

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



**ITEM: 15.1
(ID # 20592)**

MEETING DATE:

Tuesday, December 06, 2022

FROM : (RUHS) RIVERSIDE UNIVERSITY HEALTH SYSTEM:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM (RUHS) - MEDICAL CENTER:
Ratify and Approve Amendment No. 9 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) to implement additional functionality into the EPIC Electronic Health Records System through September 30, 2026; All Districts. [Total (Amendment) Cost \$20,921,387; up to \$4,502,998 in additional compensation - 100% Hospital Enterprise Fund - 40050]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Amendment No. 9 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) to implement additional functionality into the EPIC Electronic Health Records System through September 30, 2026, increasing the total contract by \$20,921,387 from \$135,312,138 to \$156,233,525 and authorize the Chair 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 as to form 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 \$4,502,998 of the total amended contract amount.

ACTION:Policy

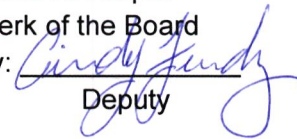

Jennifer Cruikshank Chief Executive Officer - Health System 11/16/2022

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Hewitt, and Perez
Nays: None
Absent: None
Date: December 6, 2022
xc: RUHS-MC

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	\$ 15,882,198	\$ 1,679,730	\$ 20,921,387	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% RUHS Enterprise Fund – 40050			Budget Adjustment:	No
			For Fiscal Year:	22/23-25/26

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The requested Board action will approve Amendment No. 9 to the Master Services Agreement with Loma Linda University Shared Services to implement additional functionality into the EPIC Electronic Health Records System through September 30, 2026. With the approval of this Amendment No. 9, the total contract amount is \$156,233,525.

The amendment includes 28 Statements of Work (SOW's) for implementation, installation, licensure, and project management services for the EPIC Electronic Health Records (EHR) system.

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.

The SOW's incorporated into Amendment No. 9 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. 2021/2022 Epic Upgrades – Build and implement the EPIC Fall 2021, Spring 2022, and Fall 2022 system upgrades, updates, or technology refreshes in the RUHS Service Area (as implemented across the entire LLUSS HER Platform).
2. Ancillary Applications (Beaker, Muse, Biotel) – Implement applications that support ancillary services. Includes replacement of RUHS's current Medical Center and Public Health Laboratory Information System (LIS) with Epic Beaker, including required third parties, third party Cardiology Information System (CIS) to support Cardiology Specialists, GE Muse, HER integration of mobile electrocardiogram (EKG) end of service reports, Biotel.
3. Apex TPN Compounder – Build and implement an integrated workflow with RUHS's BBraun Apex TPN Compounder System which will allow RUHS to utilize an automated compounding workflow within Epic and in conjunction with the RUHS's BBraun TPN Compounder System for intravenous (IV) therapy bag products.

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4. Blythe CHC – Implement Epic functionality to support the expansion of services for the Blythe Community Health Center (CHC), including new departments and a location record in the RUHS Service Area.
5. Care Management Support Tools (CalAIM) – Creation of care management support tools will allow CHC and Behavioral Health users to support Enhanced Care Management (ECM), include screening tools, assessments, and care planning, integration to eliminate duplicative documentation of assessment data in third party portal, Compass Rose application implementation, creation of new referrals, creation of interface(s) to support information exchange, support for billing of care management workflows.
6. Cipher Health – Implementation of a scheduling interface with RUHS’s CipherHealth application to automate appointment cancellation process within Epic HER by utilizing patient’s response to CipherHealth appointment reminders outreach.
7. Clinical Research (doc + DB) in Epic – Implementation to support expansion of services, including clinical research documentation and access to de-identified research data in the RUHS Service Area. RUHS will also be granted access to LLUSS’ de-identified research database, which will be modified and segregated to include RUHS-specific data to support clinical research efforts.
8. COVID-19 Support – Implementation of changes to support Covid-19 response efforts such as department optimization efforts supporting the expansion of self-service and telehealth tools for RUHS 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 RUHS patient and employee safety by enforcing social distancing and remote delivery of care, and Specialized resources to support COVID-19 project work and optimization efforts
9. Diabetes Care Companion - This module is intended to give RUHS Providers enhanced workflows and reporting functionality, uniquely designed to monitor, and support the RUHS’s diabetic patient population.
10. Disaster Recovery - This technical design document will outline the use of LLUSS network connectivity in the event of an unplanned network outage to meet the requirements and future state workflows for the RUHS.
11. Discretionary Projects Amendment - This Statement of Work is for the discretion funding of changes to the RUHS Service Area that are outside the scope of work defined in the current Master Services Agreement and do not impact the costs of the current Service Level Agreement.
12. ERAS Expansion - 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 RUHS Service Area for the expansion of ERAS protocols. Also included in scope for this project will be a monitoring and optimization phase for ERAS protocols.
13. EyePACS Integration - This integration is intended to allow the RUHS to place telehealth diabetic retinopathy orders and receive resulting images back from telehealth eye care

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specialists within Epic. This will require orders (ORM) and ORU (results) HL7 interfaces along with daily batch files containing patient demographics and applicable clinical history using an SFTP configuration.

14. 2022 IEHP GLOBAL QUALITY P4P (GQP4P 2022)- This functionality will include changes to the existing encounter and claims data files for payor claims, clinical documentation, and workflow changes, as well as additional clinical decision support tools in the RUHS Service Area.
15. MSC Pre-Admission Testing (PAT) Expansion – Includes evaluation and updates to PAT nursing security templates, implementation of surgery-specific patient reminders, Evaluation and optimizations to Procedure Pass, implementation of the Surgical Risk Scoring System.
16. New Departments & Locations - Creation of new Epic department records and locations to support additional services being offered in the RUHS CHCs and Hospital Outpatient Departments.
17. OB Telehealth Expansion – Includes Hyperspace to Hyperspace video visits between the offsite OB Provider and patient onsite at additional RUHS locations, 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 RUHS Service Area, tools to support CareLink referrals for OB Telehealth services.
18. Obix Upgrade - Server upgrade and implementation of add-on tools within the OBIX Perinatal Data System (OBIX).
19. Pain Management Department - Creation of a new department record for Pain Management Specialty Services in the RUHS Service Area.
20. Patient Access & Referrals Process Improvement – Includes the optimization and transformation of scheduling and referral workflows to accommodate an access center approach, targeting scheduling and patient access improvements to increase provider utilization, utilizing available EHR functionality to enhance the patient experience through EHR patient portal, providing workflows to allow inpatient scheduling for follow-up care prior to discharge, and discovery and implementation efforts for a RUHS telephony system.
21. Pediatric Sepsis Optimization – Includes building an Epic-based Best Practice Advisory (BPA) and RUHS-specific Order Set according to the RUHS's established Pediatric Sepsis Guidelines, and implementation of Pediatric Sepsis risk score functionality based on RUHS-established criteria
22. Peds & Specialty Telehealth - This technology is intended to give RUHS patients the ability to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite Pediatric or other Specialty Provider while onsite at a RUHS satellite location. Included in scope for this project is Hyperspace to Hyperspace video visits between the offsite Provider and patient onsite at a RUHS satellite location.
23. Provation Apex Integration - This effort is intended to improve Endoscopy documentation efforts by eliminating the need to print and scan endoscopy images into the Epic HER, and generating a complete endoscopy report, including Endoscopist notes, images, and Current Procedural Terminology (CTP) billing codes, to be made available in the patient-record within the Epic EHR

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24. Public Health Dental Grant – Supports Public Health child oral health referrals workflows. This effort will include the design, build, and test of a referral management solution to support child oral health initiatives as defined by the parameters of the grant received by Riverside County Public Health, and continued discovery efforts and implementation of optimizations to support child oral health referrals workflows including data analytic solutions and reporting tools.
25. Surgical Supply & Preference Card Optimization – Includes evaluation and updates to current supplies and implants, implementation of Barcode scanning, Surgery Receipt functionality, the Preference Card Comparison Tool, and Optimization and modifications to existing reporting tools, such as OR Dashboards.
26. Synergy to Harmony Upgrade - The transition from Synergy to Harmony will upgrade the operation system and application level while still providing this same functionality.
27. Versacare Integration (Scottcare) - This effort is intended to improve Cardiopulmonary documentation efforts by eliminating double documentation of patient demographic information in the VersaCare system and Epic EHR and minimizing the need to scan and upload VersaCare patient-specific reports into the Epic EHR.
28. Vizient – LLUSS will provide RUHS with Vizient program analytics support which will include updates to Vizient lab files to current specifications, creation of Medisolv Core Measures data extracts, and updates to Vizient data extracts to current California Department of Public Health (CDPH) specifications.

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.

The increased functionality of the EPIC system will further enhance the systems response to changes in healthcare delivery and allow for the continuity of patient care.

Additional Fiscal Information

There are sufficient appropriations in the Department's FY22/23 budget. No additional County funds are required.

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:

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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.

On April 7, 2020, Agenda Item #15-1, 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.

On December 14, 2021, Agenda Item # 15.4, the Board of Supervisors approved the Eighth Amendment to exercise a 5-year renewal option for the EPIC Electronic Health Records System through September 30, 2026, increasing the total contract to \$135,312,138.

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. 9 TO MASTER SERVICES AGREEMENT

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Suzanna Hackley, Assistant Director of Purchasing and Fleet Service

11/21/2022



Jacqueline Ruiz, Sr. Management Analyst

11/30/2022



Gregg Gu, Chief Deputy County Counsel

11/22/2022

**Amendment No. 9 to
Master Services Agreement**

This Amendment No. 9 ("**Amendment No. 9**") is dated as of [12/6], 2022 (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, and by that certain Amendment No. 8 dated as of December 14, 2021 ("**Amendment No. 8**"), Agenda Item 15.4, the "**Agreement**", as amended by Amendment No. 1, Amendment No. 2, Amendment No. 3, Amendment No. 4, Amendment No. 5, Amendment No. 6, Amendment No. 7, Amendment No. 8, 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.

Agreement

1. 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:

Nebula Cloud Platform – Epic native video client. A web application hosted by Epic that facilitates video communication workflows.

2. Additional Statements of Work.

(a) Attached to this Amendment No. 9 as Exhibit A is Statement of Work Appendix H-1 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution

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of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit B is Statement of Work Appendix H-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit C is Statement of Work Appendix H-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit D is Statement of Work Appendix H-4 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit E is Statement of Work Appendix H-5 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit F is Statement of Work Appendix H-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit G is Statement of Work Appendix H-7 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit H is Statement of Work Appendix H-8 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit I is Statement of Work Appendix H-9 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit J is Statement of Work Appendix H-10 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit K is Statement of Work Appendix H-11 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution

of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit L is Statement of Work Appendix H-12 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit M is Statement of Work Appendix H-13 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit N is Statement of Work Appendix H-14 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit O is Statement of Work Appendix H-15 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit P is Statement of Work Appendix H-16 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit Q is Statement of Work Appendix H-17 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit R is Statement of Work Appendix H-18 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit S is Statement of Work Appendix H-19 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit T is Statement of Work Appendix H-20 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit U is Statement of Work Appendix H-21 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon

execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit V is Statement of Work Appendix H-22 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-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. 9 as Exhibit W is Statement of Work Appendix H-23 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-23 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(x) Attached to this Amendment No. 9 as Exhibit X is Statement of Work Appendix H-24 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-24 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(y) Attached to this Amendment No. 9 as Exhibit Y is Statement of Work Appendix H-25 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-25 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(z) Attached to this Amendment No. 9 as Exhibit Z is Statement of Work Appendix H-26 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-26 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(aa) Attached to this Amendment No. 9 as Exhibit AA is Statement of Work Appendix H-27 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-27 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(bb) Attached to this Amendment No. 9 as Exhibit BB is Statement of Work Appendix H-28 prepared by the parties in accordance with the provisions of Section 4.4 of the Agreement. Upon execution of this Amendment No. 9, Statement of Work Appendix H-28 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

3. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statement of Work Appendix B-14, Statement of Work Appendix B-3, Statement of Work Appendix G-19, Statement of Work Appendix G-18, Exhibit D Rates and Charges, Fair Warning monitoring licensing, Change Healthcare Solutions Clearance licensing, Change Healthcare Solutions Assurance licensing, MagView, and Vidyo 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, represents the EHR Recurring Costs prior to the implementation of the Exhibits referenced in this Amendment No. 9. As each Exhibit is implemented, the chart in Paragraph 6.1(a) of the Service Level Agreement is hereby amended to reflect the change to the EHR Recurring Costs referenced in such Exhibit. Upon implementation of all such Exhibits, the chart in Paragraph 6.1(a) of the Service Level Agreement is deleted in its entirety and replaced with the following chart:*

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory, Inpatient and API ¹ _{2 3}	\$ 2,057,017.00
Interface/Analytics	\$ 108,964.00
Subtotal Maintenance Costs	\$ 2,165,981.00
Other License Costs	
Third Party Software ^{4 5 6 7 8} _{9 10 11 12 13}	\$ 1,269,660.82
Hosting and Cache Costs	\$ 1,617,963.67
Subtotal EHR Costs	\$ 5,053,605.49
LLUSS Resources	
Application Analysts ¹⁴	\$ 8,223,112.83
Service Desk	\$ 426,400.00
Project Leadership	\$ 202,332.00
Technical Resources	\$ 647,687.92
Training Resources ¹⁵	\$ 865,020.00
GIS Support Resources	\$ 23,400.00
Subtotal LLUSS Resource Costs	\$ 10,387,952.75
Total Recurring Annual Costs	\$ 15,441,558.24

(b) The chart in Paragraph 6.2 of the Service Level Agreement represents the third-party vendors prior to the implementation of the Exhibits referenced in this Amendment No. 9. As each Exhibit is implemented, the chart in Paragraph 6.2 of the Service Level Agreement is hereby amended to reflect the change to the third-party vendors (existing and new) referenced in such Exhibit. Upon implementation

¹ Added \$489,537 annual Epic licensing for Beaker

² Added \$11,739 annual Epic licensing for Compass Rose

³ Added \$21,000 annual Epic licensing for Diabetes Care Companion

⁴ Removed \$23,310 for Vidyo licensing

⁵ Removed \$8,780 for MagView licensing

⁶ Added \$4,436 for OBIX upgrade licensing

⁷ Removed \$850 for Synergy to Harmony upgrade licensing

⁸ Added 16,544 for Muse GE licensing

⁹ Removed \$19,264.20 for Fair Warning monitoring licensing

¹⁰ Removed \$28,401.96 for Fair Warning SaaS Hosting

¹¹ Added \$1,200 for annual Change Healthcare Clearance TST System

¹² Added \$28,002 for annual Change Healthcare Clearance additional functionality modules

¹³ Added \$147,436.80 for annual Change Healthcare Assurance additional functionality modules

¹⁴ Added \$986,564 for Beaker application analyst support

¹⁵ Added \$58,500 for Beaker training support

of all such Exhibits, the chart in 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
<i>New Vendors:</i>					
Nebula Cloud Platform (Epic Native Video Client)	N/A	N/A	Billed per video session	\$0.28 per video session for up to two participants. Additional \$0.10 per video session for each additional participant beyond two	
Change Healthcare Solutions Clearance – Acuity Revenue Cycle Analytics	\$2,000	\$28,002	N/A	N/A	
Change Healthcare Solutions Clearance TST System	\$700	\$1,200	N/A	N/A	
Change Healthcare Solutions Assurance Plus – Attach Assist (MC)	\$800	Pass-Through	Billed per transaction	\$1.1375 per transaction	
Change Healthcare Solutions Assurance Plus – Edits Service (MC)	\$4,000	\$15,444	N/A	N/A	
Change Healthcare Solutions Assurance Plus – Enhanced Claim Status (MC)	\$4,000	\$29,952	Billed per transaction	Additional \$0.156 per transaction	
Change Healthcare Assurance – Acuity Revenue Cycle Analytics (MC)	\$2,000	\$41,348.40	N/A	N/A	
Change Healthcare Solutions Assurance Plus – Attach Assist (CHC)	\$800	Pass-Through	Billed per transaction	\$1.1375 per transaction	
Change Healthcare Solutions Assurance Plus – Edits Service (CHC)	\$4,000	\$9,360	N/A	N/A	
Change Healthcare Solutions Assurance Plus – Enhanced Claim Status (CHC)	\$4,000	\$9,984	Billed per transaction	Additional \$0.195 per transaction	

Change Healthcare Assurance – Acuity Revenue Cycle Analytics (CHC)	\$2,000	\$41,348.40	N/A	N/A
<i>Modifications:</i>				
Fair Warning - monitoring	N/A	\$6,660.80	N/A	N/A
MagView		(\$8,870)		
Vidyo	\$196,171.50	\$93,750	N/A	N/A

4. Amendment to Exhibit D, Rates and Charges. The table in the Rates and Charges, attached as Exhibit D to the Agreement, is deleted in its entirety and replaced with the following chart:

Position	Status	Rate
Project Leadership	Hourly	\$98.50
Technical Resources	Hourly	\$112.50
Training Resources	Hourly	\$112.50
EHR Analysts	Hourly	\$112.50
Third Party Contractors	Hourly	At Cost + \$12.50
Third Party Contractors	Fixed Price	At Cost + 5%

5. Amendment to Statement of Work Appendix B-14. The existing Statement of Work Appendix B-22, added by Amendment No. 4, is deleted and replaced entirely by Exhibit K, Statement of Work Appendix H-11 attached to this Amendment No. 9.

6. Amendment to Statement of Work Appendix B-3. The table entitled “Resources” in Section 10 of the Statement of Work Appendix B-3 (XMedius eFax Integration), added by Amendment No. 4, is hereby deleted and replaced with the following:

Resource/Cost Item	Estimated Hours	Estimated Costs
Project Manager	80	\$7,880.00
EHR HIM Analyst (Contractor)	40	\$5,200.00
EHR HIM Analyst	80	9,000.00
Technical Resources	180	\$10,800.00
Training Resources	20	\$1,200.00
OnBase Analyst	60	\$6,750.00

ClinDoc Analyst	60	\$6,750.00
Access Analyst	10	\$1,125.00
Application Security Analyst	10	\$1,125.00
Subtotal		\$49,830.00
Project Contingency	10%	\$4,983.00
Total Estimated Hours and Costs		\$54,813.00

7. Amendment to Statement of Work Appendix G-19. The table entitled “Resources” in Section 10 of the Statement of Work, Appendix G-19 (Change Healthcare Assurance Upgrade), added by Amendment No. 8, is hereby deleted and replaced with the following:

Resource/Cost Item	Estimated Hours	Estimated Costs
Hospital Billing EHR Analyst	400	\$45,000.00
Claims EHR Analyst	400	\$45,000.00
Network/Technical Specialists	270	\$30,375.00
Training	270	\$30,375.00
Project Management	110	\$10,835.00
Integration Analyst	32	\$3,600.00
Testing Management/QA	30	\$3,375.00
Cadence EHR Analyst	4	\$450.00
Information Security	2	\$225.00
Assurance CID Setup Fee		\$14,000.00
Assurance Add-On Implementation Fees		\$22,000.00
Subtotal	1,518	\$205,235.00
Project Contingency	10%	\$20,523.50
Total Estimated Hours & Costs		\$225,758.50

8. Amendment to Statement of Work Appendix G-18. The table entitled “Resources” in Section 10 of the Statement of Work, Appendix G-18 (Change Healthcare Clearance Upgrade), added by Amendment No. 8, is hereby deleted and replaced with the following:

Resource/Cost Item	Estimated Hours	Estimated Costs
Project Management	60	\$5,910.00
Claims EHR Analyst	36	\$4,050.00
Integration Analyst	20	\$2,250.00
Testing Management/QA	15.25	\$1,715.63
Network/Technical Specialists	13.50	\$1,518.75

HB EHR Analyst	13	\$1,462.50
Cadence EHR Analyst	12.30	\$1,383.75
ADT EHR Analyst	10	\$1,125.00
Information Security	5	\$562.50
Training	2	\$225.00
Analytics Analyst	1	\$112.50
Change TST System Setup Fee		\$700.00
Clearance Add-On Implementation Fees		\$2,000.00
Subtotal		\$23,015.63
Project Contingency	10%	\$2,301.56
Total Estimated Hours & Costs		\$25,317.19

9. Acceptance Criteria and Testing. Paragraph 3 of each Addendum attached hereto describes the acceptance criteria and testing that will be used to confirm that the deliverable described in such Addendum meets the applicable acceptance criteria therefor. The parties desire to describe the manner in which they are to develop acceptance criteria and test against the acceptance criteria, as is more particularly set forth in this Section 9 of Addendum No. 9.

(a) Implementation Plan:

(i) For each Appendix that describes “Agreed upon implementation plan” as phase 3 of the milestone schedule, LLUSS will deliver to Client an Implementation Schedule that outlines the expected schedule for the implementation of the work described in such Appendix, including the initially proposed implementation sequence, schedule, high-level list of deliverables and high-level description of the data types for conversion from certain legacy systems, if any. LLUSS will update such Implementation Schedule as appropriate, to list with reasonable specificity the activities, tasks, responsibilities, Deliverables, milestones, deadlines, and resource assignments for the implementation of the work described in such Appendix. The parties’ project teams will review and approve the detailed Implementation Schedule, and upon an agreement, will constitute the “Implementation Schedule” hereunder, subject to the change control process set forth in the Agreement.

(ii) If the parties are unable to agree in writing to the detailed Implementation Schedule, then Client may, upon written notice to LLUSS not more than ten (10) days from the date identified by LLUSS, terminate the implementation of the work described in such Appendix.

(b) Acceptance Criteria:

(i) For each Appendix that describes “Test data validated by Customer and LLUSS” as phase 9 of the milestone schedule, LLUSS will develop test data that tests whether the deliverable substantially meets the business and technical requirements (Phase 5), agreed upon future state workflows (Phase 6) and agreed upon a build design (Phase 7) described in such milestone schedule. The acceptance criteria will be met if the deliverable performs without reproducible error or defect that results in the failure of the deliverable to operate or to produce output in substantial conformity to descriptions of such operation or output in the agreed upon business and technical requirements (Phase 5).

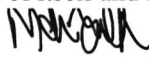
10. No Other Amendment or Modification. All other terms and conditions of the Agreement not specifically amended or modified by this Amendment No. 9 shall remain in full force and effect.

11. Electronic (Digital) Signatures. This Amendment No. 9 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. 9 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. 9. The parties further agree that the electronic signatures of the parties included in this Amendment No. 9 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. 9 to be duly executed and delivered as of the Amendment Effective Date.

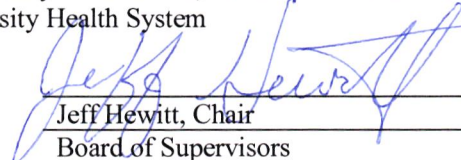
LLUSS:

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: Jeff Hewitt, Chair
Its: Board of Supervisors

ATTEST: Kecia R. Harper
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

MINH C. TRAN
COUNTY COUNSEL
COUNTY OF RIVERSIDE
County Counsel

By: Esen Sainz

Esen Sainz
Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK APPENDIX H-1

EPIC 2021 & 2022 UPGRADES 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 Fall 2021, Spring 2022, and Fall 2022 upgrades (Epic versions Aug 2020, Nov 2020, Feb 2021, May 2021, Aug 2021, Nov 2021, and Feb 2022) and other upgrade or 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement in the Customer Service Area the Epic Fall 2021, Spring 2022, Fall 2022, and related system upgrades, updates, or technology refreshes (as implemented across the entire LLUSS EHR Platform).

Any system upgrade build will be completed first in the non-production environments along with integrated testing and acceptance, all as more particularly specified in paragraph 3 below, 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, as more particularly described in the milestone schedule attached as Schedule A to this Appendix H-1.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-1. 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, as more particularly described in the Resources section of this Appendix H-1. This standard 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 LLUSS deems 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 in the Resources section of this document. These resources will be engaged as outlined in the milestone schedule set forth in Schedule A of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is applicable to only the build and implementation of Epic system upgrades, updates, and technology refreshes in the Customer Service Area, as such upgrades, updates, and technology refreshes are implemented by LLUSS for its Affiliates.

3. Acceptance Criteria:

The milestone schedule described in Schedule A to this Appendix H-1 describes milestones in which LLUSS completes the build in the Customer Service Area Test Environment, the test data is validated by Customer and LLUSS, LLUSS completes the build in the Customer Service Area Production Environment and Customer and LLUSS test the deliverables against the Acceptance Testing Criteria. Using the process described in Section 9 of Amendment No. 9, the upgrades, updates, and technology refreshes described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Epic system upgrades, updates, and technology refreshes in the Customer Service Area of the LLUSS EHR platform. 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 timelines listed in Schedule A.

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-1 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred, 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

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 Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$710,500.00
Hardware, Software & Epic Licensing	\$75,500.00
Subtotal	\$786,000.00
Project Contingency @ 10%	\$78,600.00
Total Estimated Hours & Cost	\$864,600.00

Schedule A

Epic Fall 2021, Spring 2022 & Fall 2022 Implementation Timelines

LLEAP

Updated 4/8/21

EHR 2021 - Fall Implementation Stakeholder Milestones



Upgrade Timelines

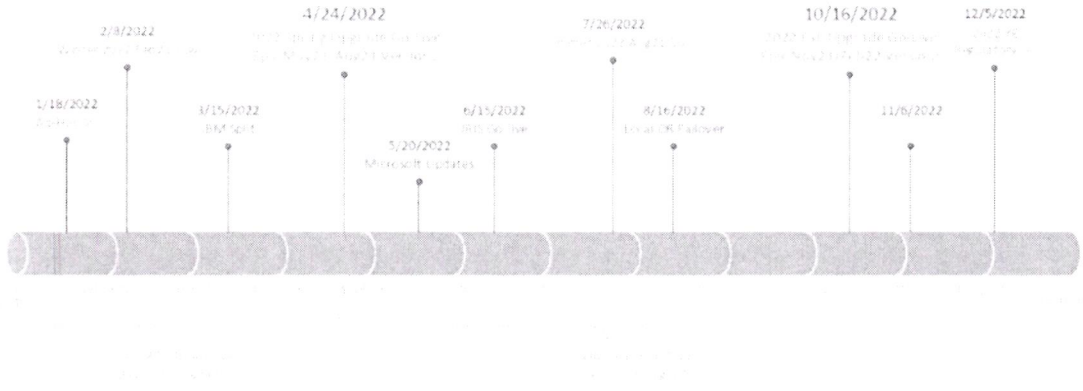


EXHIBIT B

STATEMENT OF WORK APPENDIX H-2

ANCILLARY APPLICATIONS IMPLEMENTATION 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 to support the implementation of ancillary applications 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to perform discovery, build, and implement ancillary applications in the Customer Service Area, as more particularly described in this Appendix H-2. The following objectives are considered in scope for discovery and implementation in the Customer Service Area:

- Replacement of the Customer's current Medical Center and Public Health Laboratory Information System (LIS) with Epic Beaker, including required third parties
- Third party Cardiology Information System (CIS) to support Cardiology Specialists, GE Muse
- EHR integration of mobile electrocardiogram (EKG) end of service reports, Biotel

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-2.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-2. 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, as more particularly described in the Resources section of this Appendix H-2. This standard 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 LLUSS deems 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.

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 remain engaged 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 Epic functionality and workflows in the Customer Service Area to support new ancillary applications. Customer resources that serve as their Subject Matter Experts for supporting clinical and business processes are required participants for the success of these projects. 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:

Using the process described in Section 9 of Amendment No. 9, the additional ancillary applications described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the additional ancillary applications described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each new ancillary application implementation described in this Appendix H-2.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-2
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-2 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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 these projects.

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):

Annual maintenance support fees will result in an increase to the existing SLA of \$1,551,145.00 per year, pro-rated for any portion of the year commencing upon implementation in the production environment as described herein. The ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
EHR Analysts	\$ 1,045,064.00
Software Licensing & Third Party Costs	\$ 506,081.00
Total	\$ 1,551,145.00

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 Costs
EHR Analysts & Project Management	\$ 4,805,120.00
Software Licensing & Third Party Costs	\$ 1,731,398.00
Subtotal	\$ 6,536,518.00
Contingency 10%	\$653,651.80
Total Estimated Costs	\$ 7,190,169.80

EXHIBIT C

STATEMENT OF WORK APPENDIX H-3

BBRAUN APEX TPN COMPOUNDER 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 integration with the Customer's BBraun Apex Total Parenteral Nutrition (TPN) Compounder 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement an integrated workflow with the Customer's BBraun Apex TPN Compounder System to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix H-3. This integration is intended to allow the Customer to utilize an automated compounding workflow within Epic and in conjunction with the Customer's BBraun TPN Compounder System for intravenous (IV) therapy bag products. This will require PAT (patient import) batch files containing at least one patient identifier and ingredient line using an SFTP configuration.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-3.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-3. 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, as more particularly described in the Resources section of this Appendix H-3. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the build and implementation of an integrated workflow with the Customer's BBraun Apex TPN Compounder system in the Customer Service Area. 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:

Using the process described in Section 9 of Amendment No. 9, the BBraun Apex TPN Compounder system described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the BBraun Apex TPN Compounder system described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-3.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-3
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-3 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project. Should hardware needs be identified through additional discovery efforts, the 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:

No additional software licensing is in scope for this project and any vendor-specific 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 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 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
EHR Analysts	120	\$13,500.00
Technical Resources	40	\$4,500.00
Project Management	40	\$3,940.00
Training Resources	20	\$2,250.00
Subtotal		\$24,190.00
Project Contingency	10%	\$2,419.00
Total Estimated Hours & Costs		\$26,609.00

EXHIBIT D

STATEMENT OF WORK APPENDIX H-4

BLYTHE CHC NEW DEPARTMENTS & LOCATION 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 the expansion of services for the Blythe Community Health Center (CHC), including new departments and a location record 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 (the "Work"):

Included in scope for this project is the creation of Epic departments including a new location record to support the Blythe CHC new department in the Customer Service Area, as more particularly described in this Appendix H-4. Epic departments for specialty and/or behavioral health integration services are considered out of scope for this project.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-4.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-4. 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, as more particularly described in the Resources section of this Appendix H-4. This standard 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 LLUSS deems 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.

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 remain engaged 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 creation of Epic department records and a new location record in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the new department records and location record described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the new department records and location record described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-4.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-4
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-4 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

There are no software tools or licensing needs directly associated with this Agreement.

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):

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	Estimated Cost
EHR Analysts	325	\$36,562.50
Project Leadership	80	\$7,880.00
Technical Resources	60	\$6,750.00
Principal Trainer	40	\$4,500.00
Subtotal		\$55,692.50
Project Contingency	10%	\$5,569.25
Total Estimated Hours & Cost		\$61,261.75

EXHIBIT E

STATEMENT OF WORK APPENDIX H-5

CARE MANAGEMENT SUPPORT TOOLS (CALAIM) PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to creating workflows that allow the Customer to utilize care management support tools 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to create workflows allowing the Customer to utilize care management support tools in the Customer Service Area, as more particularly described in this Appendix H-5. LLUSS will work with the Customer 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.

Objectives for creation of care management support tools include:

- Community Health Center and Behavioral Health users to support Enhanced Care Management (ECM), include screening tools, assessments, and care planning
- Integration to eliminate duplicative documentation of assessment data in third party portal
- Compass Rose application implementation
- Creation of new referrals
- Creation of interface(s) to support information exchange
- Support for billing of care management workflows

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-5.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-5. 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, as more particularly described in the Resources section of this Appendix H-5. This standard 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 LLUSS deems 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.

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 remain engaged 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 providing care management program tools.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the care management program tools described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the care management program tools described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-5.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-5
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-5 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

LLUSS will pass through to the Customer fees for licensing, as described in paragraph 9 below.

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

Annual maintenance support fees will result in an increase to the existing SLA of \$11,739.00 per year, pro rated for any portion of the year commencing upon implementation in the production environment as described herein. The ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
Software Licensing & Third-Party Costs	\$ 4,116.00
Total Estimated Hours & Cost	\$ 4,116.00

The annual licensing and maintenance costs for additional Epic application functionality will be billed as incurred by the Customer and are increased based on program participant volume. The following table provides an estimate of these costs if program participants increase based on the following threshold:

Initial License Fee	Initial Annual Maintenance	Incremental License Fee	Incremental Initial Annual Maintenance	Incremental License Fee	Incremental Initial Annual Maintenance	Incremental License Fee	Incremental Initial Annual Maintenance
up to 2,500 program recipients		up to 5,000 program recipients		up to 10,000 program recipients		up to 15,000 program recipients	
\$7,623.00	\$4,116.00	\$8,217.00	\$4,146.00	\$15,411.00	\$7,771.00	\$14,685.00	\$7,398.00

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):

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	Estimated Cost
EHR Analyst	2,770	\$311,625.00
EHR Analyst (@ cost + \$12.50)	90	\$11,700.00
Training	260	\$29,250.00
Project Management / Leadership	1,040	\$102,440.00

Epic Licensing & Implementation Fees		\$73,206.00
Subtotal		\$528,221.00
Project Contingency	10%	\$52,822.10
Total Estimated Hours & Costs		\$581,043.10

EXHIBIT F

STATEMENT OF WORK APPENDIX H-6

CIPHERHEALTH APPOINTMENT REMINDERS 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 HL7 scheduling interface with the Customer's CipherHealth interface engine 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement a dedicated HL7 SIU (scheduling) interface with the Customer's CipherHealth interface engine to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix H-6. This effort is intended to automate the appointment cancellation process within the Epic Electronic Health Record (EHR) by utilizing the patient's response to CipherHealth appointment reminder outreach.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-6.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-6. 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, as more particularly described in the Resources section of this Appendix H-6. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the build and implementation of a dedicated HL7 SIU interface with the Customer's CipherHealth interface engine 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:

Using the process described in Section 9 of Amendment No. 9, the dedicated HL7 SIU interface described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the dedicated HL7 SIU interface described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-6.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-6
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-6 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project. Should hardware needs be identified through additional discovery efforts, the 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:

Although it is not estimated at this time, additional interface licensing may be required to develop and implement the electronic interfaces involved in this project. Any changes to the existing scope of this integration project 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.

Any software licensing with other parties will be the responsibility of the 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 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
Integration Analyst	180	\$20,250.00
EHR Architect	60	\$6,750.00
Administrative Support	15	\$1,477.50
Subtotal		\$28,477.50
Project Contingency	10%	\$2,847.75
Total Estimated Hours & Costs		\$31,325.25

EXHIBIT G

STATEMENT OF WORK APPENDIX H-7

CLINICAL RESEARCH DOCUMENTATION AND DATABASE 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 expansion of services, including clinical research documentation and access to de-identified research data 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to support expansion of clinical research documentation tools and access to de-identified research data in the Customer Service Area, as more particularly described in this Appendix H-7. Included in scope for this project is the build required to adopt functionality currently available on the Shared Platform to support clinical research documentation in the Customer Service Area. The Customer will also be granted access to LLUSS' de-identified research database, which will be modified and segregated to include Customer-specific data to support clinical research efforts. New or custom documentation tools, data extracts, and reports are considered out of scope unless agreed upon by the Customer and LLUSS.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-7.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-7. 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, as more particularly described in the Resources section of this Appendix H-7. This standard 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 LLUSS deems 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.

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 remain engaged 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 adoption of currently available functionality to support clinical research documentation and access to de-identified research data in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the clinical research documentation tools and de-identified research database described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the clinical research documentation tools and de-identified research database described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-7.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-7
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-7 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There are no hardware needs directly associated with this Agreement. Should additional hardware needs be identified through discovery efforts, the 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:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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 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):

Estimated resources 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	Estimated Cost
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	1,600	\$180,000.00
Analytics Resources	80	\$9,000.00
Subtotal		\$189,000.00
Project Contingency	10%	\$18,900.00
Total Estimated Hours & Costs		\$207,900.00

EXHIBIT H

STATEMENT OF WORK APPENDIX H-8

COVID-19 SUPPORT 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 emergent changes requested in the Customer Service Area to support COVID-19 response efforts by 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 (the "Work"):

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, as more particularly described in this Appendix H-8. The scope of the changes, include but are not limited to:

- 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 and optimization efforts

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-8.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-8. 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, as more particularly described in the Resources section of this Appendix H-8. This standard 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 LLUSS deems 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.

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 remain engaged 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 emergent changes requested by the Customer to support COVID-19 response efforts in the Customer Service Area. 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 for each of the changes found to be in scope for this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the build and implementation of emergent changes described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the build and implementation of emergent changes described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-8.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-8
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-8 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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 effort.

8. Software Tools and Licensing:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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):

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
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$500,445.00
Project Contingency @ 10%	\$50,044.50
Total Estimated Cost	\$550,489.50

EXHIBIT I

STATEMENT OF WORK APPENDIX H-9

EPIC DIABETES-SPECIFIC MYCHART CARE COMPANION MODULE 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 Diabetes-specific MyChart Care Companion Implementation Project. 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 "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement Epic's Diabetes-specific MyChart Care Companion in the Customer Service Area, as more particularly described in this Appendix H-9. This module is intended to give Customer Providers enhanced workflows and reporting functionality, uniquely designed to monitor and support the Customer's diabetic patient population.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-9.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-9. 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, as more particularly described in the Resources section of this Appendix H-9. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the build and implementation of Epic Diabetes-specific MyChart Care Companion in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, Diabetes Care Companion described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize Diabetes Care Companion herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied in this Appendix H-9.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-9
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS

10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-9 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There is no hardware directly associated with this Agreement. If hardware needs are identified through additional discovery efforts, the 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:

Additional Epic licensing is required to develop and implement the Diabetes-specific Epic MyChart Care Companion module. Cost estimates for the additional licenses are included in the estimated level of effort in this Statement of Work.

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 \$21,000 per year, pro rated for any portion of the year commencing upon implementation in the production environment as described herein. The ongoing costs are outlined in the table below

Recurring Maintenance Item	Estimated Cost
Epic Software/Licensing	\$21,000.00
Total Recurring Costs	\$21,000.00

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
EHR Analyst	200	\$22,500.00
Analytics/Report Writing	40	\$4,500.00
Training Resource	40	\$4,500.00
Project Leadership	20	\$1,970.00
Epic Software/Licensing		\$21,000.00
Subtotal		\$54,470.00
Project Contingency	10%	\$5,447.00
Total Estimated Hours & Costs		\$59,917.00

EXHIBIT J

STATEMENT OF WORK APPENDIX H-10

DISASTER RECOVERY TECHNICAL DESIGN PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the facilitation of technical design sessions to produce a disaster recovery plan and technical design document 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to facilitate design sessions with LLUSS and Customer technical resources to produce a disaster recovery plan and technical design document, as more particularly described in this Appendix H-10. This technical design document will outline the use of LLUSS network connectivity in the event of an unplanned network outage to meet the requirements and future state workflows for the Customer.

Objectives for disaster recovery technical design includes:

- Facilitation of disaster recovery technical design sessions
- Delivery of technical design document for disaster preparedness

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-10.

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 remain engaged 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 technical design of disaster recovery workflows 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 these projects. 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:

Using the process described in Section 9 of Amendment No. 9, the disaster recovery plan and technical design document described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the disaster recovery plan and technical design document described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to disaster recovery plan and design implementation described in this Appendix H-10.

	Description of Milestone
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-10
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a design

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. Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-10 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred

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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project. Should hardware needs be identified through additional discovery efforts, the 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:

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
Infrastructure Resources	400	\$45,000.00
Administrative Support	200	\$19,700.00
Subtotal		\$64,700.00
Project Contingency	10%	\$6,470.00
Total Estimated Hours & Costs		\$71,170.00

EXHIBIT K

STATEMENT OF WORK APPENDIX H-11

DISCRETIONARY PROJECTS

This Statement of Work sets forth the selection criteria, scope of work, milestones, fees and additional and different terms and conditions specific to satisfying Customer Epic Change Requests that meet the criteria for a discretionary project. 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 "Work"):

LLUSS shall use Commercially Reasonable Efforts to respond to requests for changes to the Customer Service Area that have been selected by the Customer for discretionary funding, as more particularly described in this Appendix H-11. This Statement of Work is for the discretion funding of changes to the Customer Service Area that are outside the scope of work defined in the current Master Services Agreement and do not impact the costs of the current Service Level Agreement.

LLUSS shall use Commercially Reasonable Efforts to modify the Customer Service Area to meet the project requirements as defined and approved by either the Customer Chief Information Officer (CIO) or Chief Health Information Officer (CHIO).

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-11.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-11. 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, as more particularly described in the Resources section of this Appendix H-11. This standard 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 LLUSS deems 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.

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 remain engaged 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 changes to the Customer Service Area that have been selected for discretionary funding by the Customer that meet the requirements set forth in this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, each discretionary project described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize each discretionary project described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each new discretionary project implementation described in this Appendix H-11.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-11
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

The total estimated costs of discretionary projects is \$750,000.00 per Amendment to the Agreement. This discretionary project fund is to be renewed a total of \$750,000.00, every approval of an Amendment to the Agreement.

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-11 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware requirements will be specified in the requirements of each discretionary project and all costs associated will be included in the project estimate.

8. Software Tools and Licensing:

Software Tools and Licensing will be specified in the requirements of each discretionary project and all costs associated will be included in the project estimate.

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):

Costs will be estimates based on the terms of the Agreement and Service Level Agreement and will be provided to the Customer for approval for each project. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

The total estimated costs of discretionary projects are \$900,000.00 per Amendment to the Agreement.

EXHIBIT L

STATEMENT OF WORK APPENDIX H-12

ERAS PROTOCOLS EXPANSION 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 additional 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 "Work"):

The Customer has requested Epic functionality and workflows be created to support the expansion of ERAS Protocol documentation in the Customer Service Area, as more particularly described in this Appendix H-12. 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 expansion of ERAS protocols. Also included in scope for this project will be a monitoring and optimization phase for ERAS protocols.

Included in the scope for the ERAS protocol expansion 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.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-12.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-12. 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, as more particularly described in the Resources section of this Appendix H-12. This standard 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 LLUSS deems 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.

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 remain engaged 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 to support the expansion of 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:

Using the process described in Section 9 of Amendment No. 9, the ERAS Protocol documentation described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the ERAS Protocol documentation described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied as described in this Appendix H-12.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-12
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-12 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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
EHR Analysts	1,380	\$155,250.00
Project Manager	300	\$29,550.00
Training Resources	60	\$6,750.00
Application Security Analyst	15	\$1,687.50
Subtotal		\$193,237.50
Project Contingency	10%	\$19,323.75
Total Estimated Hours & Costs		\$212,561.25

EXHIBIT M

STATEMENT OF WORK APPENDIX H-13

EYEPACS 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 integration with the Customer's EyePACS 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement an integrated workflow with the Customer's EyePACS interface engine to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix H-13. This integration is intended to allow the Customer to place telehealth diabetic retinopathy orders and receive resulting images back from telehealth eye care specialists within Epic. This will require orders (ORM) and ORU (results) HL7 interfaces along with daily batch files containing patient demographics and applicable clinical history using an SFTP configuration.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-13.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-13. 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, as more particularly described in the Resources section of this Appendix H-13. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the build and implementation of ORM and ORU HL7 interfaces along with daily batch files containing patient demographics and applicable clinical history using an SFTP configuration with the Customer's EyePACS interface engine in the Customer Service Area. 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.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the EyePACS interface engine described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the EyePACS interface engine described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied as described in this Appendix H-13.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-13
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-13 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project. Should hardware needs be identified through additional discovery efforts, the 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:

No additional software licensing is in scope for this project and any EyePACS 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 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 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
Integration Analyst	150	\$16,875.00
EHR Analysts	150	\$16,875.00
Project Management	60	\$5,910.00
OnBase Analyst	30	\$3,375.00
Technical Resources	20	\$2,250.00
Subtotal		\$45,285.00
Project Contingency	10%	\$4,528.50
Total Estimated Hours & Costs		\$49,813.50

EXHIBIT N

STATEMENT OF WORK APPENDIX H-14

2022 IEHP GLOBAL QUALITY P4P PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing functionality to support requirements of the Inland Empire Health Plan (IEHP) Global Quality Pay for Performance (P4P) 2022 program 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to implement functionality to support requirements of the IEHP Global Quality P4P 2022 program, as more particularly described in this Appendix H-14. This functionality will include changes to the existing encounter and claims data files for payor claims, clinical documentation and workflow changes, as well as additional clinical decision support tools in the Customer Service Area.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-14.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-14. 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, as more particularly described in the Resources section of this Appendix H-14. This standard 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 LLUSS deems 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.

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 remain engaged 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 implementation of build to support IEHP Global Quality P4P 2022 program requirements in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the IEHP Global Quality P4P 2022 program requirements described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the IEHP Global Quality P4P 2022 program requirements described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each new Global Quality P4P requirement described in this Appendix H-14.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-14
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-14 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

Ages and Stages Questionnaire (ASQ-3) licensing is in scope for this project and incurs a cost per additional site. Once a list of applicable sites is established, and agreed upon by the Customer and LLUSS, the Customer will be billed accordingly.

Any additional 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 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):

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 Cost
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$570,640.00
EHR Analysts (@ cost + \$12.50)	\$259,350.00
Project Contingency @ 10%	\$82,999.00
Total Estimated Hours & Costs	\$627,704.00

EXHIBIT O

STATEMENT OF WORK APPENDIX H-15

MEDICAL SURGICAL CENTER PRE-ADMISSION TESTING DOCUMENTATION OPTIMIZATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to utilizing a team of specialized resources for the Medical Surgical Center (MSC) Pre-Admission Testing (PAT) documentation optimization 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide a team of specialized resources for the MSC PAT documentation optimization project in the Customer Service Area, as more particularly described in this Appendix H-15. The project team will work with the Customer to prioritize projects, facilitate governance approvals, and establish a communication strategy to necessary stakeholders..

Objectives for this MSC PAT documentation optimization project include the following deliverables:

- Evaluation and updates to PAT nursing security templates
- Implementation of surgery-specific patient reminders
- Evaluation and optimizations to Procedure Pass
- Implementation of the Surgical Risk Scoring System

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-15.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-15. 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, as more particularly described in the Resources section of this Appendix H-15. This standard 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 LLUSS deems 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.

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 remain engaged 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 providing a team of specialized resources for the MSC PAT documentation optimization project in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the PAT documentation optimization described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the PAT documentation optimization described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to MSC PAT documentation optimizations described in this Appendix H-15.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-15
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-15 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There is no hardware directly associated with this Agreement. If hardware needs are identified through additional discovery efforts, the 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:

There are no software tools or licensing needs directly associated with this Agreement. Any additional 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 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):

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	Estimated Cost
EHR Analyst	350	\$39,375.00
EHR Security Analyst	50	\$5,625.00
Administrative Support/Project Management	40	\$3,940.00
Principal Trainer	20	\$2,250.00
Subtotal		\$51,190.00
Project Contingency	10%	\$5,119.00
Total Estimated Hours & Cost		\$56,309.00

EXHIBIT P

STATEMENT OF WORK APPENDIX H-16

NEW DEPARTMENTS & LOCATIONS 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 expansion of services, including new department, location records, and service lines 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 (the "Work"):

The Customer has requested the expansion of Epic departments, locations, and service lines in the Customer Service Area, as more particularly described in this Appendix H-16. Included in scope for this project is the creation of new Epic department records and locations to support additional services being offered in the Customer's Community Health Centers (CHCs) and Hospital Outpatient Departments (HODs). Additional data extracts and custom reports are considered out of scope for this project.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-16.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-16. 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, as more particularly described in the Resources section of this Appendix H-16. This standard 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 LLUSS deems 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.

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 remain engaged 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 creation of Epic department records and locations in the Customer Service Area.

3. Acceptance Criteria:

The Customer will be able to utilize the new department records and locations implemented 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.

Using the process described in Section 9 of Amendment No. 9, the Epic department records and locations described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Epic department records and locations described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each new Epic department record and location described in this Appendix H-16.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-16
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design

8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-16 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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 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):

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	Estimated Cost
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	1,830	\$205,875.00
Project Contingency	10%	\$20,587.50
Total Estimated Hours & Cost		\$226,462.50

EXHIBIT Q

STATEMENT OF WORK APPENDIX H-17

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 Obstetrics (OB) Telehealth functionality to additional locations 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to support the expansion of current OB Telehealth functionality to additional locations within the Customer Service Area, as more particularly described in this Appendix H-17. Included in scope for this project is:

- Hyperspace to Hyperspace video visits between the offsite OB Provider and patient onsite at additional Customer locations
- 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 Customer Service Area
- Tools to support CareLink referrals for OB Telehealth services

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-17.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-17. 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, as more particularly described in the Resources section of this Appendix H-17. This standard 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 LLUSS deems 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.

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 remain engaged as outlined in the Milestone Schedule section of this Statement of Work.

2. Specifications and Special Terms and Conditions:

This Statement of Work is only applicable to the build and implementation of OB Telehealth functionality to additional locations in the Customer Service Area.

3. Acceptance Criteria:

Customer will be able to utilize OB Telehealth functionality in additional locations 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. Using the process described in Section 9 of Amendment No. 9, the OB Telehealth functionality described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the OB Telehealth functionality described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to OB Telehealth functionality as described in this Appendix H-17.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-17
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-17 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

The Customer Service Area will contain the Epic functionality and workflows to utilize OB Telehealth functionality in additional locations. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement. Upon successful implementation as more particularly described in paragraph 3 above, 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
EHR Analyst	675	\$75,937.50
Project Management/Leadership	100	\$9,850.00
Principal Trainer	40	\$4,500.00
Technical Resources	40	\$4,500.00
Subtotal		\$94,787.50
Project Contingency	10%	\$9,478.75
Total Estimated Hours & Cost		\$104,266.25

EXHIBIT R

STATEMENT OF WORK APPENDIX H-18

OBIX SERVER UPGRADE AND ADD-ON IMPLEMENTATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the server upgrade and implementation of add-on tools within the OBIX Perinatal Data System (OBIX). 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 "Work"):

LLUSS shall use Commercially Reasonable Efforts to upgrade the OBIX server and implement add-on tools within the Customer Service Area, as more particularly described in this Appendix H-18. The upgrade from Version 7.0 to 8.0 will result in a more integrated workflow with Epic.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-18.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-18. 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, as more particularly described in the Resources section of this Appendix H-18. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the OBIX server upgrade and implementation of add-on tools within the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the OBIX upgrade described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the OBIX upgrade described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to the OBIX upgrade as described in this Appendix H-18.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-18
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment

11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-18 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

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:

The OBIX System licensing and on-going support and maintenance costs are outlined in the quotes that are listed in Schedule A.

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

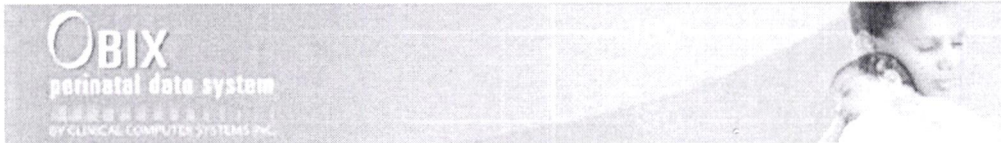
Annual maintenance support fees will result in an increase to the existing SLA of \$4,436 in Year 1 with a 3% increase per year, pro-rated for any portion of the year commencing upon implementation in the production environment as described herein. The ongoing costs are outlined in Schedule A below.

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
EHR Analysts	20	\$2,250.00
Technical Resources	20	\$2,250.00
Integration, Testing & Training Resources	10	\$1,125.00
Administrative Support	10	\$985.00
OBIX Software Upgrade		\$26,372.00
OBIX Tools and Interface Fee		\$22,179.00
OBIX Software Support Services (Annually with 3% increase yearly)		\$4,436.00
OBIX Professional Services Fees		\$3,439.00
Subtotal		\$63,536.00
Project Contingency	10%	\$6,353.60
Total Estimated Hours & Cost		\$69,889.60

Schedule A



Designated Site:
 Mark Zirklebach, CIO
 Loma Linda CC Riverside University Medical Center
 26520 Cactus Ave
 Moreno Valley, CA 92555

CCSI Sales Manager: Greg Claypool
 Email: greg.claypool@obix.com
 Phone: (888) 871-0983 Ext. 558

Date: 9/25/2020
 Quote #: CALLLUAO
 BPY Limit: 1,750

OBIX Perinatal Data System Price Quotation

Software:	\$22,179
Services:	\$3,439
System Total	\$25,618

<u>Software Support Services: Platinum</u>		
<u>Year</u>	<u>Type</u>	<u>Price</u>
1 Year	Warranty	No Charge
Year 1	Platinum	\$4,438
Year 2	Platinum 3%	\$4,589
Year 3	Platinum 3%	\$4,708
Year 4	Platinum 3%	\$4,847
Year 5	Platinum 3%	\$4,993

Authorized Signature	Date	P. O. Number
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All quotes valid for 90 days from the quote date unless otherwise specified
 Please email completed orders and contracts to: orders@obix.com

Purchase Terms:

Offered pricing is valid only with an effective Software License and Support Services Agreement.
 Additional applicable taxes may be added. Sales tax will be waived upon receipt of Customers tax exemption certificate.
 Terms: 80% deposit required with order, 20% upon installation

Payments due in U.S. Dollars, NET 10 days of invoice date, 1.5% per month late fees. All offers subject to credit check.
 All Quotation/Definition information is to be kept strictly confidential between CCSI and the quoted entity.

EXHIBIT S

STATEMENT OF WORK APPENDIX H-19

PAIN MANAGEMENT NEW 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 to support the creation of a new department record for Pain Management Specialty Services 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build an Epic department in the Customer Service Area, as more particularly described in this Appendix H-19. Included in scope for this project is the creation of a new Epic department record to support Pain Management Services being offered in the Customer Service Area. Additional data extracts and custom reports are considered out of scope for this project.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-19.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-19. 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, as more particularly described in the Resources section of this Appendix H-19. This standard 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 LLUSS deems 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.

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 remain engaged 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 creation of an Epic department record to support Pain Management Services in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the new Epic department described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the new Epic department described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to the new Epic department described in this Appendix H-19.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-19
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment

11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-19 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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 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 Costs
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	\$22,604.54
Total Estimated Cost	\$22,604.54

EXHIBIT T

STATEMENT OF WORK APPENDIX H-20

PATIENT ACCESS PROCESS IMPROVEMENTS PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to utilizing a team of specialized resources for patient access process improvement projects 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide a team of specialized resources and project leadership to support patient access project work in the Customer Service Area, as more particularly described in this Appendix H-20. LLUSS will work with the Customer 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.

Objectives for patient access process improvements include:

- Optimize and transform scheduling and referral workflows to accommodate an access center approach
- Target scheduling and patient access improvements to increase provider utilization
- Utilize available EHR functionality to enhance the patient experience through EHR patient portal
- Provide workflows to allow inpatient scheduling for follow-up care prior to discharge
- Discovery and implementation efforts for a Customer telephony system

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-20.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-20. 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, as more particularly described in the Resources section of this Appendix H-20. This standard 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 LLUSS deems 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.

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 remain engaged 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 providing a team of specialized resources for patient access and referrals projects.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the patient access optimizations described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the patient access optimizations described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each new patient access or referral project described in this Appendix H-20.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-20
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-20 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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 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):

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	Estimated Cost
EHR Analysts, Technical Resources, Principal Trainers, Project Leadership	7944	\$942,950.00
EHR Analyst (@cost + \$12.50)	600	\$85,500.00
Project Manager (@cost + \$12.50)	1500	\$243,750.00
Onsite Travel		\$24,000.00
Epic Professional Services		\$20,000.00
Subtotal		\$1,316,200.00
Project Contingency 10%		\$131,620.00
Total Project Cost		\$1,447,820.00

EXHIBIT U

STATEMENT OF WORK APPENDIX H-21

PEDIATRIC SEPSIS OPTIMIZATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to utilizing a team of specialized resources for the Pediatric Sepsis optimization 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide a team of specialized resources for the Pediatric Sepsis optimization project in the Customer Service Area, as more particularly described in this Appendix H-21.

Objectives for this Pediatric Sepsis optimization project include the following initiatives:

- Building an Epic-based Best Practice Advisory (BPA) and Customer-specific Order Set according to the Customer's established Pediatric Sepsis Guidelines
- Implementation of Pediatric Sepsis risk score functionality based on Customer-established criteria

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-21.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-21. 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, as more particularly described in the Resources section of this Appendix H-21. This standard 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 LLUSS deems 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.

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 remain engaged 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 providing a team of specialized resources for the Pediatric Sepsis optimization project in the Customer Service Area.

3. Acceptance Criteria:

The Customer will be able 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.

Using the process described in Section 9 of Amendment No. 9, the Pediatric Sepsis tools described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Pediatric Sepsis tools described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each Pediatric Sepsis tool described in this Appendix H-21.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-21
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-21 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There is no hardware directly associated with this project. If hardware needs are identified through additional discovery efforts, the 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:

There are no software tools or licensing needs directly associated with this Agreement. Any additional 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 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):

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	Estimated Cost
EHR Analyst (@ cost + \$12.50)	200	\$28,500.00
EHR Analyst	120	\$13,500.00
Administrative Support/Project Management	80	\$7,880.00
Principal Trainer	30	\$3,375.00
Subtotal		\$53,255.00
Project Contingency	10%	\$5,325.50
Total Estimated Hours & Cost		\$58,580.50

EXHIBIT V

STATEMENT OF WORK APPENDIX H-22

PEDS & SPECIALTIES TELEHEALTH 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 Pediatric or other Specialty Provider while patient is onsite at a satellite location 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement telehealth functionality in the Customer Service Area, as more particularly described in this Appendix H-22. This technology is intended to give Customer patients the ability to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite Pediatric or other Specialty Provider while onsite at a Customer satellite location. Included in scope for this project is Hyperspace to Hyperspace video visits between the offsite Provider and patient onsite at a Customer satellite location

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-22.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-22. 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, as more particularly described in the Resources section of this Appendix H-22. This standard 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 LLUSS deems 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.

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 remain engaged 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 only the build and implementation of expanded telehealth functionality to utilize Hyperspace to Hyperspace video visits, allowing appointments with an offsite Pediatric or other Specialty Provider while patient is onsite at a satellite location in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the telehealth functionality described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the telehealth functionality described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each telehealth implementation described in this Appendix H-22.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-22
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-22 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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
EHR Analyst	300	\$33,750.00
EHR Analyst (@ cost +\$12.50)	200	\$28,500.00
Principal Trainer	25	\$2,812.50
Project Manager (@ cost +\$12.50)	100	\$14,250.00
Subtotal		\$79,312.50
Project Contingency	10%	\$7,931.25
Total Estimated Hours & Cost		\$87,243.75

EXHIBIT W

STATEMENT OF WORK APPENDIX H-23

PROVATION APEX 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 interface with the Customer's Provation Apex interface engine 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement a bi-directional HL7 ADT, SIU, ORU and ORM interface with the Customer's Provation Apex interface engine in the Customer Service Area, as more particularly described in this Appendix H-23. This effort is intended to improve Endoscopy documentation efforts by accomplishing the following:

- Eliminating the need to print and scan endoscopy images into the Epic EHR (Electronic Health Record)
- Generating a complete endoscopy report, including Endoscopist notes, images and Current Procedural Terminology (CTP) billing codes, to be made available in the patient-record within the Epic EHR

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-23.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-23. 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, as more particularly described in the Resources section of this Appendix H-23. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the build and implementation of a bi-directional HL7 ADT, SIU, ORU and ORM interface with the Customer's Provation Apex interface engine in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the Provation Apex interface described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Provation Apex interface described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each initiative within the Provation Apex Integration project described in this Appendix H-23.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-23
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-23 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project. Should hardware needs be identified through additional discovery efforts, the 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:

No additional software licensing is in scope for this project and any Provation 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 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 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
Integration Analyst	150	\$16,875.00
EHR Analysts	100	\$11,250.00
Project Management	50	\$4,925.00
OnBase Analyst	40	\$4,500.00
EHR Analysts (@ cost + \$12.50)	20	\$2,850.00
Subtotal		\$40,400.00
Project Contingency	10%	\$4,040.00
Total Estimated Hours & Costs		\$44,440.00

EXHIBIT X

STATEMENT OF WORK APPENDIX H-24

EPIC EXPANSION FOR RIVERSIDE COUNTY PUBLIC HEALTH CHILD DENTAL CARE DOCUMENTATION AND REFERRALS PROJECT STATEMENT OF WORK

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the discovery and implementation of Epic Electronic Health Record (EHR) functionality to support Riverside County Public Health child oral health referrals workflows. 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 "Work"):

LLUSS shall use Commercially Reasonable Efforts to perform discovery and implement Epic EHR functionality to support Riverside County Public Health child oral health referrals workflows, as more particularly described in this Appendix H-24. This will require the design, development, and testing of Epic EHR functionality for child dental care referrals. Additional data extracts and custom reports are considered out of scope for this project.

This effort will be implemented in two distinct Go-Live efforts:

Phase 1 Go-Live:

- Discovery sessions, which will be used to design, build, and test a referral management solution to support child oral health initiatives as defined by the parameters of the grant received by Riverside County Public Health.

Phase 2 Go-Live:

- Continued discovery efforts and implementation of optimizations to support child oral health referrals workflows as well as data analytic solutions and reporting tools.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-24.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-24. 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, as more particularly described in the Resources section of this Appendix H-24. This standard 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 LLUSS deems 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.

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 remain engaged 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 only the build and implementation of Epic EHR functionality to support Riverside County Public Health referrals workflows to support child oral health initiatives in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the Epic EHR functionality described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Epic EHR functionality described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to Epic EHR functionality described in this Appendix H-24.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-24
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-24 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, 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:

Estimated software licensing costs for this project include ten workstation, user, and scanning licenses for the third-party application, Hyland OnBase.

Any additional 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 or impose any requirements on LLUSS.

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

Annual licensing fees will result in an increase to the existing SLA of approximately \$3,000 per year, pro-rated for any portion of the year commencing upon implementation in the production environment as described herein. The ongoing costs are outlined in the table below.

Resource/Cost Item	Estimated Costs
Software Licensing & Third-Party Costs	\$ 3,000.00
Total Estimated Hours & Cost	\$ 3,000.00

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

Estimated resources 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 Costs
EHR Analyst, Training and Project Management Resources	\$63,000.00
EHR Analyst (@ cost + \$12.50)	\$12,000.00
OnBase Licensing	\$14,200.00
Subtotal	89,200.00
Project Contingency @ 10%	\$8,920.00
Total Estimated Hours & Costs	\$98,120.00

EXHIBIT Y

STATEMENT OF WORK APPENDIX H-25

SURGICAL SUPPLY AND PREFERENCE CARD OPTIMIZATION PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to utilizing a team of specialized resources for the Surgical Supply and Preference Card Optimization 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide a team of specialized resources for Surgical Supply and Preference Card Optimizations in the Customer Service Area, as more particularly described in this Appendix H-25.

The project team will work with the Customer 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.

Objectives for this Surgical Supply and Preference Card Optimization project include the following initiatives:

- Evaluation and updates to current supplies and implants
- Implementation of Implant Barcode Scanning
- Implementation of Surgery Receipt functionality
- Implementation of the Preference Card Comparison Tool
- Optimizations and modifications to existing reporting tools, such as OR Dashboards

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-25.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-25. 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, as more particularly described in the Resources section of this Appendix H-25. This standard 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 LLUSS deems 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.

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 remain engaged 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 providing a team of specialized resources for Surgical Supply and Preference Card Optimizations in the Customer Service Area.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the surgical supply and preference card optimizations described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the surgical supply and preference card optimizations described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to each surgical supply and preference card optimization described in this Appendix H-25.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-25
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements

6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-25 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware needs, such as barcode scanners, may be identified through additional discovery efforts, of which the 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:

There are no software tools or licensing needs directly associated with this Agreement.

Any additional 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 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):

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	Estimated Cost
EHR Analyst	200	\$22,500.00
Professional Billing Analyst (@ cost + \$12.50)	50	\$7,125.00
Administrative Support/Project Management	40	\$3,940.00
Principal Trainer	20	\$2,250.00
Subtotal		\$35,815.00
Project Contingency	10%	\$3,581.50
Total Estimated Hours & Cost		\$39,396.50

EXHIBIT Z

STATEMENT OF WORK APPENDIX H-26

SYNERGY UPGRADE TO HARMONY PROJECT

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the upgrade from Topcon's Synergy to Harmony operating system 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to upgrade Topcon's Synergy to Harmony operating system within the Customer Service Area, as more particularly described in this Appendix H-26. The transition from Synergy to Harmony will upgrade the operation system and application level while still providing this same functionality.

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

The build will be completed first in the non-production environments along with integrated testing and acceptance all as more particularly specified in paragraph 3 below 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, as more particularly described in the milestone schedule of this Appendix H-26.

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-26. 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, as more particularly described in the Resources section of this Appendix H-26. This standard 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 LLUSS deems 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.

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 remain engaged 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 only to the upgrade from Topcon’s Synergy to Harmony operating system within the Customer Service Area. 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 outlined in the Milestone Schedule section of this Statement of Work.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the Harmony operating system described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the Harmony operating system described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No. 9, the following list of milestones will be iteratively and uniquely applied to the Harmony operating system implementation described in this Appendix H-26.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-26
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment

9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-26 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

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:

The Harmony application licensing and on-going support and maintenance costs are outlined in the quote that is listed in Schedule A.

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

Annual maintenance support fees will result in a decrease to the existing SLA of \$850.00 per year, pro-rated for any portion of the year commencing upon implementation in the production environment as described herein.

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
Integration Resources	20	\$2,250.00
Technical Resources	15	\$1,687.50
Administrative Support/Project Lead	10	\$985.00
TopCon Professional Services Fees		\$2,000.00
TopCon Harmony Campus Subscription (Annually)		\$2,400.00
Subtotal		\$9,322.50
Project Contingency	10%	\$932.25
Total Estimated Hours & Cost		\$10,254.75

Schedule A



Order Reference: THSHCC-LLU
Offer Expiration Date: 4/30/2021

Sold To: Company Name: Loma Linda University, LLU RUHS SACHS
Address: 197 E. Caroline Street, 3rd Floor, San Bernardino, CA 92408
Contact: John Keith
Phone: 909-558-4000 x35064
Email: JKeith@llu.edu
("Customer")

1. ORDER FORM

This Order Form (the "Order") is an offer from Topcon Healthcare Solutions, Inc. ("THS"). When signed and returned to THS, it becomes a binding agreement to license the software products selected below (the "Products"). This Order is governed by and incorporates (i) the Terms of Sale, Use, and License Agreement attached as Exhibit A; and (ii) the Software Service Level Agreement attached as Exhibit B. All documents herein are collectively referred to as the "Agreement".

2. ORDER INFORMATION

Subject to the terms of this Agreement, Customer agrees to purchase the following Products and installation services:

HARMONY PACKAGE				
Product	User Accounts	User Sites	Monthly Fee	Annual Fee*
Harmony Campus™ (On Premise)	50	10	\$2,000.00 (Following Go Live)	\$24,000.00
Each site billed at \$200 per month (\$2,400 annually). One-time setup fee applies as noted. <ul style="list-style-type: none"> • RUHS \$200 per month (\$2,400 annually); \$2,000 setup/installation (one-time) • SACHS \$200 per month (\$2,400 annually); \$2,000 setup/installation (one-time) 				
PROFESSIONAL SERVICES				
Installation, Configuration, Data conversion: \$5,000 per site. Incl. Interface (DICOM, LDAP, EMR HL7/MWL/Web Link), Harmony software updates, End-user Technical Support, Unlimited instrument integrations Discounted to \$2,000 (per site) for Synergy Conversions				\$20,000.00 (One-time Setup)
1ST YEAR TOTAL:				\$44,000.00[†]

* All fees listed herein exclude taxes.

EXHIBIT AA

STATEMENT OF WORK APPENDIX H-27

VERSACARE 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 interface with the Customer's VersaCare EHRPipe interface engine 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to build and implement a bi-directional HL7 ADT, ORU, and ORM interface with the Customer's VersaCare EHRPipe interface engine to meet the requirements and future state workflows for the Customer Service Area, as more particularly described in this Appendix H-27. This effort is intended to improve Cardiopulmonary documentation efforts by accomplishing the following:

- Eliminating double documentation of patient demographic information in the VersaCare system and Epic EHR (Electronic Health Record)
- Minimizing the need to scan and upload VersaCare patient-specific reports into the Epic EHR

All other deliverables are considered out of scope unless agreed upon in writing by the Customer and LLUSS.

Any changes to the deliverables described in this Statement of Work will require a change request and approval before they will be accepted and billed.

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 all as more particularly specified in paragraph 2 below 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, as more particularly described in the milestone schedule of this Appendix H-27

LLUSS will use a train-the-trainer model for the level of effort described in this Appendix H-27. 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, as more particularly described in the Resources section of this Appendix H-27. This standard 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 LLUSS deems 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 only to the build and implementation of a bi-directional HL7 ADT, ORU, and ORM interface with the Customer's VersaCare EHRPipe interface engine in the Customer Service Area. 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:

Using the process described in Section 9 of Amendment No. 9, the interface engine described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if the Customer is able to utilize the interface engine described herein in the Customer Service Area of the LLUSS EHR platform. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. 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:

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-27
2	Project discovery and initial scoping
3	Agreed upon implementation plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows

7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-27 are an estimated level of effort only, and LLUSS will bill the Customer for all time and materials as incurred, 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

Hardware is not in scope for this project.

8. Software Tools and Licensing:

No additional software licensing is in scope for this project and any VersaCare 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 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 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
Administrative Support	40	\$3,940.00
OnBase Analyst	20	\$2,250.00
Integration Analyst	10	\$1,125.00
HIM Analyst	5	\$562.50
Subtotal		\$7,877.50
Project Contingency	10%	\$787.75
Total Estimated Hours & Costs		\$8,665.25

EXHIBIT BB

STATEMENT OF WORK APPENDIX H-28

VIZIENT ANALYTICS SUPPORT 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 for Vizient program analytics support 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 (the "Work"):

LLUSS shall use Commercially Reasonable Efforts to provide Vizient program analytics support to meet the requirements for the Customer, as more particularly described in this Appendix H-28. This effort will be divided into three phases, each with the following focus:

- Phase 1 – Updates to Vizient lab files to current specifications
- Phase 2 – Creation of Medisolv Core Measures data extracts
- Phase 3 – Updates to Vizient data extracts to current California Department of Public Health (CDPH) specifications

Customer will provide resources and Subject Matter Experts to engage with LLUSS resources during the term of this statement of work as LLUSS deems necessary or appropriate. LLUSS will outline the estimated resource requirements for LLUSS in the Resources section of this Appendix H-28. These resources will be engaged 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 Vizient program analytics support. This effort will be divided into three phases as outlined in the Statement of Work Description section of this SOW.

3. Acceptance Criteria:

Using the process described in Section 9 of Amendment No. 9, the Vizient data extracts described herein are deemed accepted when the deliverables meet the acceptance criteria, and in any event if Customer is able to utilize the additional Vizient data extracts described herein in the Customer Service Area of the LLUSS EHR platform. . Achieving project deliverables validation will signify that these criteria have been met by all involved parties. 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 milestones and schedule will be developed and approved by the Customer and LLUSS using the process described in Section 9 of Amendment No 9, the following list of milestones will be iteratively and uniquely applied within each phase of the Vizient analytics support project described in this Appendix H-28.

	DESCRIPTION OF MILESTONE
1	Customer completed a project intake request form(s) to request the Work – see paragraph 1 of this Appendix H-28
2	Project Discovery and Initial Scoping
3	Agreed upon Implementation Plan
4	Project Resources assigned by LLUSS and Customer
5	Customer and LLUSS have reached and agreed upon a list of business and technical requirements
6	Customer and LLUSS have reached and agreed upon future state workflows
7	Customer and LLUSS have reached and agreed upon a build design
8	LLUSS completes the build in the Customer Service Area Test Environment
9	Test data validated by Customer and LLUSS
10	LLUSS completes the build in the Customer Service Area Production Environment
11	Customer and LLUSS tests the deliverables against the Acceptance Testing Criteria
12	End-User training curriculum and content completed and delivered to Customer Training Manager
13	Customer delivers end-user change communication and training
14	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement

5. Financial Terms:

Payment terms are as set forth in Section 10 of the Agreement and billed monthly as incurred. The project costs provided in this Appendix H-28 are an estimated level of effort only, and LLUSS will bill Customer for all time and materials as incurred 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 the Resources Section 10 of 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. LLUSS shall have no obligation to continue efforts hereunder in the absence of approval of such change requests.

Any changes to the deliverables described 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 as more particularly described in paragraph 3 above.

6. Integration and Installation:

Upon successful implementation as more particularly described in paragraph 3 above, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement.

7. Hardware:

There is no hardware directly associated with this Agreement. If hardware needs are identified through additional discovery efforts, the 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:

No additional software licensing is in scope for this project and any vendor-specific 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 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
Analytics Resources	160	\$18,000.00
Analytics Resources (@ cost + \$12.50)	80	\$11,400.00
Project Management	75	\$7,387.50
EHR Analyst	15	\$1,687.50
Technical Resources	15	\$1,687.50
Subtotal		\$40,162.50
Project Contingency	10%	\$4,016.25

Total Estimated Hours & Costs		\$44,178.75
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