurance Claims Manager system to meet the requirements of future state workflows. The project will replace the current integration with Change Healthcare Solutions Clearinghouse services.
19. RUHS ED Automated Charging- The RUHS ED Automated Charging project will allow for implementation of automated supply and infusion charging optimization in the ED.
20. RUHS Near Real-Time Data- The Near Real-Time Data project will provide near real-time data for Covid Vaccinations in support of reporting Covid Vaccine efforts.
21. Palm Springs CHC- The Palm Springs CHC project will allow for implementation of EPIC functionality to support existing Primary and Specialty Care Services in the new Palm Springs Community Health Center.
22. PowerConnect Actionable Findings (PCAF) Integration- The PCAF Integration project will allow for InBasket message-based alerts to be sent to Physicians related to critical results for imaging studies.

Impact on Residents and Businesses

These services are a component of RUHS's system of care aimed at improving the health and safety of its patients and the community.

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Additional Fiscal Information

This Amendment No. 8 will exercise a five-year renewal option of the contract and includes new statements of work to increase functionality and align with the operational growth of the RUHS enterprise.

INITIAL 6YR TERM – 9/2015 – 9/2021					
AMENDMENT NO. 8 – 5 YR. RENEWAL					
Renewal Yr. 7	Renewal Yr. 8	Renewal Yr. 9	Renewal Yr. 10	Renewal Yr. 11	TOTAL
\$ 16,680,394	\$ 13,114,539	\$ 13,114,539	\$13,114,539	\$13,114,539	\$ 69,138,550

Contract History and Price Reasonableness

On September 22, 2015, Agenda Item #3.30, the Board of Supervisors approved the Master Services Agreement (MSA) with Loma Linda University to implement (\$53,140,716 one-time payment) and maintain (\$42,235,335) the new EPIC Medical Health Records system. The original term of the contract stated it was a five (5) year agreement after the initial Go-Live which occurred October 2016. Therefore, the contract is actually a six (6) year agreement, 2015-2021.

During the initial six (6) year term of the Agreement, seven amendments were executed to add new statements of work and functionalities totaling \$19,381,839 as follows:

On May 3, 2016, Agenda Item #3.29, the Board of Supervisors approved the first amendment to the MSA for implementation and ongoing maintenance with expenditures of \$400,000 to be funded by the project budget.

On December 13, 2016, Agenda Item #3.53, the Board of Supervisors approved the second amendment to the MSA to license, install and maintain additional software for EPIC operations for \$2,484,601, increasing the total contract to \$45,720,665.

On July 31, 2018, Agenda Item #3.36, the Board of Supervisors approved the third amendment to the MSA to add six new functionalities to the EPIC system at no cost to Riverside County.

On April 16, 2019, Agenda Item #3.12, the Board of Supervisors approved the fourth amendment to the MSA to add additional functionalities, increasing the total contract to \$50,585,789.

On December 10, 2019, Agenda Item #15.3, the Board of Supervisors approved the fifth amendment to the MSA to add additional functionalities, increasing the total contract to \$51,806,252.

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On April 7, 2020, Agenda Item #15.5, The Board of Supervisors approved the Sixth Amendment to ratify and approve additional functionality into the EPIC system at a cost of \$7,785,469.07 over the remaining two years of the contract.

On February 9, 2021, Agenda Item #15.2, The Board of Supervisors approved the Seventh Amendment to ratify and approve additional functionalities into the EPIC system in response to COVID-19 at a cost of \$3,026,182 through September 21, 2021, increasing the total contract to \$62,617,903.

In June 2021, as part of an internal reconciliation effort, RUHS Purchasing restated the total contract value to \$66,173,588 to reflect the corrected annual Service Level Agreement (SLA) totals and revise overstated contract amounts.

Software licensing costs are passed onto the Medical Center without markup. Implementation and maintenance costs are charged at the same rates approved in the original EPIC contract.

Board approval and ratification of this Amendment is required as it exceeds both the \$750,000 threshold authorized under the Patient Care Resolution No. 2021-116, Agenda Item #3.22 dated June 15, 2021 and also exceeds the authority delegated to the purchasing agent to sign amendments to the compensation provisions.

ATTACHMENTS: AMENDMENT NO. 8 TO MASTER SERVICES AGREEMENT


Jacqueline Ruiz, Sr. Management Analyst

12/7/2021


Gregory V. Priamos, Director County Counsel

12/6/2021

**Amendment No. 8 to
Master Services Agreement**

This Amendment No. 8 ("**Amendment No. 8**") is dated as of December 14, 2021 (the "**Amendment Effective Date**") amending that certain Master Services Agreement dated as of September 22, 2015 (the "**Agreement**"), Agenda Item 3-30, as amended by that certain Amendment No. 1 dated as of May 3, 2016 ("Amendment No. 1"), Agenda Item 3-29 and by that certain Amendment No. 2 dated as of December 13, 2016 ("Amendment No. 2"), Agenda Item 3.53 and by that certain Amendment No. 3 dated as of June 28, 2018 ("Amendment No. 3"), Agenda Item 3.36 and by that certain Amendment No. 4 dated as of April 16, 2019 ("Amendment No. 4"), Agenda Item 3.12 and by that certain Amendment No. 5 dated as of December 10, 2019 ("Amendment No. 5"), Agenda Item 15.5 and by that certain Amendment No. 6 dated as of April 7, 2020 ("Amendment No. 6"), Agenda Item 15.5, and by that certain Amendment No. 7 dated as of February 9, 2021 ("Amendment No. 7"), Agenda Item 15.2, the "**Agreement**", as amended by Amendment No. 1, Amendment No. 2, Amendment No. 3 and Amendment No. 4, Amendment No. 5, Amendment No. 6, Amendment No. 7, the "**Agreement**" between Loma Linda University Shared Services, a California nonprofit corporation, on behalf of itself and its Affiliates ("**LLUSS**") and the County of Riverside, a political subdivision of the state of California, on behalf of Riverside University Health System formerly known as Riverside County Regional Medical Center ("**Customer**"). Capitalized terms used and not otherwise defined herein shall have the meanings given to them in the Agreement.

Recitals

A. The Agreement permits Customer to request, and LLUSS to agree to provide, certain additional services related to the LLUSS EHR Platform, its implementation and ongoing use. Any such additional services desired by Customer constitute a Change Request, governed by the provisions of Section 4 of the Agreement.

B. Customer has submitted to LLUSS the Customer Change Request Form, pursuant to which Customer has requested that LLUSS provide additional services under Section 4(c) (ii) which LLUSS is willing to provide, on the terms and conditions set forth herein.

C. The parties desire to amend the Agreement on the terms and conditions set forth herein.

D. By letter dated May 24, 2021 (a copy of which is attached to this Amendment No 8 as Exhibit W is Renewal Letter Appendix G-23), Customer provided written notice of intent to extend the term pursuant to Section 16.1 of the Agreement for an additional five (5) years (the "Renewal Term"). The Renewal Term shall commence August 2, 2021.

Agreement

1. Amendment to Section 10.1(c). Section 10.1(c) of the Original Agreement is hereby deleted in its entirety and replaced with the following:

"(c) For the support services during the Initial Term, the recurring annual fee specified in the SLA, subject to adjustment as more particularly described therein, payable monthly in advance; and, for any Renewal Term after the first Renewal Term, the fees agreed upon between the parties at the time of renewal under section 16.1;"

2. Amendment to Exhibit A, Implementation Statement of Work.

(a) Paragraph 2.2, Required Third Party Software, of Exhibit A, entitled "Implementation Statement of Work", is amended to add the following after the existing paragraph 2.2:

M*Modal – Software that supports increased speech recognition for Provider dictation and documentation.

Regents of the University of California – Provides interface to support smoking cessation program for California Smoker's Helpline 1-800-NO-BUTTS.

Change Healthcare Solutions Clearance Patient Access Manager – allows for electronic verification of patient coverage within Epic providing registrars and billing staff with a quick and consistent workflow.

Change Healthcare Solutions Assurance Claims Manager – full-service Clearinghouse that provides revenue cycle services to healthcare organizations.

3. Additional Statements of Work.

(a) Attached to this Amendment No. 8 as Exhibit A is Statement of Work Appendix G-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-1 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(b) Attached to this Amendment No. 8 as Exhibit B is Statement of Work Appendix G-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-2 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(c) Attached to this Amendment No. 8 as Exhibit C is Statement of Work Appendix G-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-3 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(d) Attached to this Amendment No. 8 as Exhibit D is Statement of Work Appendix G-4 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-4 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(e) Attached to this Amendment No. 8 as Exhibit E is Statement of Work Appendix G-5 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-5 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(f) Attached to this Amendment No. 8 as Exhibit F is Statement of Work Appendix G-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-6 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(g) Attached to this Amendment No. 8 as Exhibit G is Statement of Work Appendix G-7 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-7 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(h) Attached to this Amendment No. 8 as Exhibit H is Statement of Work Appendix G-8 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-8 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(i) Attached to this Amendment No. 8 as Exhibit I is Statement of Work Appendix G-9 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-9 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(j) Attached to this Amendment No. 8 as Exhibit J is Statement of Work Appendix G-10 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-10 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(k) Attached to this Amendment No. 8 as Exhibit K is Statement of Work Appendix G-11 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-11 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(l) Attached to this Amendment No. 8 as Exhibit L is Statement of Work Appendix G-12 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-12 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(m) Attached to this Amendment No. 8 as Exhibit M is Statement of Work Appendix G-13 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-13 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(n) Attached to this Amendment No. 8 as Exhibit N is Statement of Work Appendix G-14 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-14 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(o) Attached to this Amendment No. 8 as Exhibit O is Statement of Work Appendix G-15 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-15 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(p) Attached to this Amendment No. 8 as Exhibit P is Statement of Work Appendix G-16 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-16 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(q) Attached to this Amendment No. 8 as Exhibit Q is Statement of Work Appendix G-17 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-17 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(r) Attached to this Amendment No. 8 as Exhibit R is Statement of Work Appendix G-18 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-18 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(s) Attached to this Amendment No. 8 as Exhibit S is Statement of Work Appendix G-19 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-19 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(t) Attached to this Amendment No. 8 as Exhibit T is Statement of Work Appendix G-20 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-20 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(u) Attached to this Amendment No. 8 as Exhibit U is Statement of Work Appendix G-21 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-21 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(v) Attached to this Amendment No. 8 as Exhibit V is Statement of Work Appendix G-22 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-22 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(w) Attached to this Amendment No. 8 as Exhibit W is Statement of Work Appendix G-23 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 8, Statement of Work Appendix G-23 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

4. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statements of Work Appendix G-2, Statement of Work Appendix G-3, Statement of Work Appendix G-6, Statement of Work Appendix G-14, Statement of Work Appendix G-15, Predictive Analytics licensing, Epic Ambulatory licensing, MagView, OnBase, Synergy, and OBIX third party licensing as listed in paragraph 6.2 of the Service Level Agreement, impacts Support Services and requires an amendment to the Service Level Agreement.

(a) *The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Agreement, is deleted in its entirety and replaced with the following chart:*

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory, Inpatient, API ^{1,2}	\$1,534,741.00
Interface and Performance Analytics ³	\$108,964.00
Subtotal Maintenance Costs	\$1,643,705.00
Other License Costs	
Third Party Software ^{4,5,6,7,8}	\$1,152,648.18
Hosting and Cache Costs ⁹	\$1,457,297.04
<i>Subtotal EHR Costs</i>	<i>\$4,253,650.22</i>
LLUSS Resources	
Application Analysts ¹⁰	\$6,915,215.58
Service Desk	\$426,400.00
Project Leadership	\$202,332.00
Technical Resources ¹¹	\$487,201.29
Training Resources	\$806,520.00
GIS Support Resources ¹²	\$23,400.00
Subtotal LLUSS Resource Costs	\$8,860,888.87
Total Recurring Annual Costs	\$13,114,539.09

1 - Epic Ambulatory Licensing increase for up to 400,000 annual visits by \$25,732 annually with a \$134,300 implementation fee

2 - RUHS portion (27%) of Estimated Epic API (FHIR) Licensing, added \$17,820 annually

3 - Performance Analytics licensing added, estimated to be \$24,000 annually

4 - Removed \$20,400 for the Wellness Map SOW that was replaced in Amendment 7

5 - Removed \$557,112 for Change Healthcare RTE, Clearinghouse, and Medi-Manager that are replaced in this Amendment

6 - Additional \$15,040 for OnBase licenses for Public Health SOW in A7

7 - Additional \$7,000 for Synergy device licensing and maintenance fees

8 - Additional \$93,750 for 150 additional Vidyo licenses

9 - Additional 102,852.75 for 500 Citrix licenses to support PH Vaccine Clinics

10 - Removed \$900 for the Wellness Map SOW that was replaced in Amendment 7

11 - Removed \$8,900 for the Wellness Map SOW that was replaced in Amendment 7

12 - Removed \$138,176 for the Wellness Map SOW that was replaced in Amendment 7

(b) Paragraph 6.2 of the Service Level Agreement is amended to add the following third-party vendors under the heading "New Vendors" to the end of the chart and to modify the entries with respect to the existing vendors under the heading "Modifications" below:

Third party vendor	License Cost	Annual Maintenance	Transaction Cost basis	Transactional Cost
Newly added vendors:				
M*Modal	\$62,500	\$66,335.22	N/A	N/A
Regents of the University of California	\$7,000	\$1,800	N/A	N/A
Change Healthcare Solutions Clearance Patient Access Manager	N/A	\$115,956.48	Subscription based on estimated volume of 44,000 transactions.	Additional Transaction \$0.25 per transactions
Change Healthcare Solutions Assurance Plus – Medical Center	N/A	\$89,790.00	Subscription based on estimated volume of 33,000 claims.	Additional Transaction \$0.26 per transactions
Change Healthcare Solutions Assurance Plus – CHC	N/A	\$56,551.20	Subscription based on estimated volume of 20,825 claims.	Additional Transaction \$0.25 per transactions
Change Healthcare Solutions Assurance Plus Paper Claim	N/A	Pass-Through	Billed per transaction plus postage fee per paper claim	\$0.46 per transaction
Change Healthcare Assurance Plus MDE – Medical Center	N/A	\$24,399.60	N/A	N/A
Change Healthcare Assurance Plus MDE – CHC	N/A	\$14,814.00	N/A	N/A

Modifications:				
MagView	\$10,000	\$8,780.00	Additional Concurrent Users (Upon Request)	\$2,500 per additionally requested concurrent user
Hyland OnBase	\$390,000	\$98,300.00	N/A	N/A
OBLX	\$150,651	Year 1 = \$30,130.00 Year 2 = \$31,034.00 Year 3 = \$35,488.00 Year 4 = \$36,447.00 Year 5 = \$37,435.00	N/A	N/A
Vidyo	\$196,171.50	\$117,060	N/A	N/A

5. Amendment to Statement of Work Appendix B-14. The existing Statement of Work Appendix B-14 is deleted and replaced entirely by Exhibit N, Statement of Work Appendix G-14 attached to this Amendment No. 8.

6. Amendment to Statement of Work Appendix B-21. The first paragraph of Section 1, entitled "Statement of Work description", of Statement of Work Appendix B-21 (Synergy Integration Project) is hereby deleted and replaced with the following:

"LLUSS shall use Commercially Reasonable Efforts to build and implement an integrated workflow between the Riverside Service Area and the Synergy vendor system. This integration is intended to allow Customer providers the ability to send patient demographics and orders to Synergy and receive a link to the view the image in Synergy from the Customer Service Area. This will require a dedicated server on the customer's network that will need to connect to the Synergy infrastructure housed at LLUSS. A key resource in this project will be the vendor itself, Topcon, and their pricing quote is lists in Schedule A.

"Additional items considered in scope for the Synergy Integration Project include:

- Technical/Network – Additional CSG Server (TST), LLUH Networking (Synergy not in IECCN)
- Integration – Additional ORM HL7 Interface (Add to existing LLUH interface)
- Integrated Testing – Additional Scripts for Networking and Interface changes
- User Security – Provisioning of User Access in Synergy
- 7 Additional imaging devices for Integration
 - IOL Master+A11:K11
 - A/B-scan Ultrasound
 - Heidelberg OCT
 - Humphrey VF Analyzer
 - Humphrey VF Machine (RCRMC00036129)
 - IOL Master

- o A/B-scan Ultrasound”

7. Amendment to Statement of Work Appendix B-21. The paragraph (addressing type, estimated hours and estimated costs) of Section 9, entitled “Continuing Support”, of the Statement of Work Appendix B-21 (Synergy Integration Project) is hereby amended to add the following:

“The additional 7 cameras that will be connected to the Synergy system for the Customer Service Area will result in additional \$1,000 each for licensing and maintenance fees for a total annual (estimated) increase to the SLA of \$7,000.00.”

8. Amendment to Statement of Work Appendix B-21. The table entitled “Resources” in Section 10 of the Statement of Work, Appendix B-21 (Synergy Integration Project) is hereby deleted and replaced with the following:

Resource/Cost Item	Estimated Hours	Estimated Costs
Ambulatory Analyst (@ cost)	96	\$12,960.00
Ambulatory Analyst	120	\$13,500.00
Integration Analyst	80	\$9,000.00
Enterprise Imaging Analyst	10	\$1,125.00
Network Analyst	60	\$3,600.00
Testing/QA Analyst	10	\$1,125.00
Project Lead	220	\$21,670.00
Application Security	10	\$1,125.00
Synergy Licensing Fees		\$18,900.00
Synergy Professional Services Fees		\$6,790.00
Subtotal		\$89,795.00
Contingency	10%	\$8,979.50
Total Estimated Costs		\$98,774.50

9. Amendment to Statement of Work Appendix B-6. The paragraph (addressing type, estimated hours and estimated costs) of Section 9, entitled “Continuing Support”, of the Statement of Work Appendix B-6, (OBIX Integration Project) is hereby deleted and replaced with the following:

“Upon the completion of the OBIX Integration Project, RUHS will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period for any Epic-related integration needs, and RUHS will transition to ongoing support with the OBIX vendor for OBIX-related maintenance. The existing Service Level Agreement is hereby modified to include the additional annual support and maintenance costs to support the Customer Medical & Surgical Center, as follows: The annual maintenance support fee in the SLA for OBIX-related maintenance and support is increased by \$3,523.00, for a total annual maintenance support fee for OBIX-related maintenance and support of \$35,516.00.”

10. Amendment to Statement of Work Appendix F-6. The paragraph (addressing type, estimated hours and estimated costs) of Section 9, entitled “Continuing Support”, of the Statement of Work Appendix F-6, (Riverside County Public Health Department EHR Expansion Project) is hereby deleted and replaced with the following:

“The annual maintenance support fee in the SLA for the Riverside County Public Health Department EHR Expansion Project will be increased by \$19,640.00, for a total annual maintenance support fee for the Riverside County Public Health Department EHR Expansion Project of \$431,590.00.”

11. Amendment to Statement of Work Appendix F-6. Schedule C of the Statement of Work Appendix F-6 (Riverside County Public Health Department EHR Expansion Project) is hereby deleted and replaced with the following:

Schedule C

Recurring Maintenance Item	Estimated Hours/Units	Estimated Cost
Labor Costs		
Ambulatory Analyst	1040	\$117,000.00
Cadence Analyst	520	\$58,500.00
ADT Analyst	208	\$23,400.00
PB/HB Analyst	312	\$35,100.00
OnBase Analyst	208	\$23,400.00
HIM / SER Analyst	208	\$23,400.00
Report Writing/Dashboards Analyst	100	\$11,250.00
Apps: Security Analyst	208	\$23,400.00
Principal Trainer	1040	\$62,400.00
Technical Resources	75	\$4,500.00

EHR Costs		
Hosting and Cache costs		\$25,000.00
Third Party Software	OnBase Support and Maintenance	\$24,240.00

Total Recurring Costs		\$431,590.00
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12. Amendment to Statement of Work Appendix B-19. The paragraph (addressing type, estimated hours and estimated costs) of Section 9, entitled "Continuing Support", of the Statement of Work Appendix B-19 (1-800-NO-BUTTS) is hereby deleted and replaced with the following:

"Annual maintenance support fees will result in an increase to the existing SLA of \$1,800."

13. Amendment to Statement of Work Appendix B-19. The table included Section 10, entitled "Resources" of the Statement of Work Appendix B-19 (1-800-NO-BUTTS) is hereby deleted and replaced with the following table:

Resource/Cost Item	Estimated Hours	Estimated Costs
Referral EHR Analyst	45	\$5,850.00
Ambulatory EHR Analyst	80	\$10,400.00
Interfaces/Interconnect EHR Analyst	180	\$20,250.00
Project Manager	20	\$2,600.00
Project Leadership/Admin	40	\$3,940.00
Principal Trainer	10	\$600.00
UCSD License Fee		\$7,000.00
1 st Year License Maintenance		\$1,800.00
Subtotal		\$52,440.00
Project Contingency	10%	\$5,244.00
Total Estimated Hours & Costs	375	\$55,784.00

14. Amendment to Statement of Work Appendix F-1. The first paragraph of Section 1, entitled "Statement of Work description", of Statement of Work Appendix F-1 (COVID-19 Response Project) is hereby deleted and replaced with the following:

"LLUSS shall use Commercially Reasonable Efforts to build and implement the following emergent changes in the Customer Service Area to support the COVID-19 response efforts by the Customer. The scope of the changes are:

- Department optimization efforts supporting the expansion of self-service and telehealth tools for Customer providers and patients
- Surge planning, including new, modified, or extended service lines and departments
- EHR technological advances to facilitate the continued need to support for increased demand in screening and monitoring COVID-19 status
- Modifications to EHR and operational workflows in attempts to prioritize Customer patient and employee safety by enforcing social distancing and remote delivery of care
- Specialized resources to support COVID-19 project work, training, and optimization efforts
- Additional Scope for Public Health Vaccine Clinic Support:
 - New Departments to support the multiple Vaccine clinics locations with Scheduling and Documentation tools
 - Patient facing questionnaires and streamlined registration tools
 - Vaccine inventory management development and vaccine administration documentation tools
 - Epic Radar dashboards and reporting tools for Vaccine data

- Additional Licensing and Hosting/Cache technology to support rapid expansion of users and patients in the Customer Service Area.”

15. Amendment to Statement of Work Appendix F-1. The table (addressing type, estimated hours and estimated costs) of Section 10, entitled “Resources” of the Statement of Work Appendix F-1 (COVID-19 Response Project) is hereby updated to add the following additional estimates:

Role	Estimated Hours	Estimated Cost
Access Architects	120	\$13,500.00
ADT Analysts	40	\$4,500.00
Cadence Analysts	120	\$13,500.00
Ambulatory Architects	120	\$13,500.00
Ambulatory Analysts	120	\$13,500.00
Ancillary Architects	120	\$13,500.00
Willow Analysts	40	\$4,500.00
Revenue Cycle Architects	120	\$13,500.00
HB/PB and Claims Analysts	40	\$4,500.00
HIM Analysts	40	\$4,500.00
Principle Trainers	120	\$13,500.00
Technical Resources	120	\$13,500.00
Project Management	500	\$49,250.00
On-Site Go-Live Support Analysts	500	\$56,250.00
CACHE Servers	3	\$37,599.90
Additional Citrix Licenses (Year 1 costs)	500	\$103,848.75
Vidyo Licensing	150	\$196,171.50
Expenses (On-Site Support)		\$2,500.00
Subtotal		\$375,448.65
Project Contingency 10%		\$37,544.87
Total Additional Project Cost		\$412,993.52

16. Amendment to Statement of Work Appendix F-1. The table in Schedule A, of the Statement of Work Appendix F-1 (COVID-19 Response Project) is hereby deleted and replaced with the following:

Recurring Maintenance Item	Quantity/Unit	Estimated Cost
Vidyo Software Licensing (@ \$650)	150	\$93,750
Citrix Licenses	500	\$102,875.75
Total Recurring Costs		\$195,602.75

17. Amendment to Statement of Work Appendix E-8. The table (addressing type, estimated hours and estimated costs) of Section 10, entitled "Resources" of the Statement of Work Appendix E-8 (Healthy Steps Project) is hereby updated to add the following additional estimates:

Role	Estimated Hours	Estimated Costs
Project Manager	280	\$31,500.00
Ambulatory Application Analyst	150	\$16,875.00
Cadence Application Analyst	150	\$16,875.00
Healthy Planet Application Analyst	280	\$31,500.00
Access Application Analyst	20	\$2,250.00
Billing Application Analyst	20	\$2,250.00
Analytics Resources	20	\$2,250.00
Training Resources	20	\$1,200.00
Application Security Analyst	10	\$1,125.00
Integration Analyst	40	\$4,500.00
Technical Resources	20	\$1,200.00
Subtotal	1010	\$111,525.00
Project Contingency	10%	\$11,152.50
Total Estimated Hours & Costs		\$122,677.50

18. Amendment to Statement of Work Appendix B-10. The table (addressing type, estimated hours and estimated costs) of Section 10, entitled "Resources" of the Statement of Work Appendix B-10 (Electronic Prescriptions of Controlled Substances Project) is hereby updated to add the following additional estimates:

Role	Estimated Hours	Estimated Costs
Ambulatory Application Analyst	220	\$24,750
Willow Application Analyst	20	\$2,250
Clindoc Application Analyst	20	\$2,250
ASAP Application Analyst	20	\$2,250
Application Security Analyst	120	\$13,500
Application Server Analyst	180	\$20,250
Application Integration Analyst	20	\$2,250
QA/Testing Analyst	10	\$1,125
Project Manager	220	\$21,670
Analytics	30	\$3,375
Subtotal	830	\$90,295
Project Contingency	10%	\$9,030
Total Estimated Hours & Costs		\$99,324.50

19. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 8 shall remain in full force and effect.

20. Electronic (Digital) Signatures. This Amendment No. 8 may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Amendment No. 8 agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Amendment No. 8. The parties further agree that the electronic signatures of the parties included in this Amendment No. 8 are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 8 to be duly executed and delivered as of the Amendment Effective Date.

LLUSS:

Loma Linda University Shared Services,
on behalf of itself and its affiliates

By: 

Name: Mark Zirkelbach

Its: Chief Information Officer

CUSTOMER:

The County of Riverside, on behalf of Riverside
University Health System

By: 

Name: Karen Spiegel, Chairperson

Its: Board of Supervisors

ATTEST: Kecia R. Harper

Clerk of the Board

By: 

Deputy

APPROVED AS TO FORM:

Gregory P. Priamos

County Counsel

By: 

Esen Sainz

Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK APPENDIX G-1

EPIC SPRING AND FALL 2020 UPGRADE AND TECHNOLOGY REFRESH PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Epic Spring and Fall 2020 upgrade (Epic v. Aug 2019, Epic v. Nov 2019, Epic v. Feb 2020, Epic v. May 2020) and technology refresh projects. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement both the Epic Spring and Fall 2020 system upgrades and technology refresh to the LLUSS EHR Platform, which includes the Customer Service Area. The system upgrade build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources and follow the project timeline listed in Schedule A.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged as outlined in the Project Timeline contained in Schedule A of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of Epic Spring and Fall 2020 system upgrades and technology refresh to the LLUSS EHR Platform, which includes the Customer Service Area.

3. Acceptance Criteria:

Customer providers will be able to utilize the Epic Spring and Fall 2020 system version and functionality in the Customer Service Area of the LLUSS EHR platform. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

The milestone schedule is outlined in the project timeline that is listed in Schedule A.

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

The Customer Service Area will include Epic Aug 2019, Nov 2019, Feb 2020, and May 2020 versions and functionality. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

A technology refresh for the platform will include cache memory upgrade, these costs are listed below in the resources section.

8. Software Tools and Licensing:

Additional software tools and licensing are required to develop and implement this change to the Customer Service Area and the costs are listed below in the resources section.

9. Continuing Support (type, estimated hours, and estimated costs):

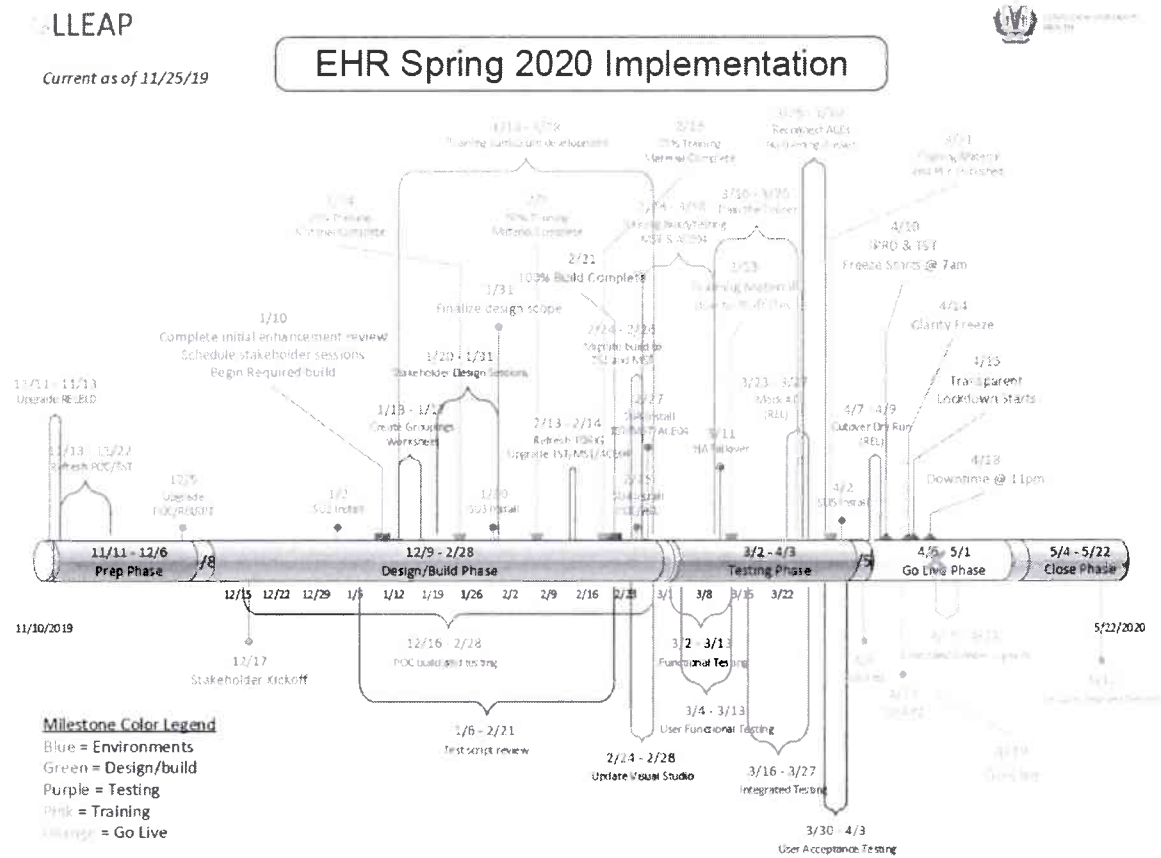
This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item		Estimated
Software		
Epic Licensing		\$13,311.00
	Subtotal	\$13,311.00
Hardware		
Cache Memory Upgrade		\$14,790.00
Other Hardware		\$11,832.00
	Subtotal	\$26,622.00
IS Labor		
		\$500,034.14
	Subtotal	\$500,034.14
Professional Services		
Testing Management Consultant		\$24,109.55
	Subtotal	\$24,109.55
Other Capital		
Widescreen and Storyboard		\$149,721.89
Command Center & Weekend Release Fees		\$6,128.21
Subtotal		\$155,850.10
Total		\$719,926.79
Contingency @ 10%		\$71,992.68
Total Estimated Hours & Costs		\$791,919.47

Epic Spring 2020 Implementation Timeline



Epic Fall 2020 Implementation Timeline

LLEAP

Updated 6/4/20

EHR 2020 - Fall Implementation

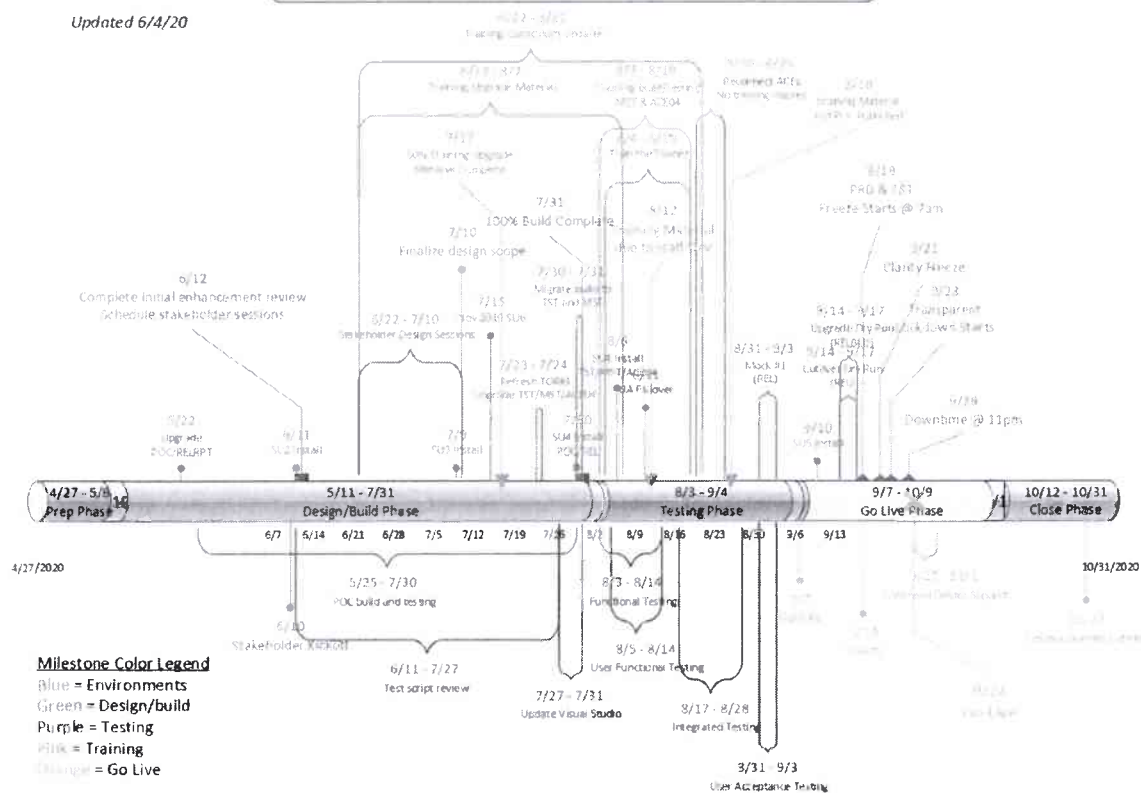


EXHIBIT B

STATEMENT OF WORK APPENDIX G-2

M*MODAL FLUENCY DIRECT INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the integration of the M*Modal Fluency Direct system with the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an integrated workflow between the Customer Service Area and M*Modal Fluency Direct system. This integration is intended to allow Customer Physicians the ability to utilize M*Modal Fluency Direct for speech recognition in the Customer Service Area. This integrated workflow is intended to increase Physician documentation efficiency.

The speech recognition requires a microphone device that is installed and configured on a computer by the customer or the M*Modal mobile microphone application that is installed and configured on customer mobile devices. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be

engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build, integration, and implementation of an integrated workflow between the Customer Service Area and the M*Modal Fluency Direct system. In order to achieve this integrated workflow, Customer Physicians will be able to utilize the M*Modal Fluency Direct system for speech recognition in the Customer Service Area. The speech recognition requires a microphone device that is installed and configured on a computer by the customer or the M*Modal mobile microphone application that is installed and configured on customer mobile devices. The M*Modal mobile microphone application is provided and supported by the vendor.

3. Acceptance Criteria:

Validation of this integration will be done in both test and production environments of the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1

3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 8 weeks) Description – This project phase consists of building, testing, and validating this change into the Customer Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	LLUSS completes the build and integration in the Customer Service Area test environment.	5 business days from Milestone#3
5	Test data validated by Customer and LLUSS	5 business days from Milestone#4
6	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#5
7	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	End-User training curriculum and content completed and deliver to Customer Training Manager.	10 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the Customer end-users, and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
9	Customer delivers end user change communication and training	5 business days from Milestone#8
10	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#8
11	Customer accepts or rejects deliverables.	5 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Customer has requested 10 Phillips Speechmic Premium PBLFH3500 devices to support using the speech recognition integrated workflow. These devices are installed and configured on computers by the customer. These costs for these microphone devices are listed below in the resources section. If additional Phillips Speechmic Premium PBLFH3500 devices are needed during the project, a change request will be required per the financial terms outlined in section 5 of this statement of work.

8. Software Tools and Licensing:

LLUSS will pass through to the Customer the following fees for M*Modal Fluency Direct licensing and maintenance costs as defined by the vendor in the technology agreement. These pass-through costs will be added to the current Service Level Agreement annual costs. These annual licensing and maintenance costs are accrued per licensed Physician, with the limit of 125 Physicians for the Customer Service Area.

The annual licensing and maintenance costs will be billed as incurred by the customer and are increased 1.5% annually by the vendor. The following table provides an estimate of these costs for all 125 licenses available for the customer:

	Y1	Y2	Y3	Y4	Y5
M*Modal Fluency Direct	\$62,500.00	\$63,437.50	\$64,389.07	\$65,354.90	\$66,335.22

If the customer requires additional Phillips Speechmic Premium PBLFH3500 devices after the project has completed, they can purchase directly through the vendor or request that LLUSS procure them and pass-through the costs along with the annual license and maintenance costs.

9. Continuing Support (type, estimated hours, and estimated costs):

Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period for any Customer Service Area related integration needs. The existing Service Level Agreement will be modified to include the annual support and maintenance costs for M*Modal Fluency Direct licensing and on-going support.

10. Resources (type, estimated hours and estimated costs):

Estimated resource and additional costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours/Units	Estimated Cost
EHR Analysts	40	\$4,500.00
Training	30	\$1,800.00
Application Security	20	\$2,250.00
Unified Infrastructure	60	\$3,600.00
Project Lead/Manager	60	\$5,910.00
Year 1 License and Maintenance	125	\$62,500.00
Philips Speech Mics (@\$305 each)	10	\$3,050.00
Shipping and Handling		\$49.99
Subtotal		\$83,659.99
Project Contingency	10%	\$8,365.99
Total Estimated Hours & Costs		\$92,025.98

EXHIBIT C

STATEMENT OF WORK APPENDIX G-3

IEHP CLAIMS STATUS PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of an HL7 claims status interface with IEHP (Inland Empire Health Plan) for the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an HL7 claims status interface with IEHP to meet the requirements and future state workflows for the Customer Service Area. This effort is intended to improve the insurance claims follow up process by decreasing the time spent on this effort.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements. List of build requirements has been assessed and thus will be used as a foundation for determining the build during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an HL7 claims status interface with IEHP to meet the requirements and future state workflows for the Customer. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in the milestone schedule section below).

3. Acceptance Criteria:

The Customer will be able to access claims status information for IEHP claims to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1
4	Customer and LLUSS have reached and agreed list of business and technical requirements	5 business days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	5 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 12 weeks)		

Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	5 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	10 business days from Milestone #6
8	Test data validated by Customer and LLUSS	30 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment.	5 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone #10

Phase 3 – Training and Go-Live (Estimated at 2 week)

Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables.	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

An additional interface license is in scope for this project as outlined in Schedule A below.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$916. The ongoing costs are outlined in Schedule A below.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours/Units	Estimated Costs
PB/HB Analyst (@ cost + \$12.50/hr)	220	\$31,350.00
EHR Architect	40	\$4,500.00
Integration Analyst	30	\$3,375.00
Project Manager	20	\$1,970.00
Principal Trainer	5	\$300.00
Epic Interface License	1	\$500.00
Subtotal		\$41,995.00
Project Contingency	10%	\$4,199.50
Total Estimated Hours & Costs		\$46,194.50

Schedule A

Licensing Costs	Estimated Cost
Interface Licensing Fee	\$916.00

EXHIBIT D

STATEMENT OF WORK APPENDIX G-4

PROFESSIONAL SERVICES SUPPORT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the request submitted to provide specialized resources and program management in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to provide specialized resources and program management in the Customer Service Area. These specialized resources will provide support, both on-site and remotely, with the schedule being agreed upon and approved by LLUSS and the Customer's Chief Information Officer (CIO) and Chief Medical Information Officer (CMIO). Office space and badge access will need to be made available for resources working onsite. These specialized resources will also work with the Customer's CIO and CMIO to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders. LLUSS will manage the oversight and implementation of these changes upon receiving the necessary approvals and funding as defined in the MSA and SLA.

Areas considered in scope for this support are:

- Data Analytics Strategy and Management Support
 - Prime / QIP
 - Virtual EDW for Clarity / Caboodle integration
 - EDW strategy
 - Intake and demand management support
 - UM reporting
 - Day-to-Day analytics support
 - Research program support

All other areas of support are considered out of scope unless agreed upon by the Customer's CIO, CMIO, along with the specialized resources and LLUSS.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to providing specialized resources to support the Customer with Data Analytics Strategy and Management. The Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate.

3. Acceptance Criteria:

These specialized resources will report to Customer CIO and CMIO regularly (weekly or bi-weekly) and LLUSS to provide progress updates and feedback.

4. Milestone Schedule:

The milestones and schedule will be determined by the specialized resources and approved by LLUSS and the Customer's CIO and CMIO. The overall timeframe for this engagement is driven by, and not to exceed, the estimated hours listed in Section 10 of this Statement of Work. If additional support is needed, another Statement of Work or an amendment to this Statement of Work will be required.

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

There are no integration and installation requirements for this Statement of Work. If additional integration is needed, another Statement of Work or an amendment to this Statement of Work will be required.

7. Hardware:

There is no additional hardware or tools directly associated with this agreement. Should LLUSS need to purchase hardware or tools in order to support the Customer, these costs will be presented to Customer's Leadership for approval prior to purchase.

8. Software Tools and Licensing:

There are no additional software tools and licensing directly associated with this agreement. Should LLUSS need to extend internally licensed products to Customer, licensing options and cost will be presented to Customer Leadership for approval prior to implementation.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS for an estimated 40 hours per week per resource. These costs are an estimated level of effort and could change due to delays or changes in project scope. In addition to resource costs, LLUSS will pass through costs associated to travel and mileage incurred while onsite to the Customer.

Resource/Cost Item	Estimated Hours	Estimated Cost
Data Analytics Program Management (@ cost)	2,300	\$253,000.00
Project Contingency	10%	\$25,300.00
Total Estimated Hours & Costs	2,300	\$278,300.00

EXHIBIT E

STATEMENT OF WORK APPENDIX G-5

EPIC REVENUE CYCLE REFUEL PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the request submitted to provide specialized resources for Revenue Cycle optimizations in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to provide specialized resources for Revenue Cycle optimizations in the Customer Service Area. These specialized resources will complete Revenue Cycle project work for the Customer with the schedule being agreed upon and approved by Epic, LLUSS, the Customer's Chief Information Officer (CIO) and Chief Medical Information Officer (CMIO). These specialized resources will also work with the Customer's CIO and CMIO to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders. LLUSS will manage the oversight and implementation of these changes upon receiving the necessary approvals and funding as defined in the MSA and SLA.

Revenue Cycle areas considered in scope for this support are:

- Professional/Hospital Billing Reporting Refresh
- Professional/Hospital Billing Denial Rate
- COVID-19 Testing Claims
- Telehealth Reimbursement
- Emergency and Trauma Charge Automation
- Eligibility/Registration Queries
- Consecutive Accounts Automation
- Authorization Denials
- Simple Visit Coding
- Shadow Charging
- Revenue Guardian

All other areas of support are considered out of scope unless agreed upon by the Customer's CIO, CMIO, Epic and LLUSS.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to providing specialized resources for Revenue Cycle optimizations. The Customer will provide resources and subject matter experts to engage with LLUSS and Epic resources during the term of this Statement of Work as necessary or appropriate.

3. Acceptance Criteria:

These specialized resources will report to Customer CIO and CMIO regularly (weekly or bi-weekly) and LLUSS to provide progress updates and feedback.

4. Milestone Schedule:

The milestones and schedule will be determined by Epic and the specialized resources and approved by LLUSS and the Customer's CIO and CMIO. The overall timeframe for this engagement is estimated at 10 hours per week starting December 1, 2020 and will end on May 28, 2021. If additional support is needed, another Statement of Work or an amendment to this Statement of Work will be required.

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

There are no integration and installation requirements for this Statement of Work. If additional integration is needed, another Statement of Work or an amendment to this Statement of Work will be required.

7. Hardware:

There is no additional hardware or tools directly associated with this agreement. Should LLUSS need to purchase hardware or tools in order to support the Customer, these costs will be presented to Customer's Leadership for approval prior to purchase.

8. Software Tools and Licensing:

There are no additional software tools and licensing directly associated with this agreement. Should LLUSS need to extend internally licensed products to Customer, licensing options and cost will be presented to Customer Leadership for approval prior to implementation.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours/Units	Estimated Cost
Hospital Billing Analyst	150	\$16,875
Professional Billing Analyst	100	\$11,250
Administrative Support/Project Management	200	\$19,700
Epic Resolute Professional/Hospital Billing Services		\$96,600
Epic Travel Expenses		\$6,200
Subtotal		\$150,625
Project Contingency	10%	\$15,062.50
Total Estimated Hours & Costs		\$165,687.50

EXHIBIT F

STATEMENT OF WORK APPENDIX G-6

EPIC COSMOS DATABASE IMPLEMENTATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the Epic Cosmos Database Implementation project in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement the Epic Cosmos Database in the Customer Service Area. This database is intended to allow Customer to contribute to and access a HIPAA-defined limited data set from across the Epic community to support point of care decision-making and ongoing healthcare initiatives. Included in scope for this project is data mapping to shared terminologies, which standardizes the data set when aggregated.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of the Epic Cosmos in the Customer Service Area.

3. Acceptance Criteria:

Customer will be able to utilize the Epic Cosmos data set in the Customer Service Area. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned and complete Epic Urgent Care training	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design.	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	25 business days from Milestone#4

6	Test data validated by Customer and LLUSS.	10 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for the Epic Cosmos data set in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not incur third-party software costs until December 31, 2027. Should the currently waived third-party costs not extend past this date, this information will be presented to Customer Leadership for approval. These ongoing costs are outlined in Schedule A below.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Ambulatory Analyst	30	\$3,375.00
Perioperative Analyst	15	\$1,687.50
Project Manager	100	\$9,850.00
Principal Trainer	10	\$600.00
Subtotal		\$15,512.50
Project Contingency	10%	\$1,551.25
Total Estimated Hours & Costs		\$17,063.75

Schedule A

Recurring Maintenance Item	Estimated Cost
Epic Co-op Fee	\$12,500
Total Recurring Costs	\$12,500

EXHIBIT G

STATEMENT OF WORK APPENDIX G-7

WHOLE PERSON CARE INTEGRATED CARE PLANS PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality and workflows in the Customer Service Area to support documentation for the Whole Person Care program using integrated care plans. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

The Customer has requested Epic functionality and workflows be created to support integrated care plans for the Whole Person Care program. Included in scope for this project, is enabling 16 care plan templates in the Customer Service Area:

- LCE 144-HP Diabetes Care Plan
- LCE 145-HP Hypertension Care Plan
- LCE 146-HP Substance Use Care Plan
- LCE 147-HP Community Resources Care Plan
- LCE 148-HP Nutrition Care Plan
- LCE 149-HP Social Contact Care Plan
- LCE 150-HP Medication Regime Care Plan
- LCE 151-HP Abuse Care Plan
- LCE 152-HP Physical Activity Care Plan
- LCE 153-HP Mental Care Plan
- LCE 154-HP Sleep Care Plan
- LCE 155-HP General Care Plan
- LCE 157-Anxiety
- LCE 158-PTSD
- LCE 159-MDD
- LCE 162-Wound Care

Included in the scope for this project, is provisioning Detention Health and Behavioral users with view only access to access to the integrated care plans for the Whole Person Care program.

Implementation of Epic Health Planet Link is considered out of scope for this project.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting

point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to implementing Epic functionality and workflows in the Customer Service Area to support documentation for the Whole Person Care program using integrated care plans. Customer resources that serve as their Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

The Customer will be able to document integrated care plans for the Whole Person Care program. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 1 week)		

Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	5 business days from Milestone#1

Phase 2 – Build and Testing (Estimated at 12 weeks)

Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the Customer Service Area and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
4	The Customer and LLUSS have reached an agreed detailed project scope and workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	10 business days from Milestone#4
6	Test data validated by the Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to the Customer's Training Manager.	10 business days from Milestone#8

Phase 3 – Training and Go-Live (Estimated at 2 weeks)

Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
10	The Customer delivers end user change communication and training	5 business days from Milestone#9

11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#9
12	The Customer accepts or rejects deliverables.	5 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to allow the Customer to document integrated care plans for the Whole Person Care program. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Healthy Planet Analyst	400	\$45,000.00
Ambulatory Analyst	40	\$4,500.00
Cadence Analyst	100	\$11,250.00
ADT Analyst	50	\$5,625.00
Professional Billing Analyst	40	\$4,500.00
Principal Trainer	70	\$4,200.00
Project Management / Leadership	40	\$3,940.00
Apps: Security	80	\$9,000.00
Subtotal		\$88,015.00
Project Contingency	10%	\$8,801.50
Total Estimated Hours & Costs		\$96,816.50

EXHIBIT H

STATEMENT OF WORK APPENDIX G-8

OB TELEHEALTH EXPANSION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the build and implementation of expanded telehealth functionality to enable Hyperspace to Hyperspace video visits, allowing appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implementation of expanded telehealth functionality in the Customer Service Area. This technology is intended to give Customer patients the ability to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic. Included in scope for this project is:

- Hyperspace to Hyperspace video visits between the offsite OB Provider and patient onsite at the CHC satellite clinic
- Scheduling for onsite OB Ultrasound visits alongside OB Hyperspace to Hyperspace video visits
- MyChart Direct Scheduling for OB Hyperspace to Hyperspace video visits in the CHC satellite clinics

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this Statement of Work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this Statement of Work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be

engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to only the build and implementation of expanded telehealth functionality to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic in the Customer Service Area.

3. Acceptance Criteria:

Customer will be able to utilize Hyperspace to Hyperspace video visits to allow appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		

#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed detailed project scope and workflow design.	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	10 business days from Milestone#4
6	Test data validated by Customer and LLUSS.	10 business days from Milestone#5
7	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	10 business days from Milestone#8
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training.	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement.	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. At project completion, any over-payments to the invoiced project estimates will be returned by LLUSS to the Customer by means of a credit to the SLA. Any changes to the scope estimated in this Statement of Work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer Leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to utilize Hyperspace to Hyperspace video visits to allow appointments with an offsite OB Provider while patient is onsite at the CHC Satellite clinic. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement

7. Hardware:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Ambulatory Analyst	50	\$5,625
ADT Analyst	100	\$11,250
PB Analyst	20	\$2,250
Cadence Analyst	225	\$25,313
Quality Program Analyst	40	\$4,500
Apps: Security Analyst	10	\$1,125
Principal Trainer	25	\$1,500
Project Manager	175	\$17,238
Reporting/Analytics	40	\$4,500

Subtotal		\$73,300
Project Contingency	10%	\$7,330
Total Estimated Hours & Costs		\$80,630

EXHIBIT I

STATEMENT OF WORK APPENDIX G-9

EPIC AMBULATORY REFUEL PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the request submitted to provide specialized resources to conduct an Ambulatory workflow assessment, implement optimizations and create associated training curriculum in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to provide specialized resources to conduct an Ambulatory workflow assessment, implement optimizations and create associated training curriculum in the Customer Service Area. These specialized resources will complete Ambulatory project work for the Customer with the schedule being agreed upon and approved by Epic, LLUSS, the Customer's Chief Information Officer (CIO) and Chief Medical Information Officer (CMIO). These specialized resources will also work with the Customer's CIO and CMIO to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders. LLUSS will manage the oversight and implementation of these changes upon receiving the necessary approvals and funding as defined in the MSA and SLA.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to providing specialized resources to conduct an Ambulatory workflow assessment, implement optimizations and create associated training curriculum. The Customer will provide resources and subject matter experts to engage with LLUSS and Epic resources during the term of this Statement of Work as necessary or appropriate.

3. Acceptance Criteria:

These specialized resources will report to Customer CIO and CMIO regularly (weekly or bi-weekly) and LLUSS to provide progress updates and feedback.

4. Milestone Schedule:

The milestones and schedule will be determined by Epic and the specialized resources and approved by LLUSS and the Customer's CIO and CMIO. The overall timeframe for this engagement is estimated at 6-months and will begin at the execution of this agreement. If additional support is needed, another Statement of Work or an amendment to this Statement of Work will be required.

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

There are no integration and installation requirements for this Statement of Work. If additional integration is needed, another Statement of Work or an amendment to this Statement of Work will be required.

7. Hardware:

There is no additional hardware or tools directly associated with this agreement. Should LLUSS need to purchase hardware or tools in order to support the Customer, these costs will be presented to Customer's Leadership for approval prior to purchase.

8. Software Tools and Licensing:

There are no additional software tools and licensing directly associated with this agreement. Should LLUSS need to extend internally licensed products to Customer, licensing options and cost will be presented to Customer Leadership for approval prior to implementation.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Ambulatory Analyst	520	\$58,500
Project Management	520	\$51,220
Ambulatory Analyst (@ cost + \$12.50)	1,040	\$148,200
Ambulatory Principal Trainer (@ cost + \$12.50)	520	\$63,700

Epic Ambulatory Services		\$15,000
Subtotal		\$336,620
Project Contingency	10%	\$33,662
Total Estimated Hours & Costs		\$370,282

EXHIBIT J

STATEMENT OF WORK APPENDIX G-10

NARCOTICS RECONCILIATION AND PYXIS INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of an HL7 automated dispense system (ADS) interface and narcotics reconciliation reporting for the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an HL7 ADS interface and reporting to meet the requirements and future state workflows for the Customer Service Area. Included in scope for this project are the following:

- Integration of Pyxis automated dispensing system and barcode scanners
- Creation of narcotics dispensation, waste, and administration tracking and reporting

This effort is intended to improve the ease and accuracy of narcotic medication reconciliation as well as provide greater insight into narcotics discrepancies and waste.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements. List of build requirements has been assessed and thus will be used as a foundation for determining the build during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged

initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an HL7 ADS interface and narcotics reconciliation reporting to meet the requirements and future state workflows for the Customer. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in the milestone schedule section below).

3. Acceptance Criteria:

The Customer will be able to utilize an automated narcotics reconciliation workflow and reports as to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 1 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1
4	Customer and LLUSS have reached and agreed list of business and technical requirements	5 business days from Milestone#1

5	Customer and LLUSS have reached and agreed future state workflow	5 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 5 weeks) Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	5 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	5 business days from Milestone #5
8	Test data validated by Customer and LLUSS	10 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment.	5 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone #9
Phase 3 – Training and Go-Live (Estimated at 2 week) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables.	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and

materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

There are no additional software tools and licensing directly associated with this agreement. Should LLUSS need to extend internally licensed products to Customer, licensing options and cost will be presented to Customer leadership for approval prior to implementation.

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact the existing Service Level Agreement. Should a change to the existing Service Level Agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
Willow Analyst (@ cost + \$12.50/hr)	80	\$11,400
OpTime Analyst	140	\$15,750
Integration/Bridges Analyst	60	\$6,750
Subtotal		\$33,900
Project Contingency	10%	\$3,390

Total Estimated Hours & Costs		\$37,290
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EXHIBIT K

STATEMENT OF WORK APPENDIX G-11

SAFE DEPARTMENT PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality and workflows in the Customer Service Area to support a new confidential department record for the SAFE (sexual assault forensic evaluation) clinic. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement a new confidential department record for the SAFE clinic. Access to this department, Provider schedules, and visit types will need to be defined and applied for both the department staff and supporting services as part of this level of effort.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the build and implementation of an integrated workflow for the Customer Service Area to perform services at the SAFE clinic. Customer resources that serve as

their Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Customer providers will be able to utilize the new department record in the Customer Service Area to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 12 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	5 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the Customer Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	The Customer and LLUSS have reached an agreed detailed project scope and workflow design	10 business days from Milestone#3

5	LLUSS completes the build in the Customer Service Area test environment.	10 business days from Milestone#4
6	Test data validated by the Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to the Customer's Training Manager.	10 business days from Milestone#8
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	The Customer delivers end user change communication and training	5 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#9
12	The Customer accepts or rejects deliverables.	5 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to allow the Customer to perform services at the SAFE clinic. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Ambulatory Analyst	50	\$5,625.00
Cadence Analyst	15	\$1,687.50
ADT Analyst	20	\$2,250.00
HIM Analyst	30	\$3,375.00
PB/HB Analyst	75	\$8,437.50
Principal Trainer	20	\$1,200.00
Project Management / Leadership	40	\$3,940.00
Apps: Security	10	\$1,125.00
Technical Resources	5	\$300.00
Subtotal		\$27,940.00
Project Contingency	10%	\$2,794.00
Total Estimated Hours & Costs		\$30,734.00

EXHIBIT L

STATEMENT OF WORK APPENDIX G-12

CODE BERT FORMS PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality and workflows in the Customer Service Area to support documentation tools for Code BERT (Behavioral Emergency Response Team). This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement documentation tools for Code BERT. Included in scope for this project, is the buildout of 4 forms:

- E-ABRAT (Expanded Aggressive Behavior Risk Assessment)
- BERT Form
- Violent Events Form
- Code Green Form

Additional documentation, forms, and reporting are considered out of scope for this project.

The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to the build and implementation of an integrated workflow for the Customer Service Area to document Code BERT forms. Customer resources that serve as their Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Customer will be able to utilize the new Code BERT forms in the Customer Service Area to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	5 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 4 weeks)		

Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the Customer Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	The Customer and LLUSS have reached an agreed detailed project scope and workflow design	5 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	5 business days from Milestone#4
6	Test data validated by the Customer and LLUSS	5 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	5 business days from Milestone#6
8	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#6
9	End-User training curriculum and content completed and deliver to the Customer's Training Manager.	5 business days from Milestone#6
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	The Customer delivers end user change communication and training	5 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#9
12	The Customer accepts or rejects deliverables.	5 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to allow the Customer to document Code BERT forms. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Cost
Ambulatory Analyst	40	\$4,500.00
ClinDoc Analyst	40	\$4,500.00
HIM Analyst	15	\$1,687.50
Principal Trainer	15	\$900.00
Project Management / Leadership	15	\$1,477.50
Apps: Security	5	\$562.50
Subtotal		\$13,627.50
Project Contingency	10%	\$1,362.75
Total Estimated Hours & Costs		\$14,990.25

EXHIBIT M

STATEMENT OF WORK APPENDIX G-13

ERAS PROTOCOLS PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality and workflows in the Customer Service Area to support Enhanced Recovery After Surgery (ERAS) Protocol documentation. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

The Customer has requested Epic functionality and workflows be created to support ERAS Protocol documentation in the Customer Service Area. ERAS protocols are multi-disciplinary perioperative care pathways designed to achieve early recovery after surgical procedures. Included in scope for this project, is creating these clinical documentation tools in the Customer Service Area for the Colorectal Surgery ERAS Protocol. Also included in scope for this project will be a monitoring and optimization phase for the Colorectal ERAS protocol.

Included in the scope for the Colorectal ERAS protocol is creating the ERAS pathway record and connecting physician orders and clinical documentation tools along with scheduling and care management workflows to this record. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this Statement of Work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to implementing Epic functionality and workflows be created to support ERAS Protocol documentation in the Customer Service Area. Customer resources that serve as their Subject Matter Experts for supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this Statement of Work outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

The Customer will be able to document ERAS pathway information that includes physician orders, clinical documentation, scheduling and care management workflows for the Colorectal ERAS protocol that is in scope for this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	ASAP
Phase 1 – Project Planning and Resourcing (Estimated at 1 week)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and the Customer	5 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 12 weeks)		

Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the Customer Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	The Customer and LLUSS have reached an agreed detailed project scope and workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	10 business days from Milestone#4
6	Test data validated by the Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to the Customer's Training Manager.	10 business days from Milestone#8
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	The Customer delivers end user change communication and training	5 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#9
12	The Customer accepts or rejects deliverables.	5 business days from Milestone#10
Phase 4 – Monitoring and Optimization (Estimated at 6 weeks)		
Description – This project phase consists of monitoring the utilization of the ERAS protocol for Colorectal Surgeries, which includes resolving issues and designing optimizations that can be used for this and future protocols that are out of scope for this statement of work.		
#	DESCRIPTION OF MILESTONE	DATE

13	LLUSS provides ongoing support and maintenance as well as designs optimizations	30 Business Days From Milestone#12
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5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to allow the Customer to document ERAS pathway information that includes physician orders, clinical documentation, scheduling and care management workflows for the Colorectal ERAS protocol that is in scope for this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Customer will be responsible for purchasing all necessary hardware and configuring devices to meet the minimum necessary specifications for this project.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
Project Manager	200	\$19,700.00
Inpatient Orders Analyst	280	\$31,500.00
Willow Analyst	280	\$31,500.00
OpTime Analyst	280	\$31,500.00
Clinical Documentation Analyst	60	\$6,750.00
Ambulatory Analyst	10	\$1,125.00
Cadence Analyst	10	\$1,125.00
Training Resources	40	\$2,400.00
Application Security Analyst	10	\$1,125.00
Subtotal		\$126,725.00
Contingency	10%	\$12,672.50
Total	1,170	\$139,397.50

EXHIBIT N

STATEMENT OF WORK APPENDIX G-14

TELEMETRY AND VITAL SIGNS INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the integration with the customer's Phillips Telemetry and Vital Signs system. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an integrated workflow between the Customer Service Area and the Phillips Telemetry and Vital Signs vendor system. This integration is intended to allow Customer providers the ability to send and receive HL7 data with their Phillips system. The scope of HL7 data is limited to patient demographics, patient movement (ADT), Incoming Device (ORU^R01), and waveform image data. The scope of devices being integrated with the Customer Service Area is limited to telemetry and vital sign monitors used in the medical center inpatient, operating room, and emergency locations. Telemetry and vital sign monitors used for anesthesia and hospital outpatient departments, as well as the community health centers are out of scope for this project.

This build will utilize Epic interfaces that will be modified as necessary to meet the Phillips interface requirements if the modifications are supported by Epic. Any modifications that are required that are not supported by Epic will require a change request and all associated upfront and maintenance costs will be passed onto the customer. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and

approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an integrated workflow between the Customer Service Area and the Phillips Telemetry and Vital Sign system.

3. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area integration with the Phillips Telemetry system to meet the workflow requirements as defined by Milestone number 4 listed in the schedule below. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 20 weeks)		

Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design and list of workflow, business, and technical requirements.	15 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	60 business days from Milestone#4
6	Test data validated by Customer and LLUSS	20 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	15 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of patient data to and from the Phillips Telemetry and Vital Sign system. This change will support the workflow as defined in Milestone number 4 listed in the above schedule. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

An increase in server-attached storage for the Customer Service area will be required to support this integration. These additional costs will be passed through an increase to the Hosting and Cache costs in the current SLA.

8. Software Tools and Licensing:

Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS. This build will utilize existing Epic interfaces that will be modified as necessary to meet the Phillips interface requirements if the modifications are supported by Epic. Any modifications that are required that are not supported by Epic or require new unique interfaces in the Customer Service Area will require a change request and all associated upfront and maintenance costs will be passed onto the customer.

9. Continuing Support (type, estimated hours, and estimated costs):

This integration will require additional server-attached storage to hold the device HL7 data, additional application analyst support to maintain the net new interface error work-queues and device records, as well as the server and network changes in the Customer Service Area. This will result in the following additional costs that will be added to current SLA:

Recurring Costs Category	Estimated Amount
Application Analysts (250 hours annually)	\$28,125
Technical Resources (60 hours annually)	\$3,600
Total Increase in Recurring Costs	\$31,725

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
ADT/Prelude Analyst (@ cost)	30	\$3,900

ASAP Analyst (@ cost)	80	\$10,400
ClinDoc Analyst (@ cost)	220	\$28,600
Orders Analyst (@ cost)	140	\$18,200
OpTime/Anesthesia Analyst (@ cost)	30	\$3,900
HIM Analyst (@ cost)	30	\$3,900
Hospital Billing Analyst (@ cost)	30	\$3,900
OnBase Analyst	80	\$9,000
Interfaces/Interconnect Analyst	360	\$40,500
Testing/QA Analyst	20	\$2,250
ClinDoc Principal Trainer	120	\$7,200
Technical Resources	120	\$7,200
Project Management	300	\$19,700
Subtotal		\$158,650
Project Contingency	10%	\$15,865
Total Estimated Hours & Costs		\$174,515

EXHIBIT O

STATEMENT OF WORK APPENDIX G-15

LOGICSTREAM DATA INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to integrating the medication inventory and cost data from the Customer Service Area with the Customer's LogicStream system. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an automated workflow between the Customer Service Area and the LogicStream vendor system that is owned and maintained by the Customer. This automated workflow is intended to pull medication inventory and cost data into LogicStream, which will include also include the associated patient demographic, allergy, dietary, and medication order data from the Customer Service Area as defined by the Epic and LogicStream interface specifications.

In order to limit the scope of data access needed for this automated workflow, a new service account will be needed in the Customer network that can be used to provision access to the organization filtered Clarity data tables in the Customer Service Area. This scope of data will be defined and agreed upon by all parties as a key milestone in this project.

This build will utilize data access specifications as defined by the Customer and LogicStream specifications. The Customer Service Area will also require some modifications to ensure that the specified data elements are available to the unique service account that will be used to automate the pull of data from the Customer Service Area. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS Principal Trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for Customer Service Area training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes

to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an automated workflow between the Customer Service Area and the LogicStream vendor system. The following specifications and special terms and conditions apply to this project:

- A new service account and authentication method will be developed
- Access controls will be managed by both LLUSS and the Customer
- The Customer is authorized to use this data with LogicStream without a new BAA or other agreement with LLUSS
- Only organization-filtered, Clarity data will be shared between the Customer and LogicStream based off the data specifications developed as part of this project

Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

3. Acceptance Criteria:

Customer providers will be able to utilize medication inventory and cost data from the Customer Service Area in the LogicStream vendor system. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD

Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks) Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 16 weeks) Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design and data specification	20 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	20 business days from Milestone#4
6	Test data validated by Customer and LLUSS	20 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	15 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9

11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

The Customer Service Area will include integration of medication inventory and cost data to the LogicStream system. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

No additional hardware is required to develop and implement the electronic interfaces in this project. Should LLUSS need to purchase hardware or tools in order to support the Customer, these costs will be presented to Customer's Leadership for approval prior to purchase.

8. Software Tools and Licensing:

Although it is not estimated at this time, additional software licensing may be required to develop and implement the automated workflow for this project. Cost estimates for the additional software licenses will be included with a change request to the Customer. Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$6,750.00. The increase consists of up to 5 hours per month (60 hours a year) of additional support from the LLUSS Data and Analytics team. An additional increase the existing SLA of \$6,750.00 for up to 5 hours per month (60 hours a year) of additional support from the LLUSS Unified Infrastructure team will also be required to support this automated workflow and associated service account.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
Unified Design	40	\$2,400
Unified Infrastructure	60	\$3,600
Apps: Information Security	20	\$2,250
Data Governance	10	\$1,125
Data Analytics	120	\$13,500
Project Management	60	\$5,910
Subtotal	310	\$28,785
Project Contingency	10%	\$2,878.50
Total Estimated Hours & Costs		\$31,663.50

EXHIBIT P

STATEMENT OF WORK APPENDIX G-16

MANIFEST MEDEX EMS SAFR INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of an outbound HL7 ADT interface with Manifest Medex EMS (emergency medical services) Integration Gateway for the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an outbound HL7 ADT interface with Manifest Medex EMS Integration Gateway to meet the requirements and future state workflows for the Customer Service Area. This effort is intended to implement the +EMS SAFR (Search, Alert, File, Reconcile) project, allowing First Responders to access patient information during emergency care while also sharing real-time patient information with the Customer's emergency department to improve clinical decision support and preparation.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements. List of build requirements has been assessed and thus will be used as a foundation for determining the build during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an outbound HL7 ADT interface with Manifest Medex EMS Integration Gateway to meet the requirements and future state workflows for the Customer. The following specifications and special terms and conditions apply to this project:

- Additional discovery sessions are required to further define integration points
- Additional interface needs outside of outbound ADT integration will alter the scope of this project and will require a change request and presented to Customer executive leadership

A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in the Milestone Schedule section below).

3. Acceptance Criteria:

The Customer will be able to access patient EMS information in the Customer Service Area as part of the SAFR program to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 3 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1

4	Customer and LLUSS have reached and agreed list of business and technical requirements	10 business days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	10 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 14 weeks) Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	10 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	20 business days from Milestone #6
8	Test data validated by Customer and LLUSS	20 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment.	10 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone #10
Phase 3 – Training and Go-Live (Estimated at 2 week) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables.	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

An additional interface license is in scope for this project as outlined in Schedule A below. Should a need for additional interface licenses be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$2,748. The ongoing costs are outlined in Schedule A below.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
PB/HB Analyst (@ cost + \$12.50/hr)	220	\$31,350.00
ASAP Analyst	80	\$9,000.00
EHR Architect	80	\$9,000.00
Integration Analyst	360	\$40,500.00
Project Manager	100	\$9,850.00
Principal Trainer	40	\$2,400.00
Subtotal	880	\$102,100.00

Project Contingency	10%	\$10,210.00
Total Estimated Hours & Costs		\$112,310

Schedule A

Licensing Costs	Estimated Cost
Interface Maintenance Fee	\$2,748

EXHIBIT Q

STATEMENT OF WORK APPENDIX G-17

CHANGE HEALTHCARE CLEARANCE UPGRADE PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the integration of the Clearance Patient Access Manager system with the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to integrate the Clearance Patient Access Manager system with the Customer Service Area to meet the requirements and future state workflows for the Customer Service Area defined in Phase 1 of this project. This effort is intended to replace the current integration with Change Healthcare Solutions for Real-Time Eligibility (RTE) services in the Customer Service Area.

This build will utilize Epic and Clearance Patient Access Manager settings that will be modified as necessary to meet the future state requirements. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only to the integration of the Clearance Patient Access Manager system with the Customer Service area to meet the requirements and future state workflows for the Customer. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in Phase 1 of the milestone schedule section below).

3. Acceptance Criteria:

The Customer will be able to utilize the Clearance Patient Access Manager system from the Customer Service Area to verify eligibility of insurance for patients. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1
4	Customer and LLUSS have reached and agreed list of business and technical requirements	5 business days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	5 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 12 weeks)		

Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	5 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	10 business days from Milestone #6
8	Test data validated by Customer and LLUSS	30 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment.	5 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone #10
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables.	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

A change to the existing licensing and maintenance costs for Change Healthcare is associated with this project and summarized in Schedule A below.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in a change to the existing Service Level Agreement costs. Currently, these costs are \$318,000.00 annually for up to 160,000 transactions under the Real-Time Eligibility product. The new costs for the Clearance product are \$115,956.48 annually for up to 44,000 transactions.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS and a 27% portion of the overall project costs with LLUSS and SAC Health System. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Customer Portion (27%)	Estimated Costs
ADT EHR Analyst	120	32.40	\$3,645.00
HIM EHR Analyst	40	10.80	\$1,215.00
HB/Claims EHR Analyst	40	10.80	\$1,215.00
PB/Claims EHR Analyst	75	20.25	\$2,278.13
Cadence EHR Analyst	25	6.75	\$759.38
Integration Analyst	10	2.70	\$303.75
Analytics Development	25	6.75	\$759.38
Information Security	20	5.40	\$607.50
Network/Technical Specialists	40	10.80	\$648.00

Training	25	6.75	\$405.00
Testing Management/QA	40	10.8	\$648.00
Go-Live Support	20	5.40	\$607.50
Project Management	120	32.40	\$3,191.40
Subtotal	600	162	\$16,283.04
Project Contingency	10%		\$1,628.30
Total Estimated Hours & Costs			\$17,911.34

Schedule A

License and Maintenance Costs	Monthly Cost	Annual Cost
Clearance Plus Acute Monthly Subscription	\$9,663.04	\$115,956.48
Clearance Implementation Services	Included	Included
Clearance Standard Training	Included	Included
Clearance Integration Fees	Included	Included

EXHIBIT R

STATEMENT OF WORK APPENDIX G-18

CHANGE HEALTHCARE ASSURANCE UPGRADE PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the integration of the Assurance Claims Manager system with the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to integrate the Assurance Claims Manager system with the Customer Service Area to meet the requirements and future state workflows for the Customer Service Area defined in Phase 1 of this project. This effort is intended to replace the current integration with Change Healthcare Solutions Clearinghouse services in the Customer Service Area.

This build will utilize Epic and Assurance Claims Manager settings that will be modified as necessary to meet the future state requirements. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only to the integration of the Assurance Claim Manager system with the Customer Service area to meet the requirements and future state workflows for the Customer. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in Phase 1 of the milestone schedule section below).

3. Acceptance Criteria:

The Customer will be able to utilize the Assurance Claims Manager system from the Customer Service Area for billing claims and processing status and payment files. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1
4	Customer and LLUSS have reached and agreed list of business and technical requirements	5 business days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	5 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 12 weeks)		

Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	5 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	10 business days from Milestone #6
8	Test data validated by Customer and LLUSS	30 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment.	5 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone #10

Phase 3 – Training and Go-Live (Estimated at 2 weeks)

Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables.	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

A change to the existing licensing and maintenance costs for Change Healthcare is associated with this project and summarized in Schedule A below.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in a change to the existing Service Level Agreement costs. Currently, these costs are \$30,000.00 annually for up to 10,000 transactions under the Clearinghouse product, \$209,112 annually under the Medi-Cal and Medicare Manager product, and passthrough at \$0.59 per statement and \$0.13 per additional page for the Billing Statement product. The new costs for the Assurance Claims Manager for the Medical Center product are \$89,790.00 annually for up to 33,000 claims, \$56,551.20 annually for the Assurance Claims Manager for the CHC locations for up to 20,825 claims, \$24,399.40 for the RDE product for the Medical Center, \$14,814.00 for the RDE product for the CHC locations, and \$0.46 per transaction for the Paper Claim product. These new costs are listed in Schedule A.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS and a 27% portion of the overall project costs with LLUSS and the Customer. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Customer Portion (27%)	Estimated Costs
ADT EHR Analyst	10	2.70	\$303.75
HIM EHR Analyst	15	4.05	\$455.63
HB EHR Analyst	650	175.50	\$19,743.75
Claims EHR Analyst	650	175.50	\$19,743.75
Cadence EHR Analyst	15	4.05	\$455.63
Integration Analyst	15	4.05	\$455.63
Information Security	25	6.75	\$759.38

Network/Technical Specialists	180	48.60	\$5,467.50
Training	15	4.05	\$455.63
Testing Management/QA	40	10.80	\$648.00
Go-Live Support	20	5.40	\$607.50
Project Management	410	110.70	\$10,903.95
Assurance CID Setup Fee	1	1	\$14,000.00
Subtotal	2045	552.15	\$74,000.10
Project Contingency	10%		\$7,400.01
Total Estimated Hours & Costs			\$81,400.11

Schedule A

License and Maintenance Costs	Monthly Cost	Annual Cost
Assurance Plus Monthly Subscription – Medical Center	\$7,482.50	\$89,790.00
Assurance Plus Monthly Subscription – CHC	\$4,712.60	\$56,551.20
Assurance Plus Paper Claim – Med Center and CHC	\$0.46 per Transaction	Pass-Through
Assurance Plus Test System – Med Center and CHC	Included	Included
Assurance Plus DEP Recurring Fee – Med Center and CHC	Included	Included
Assurance Plus RDE – Med Center	\$2,033.30	\$24,399.60
Assurance Plus RDE – CHC	\$1,234.50	\$14,814.00

EXHIBIT S

STATEMENT OF WORK APPENDIX G-19

RUHS ED AUTOMATED CHARGING PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the discovery and subsequent implementation of automated supply and infusion charging optimizations in the ED (Emergency Department) within the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to conduct discovery and subsequently implement automated supply and infusion charging optimizations in the ED to meet the requirements and future state workflows for the Customer Service Area. This effort is intended to include a two-phased approach:

- Phase 1: Discovery efforts to include which supplies and infusion charges can be automated as part of the ED workflow
- Phase 2: Project planning and implementation

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements. List of build requirements has been assessed and thus will be used as a foundation for determining the build during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Milestone 0 and will remain engaged through Milestone 4 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable only to discovery and subsequent build and implementation of automated supply and infusion charging optimizations in the ED for the Customer. A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements between LLUSS and the Customer as listed in the Milestone schedule section below.

3. Acceptance Criteria:

The Customer will be able to utilize automated supply and infusion charging optimizations in the ED within the Customer Service Area to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Milestone 0 – Project Approval		
Description – This project phase consists of contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
1	Execution of the Statement of Work Appendix	ASAP
Milestone 1 – Project Discovery (Estimated at 6 week)		
Description – This project phase consists of Project Discovery and is achieved when reaching the milestones listed below:		
2	Project Discovery and Initial Scoping	30 business days from Milestone#1
Milestone 2 – Project Planning and Resourcing (Estimated at 2 week)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
3	Project Kickoff and approved project plan	5 business days from Milestone#2
4	Project Resources assigned by LLUSS and the Customer	5 business days from Milestone#3

Milestone 3 – Build and Testing (Estimated at 16 weeks)		
Description – This project phase consists of building, testing, and validating this change into the shared EHR platform for the Customer Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
5	The Customer and LLUSS have reached an agreed detailed project scope and workflow design	10 business days from Milestone#4
6	LLUSS completes the build in the Customer Service Area test environment.	15 business days from Milestone#5
7	Test data validated by the Customer and LLUSS	20 business days from Milestone#6
8	LLUSS completes the build in the Customer Service Area production environment.	15 business days from Milestone#7
9	The Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria.	10 business days from Milestone#8
10	End-User training curriculum and content completed and deliver to the Customer's Training Manager.	10 business days from Milestone#9
Milestone 4 – Training and Go-Live (Estimated at 4 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
11	The Customer delivers end user change communication and training	10 business days from Milestone#10
12	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#11
13	The Customer accepts or rejects deliverables.	5 business days from Milestone#12

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work

will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

There are no integration or installation requirements for this Statement of Work. If additional integration is needed, another Statement of Work or an amendment to this Statement of Work will be required.

7. Hardware:

There is no additional hardware or tools directly associated with this agreement. Should LLUSS need to purchase hardware or tools in order to support the Customer, these costs will be presented to Customer's Leadership for approval prior to purchase.

8. Software Tools and Licensing:

Software licensing is not in scope for this project. Any software licensing with other parties will be the responsibility of Customer only and any licensing or agreement between Customer and the other party will not include LLUSS or impose any requirements on LLUSS.

9. Continuing Support (type, estimated hours, and estimated costs):

This Statement of Work is estimated to not impact annual costs. Should a change to the existing service level agreement be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
Emergency Department Analyst (@ cost + \$12.50)	800	\$114,000
Hospital Billing Analyst (@ cost + \$12.50)	500	\$71,250
Project Manager	800	\$78,800
Emergency Department Analyst	300	\$33,750
Hospital Billing Analyst	200	\$22,500
Subtotal		\$320,300
Project Contingency	10%	\$32,030

Total Estimated Hours & Costs		\$352,330
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EXHIBIT T

STATEMENT OF WORK APPENDIX G-20

RUHS NEAR REAL-TIME DATA PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the request submitted to provide near real-time data and delivery for the Customer. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to provide near real-time data and delivery to meet the requirements and future state workflows for the Customer. This effort will require innovative and untested technology to retrieve Customer data from the Chronicles shadow database for the Customer Service Area. The project will consist of three phases:

- Phase 1 – Provide near real-time data for Covid Vaccinations in the Customer Service Area, including the delivery of this data object into the Customer's SQL environment
- Phase 2 – System performance monitoring and data validation to identify the impact and technology costs associated with this change
- Phase 3 – Through a change request approved by LLUSS and the Customer, additional data will be provided and delivered following a defined scope driven by specific use cases

This project is intended to drive operational efficiency by providing accurate and near real-time data needed to support the monitoring and reporting of Covid Vaccine efforts by the Customer.

This development will utilize Extract, Transform, and Load (ETL) processes to retrieve Epic Chronicles data from the Customer Service Area that will be modified as necessary to meet the future state requirements. List of build requirements has been assessed and thus will be used as a foundation for determining the build during this project. The development will be completed first in the non-production environments along with integrated testing and data validation and acceptance before it can be implemented in the production environment of the Customer. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer leadership for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. Customer will also develop their SQL database architecture to support the delivery of this data as an SQL object. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to providing near real-time data to support the Customer's data analytics strategy. The following specifications and special terms and conditions apply to this project:

- Near real-time data will have a refresh rate of 30-minute to under 1-hour
- Updates will be scheduled between 6:00 am- 6:00 pm PST, Sunday through Friday
- LLUSS will manage access requests to the data source as well as the delivery of the data object into a SQL database environment accessible by the Customer
- All efforts have been scoped for a single production environment. Additional environments will require further discovery and incur additional costs. Additional environments would require a change request and approval by LLUSS and Customer
- Once the first phase is complete, an interim phase to monitor system performance and technology costs will run for at least 60 days before additional data sets, or data set changes, will be provided near real-time
- The final phase for additional data sets will require a change request that is approved by both LLUSS and the Customer
- Access to this data will be governed by the existing Data Governance and Information Security policies for both LLUSS and the Customer
- Access to this data will be controlled using Active Directory Automation Accounts owned by DBA and Network Administrators for both LLUSS and the Customer

The Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

In the case that LLUSS is unable to provide near real-time data from the Customer Service Area, LLUSS and the Customer will attempt to design another method for retrieving this data. If LLUSS and the Customer are unable to develop another solution or agree upon a new solution, the project will be closed, and all costs incurred will be sent to the Customer.

3. Acceptance Criteria:

The Customer will have access to near real-time data and delivery to meet the requirements and future state workflows defined as part of this project. Achieving project deliverables validation will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in the production environment of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 1 – Near Real-Time Covid Vaccine Data and Delivery

Phase 1.1 – Project Discovery, Approval and Resourcing

Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
1.1.1	Project Discovery and High-level Scoping	Complete
1.1.2	Execution of the Statement of Work Appendix	TBD
1.1.3	Project Resources assigned by LLUSS and Customer	TBD

Phase 1.2 – Project Planning (Estimated at 4 weeks)

Description – This project phase consists of planning along with an agreed upon technical design and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
1.2.1	Project Kickoff and approved project plan	5 business days from Milestone#1.1.3
1.2.2	Customer and LLUSS have reached and agreed upon a list of business and technical requirements	5 business days from Milestone#1.2.1
1.2.3	Customer and LLUSS have reached and agreed upon scope of data and future state workflows	10 business days from Milestone#1.2.2

Phase 1.3 – Build and Testing (Estimated at 8 weeks)

Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
1.3.1	Customer and LLUSS have reached and agreed upon build design	5 business days from Milestone#1.2.3
1.3.2	LLUSS completes the build in the Customer Service Area environment	10 business days from Milestone#1.3.1
1.3.3	Test data validated by Customer and LLUSS	5 business days from Milestone#1.3.2
1.3.4	LLUSS completes the build in the Customer Service Area production environment	10 business days from Milestone#1.3.3

1.3.5	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria	10 business days from Milestone#1.3.4
Phase 1.4 – Go-Live (Estimated at 2 weeks) Description – This project phase consists of supporting the Customer and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
1.4.1	Customer delivers end-user change communication and training	5 business days from Milestone#1.3.5
1.4.2	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	5 business days from Milestone#1.4.1
1.4.3	Customer accepts or rejects project deliverables	5 business days from Milestone#1.4.1

Phase 2 – Performance Monitoring and Cost Analysis

Phase 2.1 – Performance Monitoring and Cost Analysis (Minimum of 8 weeks) Description – This project phase consists of monitoring system performance and assessing the technology, licensing, and resource costs associated to the data set in Phase 1:		
#	DESCRIPTION OF MILESTONE	DATE
2.1.1	Performance Monitoring and Cost Analysis	(at least) 30 Business Days from the completion of Phase 1 (Milestone 1.4.3)
2.1.2	Preparation of a Change Request for Additional Data Sets and Use Cases agreed upon by LLUSS and the Customer	10 Business Days from Milestone#2.2.1
2.1.3	Change Request Approval	5 Business Days from Milestone#2.1.2

Phase 3 – Additional Data Sets

LLUSS and the Customer will agree upon the scope of additional data and follow the change request processed outlined in this statement of work, which will include a milestone schedule and cost estimate.

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer leadership for approval.

6. Integration and Installation:

This statement of work will require integration of the Customer's SQL database environment with the SQL data object provided by LLUSS. The Customer will be responsible for the implementation and support of analytics software tools for this data provided and delivered by LLUSS.

7. Hardware:

The hardware costs associated with this project will be defined through Phase 2 and presented to the Customer through a change request.

8. Software Tools and Licensing:

Costs associated to software tools and licensing will be defined through Phase 2 of this project. Should LLUSS need to provide licensed products for this project, licensing options and costs will be presented to Customer leadership through a change request.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance and support fees associated with this project will be defined through Phase 2 and presented to the Customer through a change request.

10. Resources (type, estimated hours and estimated costs):

Phase 1 and Phase 2 Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope. Phase 3 Resource costs will be estimated and provided through a change request once Phase 2 is complete.

Resource/Cost Item	Estimated Hours	Estimated Costs
Project Management	80	\$7,880.00
Cache and Database Administrators	50	\$5,625.00
Data Architects	25	\$2,812.50
ETL Developers	125	\$14,062.50
EHR Architects	40	\$4,500.00
Technical Resources	40	\$2,400.00
Subtotal	360	\$37,280.00

Project Contingency	10%	\$3,728.00
Total Estimated Hours & Costs		\$41,008.00

EXHIBIT U

STATEMENT OF WORK APPENDIX G-21

PALM SPRINGS CHC PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support Specialty Services in the new Palm Springs Community Health Center (CHC). This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

RUHS has requested the implementation of Epic functionality in the Customer Service Area to support existing Primary and Specialty Care Services in the new Palm Springs CHC location. The following additional services are in scope for this project SOW:

- Radiology (General X-Ray)

Any additional services or departments will be a change in scope and require a change request prepared by LLUSS and approved by the customer, as defined in Section 5 of this statement of work. New Epic department records will also need to be created for each of the specialty services listed above.

Access to these departments, the provider schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. Clinical documentation tools and templates will also need to be created along with charge capture and billing workflows. LLUSS will provide training curriculum and materials and RUHS will conduct the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the customer executive leadership for approval. The customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to configuring the Customer Service Area to support the functionality and workflows in the Customer Service Area as outlined in Section 1. Resources from the Customer that serve as their subject matter experts for the scope of services and supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

The Customer will be able to utilize the Customer Service Area for the services in the Perris CHC location as outlined in Section 1 of this statement of work. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the shared EHR platform. Upon the completion of this project, the Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

The following milestone schedule, from Phase 1 through Phase 3, will be followed for each of the Go-Live events defined above in section 1.

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
2	Completed New Department Questionnaires, New Department Request Forms, and Decision Tracker Documents	10 Business days from Milestone#1
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
3	Project Kickoff and approved project plan	10 business days from Milestone#2
4	Project Resources assigned by LLUSS and RUHS	10 business days from Milestone#2
Phase 2 – Build and Testing (Estimated at 12 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the RUHS service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE

5	RUHS and LLUSS have reached an agreed workflow design	10 business days from Milestone#4
6	LLUSS completes the build in the Shared Epic EHR test environment.	10 business days from Milestone#5
7	Test data validated by RUHS and LLUSS	10 business days from Milestone#6
8	LLUSS completes the build in the Shared Epic EHR production environment	15 business days from Milestone#7
9	RUHS, and LLUSS tests the deliverables against the Acceptance Testing Criteria	10 business days from Milestone#8
10	End-User training curriculum and content completed and deliver to RUHS Training Manager	5 business days from Milestone#9
Phase 3 – Training and Go-Live (Estimated at 2 weeks) Description – This project phase consists of training and supporting the RUHS end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
11	RUHS delivers end user change communication and training	10 business days from Milestone#10
12	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#10
13	Customer accepts or rejects deliverables	10 business days from Milestone#10

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement, as amended by this statement of work.

7. Hardware:

No additional hardware is required to develop and implement this change to the Customer Service Area.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Customer Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement but will increase the amount of Radiology encounters for the Customer Service Area. Increases in encounter volumes could lead to an increase in Epic and Third-Party licenses and if so, these additional costs will be passed through to the Customer and amended to the current Service Level Agreement.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
ADT Analyst	20	\$2,250.00
Ambulatory Analyst	80	\$9,000.00
Cadence Analyst	40	\$4,500.00
Physician Billing Analyst	40	\$4,500.00
Radiant Analyst	40	\$4,500.00
Referrals Analyst	60	\$6,750.00
Application Security	10	\$1,125.00
Testing/QA Analyst	10	\$1,125.00
Technical Resources	10	\$600.00
Enterprise Imaging Analysts	10	\$1,125.00
Project Management	60	\$6,750.00
HIM Analyst	20	\$2,250.00
Ambulatory Principle Trainer	20	\$1,200.00
Subtotal	350	\$45,675.00

Project Contingency	10%	\$4,567.50
Total Estimated Hours & Costs		\$50,242.50

EXHIBIT V

STATEMENT OF WORK APPENDIX G-22

POWERCONNECT ACTIONABLE FINDINGS INTEGRATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the implementation of a bi-directional HL7 ORU interface with the Customer's PowerConnect Actionable Findings (PCAF) system in the Customer Service Area. This Statement of Work shall be effective on the date last executed below. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

LLUSS shall use Commercially Reasonable Efforts to build and implement an outbound bi-directional HL7 ORU interface with the Customer's PCAF system to meet the requirements and future state workflows for the Customer Service Area. This effort is intended to implement the PCAF integration with the Customer Service Area, allowing In Basket message-based alerts to be sent to Physicians related to critical results for imaging studies.

This build will utilize Epic settings that will be modified as necessary to meet the future state requirements. A list of build requirements will be created and agreed upon by LLUSS and the Customer during the Project Discovery and Approval phase of this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS, the Customer and vendor resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer's learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 3 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of a bi-directional HL7 ORU interface with the Customer's PCAF system in the Customer Service Area. The following specifications and special terms and conditions apply to this project:

- Additional discovery sessions are required to further define build requirements
- Additional interface needs outside of outbound ADT integration will alter the scope of this project and will require a change request and presented to Customer executive leadership

A critical milestone for this effort will be to develop a set of clearly defined business and technical requirements as well as future state integrated workflows (as listed in the Milestone Schedule section below).

3. Acceptance Criteria:

The Customer will be able to utilize PCAF In Basket message alerts for their Physicians in the Customer Service Area to meet the requirements and future state workflows defined as part of this project. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	TBD
Phase 1 – Project Planning and Resourcing (Estimated at 3 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	5 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	5 business days from Milestone#1

4	Customer and LLUSS have reached and agreed list of business and technical requirements	10 business days from Milestone#3
5	Customer and LLUSS have reached and agreed future state workflow	10 business days from Milestone#3
Phase 2 – Build and Testing (Estimated at 14 weeks) Description – This project phase consists of building, testing, and validating this change in the Provider and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
6	Customer and LLUSS have reached an agreed build design	10 business days from Milestone #5
7	LLUSS completes the build in the Customer test environment.	20 business days from Milestone #6
8	Test data validated by Customer and LLUSS	20 business days from Milestone #7
9	LLUSS completes the build in the Customer production environment	10 business days from Milestone #8
10	Provider, and LLUSS tests the deliverables against the Acceptance Testing Criteria	5 business days from Milestone #9
11	End-User training curriculum and content completed and deliver to Customer Training Manager	5 business days from Milestone #10
Phase 3 – Training and Go-Live (Estimated at 2 week) Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
12	Customer delivers end user change communication and training	10 business days from Milestone #11
13	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone #11
14	Customer accepts or rejects deliverables	10 business days from Milestone #11

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to the Customer's executive leadership for approval.

6. Integration and Installation:

This change will support the requirements and workflow defined as a part of this project. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

No additional interface or software licensing is in scope for this project and any PCAF software tools and licensing are the responsibility of the Customer. Should a need for additional interface or software tools and licenses be identified through additional discovery or project planning efforts, this information will be presented to Customer leadership and a change request amended to this Statement of Work.

9. Continuing Support (type, estimated hours, and estimated costs):

This will result in no increase in the existing yearly Service Level Agreement. Should a need for additional interface or software tools and licenses be identified through additional discovery or project planning efforts, that will likely result in an increase to the yearly Service Level agreement and that will be presented to Customer leadership and a change request amended to this Statement of Work.

10. Resources (type, estimated hours and estimated costs):

Resource and vendor costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Resource/Cost Item	Estimated Hours	Estimated Costs
Orders Analyst	120	\$13,500.00
Radiant Analyst	120	\$13,500.00
Ambulatory Analyst	80	\$9,000.00
Integration Analyst	180	\$20,250.00
Project Manager	125	\$12,312.50
Principal Trainer	40	\$2,400.00

Testing/QA Analyst	10	\$1,125.00
Subtotal	880	\$72,087.50
Project Contingency	10%	\$7,208.75
Total Estimated Hours & Costs		\$79,296.25

EXHIBIT W

RENEWAL LETTER APPENDIX G-23

LETTER OF INTENT TO EVOKE RENEWAL TERM OF AGREEMENT



May 24, 2021

Mark Zirkelbach
Chief Information Officer
197 E. Caroline Street,
San Bernardino, CA 92408

Dear Mark,

It is amazing to think that next Fall will be five years since our "go live" with EPIC. This letter is to fulfill our obligation, in paragraph 16.1 of the Master Services Agreement, to provide written notice of our intent to renew the relationship which has brought so many benefits to RUHS patients and providers, for another five years. I am sure you know that our "intent" will still require a formal vote of the Board of Supervisors, which we will set the wheels in motion to obtain.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jennifer L. Cruikshank".

Jennifer L. Cruikshank, CEO

Cc: Kent Hansen
Office of General Counsel
Loma Linda University Health
24890 Tulip Avenue
Loma Linda, CA 92354

26520 Cactus Avenue, Moreno Valley, CA 92555 / 951-486-4000 / RUHealth.org