Aptarro Reseller Agreement

Order Form: Revenue Cycle Engine

Reseller <u>CareTracker, Inc</u>   **Master Services Agreement Date**: <mark>UPDATE</mark>

Reseller Software Applications (for Integration/Interface): CareTracker, Inc.

This is a Order Form under the above-identified Master Services Agreement between Alpha II, LLC ("Alpha II"), and Reseller (the "Agreement"). Alpha II and CTI Systems, Inc., d/b/a Aptarro are affiliated companies. This Order Form will be effective as of the last date signed below (the "Effective Date").

In consideration of the mutual benefits to be gained hereby, the parties agree as stated below.

Revenue Cycle Engine: The Revenue Cycle Engine is a rules engine-based software platform that processes healthcare transaction datasets against comprehensive industry and customized rules to improve staff efficiency and the quality and compliance of the data. The Revenue Cycle Engine will be used to scrub claims and send edits to CareTracker PM. Edits will be worked by users in the CareTracker PM system. The Revenue Cycle Engine functionality, under this Agreement, does not include the Autocorrect Engine. If the Reseller elects to utilize the Autocorrect Engine, an additional fee will apply.

Scope: Pursuant to this Order Form and the terms of the Agreement, Aptarro hereby licenses to Reseller and Reseller Subsidiaries the right to resell the Revenue Cycle Engine software to their customers. The parties may add, remove or rename companies to Reseller Subsidiaries through a written amendment hereto signed by both parties. Edit content is outlined in **Exhibit D.**

Term: This Order Form is enforceable as of the date of signature by the parties. Notwithstanding the foregoing, the initial term shall commence on July 1, 2025, and continue for one (1) year unless earlier terminated per the terms of the Agreement. Thereafter, this Order Form shall automatically renew for successive one-year terms unless either party provides written notice of non-renewal at least sixty (60) days prior to the end of the then-current term.

Termination of Order Form: Either party may terminate this Order Form by providing a written notice of non-renewal to the other party at least sixty (60) days prior to the end of the then-current Term, or in accordance with the Agreement. Early termination of this Order Form or of any underlying Customer agreement with a Customer does not terminate Customer's responsibility to pay Company all Fees due through the end of the then-current Term.

Fees: Reseller agrees to pay Aptarro the fees as stated in **Exhibit A**.

End User Agreement: Reseller will ensure that their customers affirmatively review and agree to the Aptarro's End User Agreement (EUA), a current copy of which is attached hereto as **Exhibit B**, or in the alternative, ensure that end users execute a binding contract that includes the terms and conditions equivalent to those of the EUA. The parties will work together to adapt the EUA to the downstream contract structure used by Reseller or Reseller Subsidiaries, as applicable. Aptarro may change the EUA from time to time and must promptly communicate such changes to Reseller.

Support: Reseller shall be responsible for Tier 1 support to its customers. Aptarro will provide Tier 2 support to Reseller as described in **Exhibit C**.

CPT License: Reseller agrees to maintain a license with the American Medical Association (AMA) to use the CPT in Reseller Applications with which the Aptarro Software is integrated or used. For the purpose of enforcing its rights, limitations of liability, and disclaimers, as stated herein, the AMA is a third-party beneficiary to this Agreement. Reseller may not represent that it or its products are approved or endorsed by the AMA. Reseller may not use AMA trademarks in promotional materials without prior AMA approval. Reseller agrees that Aptarro may report to the AMA the existence of this Order Form.

General Terms: Aptarro hereby grant permission to Reseller to market and provide access to the Revenue Cycle Engine in accordance with the terms and conditions of the Agreement as modified and extended by this Order Form. Reseller agrees to use commercially reasonable efforts to market and resell the Aptarro Software to all new and current domestic United States customers of the Reseller's Software Applications.

Alpha II, LLC & CTI Systems, Inc. d/b/a Aptarro, Inc.   **CareTracker, Inc.**

By: _____   By: _____

Printed Name: _____   Printed Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Exhibit A

Fees

(a) Initial Reseller Implementation Fees: The initial implementation fee is included in the Initial Monthly Fee.

	Initial Implementation Services	Fee
I	**Integration with CareTracker Practice Management System (PM)**	$24,000
	o Synchronization with CareTracker PM Master Files	
	o Creation IMF interface into RCE from CareTracker	
	o Creation EMF interface out of RCE to CareTracker	
II	**Rule Implementation and Training**	$10,000
	o Creation of CareTracker specific library of rules	
	o Deploy National and Industry Standard Rules	
	o Rule-Writing Training	
III	**Project Management and On-Site Consultation**	$5,000
	o Comprehensive Project Management Services	
	o On-Site Analysis of Customer Processes	
	o Simulation and Round-Trip Testing	
	o Go Live Support	
	o Post Live Consultation	
IV	**Subtotal**	$39,000
V	**Discount for including implementation in Initial Monthly Fee**	-$39,000
VI	**Total**	**$0**

(b) The Revenue Cycle Engine Software Subscription Fees: Reseller agrees to pay an Initial Monthly Subscription Fee of $25,819.75 from July 1, 2025, thru December 31,2025 and $79,060.75 from January 1, 2026 thru June 30, 2026, for the usage of the Revenue Cycle Engine. Compensation for services shall be delineated into two distinct pricing structures: a fixed per-provider fee applicable to high-volume submitters, defined as those submitting ten (10) or more claims per calendar month; and a separate, per-provider fee, applicable to low-volume submitters, defined as those submitting fewer than ten (10) claims per calendar month. For clarification, CPM denotes Claims Per Month. The Initial Monthly Fee will be in effect from July 1, 2025, thru June 30, 2026.

July 1, 2025 - December 31, 2025

Revenue Cycle Engine	Providers	Per Provider Fee	Initial Monthly Fee
Software Subscription ≥10 CPM	3203	$5.75	$18,417.25
Hosting ≥ CPM	3203	$1.75	$5,605.25
Software Subscription <10 CPM	553	$2.50	$1,382.50
2Hosting <10 CPM	553	$0.75	$414.75

January 1, 2026- June 30 2026

Revenue Cycle Engine	Providers	Per Provider Fee	Initial Monthly Fee
Software Subscription ≥10 CPM	3203	$17.75	$56,853.25

Hosting ≥CPM	3203	$5.25	$16,815.75
Software Subscription <10 CPM	553	$7.50	$4,147.50
Hosting <10 CPM	553	$2.25	$1,244.25

After the Initial Term, the monthly subscription fee will be calculated according to the tier structure below.

Revenue Cycle Engine	Providers	Per Provider Fee
Software Subscription ≥10 CPM	0 - 3000	$12.50
	3001- 3500	$11.50
	3501 and up	$10.50
Hosting ≥ CPM	0 - 3000	$3.50
	3001- 3500	$3.50
	3501 and up	$3.50
Software Subscription <10 CPM		$5.00
Hosting <10 CPM		$1.50

(c) Reseller Additional Implementation Fee Schedule: If additional services are required, Reseller agrees to pay Aptarro Implementation Services at then current market rates. Current pricing is listed below, but subject to change.

Description	Price	Notes
Net New RCE Installation	$36,000	This single SKU encompasses all standard implementation procedures including 1 charge interface into RCE.
Add on RCE Integration - New db on same RCE Instance	$2,500	Excludes training and project management
Add on RCE Integration- New instance of same RCM system	$10,500	Excludes training and project management
Add on - Additional new RCM system	$17,500	Excludes training and project management
Rule Writing Blocks	$1,250	5 hours at $200/hr
On-Site Consultation	$2,500	Per Day
RCE HL7 Standard Interface	$10,500	
RCE HL7 Custom Interface	TBD	Services Leadership needs to review to ensure the request is truly an interface copy
RCE Interface Copy	$2,500	Services Leadership needs to review to ensure the request is truly an interface copy
RCE Interface Modifications	$275	Per hour
RCE Data Extraction	$18,500	One time fee. No maintenance fees.
RCE Charge History Backfill	$1,000	Per Practice
RCE Server Move	$2,500	Per Environment
Per hour (when necessary)	$275	Services Leadership needs to review and approve before we present a project based on per hour costs
RCE HCC Coding Module deployed on existing RCE customer	$12,500	One time fee.

(d) Fee Increase: All fees stated herein may be increased on each anniversary of this agreement at the discretion of Aptarro, provided Aptarro provides Reseller with written notice which describes such fee increase at least ninety (90) days in advance of the anniversary of this agreement.

Exhibit B
Aptarro Software End User Agreement

THIS END USER AGREEMENT ("EUA") constitutes a legal agreement between you and CTI Systems, Inc. d/b/a Aptarro (together "Aptarro") and states the terms and conditions under which you may use Aptarro and/or Aptarro, as applicable ("Aptarro Software").

Scope. Until this EUA terminates, Aptarro grants to you a non-exclusive and non-transferable license to access and use the Licensed Software and to use the Documentation for the sole and exclusive purpose for which the Licensed Software is intended under this EUA, as exclusively determined by Aptarro. This license may not be sublicensed. If applicable, you agree that you and your authorized employees shall access the Licensed Software solely via the Password.

Password. If any Password is assigned to you, you hereby accept responsibility for, and shall be liable for, all persons that access the Licensed Software using an assigned Password. A Password can only be assigned to a single user and may not be shared. You acknowledge that any Password assigned to you is confidential and may not be disclosed to any third parties, and you shall inform your authorized employees of the confidential nature of the Password. You shall be responsible for the continued confidentiality of the Password assigned to you, if any, and shall protect it like you would protect a trade secret. You shall not assign the Password, and all assignments of the Password by you shall be void. You shall only provide an assigned Password to those of your employees who have a need to know it and to no others. Aptarro shall have the right to disable and deny the Password without notice.

Unauthorized Access. You shall not allow Unauthorized Users to access the Licensed Software. In the event you become aware that the Licensed Software or any Password is being used in a manner not permitted by this EUA, you shall immediately notify Aptarro in writing of such facts. If the persons so using the Licensed Software or Password are employed by or otherwise subject to your direction and control, you shall use your best efforts to have such impermissible use of such Licensed Software or Password immediately cease.

Specifications. You hereby acknowledge and agree that certain hardware and system requirements are required to access and use the Licensed Software. You shall be solely responsible for meeting such computer hardware and system requirements.

Protection. You hereby acknowledge that the Licensed Software and Documentation, including information that links various medical procedures to certain insurance claims or insurance codes, are considered the confidential information of the Aptarro and contain trade secrets or copyrighted materials of the Aptarro ("Proprietary Information"). You shall hold such Proprietary information in strict confidence. You agree not to disclose the Proprietary Information to any third parties. This provision survives the termination of this EUA.

Intellectual Property Rights. You hereby agree that the Licensed Software and the Documentation is the sole and exclusive property of Aptarro. Aptarro owns all rights, title and interests to the Licensed Software and the Documentation including (but not limited to) any and all copyrights, patents, trademarks and trade secrets related thereto. Neither you nor any of your employees, officers, directors, shareholders, parents, affiliates, or subsidiaries will challenge Aptarro's ownership of the Licensed Software. The Licensed Software is and shall remain Aptarro's exclusive property. Except for the license expressly granted by this EUA, Aptarro grants no other rights to you with regard to the Licensed Software or to Aptarro's other intellectual property. Upon termination of this EUA, all licenses and rights granted to you by Aptarro terminate. This provision survives the termination of this EUA.

Trademark. You hereby acknowledge that the trademarks used by Aptarro are owned exclusively by Aptarro. All use of such trademarks and all goodwill developed therefrom shall inure exclusively to the benefit of and be on behalf of Aptarro. This Agreement does not grant you any right to use any trademark of Aptarro without the prior written consent of Aptarro. This provision survives the termination of this EUA.

Prohibitions. You agree that you shall not (and shall not allow your officers, directors, members, agents, representatives, employees or a third party to): (i) duplicate the Licensed Software; (ii) decompile, decrypt, disassemble or otherwise reverse engineer or attempt to reconstruct or discover any source code or algorithms of the Licensed Software by any means whatsoever; (iii) remove any product identification, copyright or other such notices; (iv) provide, lease, lend, use for timesharing or outsourcing or hosting or otherwise allow third parties to use or benefit from the Licensed Software; (v) modify, incorporate into other software or create a derivative work of any part of the Licensed Software; (vi) decompile, disassemble or otherwise reverse engineer or attempt to reconstruct the Proprietary Information (or any portion thereof); or (vii) provide, lease, lend, use for timesharing or outsourcing or hosting or otherwise allow unlicensed third parties to use or benefit from the Proprietary Information. This provision survives the termination of this EUA.

CPT. The Current Procedural Terminology ("CPT") is and shall remain the AMA's exclusive property. The CPT content is licensed to Submitter only for its internal use in the United States. Upon termination of this Agreement, all rights to CPT granted herein terminate. Submitter is prohibited from publishing, distributing via the Internet, creating derivative works from, transferring, licensing or otherwise making the CPT available to unauthorized persons. The CPT is copyrighted by, and "CPT" is a registered trademark of the AMA. The AMA is a third-party beneficiary to this Agreement for the purpose of enforcing its rights in the CPT and enforcing its rights, limitations of liability, and disclaimers as stated herein.

U.S. Government Rights regarding the CPT. This product includes CPT, which is commercial technical data, which was developed exclusively at private expense by the AMA, 330 North Wabash Avenue, Chicago, Illinois 60611. The AMA does not agree to license CPT to the Federal Government based on the license in FAR 52.227-14 (Data Rights - General) and DFARS 252.227-7015 (Technical Data - Commercial Items) or any other license provision. The AMA reserves all rights to approve any license with any Federal agency.

U.S. Government Rights regarding Aptarro Products. Aptarro represents that the licensed software and related deliverables are comprised of commercial technical data and computer databases, together with commercial computer software and commercial

computer software documentation, which was developed exclusively at private expense by Aptarro, a Delaware limited liability company, and third-party licensors, at private expense and not under government contract. Aptarro will not employ public funds in the development of the licensed software or any modifications, enhancements, or versions thereof which may result in a grant to any governmental entity of any ownership, license rights or any security interest in or to the Licensed Software. U.S. Government rights to use, modify, reproduce, release, perform, display or disclose these technical data and/or computer databases and/or computer software and/or computer software documentation are subject to the limited rights restrictions of DFARS 252.227-7015(b)(3) and/or subject to the restrictions of DFARS 227.7202-1(a) and DFARS 227.7202-3(a) (2016), as applicable for U.S. Department of Defense procurements; and the limited rights restrictions and/or subject to the restricted rights provisions of FAR 52.227-14 (May 2014), and FAR 52.227-19 (Dec 2007) as applicable, and any applicable agency FAR Supplements, for non-Department of Defense Federal procurements.

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RESULTS: APTARRO HAS MADE REASONABLE EFFORTS TO PROVIDE THAT THE INFORMATION CONTAINED IN THE LICENSED SOFTWARE IS ACCURATE. THE ULTIMATE RESPONSIBILITY FOR CORRECT CODING, HOWEVER, FALLS UPON THE MEDICAL PROVIDER OF SERVICES (AND YOU). APTARRO NEITHER EXPLICITLY NOR IMPLICITLY, WARRANTS/GUARANTEES THAT THE CONTAINED CODES, STATEMENTS OR NARRATIVES ARE ERROR-FREE. APTARRO DISCLAIMS ANY RESPONSIBILITY OR LIABILITY IF A DISPUTE OF PAYMENT ARISES, BASED ON CODES FROM THE LICENSED SOFTWARE, EITHER MEDICALLY OR OTHERWISE. YOU HEREBY ACKNOWLEDGE AND AGREE THAT (I) APTARRO DOES NOT WARRANT THE ACCURACY, COMPLETENESS, TIMELINESS OR USEFULNESS OF THE DATA; (II) YOU HAVE ASSUMED THE RISK OF DEFECTS OR DEFICIENCIES IN THE DATA; AND (III) APTARRO IS NOT RESPONSIBLE FOR THE RESULTS, SUCCESSFUL OR UNSUCCESSFUL, OBTAINED FROM USING THE SOFTWARE. THIS PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

Indemnification. You shall defend, indemnify, and hold harmless Aptarro from and against any and all claims, damages, expenses (including attorneys' fees) and liabilities arising from your negligence, the negligence of your employees, any breach of this EUA by you or your employees or any use or misuse of the Licensed Software by you or by Unauthorized Users who gain access to the Licensed Software through you. The terms of this provision shall survive termination of this EUA.

Limitation of Damages. Aptarro shall not be liable to you for any consequential, exemplary, incidental, or punitive damages, including, but not limited to, lost computer data, loss of privileges, lost profits, or lost savings regardless of whether you have been advised of the possibility of such damages in advance or whether such damages are reasonably foreseeable. This provision shall survive termination of this EUA.

Force Majeure. Aptarro and, if applicable, any reseller, value added reseller, or distributor which you have a contractual relationship shall not be liable to you for failing to perform its obligations under this EUA due to circumstances beyond the control of Aptarro. Such circumstances shall include, but not be limited to, any act(s) or omission(s) of any government or governmental authority, natural disaster(s), act(s) of a public enemy, riot(s), sabotage, disputes or differences with workers, act(s) of terrorism, power failure, delays in transportation or deliveries of supplies or materials, act(s) of God, computer failure or any event(s) reasonably beyond the control of Aptarro.

Access. You hereby acknowledge and agree that access to the Licensed Software may be affected by local market network telecommunications activity, electronic mail failure, capacity, and compatibility with third party communication equipment, communication software, web browsers and Internet (or Intranet) enabled software ("Interfering Technologies"). You hereby agree that Aptarro shall not be responsible for Interfering Technologies.

Downtime. You hereby acknowledge and agree that the Licensed Software may be inaccessible for a period of time for purposes of maintenance, installation, update implementation, replacement, backup or modification. You hereby acknowledge that Aptarro shall have no liability for your inability to access the Licensed Software during such reasonable downtime.

Lawful Purpose. You hereby represent and warrant all your (and your employees) access to the Licensed Software shall not violate any contract, statute, rule, regulation, or other obligation under which you are bound. You represent and warrant that you shall not access the Licensed Software to conduct or solicit the performance of any business or activity that is tortuous or prohibited by law.

Materials. Upon termination of this EUA, you agree to destroy all copies of the Licensed Software and Documentation provided to you and shall provide Aptarro, upon written request, with a signed certificate of compliance with this provision executed by you or your highest executive officer or authorized representative. This provision shall survive the termination of this EUA.

Termination. This EUA and your license to the Licensed Software shall terminate upon the occurrence of any of the following events: (i) your breach of this EUA and your failure to cure such breach within five (5) days of being given written notice of said breach; (ii) you or, if applicable, any reseller, value added reseller, or distributor which you have a contractual relationship, fails to pay the relevant license fees for your license of the Licensed Software; or (iii) either party is given thirty (30) days prior written notice by the other that this EUA shall terminate. Upon the termination of this EUA: (i) all licenses and rights granted you under this EUA immediately terminate; (ii) you shall cease accessing and using the Licensed Software and Documentation and (iii) you shall destroy all copies of the Licensed Software.

Miscellaneous. The relationship between you and Aptarro is that of a licensee and Aptarro, and that of independent contractors with regard to one another. The subject headings and captions of the paragraphs, sections and subsections of this EUA are included for purposes of convenience only and shall not affect the construction or interpretation of any of its provisions. This Agreement constitutes the entire agreement between the parties pertaining to the subject matter contained in it and supersedes all prior agreements, representations, and understandings. No supplement, modification or amendment of this EUA shall be binding unless executed in writing by both parties. No waiver of any of the provisions of this EUA shall be deemed or shall constitute a waiver of any other provisions, whether or not similar, nor shall any waiver constitute a continuing waiver. This Agreement shall be binding on and shall inure to the benefit of the parties hereto and their respective legal representatives and assigns. Notwithstanding any language to the contrary herein, this EUA may not be assigned by you without the prior written consent of Aptarro. Whenever possible, each provision of this EUA shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision of this EUA shall be or become prohibited or invalid under applicable law, such provision shall be ineffective to the extent of such prohibition or invalidity without invalidating the remainder of such provision or the remaining provisions of this EUA. Aptarro and you each mutually agree that this EUA shall be construed and enforced in accordance with the laws of the State of Florida, without regard to the internal law of Florida regarding conflict of laws. The parties mutually consent and submit to the jurisdiction of the federal or state courts of Leon County, Florida and any action or suit concerning this EUA or related matters shall only be brought by the parties in federal or state court with appropriate subject matter jurisdiction in Leon County, Florida. The parties mutually acknowledge and agree that they shall not raise in connection therewith, and hereby waive, any defenses based upon venue, inconvenience of forum or lack of personal jurisdiction in any action or suit brought in accordance with the foregoing.

Exhibit C

SUPPORT SERVICES AGREEMENT

Document Overview

Aptarro shall provide Support Services under our Support Services and Pricing Schedule. Aptarro shall update our Support Policies from time-to-time as necessary. An updated copy can be obtained from the Support Organization by sending an e-mail request to: (supportrcx@aptarro.com)

System Access

Electronic access by Aptarro is essential for real time response, access, and resolution of issues or to apply critical repairs within a production environment. Electronic access to Customer's systems must include connectivity to all necessary systems with acceptable throughput and bandwidth available to perform all necessary functions. Security should be reasonable but not impair swift, simple access for required responsiveness. Changes to electronic access should be communicated to Aptarro in a timely manner.

Software Updates

Aptarro shall provide Software Upgrades and Service Packs to Customers during the term of their Agreement at no additional charge.

- <u>Software Upgrades</u>: Provide new functionality and enhancements to the Licensed Software within the functional domain of the licensed components. Customer is expected to operate on the most current release or one prior release of the Software. Aptarro will provide Support Services for the current version of the Software and the two previous versions.
- <u>Service Packs</u> Consist of sets of modifications for the Software that are designed to address functional defects only.

Customer Responsibilities

Aptarro shall not be responsible for Customers' business and operational uses of the Software. Examples of areas that are the Customer's responsibility include:

- Correct data entry, coding, and submission of valid data in compliance with all applicable laws.
- Testing of the Software in accordance with the implementation procedures and rules selected by Customer before using the software in production.
- Obtaining, maintaining, and securing all documentation required for the billing process.
- Establishing an Aptarro Project Manager and/or designated Aptarro System Coordinator.
- Testing and validation of Customer-specific rules prior to placing rules into live, productive use.
- Documenting the requirements and conditions for customer-specific rules.
- Documenting the requirements for customized modifications to interface messages.
- Management of hardware, third-party software, system security, and data storage requirements.
- Establishing and managing the appropriate methods and frequency of creating backups of all data
- Establishing and managing interface operational schedules

Support Process

<u>Helpdesk Hours of Operation</u>

Aptarro shall provide support and consultation in the use and operation of the Aptarro software to the Customer's designated contact (or alternate) between the hours of 8:30 A.M and 5:00 P.M Monday through Friday, excluding Aptarro holidays, within the Customer's time zone.

<u>Aptarro Holidays</u>

The exact date a given holiday is observed may vary from year to year. Holidays include:

- New Year's Day
- Memorial Day

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- Independence Day
- Labor Day
- Thanksgiving
- Business Day before Christmas
- Christmas Day

Notifications will be sent to key Customer contacts via e-mail prior to each Aptarro holiday observance.

Logging a Service Request

There are currently two modes of service request submission: Email (supportrcx@aptarro.com) and Telephone (802-735-0089 option 1).

When a request is submitted, it is logged and assigned a unique tracking number, which will be communicated to the individual who submitted it. This tracking number should be referenced in all communications with the service center regarding that particular issue.

Aptarro is committed to protecting the security and privacy of protected heath information. Customers should only send patient information if it essential to addressing the customer's support issue. All documents containing sensitive data should fully comply with the US Health Insurance Portability and Accountability Act (HIPAA) policy, and be appropriately encrypted and protected prior to sending to Aptarro. Aptarro follows all applicable HIPAA policies with regard to the protection of PHI and will alert the customer to any issues discovered.

Before Logging a Service Request

Before logging a service request please:

1. Verify that the issue is related to the Aptarro software.

2. Collect any relevant error logs.

3. Where possible, attempt to reproduce the issue and record the workflow steps leading up to it.

4. Determine if the issue occurs randomly or consistently.

Issue Resolution

Aptarro shall use all reasonable methods to resolve Customer reported issues as quickly as possible. Response time timeframes are as follows:

Type	Response Time
Urgent Issues (System not operable)	15 minutes
Service Issue Acknowledgement	30 minutes
Critical Software Defect Resolution	48 Hours

Service Request Priority

Every request is assigned a priority. Identify the priority of the issue according to the following guidelines:

Priority	Issue Description
Urgent	Aptarro is entirely unusable; the system is down or unavailable
High	Aptarro is available, but on a limited or intermittent basis, data or transactions are missing
Medium	Aptarro software is not working as expected but issue does not prohibit Customer from performing critical business tasks.
Low	System/product is available; the issue reported is a request for something such as documentation, training, rule creation, flow creation etc.

Closing the Service Request

Once the service request is believed resolved the support engineer will verify with the customer before closing the service request.

<u>**Customer Escalation Procedures**</u>

For service requests exceeding their priority-based response time or if a service issue needs to be escalated, customers should call or e-mail our Director of Support. Please have the service request number(s) available.

<u>**Professional Services**</u>

Aptarro rules strives to provide the services necessary for achieving business success and the maximum possible return on investment from the software application. To supplement standard implementation and support services, the Aptarro Professional Services team can provide customer-specific service packages on request.

The following pricing schedule is in effect for the current calendar year.   Aptarro reserves the right to update pricing on an annual basis.

Description	Price	Notes
Net New RCE Installation	$36,000	This single SKU encompasses all standard implementation procedures including 1 charge interface into RCE.
Add on RCE Integration - New db on same RCE Instance	$2,500	Excludes training and project management
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RCE Charge History Backfill	$1,000	Per Practice
RCE Server Move	$2,500	Per Environment
Per hour (when necessary)	$275	Services Leadership needs to review and approve before we present a project based on per hour costs
RCE HCC Coding Module deployed on existing RCE customer	$12,500	One time fee.

Exhibit D

Edit Content

- CCI (Correct Coding Initiative) Edits
- OCE (CMS Outpatient Code Editor) Edits
- MCE (Medicare Code Editor) Edits
- MUE (Medically Unlikely) Edits
- Comprehensive code validation (ICD, CPT/HCPCS, Modifier)
- Drug related edits (Injection/administration, NDC, NDC to CPT, drug modifiers)

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- Provider Validation (NPI, LEIE Exclusions & Waivers)
- HIPPS code validation (SNF, IRF, HHA)
- Date validation
- Standard medical necessity – LCDs and NCDs
- Proprietary/interpolated Medical Necessity
- Commercial Medical Necessity (Aetna, Cigna, Anthem)
- Quality reporting claims-based edits
- E&M edits
- Place of Service edits
- Patient demographic edits
- CMS fee schedule-based edits
- Prior Auth edits (Medicaid and Medicare)
- Specialty-specific edits (plus HHA, FQHC, RHC, Rebab, CMHC, ASC, ESRD-specific edits)