

ADDITIONAL TERMS & CONDITIONS

If Client purchases any subscription and/or services on the Order, the following additional terms and conditions shall apply:

1. **"Active Patients"** means accepted and admitted patients of Client. **"Active Patient Census"** means the following 3-month average number of Active Patients as determined by Company's records established by the SaaS Solution. Client acknowledges that the initial Fees for its use of the SaaS Solution are based upon the Active Patient Census figures identified in the Order. At any time during the Term, if the number of Active Patients under such Active Patient Census exceeds the Active Patient Census range upon which the Fees were previously based, the Fees may be increased.
2. Company may increase the Fees no more than once annually during the Term by the greater of CPI or five percent (5%) by providing prior notification to Client.
3. Company will use commercially reasonable efforts to ensure that during any twelve (12) month period the SaaS Solution shall be available at least 99.5% of the time, excluding scheduled maintenance and interruptions due to failures outside of Company's control. System availability will not be provided during: (i) scheduled network, hardware, software or application maintenance as well as scheduled hardware and software upgrades from time to time; (ii) periods of disruption in Client connections, circuits or equipment; or (iii) reasons of Force Majeure (including without limitations, strike, fire, flood, delay in component assembly, failure of Internet, governmental actions, orders or restrictions, third party solutions, or any other reason, where failure to perform is beyond the reasonable control or caused by the negligence of performing party).
4. **CommonWell.** If Client purchases products requiring CommonWell and/or Carequality then the "[CommonWell Health Alliance and Carequality Connection End User Terms and Conditions \("EULA"\)](http://www.matrixcare.com/contracts/#HH)" at www.matrixcare.com/contracts/#HH shall apply.
5. **CernerMultum.** If Client purchases products requiring CernerMultum then the "[CernerMultum User Agreement](http://www.matrixcare.com/contracts/#HH)" at www.matrixcare.com/contracts/#HH shall apply.
6. **Standard Implementation Plan**

A. Services Provided, Initial System Setup

- SQL database set up, including the following items:
- Not to exceed Business Unit(s) outlined on the Order. Includes set up for each active location and payors with active census (Medicare, Medicaid, Medicare PPS and Private Insurer)
- Sample user group and permission setup
- Company website configuration, planning and go-live

B. Training, System Setup and Project Management

Company Learning Center, Learning Lockers

Unlimited access to the Company Learning Center Portal

Clinical Point-of-Care Coaching and Training Program

Coaching on functional usage of the Company Clinical Point of Care Software via onsite and/or on-line sessions, emails and phone calls. The outcome of the sessions will be a baseline understanding of Clinical functionality and configuration/design plans related to the office functions and clinical point of care software to accommodate best practice design.

Client agrees to complete the required Company University Clinical curriculum prior to the commencement of the formal Company remote coaching sessions.

Clinical Office Coaching and Training Program

Remote coaching on functional usage of the Company Clinical Office Software on-line sessions (unless an alternative method is agreed to), emails and phone calls. The outcome of these sessions will be a baseline understanding of Clinical functionality and configuration/design plans related to the office functions and clinical point of care software to accommodate best practice design and optimal implementation of the clinical system to help drive billing.

Client agrees to complete the required Company University Clinical Office curriculum prior to the commencement of the formal Company remote coaching sessions.

Billing and A/R Coaching and Training Program

Remote coaching on functional usage of the Company Financial module with a Company billing specialist including an overview training session via onsite and/or on-line sessions, emails and phone calls. The outcome of the sessions will be a baseline understanding of the month end reporting, validation hold training, A/R cycle and management and senior management reporting.

Client agrees to complete the required Company University Billing and A/R curriculum prior to the commencement of the formal Company remote coaching sessions.

Billing System Setup and Configuration

Data entry for payors, service codes, revenue codes, procedure codes and contractual rules for payors.

Project Management

Remote project management via onsite and/or on-line sessions, emails and phone calls with designated Company Project Manager. This includes management of the activities, deliverables and schedules of Company resources, weekly project management meetings with Client project team, interfacing with Client's executive management to communicate project status and proactively identify and work to resolve any risks or issues that might impact overall timeline, communicating and following up on assigned tasks for both Company and Client team members.

*ALL HOURS MUST BE CONSUMED WITHIN 7 MONTHS OF THE "EFFECTIVE DATE".

7. System Requirements

Home Health & Hospice Clinical Application

Supported Devices iOS Platforms - this app is intended for use only on institutionally owned devices

- iPad Pro (4th generation or higher)
- iPad Air (4th generation or higher)
- iPad (8th generation or higher)
- iPad mini (6th generation or higher)
- Any iPad versions produced in 2023 or later

Supported iOS Operating Systems

iOS 16, 17

Supported Devices Android Platforms - this app is intended for use only on institutionally owned devices.

- These devices have been or will be used to test by Company, devices with similar benchmark performance would also expect to be supported:
- Samsung Galaxy Tab A7 10.4" (SM-T500)
- Samsung Galaxy Tab S6 10.5" (SM-T860)
- Samsung Galaxy Tab S7 11" (SM-T870)
- Samsung S6 Lite
- Samsung Galaxy Tab S8
- Samsung Galaxy Tab A8

Supported Android Operating Systems

Android 10 - 13

Internet Connectivity

- Most of the application functions are available while the device is disconnected from the internet. For those features which require internet connectivity the device must be connected either via WIFI or cellular signal
- WIFI - 3Mbps or better
- Cellular - 3G or better

GPS Chip for Electronic Visit Verification

- Company Clinical includes Electronic Visit Verification (EVV) functionality which captures the location coordinates of the mobile device during time in & out entry so that agencies can comply with state level EVV requirements. If a GPS chip is present in the mobile device, the EVV feature will use the chip for accurate location coordinate capture. Without a GPS chip location capture is limited and in many cases is not possible at all.
- All Cellular enabled models of iPad contain a GPS chip. WIFI-only iPads do not contain a GPS chip for EVV.

Printing Support

For iOS devices the mobile Company Clinicals does offer printing with though an AirPrint connection for the purpose of making a hard copy of medication information leaflets for patient education as well as clinical documents from the patient record. Many newer printers offer AirPrint connectivity natively. For older printers with no AirPrint support, there are adapters available to add AirPrint connectivity.

Configuration Recommendations

- Make sure you stay on the latest iOS version at all times, unless instructed otherwise by Company
- Enable passcode protection.

Company Aide Application, Communicate Application

Supported Devices, iOS Platforms - this app is intended for use only on institutionally owned devices.

- iPhone 11, 12, 13, 14 (all models)
- iPhone X, XR, XS / XS Max
- Any iPhone versions produced in 2023 or later

Supported iOS Operating Systems

iOS 15, 16

Supported Devices, Android Platform

- Any Android phone with a 5" or larger screen and 64-Bit processor. The list of specific supported devices will be provided in later revisions of this document.

Supported Android Operating Systems

- Android 9 - 13

GPS Chip for Electronic Visit Verification (EVV)

- Company Aide includes Electronic Visit Verification (EVV) functionality which captures the location coordinates of the mobile device during time in & out entry so that agencies can comply with state level EVV requirements. If a GPS chip is present in the mobile device, the EVV feature will use the chip for accurate location coordinate capture. Without a GPS chip location capture is limited and in many cases is not possible at all.
- All iPhones and Cellular enabled iPads contain a GPS chip. WIFI-only iPads do not contain a GPS chip for EVV.
- Most Android (phones) contain a GPS chip, refer to the detailed specifications from the manufacturer of your device if there is any doubt.

Configuration Recommendations

- Make sure you stay on the latest iOS and Android versions at all times, unless instructed otherwise by Company, at this time, it is iOS 15 and 16
- Enable pass-code protection.

Agency Front Office (AFO) Application

Supported browsers

- Edge, Chrome, Firefox, Safari

Supported Windows OS

- Windows 10 and above

Internet Connectivity (speed/throughput/latency) requirements

- At least 3Mbps

Configuration Recommendations Pop-up Blockers

On computer browsers with popup blockers running, these sites should be excluded for the Company product to work correctly

- *.careanyware.com
- *.brightree.com
- *.brightree.net

User Authentication Settings

- Recommend setting screen saver to "With password after 5 minutes of inactivity" for HIPAA compliance purposes.

Windows Updates

Run Windows Update regularly to download all critical updates, recommended patches, device driver updates, Service Packs, etc. **Note:** Sometimes you may need to re-run Windows Updates several times in a row to install dependent updates. Keep updating regularly until there are no updates available from Microsoft to ensure maximum system security.