

**FOURTH AMENDMENT TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO AND  
CRANWARE, INC.**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2023, by and between the COUNTY OF SAN MATEO, acting by and through the San Mateo Medical Center, hereinafter called "County," or "Customer" and Craneware, Inc., a Florida corporation, on behalf of itself and its parent company, Craneware plc, a corporation organized under the laws of the United Kingdom and all of its direct and indirect subsidiaries, including but not limited to Sentry Data Systems, Inc. ("Sentry"), a Florida corporation, and Agilum Healthcare Intelligence, Inc. ("Agilum"), a Tennessee corporation (collectively, "Contractor," "The Craneware Group™" or "Craneware");

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for Craneware software license and services on August 27, 2014 and the agreement has been amended three times to add supplemental license products and professional services related to review of the charge description master (CDM); and

WHEREAS, the parties wish to further amend the Agreement to conduct a formulary review and provide a comprehensive CDM review and education services extending the term of the Agreement through July 30, 2024.

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:**

1. Section 1 Term, of the agreement is amended to read as follows:

Subject to compliance with all terms and conditions, the term of this Agreement shall be from August 1, 2014 through July 30, 2024.

2. Section 4 (a), Payment of the agreement is amended to read as follows:

**Payment.** Customer is obligated to strictly comply with the Payment Schedule set-forth on the Licensed Products and Services Schedule. Annual Fees are payable in advance and are due upon execution of this Agreement and, thereafter, are due on the anniversary of the Start Date. **Craneware shall issue an invoice of any upcoming payment date to Customer, and such invoice shall trigger the duty to pay future annual fees.** Craneware shall issue a invoice of any upcoming payment date to Customer, but such Invoice shall not grant Customer any extension of the time to pay as previously agreed and recorded on the Licensed Products and Services Schedule. Each Invoice shall be issued to Customer by Craneware at least ninety (90) days prior to the Invoice payment due date. Payments not made timely shall accrue interest at the lesser of (1) the compounded rate of 1.5% per month; or (2) the maximum rate allowed by the applicable law. Craneware reserves the right to increase Annual Fees and Professional Services Fees once per year during the Term of this Agreement and any Renewal Term. Increases will not exceed the greater of the C.P.I. or 5%. For purposes of the foregoing, "C.P.I." shall mean the Consumer Price Index for All Urban Consumers, U.S. City Average, published by the U.S. Bureau of Labor Statistics of the U.S. Department of Labor (base year 1982-84=100), as of the most recent calendar month

for which the Index is published prior to the Agreement anniversary month. Increases to any Annual Fee as well as any additional sums owed for Sales Taxes as per the following sub-section "Sales Tax" shall be owed in addition to the Annual Fees listed on each Order Form." However, in no event shall total payment for services under this Agreement exceed \$727,271. In the event of a mutually-agreed upon Renewal Term, the not to exceed amount will be modified as part of any such written Amendment.

3. Section 11, Contract Dollar Amount of the agreement is amended to read as follows:  
In no event shall total payment for services under this Agreement for the Initial Term exceed SEVEN HUNDRED TWENTY-SEVEN THOUSAND TWO HUNDRED SEVENTY-ONE DOLLARS (\$727,271).
4. The incorporation of the terms and conditions set-forth on the attached *Amended Part 2* and *Amended Part 3* for an Extension to 07/30/2024 and Exhibits D.1, D.2, and D.3.
5. **All other terms and conditions of the agreement, as previously amended, between the County and Contractor shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: **CRANEWARE, INC**

<small>DocuSigned by:</small>  <small>5F00377B885D428...</small>	5/15/2023   7:31 PM PDT	Seth M. Droe
_____ Contractor Signature	_____ Date	_____ Contractor Name (please print) CRO

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By:  
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:  
Clerk of Said Board

- **Amended Part 2. Fees & user licenses** (subject to § 4 sub-sections "Payment" & "Sales Tax" & § 6 sub-section "Expenses and Additional Fees")

Licensed Applications and Services	Number of Licensed Entities	Total User Licenses	License Fee Annual Amount	Implementation & Training Fees* (one-time fee)
Trisus® Chargemaster	1	25 per licensed TCHG entity	\$91,856	N/A
Trisus® Reference for TCHG				
Integration for Chargemaster Management-TCHG <b>Newly Added 7/31/2023</b>	1	1 per licensed TCHG entity	\$3,900	\$11,475
Trisus® Supplies Assistant <b>Newly Added 7/31/2023</b>	1		\$18,532	\$1,356
<b>License and Implementation Fee Totals</b>			\$114,288	\$12,831
<b>Additional Professional Services - See Scope of Work:</b>				
Chargemaster Quality Review and Education				\$34,620
Formulary Review				\$11,400
Trisus Chargemaster File Template – for Epic				\$22,600
<b>Additional Services Only Total</b>				\$68,620

\* Training and implementation plans are outlined in attached Scope of Work.

- **Amended Part 3. Payment Schedule** (subject to § 4 sub-sections "Payment" and "Sales Tax" and § 6 subsection "Expenses and Additional Fees")

License Period	License Fee Annual Amount <sup>1</sup>	Implementation & Training	Additional Professional Services	Payment Due Date
June 30, 2023 to July 30, 2023	**	\$0	\$68,620	Upon contract signature
July 31, 2023 to July 30, 2024	\$114,288			

\*\* The License Fee Annual Amount for the License Period June 30, 2023 to July 30, 2023 was previously prepaid by Customer in accordance with Invoice INVINC005918.

<sup>1</sup> In accordance with § 4 sub-section "Payment", Annual Fees and Professional Services Fees shall increase once per year during any Renewal Term. Increases will not exceed the greater of C.P.I. or 5%. For purposes of the foregoing, "C.P.I." shall mean the Consumer Price Index for All Urban Consumers, U.S. City Average, published by the U.S. Bureau of Labor Statistics of the U.S. Department of Labor (base year 1982-84=100), as of the most recent calendar month for which the Index is published prior to the Agreement anniversary month.

Increases to any Annual Fee due to application of the foregoing provision, as well as any additional sums owed for Sales Taxes as per § 4(b) of the Agreement ("Sales Tax") shall be owed in addition to the Annual Fees listed on each Order Form.

## **EXHIBIT D.1 – FORMULARY REVIEW SCOPE OF WORK**

**Purpose:** The Craneware Group will conduct a Formulary Review to validate coding, billing units, regulatory compliance and to identify possible issues and potential revenue opportunities.

**Included Hospital(s):** HCA452 – San Mateo Medical Center

**Formulary Line Items Not to Exceed:** 3500

### **Customer Roles:**

#### Executive Sponsor:

Customer shall designate an Executive Sponsor for the engagement. The Executive Sponsor is typically the CEO, CFO, Vice President of Revenue Integrity, or business office administrator. The Executive Sponsor will be kept apprised of progress with the engagement through completion. The Executive Sponsor may become involved in the engagement, if necessary, to address barriers to a timely completion.

#### Project Manager:

Customer will need to designate a Project Manager for the engagement that will have the authority, staff, and other resources reasonably necessary to oversee the project and preparation of any data or software files. The Project Manager shall attend all scheduled calls throughout the course of the engagement. He or she will provide Craneware with an address, phone number and e-mail where he or she can be reached during normal business hours.

### **Pharmacy Data Review Phases:**

#### 1. Project Kick-off:

The purpose of the project kick-off is to ensure all stakeholders have a complete understanding of the process 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 implementation.
- Introductory call with Project Manager to determine project timeline and identify key stakeholders.

The discussion during the meetings will be based on materials provided to Customer's Project Manager in the data requirement specifications. Customer's Project Manager is accountable for distribution and review of the appropriate these materials to the project team.

#### Craneware Deliverables:

- Data requirement specification file
- Creation and review of project plan
- Creation and verification of onsite review

#### Customer Deliverables:

- Distribute and review data requirement specification materials
- Ensure availability of required staff for all calls
- Confirm milestone dates in project plan
- Confirm data extract delivery date to Craneware
- Confirm onsite date for review of models and final model selection

#### 2. Initial Review of Customer Data

Craneware will conduct a comprehensive review of Customer's data to determine high-risk focus areas as follows:

- Purchased drugs that do not exist in the Formulary
- Drugs in the Formulary that are not assigned to the appropriate charge code
- Drugs in the Formulary with an inaccurate price according to established pricing policies provided by the Customer (if provided)
- Drugs in the Formulary that have an incorrect billing conversion factor resulting in posting erroneous billing units
- Drugs with inaccurate CDM descriptions, billing units, revenue codes, and HCPCS codes for pharmacy items in the CDM
- Drugs where purchase cost exceeds AWP or ASP (preference of which to be designated by Customer during kick off call) in excess of a 10% tolerance

- Purchased drugs associated with packaged CPT/HCPCS codes not present in CDM
- Reimbursable charge items that have a CPT/HCPCS code that does not match Craneware recommended code for the NDC
- Packaged charge items that have a CPT/HCPCS code that does not match Craneware's recommended code for the NDC
- Purchased drugs that have not been billed, or where the purchased units significantly exceed the billed units during a selected date range
- Primary NDC in the formulary is not the suggested, based on purchase volume
- Drugs were purchased at discount (on the 340B purchase account) without outpatient volume in the revenue and usage
- Items with an assigned revenue code in the CDM other than 637, and the route of administration and/or the facilities MAC classifies the item as self-administered
- NDCs that are potentially at risk using the JW Modifier
- Accuracy and completeness of the CDM for pharmacy

Customer Deliverable:

- Submit an extract of the Formulary file (Drug Pharmacy review) including CDM number
- Submit an extract of the current CDM in the format specified by Craneware
- Twelve (12) months: Revenue & Usage, Purchase History and Charge Summary (all from the exact same time period, must include Location)

Craneware Deliverable:

- Analysis of the CDM for missing, incorrect, deleted, replaced or invalid CPT/HCPCS codes, including modifiers
- Analysis of current structure of CPT/HCPCS codes and revenue codes
- Analysis of CDM for charges related to non-covered items and services (i.e. Status Indicator E)
- Revision of descriptions to reflect actual service
- Analysis comparing national drug codes to CPT/HCPCS code
- Analysis and identification of any incorrect multiplier
- Analysis of purchases not in Formulary
- Analysis of Formulary cost less than AWP/ASP in excess of 10% tolerance
- Generic Volume Reconciliation of purchased drugs vs. billed units
- Primary NDC recommendations based on purchased volume
- Analysis of Waste/Waste Level build

3. Final Reports

Craneware will provide a comprehensive summary Report of findings and recommendations. This report shall include recommendations for improvements in coding, documentation, and charge capture. Craneware will conduct a virtual meeting with project participants (including the Executive Sponsor) to review the Pharmacy Final Report and answer any remaining questions.

Craneware Deliverable:

- Final Report with supporting detail documentation

Customer Deliverable:

- Confirm department approval of all CDM updates
- Implement updates to the CDM
- Provide updated CDM with changes/modifications to clinical departments

## **EXHIBIT D.2 – CHARGE DESCRIPTION MASTER QUALITY REVIEW AND EDUCATION SERVICE**

### **SCOPE OF WORK**

**Purpose:** The Craneware Group's (TCG) comprehensive Charge Description Master (CDM) Review aims to bridge the gap between financial and clinical departments. Using TCG's Chargemaster application to support the Review, Craneware's team of experts:

- Perform a CDM review to establish a baseline indicator as compared to best practice benchmarks
- Identify and address coding and charging errors related to billable services and supplies
- Analyze revenue and usage to identify potentially missing charges
- Minimize compliance risk
- Provide education that promotes a clear understanding of accountabilities across the organization

**NOTE:** Review of Pharmacy line items are excluded here and completed as part of the Formulary Review

**Included Hospital:** HCA452 San Mateo Medical Center

**CDM Line Items Not to Exceed:** 9,800 lines

#### **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. 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 facility 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.

#### **Our Methodology:** [\(Specific to Hospital CDM Review\)](#)

Craneware will provide a comprehensive review of Customer's CDM file and recommend additions, modifications and and/or deactivations as necessary to CPT/HCPCS codes (primary and one Alternative), revenue codes, modifiers, multipliers and line item descriptions consistent with payer rules.

#### **1. Project Kick-off:**

Scheduled calls help to ensure stakeholders have a thorough understanding of the project and accountabilities.

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

#### **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:**

Craneware will conduct an initial offsite review of the Customer's active CDM lines (defined as lines with volume in the prior twelve (12) months) to establish a baseline indicator of the CDM quality. Supply items will be matched to the corresponding catalog number in the Supply Item Master for CPT/HCPCS and Revenue Code validation and accuracy.

**NOTE:**

1. Supply items **with** volume will be reviewed.
2. Review of relevant supply records is limited to those values and records specifically associated with the CDM; a full Item Master Review is outside of this scope.

Correct CPT/HCPCS coding:

- Identify items with missing and/or incorrect CPT/HCPCS codes and provide best practice recommendations
- Review the validity and accuracy of the CPT/HCPCS codes to listed item descriptions
- Evaluate relevant CPT/HCPCS and revenue code combinations for each clinical department

Revenue code issues:

- Identify items with missing revenue codes
- Determine the validity and accuracy of revenue codes to listed item descriptions
- Clarify the validity, accuracy, and alignment of the revenue codes listed as compared to CPT/HCPCS codes
- Validate correct revenue codes have been assigned to implants to help ensure proper billing and reimbursement
- If included as part of the hospital CDM, review professional, statistical, and patient convenience items for accuracy and validity

Description issues:

- Review descriptions for accurate Intent of Service
- Identify items with missing descriptions (Invalid)

Modifier issues:

- Identify items that may be missing modifiers
- Determine if assigned modifiers are accurate

Multiplier issues:

- Identify items that may be missing a multiplier
- Determine if assigned multipliers are accurate

Other issues:

- Identify all obsolete codes for possible deletion or modification
- Review for regulatory standards (Compliance)
- Review for charge uniformity

Customer Deliverables (no less than thirty (30) days prior to the scheduled Departmental Interviews):

- Submit an extract of the current CDM in the format specified by Craneware
- Submit an extract of the Supply Item Master (Supply review) including CDM number and Bill Item ID
- Submit an accurate twelve (12) month revenue and usage file (including Bill Item ID) in the format specified by Craneware

Craneware Deliverables:

- Analysis of the CDM for missing, incorrect, deleted, replaced or invalid CPT/HCPCS codes, including modifiers
- Analysis of current structure of CPT/HCPCS codes and revenue codes
- Analysis of CDM for charges related to non-covered items and services (i.e. Status Indicator E)
- Revision of descriptions to reflect actual service
- Examination of coding processes and procedures for supplies
- Analysis of the CPT/HCPCS code in the CDM to the recommended CPT/HCPCS code (based on Vendor/Catalog information)
- Analysis and identification of any incorrect multiplier

- Creation of a list of department specific questions to facilitate discussion and validation during Departmental Interviews

### 3. Meetings with Department Managers:

Craneware will meet with the Customer CDM Coordinator/Manager prior to meeting with any departments. Craneware will complete the CDM Review by meeting with the CDM Coordinator/Manager and any interested stakeholders to review findings and identify next steps.

#### Clinical Department Interviews:

- Craneware will meet with Customer's department representatives to answer department specific questions and to review, discuss and approve recommended CDM changes
- Craneware commits to a good faith transfer of knowledge during the Department meetings so that all participants understand the basis for recommended changes
- Customer is responsible for approving changes to the CDM

#### Revenue Opportunity Analysis:

- Craneware will interview department managers to validate the accuracy of services currently rendered by their department and identify potential missing revenue opportunities using Craneware's Linked and Best Practice resources

#### Craneware Deliverables:

- 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
- Department representative education specific to CDM set-up/structure, CPT/HCPCS coding, revenue code assignment, charge capture, compliance risks and other CDM related information as appropriate
- Recommendations for improvements to processes and procedures
- Obtain department representative sign-off on department CDM changes (or document where delays in signoff are expected)

#### Customer Deliverables:

- Ensure availability of staff for all meetings/interviews
- Distribute schedule of Department interviews to relevant Customer department staff
- Assure department signoff on recommendations within seven (7) days of the meeting

### 4. Final Steps:

Craneware will create and provide a comprehensive summary Report of findings and recommended changes to the CDM. This Report shall include recommendations for improvements in coding, documentation and charge capture. Following delivery of the draft Report Craneware will conduct a WebEx meeting with project participants (including the Executive Sponsor) to review the Final Report and answer any remaining questions.

#### Craneware Deliverables:

- A Summary Report includes:
  - General Statements and Recommendations
  - Final Report Dashboard, in Excel format, with Tabs for:
    - Dashboard – high level Summary
    - Findings Summary – a summary of the CDM Review findings that can be filtered by department
    - Findings Detail – detailed CDM Review Findings, Recommendations, applicable source authority references and an additional space for Customer's Management Response/Action Plan
    - Financial Summary
    - Additions, Modifications, Deactivations
    - Addendums as appropriate
- Excel spreadsheet of all approved additions, modifications, deactivations and other pertinent findings

**NOTE:** One Draft Report will be provided to the Customer for review prior to the Final Report being delivered. The Draft Report is intended to allow the Customer an opportunity to review the Findings and Recommendations prior to finalization. Any response related to the Draft Report must be made within seven (7) days of delivery. These Reports are intended to reflect the assessment and observations made by The Craneware Group.

#### Customer Deliverables:

- Confirm department approval of all CDM updates
- Implement updates to the CDM
- Provide updated CDM with changes/modifications to clinical departments
- Ensure clinical charging systems are updated; including manual charge sheets and charge interfaces

Any expansion of this Scope of Work will require an amendment

## **EXHIBIT D.3 – TRISUS CHARGEMASTER FILE TEMPLATE – FOR EPIC**

### **SCOPE OF WORK**

**Purpose:** This document outlines the Scope of Work designed to assist Customer in maximizing its use of the Craneware Trisus Chargemaster by providing a consultative implementation based on industry best practices and customer business model needs. This Scope of Work shall be completed according to defined deliverables and budgeted hours.

#### **Customer Roles:**

##### Executive Sponsor:

Customer shall designate an Executive Sponsor for the Trisus Chargemaster project. The Executive Sponsor is typically the CEO, CFO, Vice President of Revenue Integrity, or Patient Financial Services Administrator. The Executive Sponsor will be kept apprised of all progress with the Trisus Chargemaster project through completion. The Executive Sponsor may become involved in the project if necessary to address barriers to a timely implementation.

##### Project Manager:

The facility shall designate a Project Manager for Trisus Chargemaster project, who will have the authority, staff and other resources reasonably necessary to oversee the implementation of Trisus Chargemaster, the preparation of data files and training. The Project Manager shall attend all scheduled calls throughout the course of the implementation. He or she will provide Craneware with an address, phone number and e-mail where he or she can be reached during normal business hours.

**Any onsite events will occur in one centralized location to cover facilities outlined in the Licensed Products and Services Schedule of this Agreement.**

#### **Trisus Chargemaster Implementation Phases:**

1. Project Kick-off:

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

Project kick-off calls include:

- Introductory call with Executive Sponsor to discuss high level project plan and identify senior leadership's goals and objectives for implementation.
- Introductory call with Project Manager to determine project timeline, identify key stakeholders and overview of discovery questionnaire. The Implementation Manager will evaluate the customers current business model and desired future state to provide a recommendation of the appropriate set-up.
- Technical requirements gathering call with facility IT staff to determine required data extracts and application implementation requirements.
- Product review call with applicable facility stakeholders as identified by Customer to discuss product functionality of the purchased product(s). (If applicable)
- If the Integration for Chargemaster module has been purchased, a separate call will be conducted to determine the necessary charge description master (CDM) fields for successful implementation prior to submitting the CDM data extract.

The discussion during the meetings will be based on materials provided to Customer's Project Manager in the Starter Pack, customers business model and desired future state. Customer's Project Manager is accountable for distribution and review of the appropriate Starter Pack materials to the project team.

##### Craneware Deliverables:

- Technical specifications provided in the Starter Pack URL sent by Craneware Support
- Creation and review of project plan
- Creation and verification of training agenda

##### Customer Deliverables:

- Distribute and review Starter Pack materials
- Completion of discovery questionnaire
- Ensure availability of required staff for all calls
- Confirm milestone dates in project plan
- Confirm data extract delivery date to Craneware Support
- Confirm training dates for training completion within 60 days of contract signature

2. Creation of CDM Files:

Trisus Chargemaster requires an extract of Customer's CDM data for analysis. Customer shall determine the fields to include in this extract taking into account the information related to CDM Extract Specifications provided in the Starter Pack as well as any additional solutions purchased such as Integration for Chargemaster. Data must be delivered to Craneware Support in a format and database that is compatible with Trisus Chargemaster and complies with Starter Pack specifications. Upon delivery of file extracts to Craneware, Customer's data shall be reviewed for compliance with Craneware's specifications and templated for use with Trisus Chargemaster.

Craneware Deliverables:

- Conversion of Customer CDM extract
- Delivery of Trisus Chargemaster file(s)

Customer Deliverables:

- Creation and delivery of hospital CDM extract to Craneware Support
- Completion of Customization Agreement Form (CAF) to Craneware Support

3. Establishing Connectivity:

Customer's IT Team are required to read the Recommended IT Specifications document provided in the Starter Pack. In preparation for implementation of Trisus Chargemaster the Customer must provide CDM data compliant with Starter Pack specifications. Craneware will provide an IT resource to discuss the configuration of the SFTP connection and file delivery methodology. Trisus uses an SFTP process for the transmission of data to Craneware.

Craneware Deliverable:

- SFTP login credentials
- IP address, Host name/Domain Name/DNS, and Port Number

Customer Deliverables:

- Ensure availability of IT team member throughout project
- Assure proper network permissions are allowed for Trisus Chargemaster and SFTP configuration are allowed for Trisus Chargemaster file delivery

4. Application Set-up:

Prior to training, the Implementation Manager will complete Facility Administrator training with Customer's designated users remotely. The Facility Administrator training will include system configuration and security set-up.

Craneware Deliverables:

- Two-hour remote training with Customer Facility Administrator to ensure proper set-up of Trisus Chargemaster

Customer Deliverables:

- Prepare a list of Customer users in accordance with user list template
- Identify Facility Administrator and back-up Facility Administrator
- Ensure availability of Facility Administrator and back-up for remote training

5. Application Training:

In accordance with Customer's project plan, web-based user training will be conducted on Trisus Chargemaster features and functionality via Craneware Academy prior to training. The training agenda will be customized to the Customer's specific business model. Participants in the training process typically include:

Trisus Chargemaster Power User(s). As the person(s) who will be primarily responsible for chargemaster maintenance, it is required for this person to complete web-based training and attend all scheduled trainings. The Primary Trisus Chargemaster User(s) include the supervisor.

Facility Administrator Back-up. As the person who will be the back-up Facility Administrator, it is required for this person to complete web-based training and attend all scheduled trainings.

Ancillary Departments/Finance/Billing/HIM Departments. In accordance with the project plan, Craneware will help Customer determine what portion of the training ancillary users should be involved in based on desired processes.

Craneware Deliverables:

- IF HOSPITAL CHARGEMASTER: Deliver application training in accordance with the project plan not to exceed 20 hours of training for hospital chargemaster
- IF PROFESSIONAL CHARGEMASTER: Deliver application training in accordance with the project plan not to exceed 8 hours of training for professional chargemaster

- IF HOSPITAL AND PROFESSIONAL: Deliver application training in accordance with the project plan not to exceed 24 total hours of training for both hospital and professional chargemaster
- Deliver Implementation Findings Summary to Customer post-training

Customer Deliverables:

- Completion of web-based training via Craneware Academy
- Ensure availability of required staff for entire training
- Provide a physical meeting space, conducive to learning, which has a projector and screen for the duration of training if onsite

6. Future State Process Map:

During training, the Craneware Implementation Manager will work with the customer to design future state integrating Craneware solutions within the customers business processes. This will be done through utilizing industry and Craneware best practices integrating Craneware solutions, analysis and observations through assessments including discovery questionnaire, role assessments, and SIPOC of current state.

Craneware Deliverables:

- Future state process map integrating Trisus Chargemaster into business operations

Customer Deliverable:

- Participation in process mapping exercises including but not limited to: current state assessment, role assessments, and SIPOC of current state.

7. Basic Workflow Set-up:

During training, the Craneware Implementation Manager shall set-up one basic workflow review policy for the Customer. The review policy shall apply to all GLs. Customer will be trained on how to create additional review policies. Customer shall also be trained on how to modify review policies.

Craneware Deliverables:

- Set-up of one basic workflow review policy
- Train Customer on how to create and modify review policies

Customer Deliverable:

- Attend web-based Craneware Academy module for Workflow Change Request Process

8. Follow-up Software Training:

During the first 12 months of the contract, the Customer will have the ability to request a second training session. This session will include accessibility to a member of the Customer Success Team for up to 2 days to complete refresher and/or advanced functionality training. The follow-up session must occur within one year of contract signature. The agenda will be mutually agreed upon by Customer and Craneware. Should the Customer choose to decline the follow-up training, they shall provide this direction in writing to Craneware.

Craneware Deliverable:

- Training (2 days) within first twelve months of contract

Customer Deliverables:

- Specify training date preference of follow-up session
- Ensure availability of required staff during all follow-up training sessions