

AMENDMENT NUMBER 3 TO CRANEWARE LICENSE AND SERVICE AGREEMENT

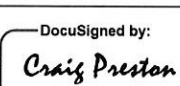

This Amendment Number 3 (this "Amendment") to the August 1, 2014 *Craneware License and Service Agreement* (the "Agreement") is effective as of March 1, 2019 and is by and between Craneware, plc, a corporation organized under the laws of the United Kingdom, with corporate headquarters located at 1 Tanfield, Edinburgh, EH3 5DA, United Kingdom, by and through its agent and wholly-owned subsidiary, Craneware, Inc., a Florida corporation, for the benefit of Craneware plc and all of its subsidiaries (collectively, "Craneware") and **the County of San Mateo, acting by and through the San Mateo Medical Center** (hereinafter "Customer" and referred to in the Agreement as "Licensee"). This Amendment adds terms pertaining to additional or different products or services as set forth below.

This Amendment provides for the following:

(1) The acquisition of the additional services listed on the attached Supplemental Licensed Products and Services Schedule, subject to the associated fees and payment schedules indicated ("Professional Service Fees").

(2) The incorporation of the terms and conditions set-forth on the attached Exhibit A (Supplemental Licensed Products and Services Schedule) and Exhibit D (Supplemental Scope of Work).

Agreed to by the parties hereto:

SIGNED ON BEHALF OF CRANEWARE		SIGNED ON BEHALF OF CUSTOMER	
SIGNATURE	<div style="border: 1px solid black; padding: 2px;"> <small>DocuSigned by:</small>  <small>B78C8F3A2FCB481...</small> </div>	SIGNATURE	
PRINT NAME	Craig Preston	PRINT NAME	Chester J. Kunnappilly, MD
TITLE	CFO	TITLE	Chief Executive Officer
DATE	2/26/2019	DATE	

CRANEWARE REPRESENTATIVE: Natalie Laforge
 DATE OF PRESENTATION: October 11, 2018
 DATE REVISIED: February 26, 2019
 RECIPIENT NAME: Ron Keating
 RECIPIENT TITLE: County Contracting Office

COUNTY OF SAN MATEO

By:

President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:

Clerk of Said Board

EXHIBIT A – SUPPLEMENTAL LICENSED PRODUCTS AND SERVICES SCHEDULE

- **Professional Service Fees**

** Professional Service plans are outlined in attached Supplemental Scope of Work, Exhibit D*

Licensed Products and Services	Professional Service Fees*
Chargemaster Quality Review and Education Service	\$54,900**

*** \$40,000 shall be due upon contract execution and \$14,900 shall be due on July 1, 2019. A single invoice for the Professional Service Fees for the Chargemaster Quality Review and Education Service will be provided by Craneware against which Customer shall make payments in accordance with this schedule.*

Fees do not include reasonable and customary out-of-pocket expenses that shall be billed to Customer no more frequently than monthly at the actual cost incurred by Craneware in the performance of its duties under this Amendment and shall be due on July 1, 2019.

EXHIBIT D – SUPPLEMENTAL SCOPE OF WORK

Chargemaster Quality Review and Education Service

Purpose: Customer has requested the Craneware review Customer's charge description master (CDM) to assure all services rendered are available to charge in the CDM and that all lines in the CDM are coded appropriately (CPT, HCPCS, and revenue codes) in accordance with the current OPPS rule set as represented in Chargemaster Toolkit. Craneware's consulting team will perform the CDM review to meet Customer objectives as defined in the steps detailed below.

Included Hospital(s):

HCA452: San Mateo Medical Center

CDM Line Items: Not to exceed 11,600

Customer Roles:

Executive Sponsor: Customer shall designate an Executive Sponsor for the CDM Quality Review and Education engagement. The Executive Sponsor is typically the CEO, CFO, Vice President of Revenue Integrity, or Patient Financial Services Administrator but Customer retains discretion to identify and appoint an appropriate staff member. The Executive Sponsor will be kept apprised of all progress with the project through completion. The Executive Sponsor may become involved in the project if necessary to address barriers to a timely completion.

Project Manager: The Customer shall designate a Project Manager for the CDM Quality Review and Education engagement, who will have the authority, staff and other resources reasonably necessary to oversee the project, the preparation of data files and any required training. The Project Manager will be available on reasonable notice. He or she will provide Craneware with an address, phone and e-mail where he or she can be reached during normal business hours.

CDM Quality Review and Education:

Craneware will provide a quality review of Customer's CDM file and recommend charge modifications and changes to CPT/one alternative HCPCS code, revenue codes and line item descriptions consistent with payer rules.

1. **Project Kick-off:**

The purpose of the project kick-off is to ensure all stakeholders have a complete understanding of the project and accountabilities.

Project kick-off calls include:

- Introductory call with Executive Sponsor to discuss high level project plan and identify senior leadership's objectives for the project
- Introductory call with Project Manager to determine project timeline and identify key stakeholders
- Technical requirements gathering call with facility IT staff to determine required data extracts (If required)

Craneware Deliverables:

- Schedule and lead kick-off call
- Communicate the steps that will be taken in the CDM review, data requirements and other information necessary (i.e. Discovery Questionnaire) to complete the review
- Creation and review of project plan including a timeline for the engagement

Customer Deliverables:

- Distribute and review Starter project materials
- Ensure availability of required staff for all calls
- Confirm milestone dates in project plan
- Identify person/s responsible to coordinate completion of the Discovery Questionnaire
- Confirm data extract delivery date to Craneware Support
- Confirm meeting dates for project completion within sixty (60) days of contract signature

2. **Initial offsite review:**

A Craneware consultant will conduct an initial offsite review of the Customer's current CDM file to establish a baseline indicator of the CDM quality.

- Identification and documentation of identified risks within CDM:

- Narrative review of charge descriptions to establish accurate intent of service
 - Suggested action for charge modifications and changes to CPT/HCPCS codes, revenue codes and line item descriptions which will be discussed during the onsite review
 - Issues within the CDM will be automatically identified by Chargemaster Toolkit including issues related to the most recent OPPS code changes
- Revenue and Usage Analysis of current CDM file:
 - Review current volume data for last twelve (12) months provided as part of Customer's file extract
 - Identification of potentially missing charges directly linked to services currently present within the CDM
 - Revenue Opportunity Analysis:
 - Identification of potentially missing revenue opportunities by Hospital Department/s using Craneware's Best Practice Tool. During this review, services will be identified that are potentially delivered by the department but are not reflected in the Customer's CDM. This includes review of codes newly available in most current OPPS rule set. All identified services are reviewed and validated with department representative/s before recommendation to add to the CDM.

Craneware Deliverables:

- Creation of a preliminary CDM Review Report, including identification of suggested additions, deletions and modifications to Customer's current CDM
- Creation of department specific questions documented for discussion and validation during onsite visit

Customer Deliverables (no less than thirty (30) days prior to the scheduled onsite meeting):

- Submit an extract of the current CDM file in the format specified by Craneware
- Submit an extract of the Formulary file (Drug Pharmacy review)
- Submit an extract of the Supply Item Master (Supply review)
- Submit an accurate twelve (12) month revenue and usage file in the format specified by Craneware
- Review and distribute all Review Reports, including suggested additions, deletions and modifications to onsite meeting attendees

3. Meetings with Department Managers:

A Craneware consultant will meet onsite with the Customer CDM Coordinator/Manager and with a member of the business office prior to meeting with any departments.

The consultant will meet onsite with Customer's department representatives to answer department specific questions and to review, discuss and approve recommended CDM changes. Customer is responsible for ensuring availability of all identified department representatives during scheduled site-visit. Craneware commits to a good faith transfer of knowledge during the onsite visit so that all participants understand the basis for recommended changes. Customer is responsible for approving changes to the CDM.

The consultant will complete the review by meeting with the CDM Coordinator/Manager to review findings and identify next steps.

Craneware Deliverables:

- Onsite review of department CDM with each department's representative/s to identify missing revenue opportunities
- Verify and correct intent of service issues, CPT/HCPCS codes, revenue codes and charge modifications
- Obtain department representative sign-off on department CDM changes or document where delays in signoff are expected
- Creation of reports reflecting changes made to CMT

Customer Deliverables:

- Ensure availability of staff during onsite visit
- Distribute schedule of onsite visit to relevant Customer department staff
- Assure department signoff on recommendations within seven (7) days of the meeting

4. Transition of Craneware Completed CDM:

After completing all approved changes in CMT Craneware's consultant will transition the CDM maintenance process to the Customer's designated CDM Coordinator/Manager.

- Craneware's consultant will generate a report of all changes to be made to the Customer's CDM within Chargemaster Toolkit. Customer will be responsible for posting the changes into their financial system (utilize Interface Scripting Module (ISM) to post changes if applicable).
- The final recommendations will include best practice recommendations for the CDM maintenance process
- Set-up of implementation filters and export template for Customer to utilize during implementation of CDM changes

Craneware Deliverables:

- A detailed report of all approved changes to the CDM via CMT
- A final report summarizing and analyzing recommended changes to the CDM. This report shall include recommendations for improvements in coding, documentation and charge capture.

Customer Deliverables:

- Post accepted CMT changes to CDM
- Provide updated CDM with changes/modifications to clinical departments
- Ensure clinical charging systems are updated

Any expansion of this Scope of Work will require an amendment to the contract.