THIRD AMENDMENT TO AGREEMENT NO. CW2232919
BY AND BETWEEN THE COUNTY OF SANTA CLARA AND NETSMART TECHNOLOGIES, INC.

This is the Third Amendment to the Agreement between the County of Santa Clara (County) and Netsmart Technologies, Inc. (Contractor) entered into on May 21, 2019 to provide a Suite of Software, Hardware, Professional Services for Implementation of the myAvatar Electronic Health Record (EHR) System with Related Maintenance and Support for the County.

On May 21, 2019 the Board of Supervisors approved and executed this Agreement.

This Agreement is amended as follows effective May 12, 2020:

1. Key Provision, Total Agreement Value, on page 1 is revised to read: “The total not to exceed value of this Agreement is $19,555,197.45 which represents an increase of $5,661,864.11 from the prior not to exceed value of $13,893,333.34. This not to exceed value does not represent a commitment by County to Contractor.”

2. Add the following Supplemental Statement of Work Exhibits, attached hereto and incorporated herein by these references:

   Exhibit E-c.2, Extended Billing and Financial Transitional Services
   Exhibit E-e, Billing Implementation Support Services
   Exhibit E-f, Clinical Support Services
   Exhibit E-g, Managed Services Organization (MSO) Billing Services
   Exhibit E-h, Expanded myAvatar Solution Support Services
   Exhibit E-i, Workflow and Process Optimization Support Services
   Exhibit E-j, Expanded Training Support Services,
   Exhibit E-k, Report Development Services
All other terms and conditions of the Agreement remain in full force and effect. In the event of a conflict between the original Agreement and this Amendment, this Amendment controls.

Prepared and administered by: David Strausser, Strategic Sourcing Officer at (408) 491-7447 or david.strausser@prc.sccgov.org

The Agreement as amended constitutes the entire agreement of the parties concerning the subject matter herein and supersedes all prior oral and written agreements, representations and understandings concerning such subject matter.

By signing below, signatory warrants and represents that he/she executed this Amendment in his/her authorized capacity, that he/she has the authority to bind the entity listed below to contractual obligations and that by his/her signature on this Amendment, the entity on behalf of which he/she acted, executed this Amendment.

COUNTY OF SANTA CLARA

Cindy Chavez, PRESIDENT
BOARD OF SUPERVISORS

CONTRACTOR

By: Joe McGovern
Print: Joe McGovern
Title: Executive Vice President
Date: 5/4/2020

Signed and certified that a copy of this document has been delivered by electronic or other means to the President, Board of Supervisors.

ATTEST

Megan Doyle
Clerk of the Board of Supervisors

APPROVED AS TO FORM AND LEGALITY

Robert Nakamae
Deputy County Counsel

Attachments:
Exhibit E-c.2, Extended Billing and Financial Transitional Services
Exhibit E-e, Billing Implementation Support Services
Exhibit E-f, Clinical Support Services
Exhibit E-g, Managed Services Organization (MSO) Billing Services
Exhibit E-h, Expanded My Avatar Solution Support Services
Exhibit E-i, Workflow and Process Optimization Support Services
Exhibit E-j, Expanded Training Support Services
Exhibit E-k, Report Development Services

Third Amendment to Agreement CW2232919
Between the County of Santa Clara and Netsmart Technologies, Inc.
EXHIBIT E-c.2  
Supplemental Statement of Work-Extended Billing and Financial Transitional Services

I. Executive Summary

This statement of work will expand the billing remediation efforts that started as part of Amendment No.1. These services have allowed Netsmart, under the direction of the County, to support incremental progress recouping over $13 million dollars (in the first 12 weeks of engagement) in claims that were previously due to expire. A continuation of this effort is required in order to clean and submit additional claims. This collaborative effort is expected to continue through December 31, 2020.

The County of Santa Clara still has a substantial back log of claims to the State of California. The immediate need for billing remediation work is due to the fact that some of these claims are at risk of expiring and losing their eligibility to be paid by the State. Much of this backlog is due to the substantial amount of effort which is required to clean, correct and prepare the data due to the nature of how it is being exported from the Epic Healthlink system into the Netsmart myAvatar billing system.

The purpose of these resources is to provide services in cleaning the data and to facilitate the successful submission of claims compliant with Short Doyle billing requirements as required by the State of California. These claims are sent to the Netsmart myAvatar solution for submission to the State of California and other payers. The effort is expected to take place starting May 30, 2020 through December 31, 2020.

By December 31, 2020, the goal and expectation is to complete submission of approximately twenty (20) million dollars in current outstanding billing claims, as well claims for services performed through August 31, 2020 while the County utilized Epic as the clinical solution for Mental Health.

II. Statement of Work:

Objectives:

1. By December 31st, 2020, the expectation is to complete submission of ~$20+ Million in current outstanding billing claims, as well as claims for services performed through August 31, 2020 while the County utilized Epic as the clinical solution for Mental Health.

2. The work will include addressing duplicate services, identifying and splitting charges via Share of Cost, processing of services in the 9999s, etc... to allocate claims to the appropriate payer resulting in the County’s ability to collect cash for County provided services. This statement of work will not only address the backlog of unbilled services but will also establish optimization and workflows to help prevent such issues from happening again in the future.

Netsmart staff members will provide transitional services to the County to assist in the financial and billing efforts required for the County to prepare claims for submission to the State of California and other payers. Key resources shall be knowledgeable in the Netsmart solution as well as have knowledge of Short Doyle billing.

The County and Netsmart to collaborate to determine services that are capable of being remediated and billed to the State of California or other potential payer sources (“Addressable Services”).

The effort during this estimated period will be worked by no less than (1.5) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 25% of their time onsite to understand the County’s needs and quickly get up to speed with the project.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with the
County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule.

<table>
<thead>
<tr>
<th>Year 2020</th>
<th>May 30, 2020 through Dec 31, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>1.5</td>
</tr>
</tbody>
</table>

III. Roles and Responsibilities:

- Netsmart shall provide a myAvatar Solution Architect to develop solutions to help the County with the accuracy of the claims processed. Person will have California specific billing knowledge, especially an understanding of Short Doyle billing.

- The primary Netsmart Solution Architect shall have the following experience: minimum of 2-3 Netsmart implementations; minimum 3-5 years’ experience with myAvatar billing system; minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar billing system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- Netsmart shall provide research and support to the County billing staff as needed; Netsmart shall support billing staff with myAvatar technical needs and provide training of the system.

- Netsmart shall assist the County in efforts to clean, and correct data brought in from Epic Healthlink system to the myAvatar system in preparation for it to be billed to State of California.

- Netsmart shall assist in the preparation of the system for transition to the Netsmart myAvatar Clinical system.

- As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

- Netsmart shall assist the County in creating tip sheets as well as formal procedures of finance and billing processes.

- Netsmart shall assist the County in the continuing effort of analysis and a planning of corrective measures to support and complement practices that lead to corrective billing practices.

- The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

- The County will provide direction and approve all anticipated work of the Netsmart resources.

- The County reserves the right to approve, in collaboration with Netsmart, the Netsmart resource provided as well as request and approve a replacement.

- The County shall assign a dedicated project manager to provide oversight for billing issues.

- The County shall be responsible for all client merge activities unless capacity allows for Netsmart to assist with this effort.

- The County will work together with Netsmart to analyze, diagnose and work through the billing issues.

- The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.
• The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

• The County will coordinate and provide necessary communications with internal and external agencies as needed.

• Netsmart shall use best efforts to ensure that the same individual(s) assigned to this project remain on the project for the duration of this Agreement, unless agreed to otherwise by the County.

• The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and the County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables

1. By December 31, 2020, Netsmart will assist the County to identify and correct 100% of the Addressable Services from May 30, 2020 through August 31, 2020. These issues will be identified by the County and assigned to County and Netsmart resources.

2. Addressable Services that were rendered between May 30, 2020 through August 31, 2020 will be billed to all insurance payers.

3. Netsmart will support the County to submit all claims for all services that were rendered May 30, 2020 through August 31, 2020 with an expectation that this will be completed by December 31, 2020.

4. Netsmart to work with the County to fix identified issues. Issues include but are not limited:
   • Duplicate MRNs
   • CSM Default Errors
   • Duplicated Charges
   • Generating weekly error reports
   • Denied workflows
   • Fee for services providers

5. Netsmart is responsible to provide tip sheets and transfer knowledge by December 31, 2020 as to how PBS staff are to manage billing and claiming in the CalPM application. Including but not limited to:
   • Duplicate MRNs
   • CSM Default Errors
   • Duplicated Charges
   • Generating weekly error reports
   • Denied workflows
   • Fee for services providers

6. Netsmart Monthly Reports are due to the County by the 5th of the next month. Reports will resemble reports currently being received monthly.
   • Initial Report- A detailed report on the initial assessment of billing issues
     ➢ Netsmart to address the County’s identified concerns of workflow process by conducting and confirming analytical examination of workflow
   • Monthly report of activities performed (measured results), number of claims processed (report progress)
     ➢ Reports shall include the following:
       ▪ Number of issues resolved each week
       ▪ % of progress made to resolve each issue each week
% of unrecovered revenue ready to be billed each week

• Final Report- A detailed report on the overall assessment of billing issues
  ➢ Netsmart provide a final report; consistent with conducting and confirming analytical examination of workflow

Payment Terms
• Quarter A (May 30th, 2020 to August 31st 2020) – 95% of identified billable claims submitted for the time period, to the State - 30% of total Professional Services
• Quarter B (September 1st, 2020 to November 30th 2020) - 95% of identified billable claims submitted for the time period, to the State - 30% of total Professional Services
• Quarter C and Final (December 1st, 2020 to December 31st 2020) - 95% of identified billable claims submitted for the time period, to the State – and Final Review, Transition Plan and Knowledge Transfer – 40% of Professional Services

V. Acceptance Criteria

The Director of PBS will provide oversight of the cleanup and utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to the cleanup below. Identified PBS personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified personnel and provided to the Clinic Manager to validate progress.

All appropriate services that were rendered between May 30, 2020 through August 31, 2020 will be billed to all insurance payers. The County and Netsmart to collaborate on what are Addressable Services.

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Quarter A</th>
<th>Quarter B</th>
<th>Quarter C/Final</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% of Billable Claims submitted</td>
<td>30%</td>
<td>30%</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>Not to Exceed $121,660.62</td>
<td>Not to Exceed $121,660.62</td>
<td>Not to Exceed $162,214.17</td>
</tr>
</tbody>
</table>

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $405,535.41 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 6)
VII. Contacts

**Supplier Contact Information:**
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

**County Contact Information:**
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
EXHIBIT E-e
Supplemental Statement of Work-
Billing Implementation Support Services

I. Executive Summary
When the new myAvatar Clinical Workstation (CWS) solution goes live on September 1st of 2020, all new services generated from the system will need to be appropriately billed to the State of California to ensure all money due to the County is able to be recouped. With commencement of full utilization of the new system, it is imperative that the County billing team is fully supported to ensure proper billing of claims, effective implementation and use of optimized workflows, and provide troubleshooting assistance so the County can stay current on all billable claims to maximize the claim revenue and reduce denials, allowing for quicker reimbursement and less re-work for the County.

Netsmart will provide transitional services to the County to support the financial and billing efforts required for the County to prepare claims for data generated from the new Netsmart Clinical Workstation (CWS) solution for submission to the State of California and other payers. The effort duration is expected to take place starting September 1st, 2020 through August 30th, 2021. Key resources shall be knowledgeable in the Netsmart solution as well as have knowledge of Short Doyle billing. The expectation of this effort is to provide services to the County of Santa Clara for timely processing of current month services post myAvatar CWS go-live for both Mental Health and SUTS, from September 1st, 2020 to August 30th, 2021.

II. Statement of Work:
Objectives:
1. County Staff have mastery of core skills related to the CalPM System use and functionality
2. Netsmart will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology.

The effort during this estimated period will be worked by no less than (1.5) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 25% of their time onsite to understand the County’s needs and quickly get up to speed with the project. A minimum of (1) Netsmart billing resources shall be onsite at all times.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban due to COVID-19 or similar other incidents, associate travel alteration will be communicated with the County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule.

<table>
<thead>
<tr>
<th>Year 2020 and 2021</th>
<th>Sept. 1, 2020 through August 30, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>1.5</td>
</tr>
</tbody>
</table>

III. Roles and Responsibilities:
• Netsmart shall provide a myAvatar Solution Architect to develop solutions to help the County with the accuracy of the claims processed. Person will have California specific billing knowledge, especially an understanding of Short Doyle billing.

• The primary Netsmart Solution Architect shall have the following experience: minimum of 2-3 Netsmart implementations; minimum 3-5 years’ experience with myAvatar billing system; minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.
• The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar billing system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

• Netsmart shall support the County in efforts to prepare claims data generated from the Netsmart myAvatar CWS system in preparation for it to be billed to the State of California.

• As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

• Netsmart shall assist the County in creating tip sheets as well as formal procedures of finance and billing processes.

• Netsmart shall assist the County in creating timely analysis and a plan of corrective measures to support and complement practices that lead to corrective billing practices within 30 days and sooner (as available).

• Netsmart shall assist the County in closing fiscal year billing in July 2021 and August 2021.

• County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

• County will provide direction and approve all anticipated work of the Netsmart resources.

• The County reserves the right, in collaboration with Netsmart, to approve the Netsmart resource provided as well as request and approve a replacement.

• The County shall assign a dedicated project manager to provide oversight for billing issues.

• The County will work together with Netsmart to analyze, diagnose and work through the billing issues.

• The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

• The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

• The County will coordinate and provide necessary communications with internal and external agencies as needed.

• The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables
1. Netsmart will provide a plan of activities to work the billing of claims by the 3rd of each month for the prior month.

2. Netsmart will assist in identifying critical billing issues impacting revenue recovery.

3. Netsmart will assist the County in identifying the role of an individual to resolve a particular issue.

4. The County will review and recommend workflow updates based on issues observed since go-live.
5. Netsmart will provide tip sheets and knowledge transfer as to how PBS staff are to manage billing and claiming in the CalPM application.

6. By the end of each billing month, Netsmart will provide support to the County to resolve for all identified billing issues with the County goal to bill for 100% of rendered services. Support services include but are not limited to assessing the appropriateness of:
   - Claim processing workflow
   - Claim limits and special conditions
   - Eligibility (e.g. share of code, aid code, insurance types, provider enrollment, etc)
   - Charges for covered services
   - Denied claims workflow
   - Duplicate services and claims

7. Netsmart shall provide 1.5 FTEs to identify and develop solutions for the County to submit accurate claims for all rendered services in accordance to State and Federal guidelines.

8. Within 6 months of project implementation, Netsmart will collaborate with the County to develop formal procedures of finance and billing processes for the County.

9. Netsmart Monthly Reports are due to the County by the 5th of the next month. Reports will resemble reports currently being received monthly for billing remediation.
   - Initial Report- A detailed report on the initial assessment of billing issues
     ➢ Netsmart to address the County’s identified concerns of workflow process by conducting and confirming analytical examination of workflow
   - Monthly report of activities performed (measured results), number of claims processed (report progress)
     ➢ Reports shall include the following:
       - Number of issues resolved each week
       - % of progress made to resolve each issue each week
       - % of unrecovered revenue ready to be billed each week
   - Final Report- A detailed report on the overall assessment of billing issues
     ➢ Netsmart provide a final report; consistent with conducting and confirming analytical examination of workflow

Payment Terms
- Quarter A – 95% of identified billable claims submitted during Sep. 1, 2020 through Nov 30, 2020, to the State - 25% of total Professional Services
- Quarter B – 95% of identified billable claims submitted during Dec 1., 2020 through Feb. 28, 2021, to the State - 25% of total Professional Services
- Quarter C – 95% of identified billable claims submitted during Mar. 1, 2021 through May 30, 2021, to the State - 25% of total Professional Services
- Quarter D and Final, 95% of identified billable claims submitted during Jun. 1, 2021 through Aug 31, 2021, to the State, and Final Transition Plan and Knowledge Transfer – 25% of Professional Services

V. Acceptance Criteria

The Director of PBS will provide oversight of the cleanup and utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to the cleanup below. Identified PBS personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified personnel and provided to the PBS Director to validate progress.

All services that were rendered between September 1, 2020 through May 30, 2021 will be billed to all insurance payers.
1. A County goal of 95% of identified Addressable Services that need to be resolved at the end of each month.

2. Netsmart to collaborate with County for services that are fixable within the billing month, with the County goal of achieving 100% of rendered services to be submitted to the insurance payors.

3. Procedures will include documented issues, plans to mitigate issues and best practices.

4. Complete set of tip sheets and documentation regarding staff knowledge transfer activities.

VI. Payment Schedule

<table>
<thead>
<tr>
<th>Quarter A</th>
<th>Quarter B</th>
<th>Quarter C</th>
<th>Final</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% of Billable Claims submitted</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>95% of Billable Claims submitted</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>95% of Billable Claims submitted</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>Final -Transition Plan and Knowledge Transfer and cleanup of all remaining billable claims</td>
<td>Not to Exceed $171,941.52</td>
<td>Not to Exceed $171,941.52</td>
<td>Not to Exceed $171,941.52</td>
</tr>
</tbody>
</table>

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $687,766.08 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 9)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294 or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359 or email: rich.ong@hhs.sccgov.org
EXHIBIT E-f
Supplemental Statement of Work-
Clinical Support Services

I. Executive Summary
As the new Netsmart Clinical Workstation (CWS) solution is put in place, helping to ensure that all clinicians using the system are fully supported is critical. Additional support and improvements to the solution will be required so that the County clinicians are able to optimally use the solution.

The County and Netsmart will work together to ensure that the (CWS) solution is evaluated and modified as part of continuous improvement efforts so that it works as needed by the County clinical team. Key Netsmart resources will be knowledgeable in the Netsmart solution. The effort duration is expected to take place starting September 1st, 2020 through December 30th, 2020.

II. Statement of Work
Objectives:
1. Netsmart to train and confirm County users have mastery of core skills related to system use and functionality. Netsmart will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology.

Netsmart Support provided will allow the clinicians to receive help optimizing their views, and creating specific widgets, forms and assessments to support the work processes allowing clinicians to increase operational effectiveness resulting in more time with clients and ultimately provide higher quality services to County constituents.

The effort during this estimated period will be worked by no less than (3) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 50% of their time onsite to understand the County’s needs and quickly get up to speed with the project. A minimum of (1) Netsmart billing resources shall be onsite at all times.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule.

<table>
<thead>
<tr>
<th>Year 2020</th>
<th>Oct. 1, 2020 through Dec 31, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>3</td>
</tr>
</tbody>
</table>

III. Roles and Responsibilities:
• Netsmart shall provide a myAvatar Solution Architect to develop solutions to help the County with improving the usage of the myAvatar solution with the County clinicians. Solution Architect will have clinical knowledge.
• The primary Netsmart Solution Architect shall have the following experience: minimum of 2-3 Netsmart implementations; minimum 3-5 years’ experience with myAvatar system; minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.
• The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.
years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

• Netsmart shall provide research and support to County the clinical staff as needed; Netsmart shall support clinical staff with myAvatar technical needs and provide understanding of the system through work product.

• As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

• The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

• Netsmart will work with County clinicians have knowledge of submitting services for the purposes of billing.

• The County will provide direction and approve all anticipated work of the Netsmart resources.

• The County reserves the right, in collaboration with Netsmart, to approve the Netsmart resource provided as well as request and approve a replacement.

• The County shall assign a dedicated project manager to provide oversight for clinical workflow issues.

• The County will work together with Netsmart to analyze, diagnose and work through the clinical workflow issues.

• The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

• The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

• The County will coordinate and provide necessary communications with internal and external agencies as needed.

• Reports required to for showing usage and productivity achievement will need to be written as part of the reporting deliverable.

• The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables

• Only measures (screening, assessments, etc) which are applicable to be filled out by the role of the clinical staff and or documentation below will be measured. It is estimated that 350 of licensed clinical staff will be utilized as part of this measurement and an increase in the number of measured users would increase scope of this service.

• Netsmart and the County will collaborate together to define the applicable clinical documentation for each of the below listed items for the purpose of measurement.

• The definition of “able to identify and fill out the appropriate documentation correctly and without assistance” means the completion of the mandatory fields and submission of the form for each of the below measures (screening, assessment, etc).
1. Screening
   a. After six weeks’ post “Go-Live”, 65% of licensed clinical staff are able to identify and fill out the appropriate screening documentation correctly and without assistance.
   b. After nine weeks’ post “Go-Live”, 75% of licensed clinical staff are able to identify and fill out the appropriate screening documentation correctly and without assistance.
   c. After twelve weeks’ post “Go-Live”, 85% of licensed clinical staff are able to identify and fill out the appropriate screening documentation correctly and without assistance.
   d. After fifteen weeks’ post “Go-Live”, 95% of licensed clinical staff are able to identify and fill out the appropriate screening documentation correctly and without assistance.

2. Assessments (PSC, CANs, DLA-20, Clinical Medical Necessity, etc.)
   a. After six weeks’ post “Go-Live”, 65% of licensed clinical staff are able to identify and fill out the appropriate assessment documentation correctly and without assistance.
   b. After nine weeks’ post “Go-Live”, 75% of licensed clinical staff are able to identify and fill out the appropriate assessment documentation correctly and without assistance.
   c. After twelve weeks’ post “Go-Live”, 85% of licensed clinical staff are able to identify and fill out the appropriate assessment documentation correctly and without assistance.
   d. After fifteen weeks post “Go-Live”, 95% of licensed clinical staff are able to identify and fill out the appropriate assessment documentation correctly and without assistance.

3. Progress Notes
   a. After six weeks’ post “Go-Live”, 65% of clinical staff are able to identify and fill out the appropriate progress note documentation correctly and without assistance.
   b. After nine weeks’ post “Go-Live”, 75% of clinical staff are able to identify and fill out the appropriate progress note documentation correctly and without assistance.
   c. After twelve weeks’ post “Go-Live”, 85% of clinical staff are able to identify and fill out the appropriate progress note documentation correctly and without assistance.
   d. After fifteen weeks’ post “Go-Live”, 95% of clinical staff are able to identify and fill out the appropriate progress note documentation correctly and without assistance.

4. Treatment Plans
   - After six weeks’ post “Go-Live”, 65% of clinical staff are able to identify and fill out the appropriate treatment plan documentation correctly and without assistance.
   - After nine weeks’ post “Go-Live”, 75% of clinical staff are able to identify and fill out the appropriate treatment plan documentation correctly and without assistance.
   - After twelve weeks’ post “Go-Live”, 85% of clinical staff are able to identify and fill out the appropriate treatment plan documentation correctly and without assistance.
   - After fifteen weeks’ post “Go-Live”, 95% of clinical staff are able to identify and fill out the appropriate treatment plan documentation correctly and without assistance.

5. Client and Service Information (CSI Documentation)
   - After six weeks’ post “Go-Live”, 65% of clinical staff are able to identify and fill out the appropriate client and service information documentation correctly and without assistance.
• After nine weeks’ post “Go-Live”, 75% of clinical staff are able to identify and fill out the appropriate client and service information documentation correctly and without assistance.

• After twelve weeks’ post “Go-Live“, 85% of clinical staff are able to identify and fill out the appropriate client and service information documentation correctly and without assistance.

• After fifteen weeks’ post “Go-Live”, 95% of clinical staff are able to identify and fill out the appropriate client and service information documentation correctly and without assistance.

6. CalOMS Documentation
• After six weeks’ post “Go-Live”, 65% of clinical staff are able to identify and fill out the appropriate CalOMS documentation correctly and without assistance.

• After nine weeks’ post “Go-Live”, 75% of clinical staff are able to identify and fill out the appropriate CalOMS documentation correctly and without assistance.

• After twelve weeks’ post “Go-Live”, 85% of clinical staff are able to identify and fill out the appropriate CalOMS documentation correctly and without assistance.

• After fifteen weeks’ post “Go-Live”, 95% of clinical staff are able to identify and fill out the appropriate CalOMS documentation correctly and without assistance.

7. Clinical Report Access and Utilization
• After six weeks’ post “Go-Live”, 65% of clinical staff are able to identify and fill out the appropriate clinical report access and utilization documentation correctly and without assistance.

• After nine weeks’ post “Go-Live”, 75% of clinical staff are able to identify and fill out the appropriate clinical report access and utilization documentation correctly and without assistance.

• After twelve weeks’ post “Go-Live”, 85% of clinical staff are able to identify and fill out the appropriate clinical report access and utilization documentation correctly and without assistance.

• After fifteen weeks’ post “Go-Live”, 95% of clinical staff are able to identify and fill out the appropriate clinical report access and utilization documentation correctly and without assistance.

8. Reports - are due on the schedule of dates outlines below. Reports will resemble reports currently being received monthly.


A report with the findings for each of the measures will be delivered to the County on:
• Week 6 (10/13/20) – 65% of Clinical Staff Trained
• Week 9 (11/3/20) - 75% of Clinical Staff Trained
• Week 12 (11/24/20) - 85% of Clinical Staff Trained
• Week 15 (12/22/20) - 95% of Clinical Staff Trained

Reports will be provided within 5 days of the conclusion of the listed weekly time period.

Payment Terms
• Week 6 (10/13/20) – 65% Report - A report detailing the results of the efforts of training of the Clinical Staff - 25% of total Professional Services
• Week 9 (11/3/20) - 75% Report - A report detailing the results of the efforts of training of the Clinical Staff - 25% of total Professional Services
• Week 12 (11/24/20) - 85% Report - A report detailing the results of the efforts of training of the Clinical Staff - 25% of total Professional Services
• Week 15 (12/22/20) - 95% Report - A report detailing the results of the efforts of training of the Clinical Staff - 25% of total Professional Services

V. Acceptance Criteria
Clinic Managers will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to each of the skills below. Identified clinic personnel will work with Netsmart and acknowledge that scope of work is being accomplished according to timelines set. Documented results will be filled out by identified individuals and provided to the Clinic Manager to validate progress.
• Screening
• Assessments (PSC, CANs, DLA-20, Clinical Medical Necessity, etc.)
• Progress Notes
• Treatment Plans
• Client and Service Information (CSI Documentation)
• CalOMS Documentation
• Clinical Report Access and Utilization

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Week 6</th>
<th>Week 9</th>
<th>Week 12</th>
<th>Week 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>65% of Clinical Staff Trained</td>
<td>25%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75% of Clinical Staff Trained</td>
<td></td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85% of Clinical Staff Trained</td>
<td></td>
<td></td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>95% of Clinical Staff Trained</td>
<td>Not to Exceed $86,553.52</td>
<td>Not to Exceed $86,553.52</td>
<td>Not to Exceed $86,553.52</td>
<td>Not to Exceed $86,553.51</td>
</tr>
</tbody>
</table>

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $346,214.07 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 8)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
EXHIBIT E-g  
Supplemental Statement of Work-  
Managed Services Organization (MSO) Billing Services

I. Executive Summary 
With 75% of all Behavioral Health services being provided through County Contract Providers (CCP’s), it is crucial that the mechanism for managing all the claims and payments for those services operate at full efficiency throughout the CCP roll out process and beyond. The Managed Services Organization (MSO) component of the myAvatar solution provides the technology to ensure that this is done correctly, but it is essential that the teams that manage these services have a high level of support through the initial year after go-live to ensure accuracy and timeliness. This support will ensure that the teams continue to utilize best practices, receive hands on support to resolve any issues or process difficulties encountered through the use of the solution, as well as be supported in the actual management of the claims.

Netsmart will provide transitional services to the County to support the financial efforts required for the County to process claims and payments using the MSO (Managed Services Organization) solution for submission to clinicians providing care for County BHSD clients. The effort duration is expected to take place starting June 1, 2020 through December 31, 2021. Key resources shall be knowledgeable in the Netsmart solution. The expectation of this effort is to provide services to the County of Santa Clara for timely processing of payments for both Mental Health and SUTS.

II. Statement of Work:  
Objectives:
1. Netsmart to train and confirm County users have mastery of core skills related to system use and functionality. Netsmart will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology.

2. Netsmart will work with the County in the County goal of 95% of identified issues are to be resolved at the end of each month.

3. Netsmart will work with the County in confirming services that are fixable within the billing month, and the County goal of 100% of rendered services to be processed.

4. Netsmart to provide documented procedures, which will include documented issues, plans to mitigate issues and best practices.

5. Netsmart to complete set of tip sheets and documentation regarding staff knowledge transfer activities.

Netsmart will provide transitional services to the County to support the financial and billing efforts required for the County to manage claims for data generated from the new Netsmart Managed Services Organization (MSO) solution for capturing and paying on claims received by County Contracted Providers (CCP). The effort is expected to take place starting June 1, 2020 through December 31, 2021. Key resources shall be knowledgeable in the Netsmart solution. 

The effort during this estimated period will be worked by no less than (2) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 50% of their time onsite to understand the County’s needs and quickly get up to speed with the project. A minimum of (1) Netsmart billing resources shall be onsite at all times.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill work effort in the Agreement. Netsmart travel costs are included in the fixed fee.
amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule

<table>
<thead>
<tr>
<th>Year 2020 and 2021</th>
<th>June 1, 2020 through December 30, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>2</td>
</tr>
</tbody>
</table>

III. **Roles and Responsibilities:**

- Netsmart shall provide a myAvatar Solution Architect to develop solutions to help the County with the use of the MSO Solution. Solution Architect will have California specific billing knowledge.

- The primary Netsmart Solution Architect shall have the following experience: minimum of 2-3 Netsmart implementations; minimum 3-5 years’ experience with myAvatar billing system; minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar billing system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- Netsmart shall provide research and support to County billing staff as needed; Netsmart shall support finance staff with myAvatar technical needs and provide training of the system.

- As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

- Netsmart shall assist the County in creating tip sheets as well as formal procedures of finance and billing processes.

- Netsmart shall assist the County in creating timely analysis and a plan of corrective measures to support and complement practices that lead to corrective billing practices as they are found.

- The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

- The County will provide direction and approve all anticipated work of the Netsmart resources.

- The County reserves the right, in collaboration with Netsmart, to approve the Netsmart resource provided as well as request and approve a replacement.

- The County will assign a dedicated project manager to provide oversight for billing issues.

- The County will work together with Netsmart to analyze, diagnose and work through the billing issues.

- The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

- The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

- Support the County in activities involved with closing out the end of the 2021 fiscal year which closes on June 30th, 2021. These activities include finalizing and processing of billable claims from the fiscal year and assisting in preparing of reports associated with end of year.
The County will coordinate and provide necessary communications with internal and external agencies as needed.

The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables

Pre Go-Live (June 1st, 2020 through October 31st, 2020), during this period of time, below are the activities to be performed by Netsmart associated:

1. Establish a process for Provider Network Management. Define roles and expectations, in collaboration with County.
2. Define policy and procedures for Utilization Management/Review for Management of Provider Network Authorizations, in collaboration with County.
3. Netsmart, in collaboration with County, will develop formal procedures of finance and billing processes for the County and County’s contracted providers.
4. Finalize the setup of Contracted Providers in MSO (fee schedules, contracting provider registration, funding source and plan definitions, CPT/Revenue codes & MSO integration mapping) – updated from previous setup based on current county policy and procedures.
5. Setup MSO 837/835 for 20 CCPs, in collaboration with County, above and beyond the 1 provider included part of initial MSO setup.
6. Create/publish 837 and 835 Companion Guides for CCPs, in collaboration with County.
7. Test claims processing for up to 20 CCPs using 837/835 claims processing, in collaboration with County.
8. Test claims processing for up to 5 Contracted Providers using ProviderConnect Portal, in collaboration with County.
9. Propose, review, and implementation Claims Processing Automation for the following areas, in collaboration with County:
   - Load and compile
   - Posting of 837s
   - Close Batch
   - Creation of vouchers
   - Create Explanation of Benefits

Post Go-Live (November 1st, 2020 through September 30th, 2021), during this period of time, below are the activities to be performed by Netsmart associated:

10. Netsmart will provide support to the County and/or County’s contracted providers to resolve applicable and identified billing issues that are related to MSO.
11. Netsmart will assist the County to process/Adjudicate for 100% of rendered services that are submitted by the contracted providers. Support services include but are not limited to assessing the appropriateness of:
   a. Claim processing workflow
   b. Claim limits and special conditions
   c. Eligibility (e.g. share of code, aid code, insurance types, provider enrollment, etc)
d. Charges for covered services  
e. Denied claims workflow  
f. Duplicate services and claims  

12. Netsmart shall provide at least 2 FTEs to identify and develop solutions for the County and County’s contracted providers to submit accurate claims for all rendered services in accordance to State and Federal guidelines.

13. Review, and implementation Claims Processing Automation for the following areas, in collaboration with County:
   a. Load and compile  
b. Posting of 837s  
c. Close Batch  
d. Creation of vouchers  
e. Create Explanation of Benefits  

14. Netsmart is responsible to provide tip sheets and knowledge transfer as to how Finance staff are to manage billing and claiming in the MSO application.

15. Reports
   - Netsmart Monthly Reports are due to the County by the 5th of the next month. Reports will resemble reports currently being received monthly for billing services.  
   - Initial Report- A detailed report on the initial assessment of billing issues  
   - Netsmart to address the County’s identified concerns of workflow process by conducting and confirming analytical examination of workflow  
   - Monthly report of activities performed (measured results), number of claims processed (report progress)
     o Reports shall include the following:  
       ▪ Number of issues resolved each week  
       ▪ % of progress made to resolve each issue each week  
       ▪ % of unrecovered revenue ready to be billed each week  
   - Final Report- A detailed report on the overall assessment of billing issues  
     o Netsmart provide a final report; consistent with conducting and confirming analytical examination of workflow  

Payment Terms

Pre-Go-Live Deliverables:  
Quarter A - Jun 1, 2020 through Aug 31, 2020 - 15% of total Professional Services:  
   - Provider Network Management Roles and expectations draft.  
   - Policy and procedures for Management of Provider Network Authorizations draft.  
   - Create/publish MSO 837 and 835 Companion Guides for CCPs. Finalize the setup of Contracted Providers in MSO  

Quarter B – Sep 1, 2020 through Oct 31, 2020 - 15% of total Professional Services:  
   - Provider Network Management Roles and expectations complete.  
   - Policy and procedures for Management of Provider Network Authorizations sign-off.  
   - Setup MSO 837/835 for up to 20 CCPs.  
   - A final Pre-Go-Live report detailing completion of pre-go-live activities  

Post-Go-Live Deliverables (November 2020 through June 2021):  
   - Quarter C – 95% of billable claims processed from Nov. 1, 2020 through Jan 31, 2021, to the State - 15% of total Professional Services  
   - Quarter D – 95% of billable claims submitted from Feb. 1, 2020 through April 30, 2021, to the State - 15% of total Professional Services
• Quarter E – 95% of billable claims submitted from May 1, 2020 through July 31, 2021, to the State - 20% of total Professional Services
• Quarter F – 95% of billable claims submitted from Aug 1, 2020 through Sep 30, 2021, to the State - 20% of total Professional Services

V. Acceptance Criteria

The Director of Finance will provide oversight of the cleanup and utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to the cleanup below. Identified Finance personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified personnel and provided to the Clinic Manager to validate progress.

All appropriate services that were rendered between November 1st, 2020 through June 30th, 2021 will be processed for contract providers. County and Netsmart to collaborate on what are Addressable Services.

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Quarter A</th>
<th>Quarter B and pre-go-live report</th>
<th>Quarter C</th>
<th>Quarter D</th>
<th>Quarter E</th>
<th>Quarter F</th>
<th>Quarter G and Final Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion of pre-go-live Quarter A Deliverables</td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completion of pre-go-live Quarter B Deliverables</td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>95% of Billable Claims processed</td>
<td></td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>95% of Billable Claims processed</td>
<td></td>
<td></td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>95% of Billable Claims processed</td>
<td></td>
<td></td>
<td></td>
<td>15%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>95% of Billable Claims processed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>15%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Final - Transition Plan and Knowledge Transfer and cleanup of all applicable claims processed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>15%</td>
<td>10%</td>
</tr>
</tbody>
</table>

|                      | Not to Exceed $208,985.51           | Not to Exceed $208,985.52          | Not to Exceed $208,985.51 | Not to Exceed $208,985.52 | Not to Exceed $208,985.51 | Not to Exceed $208,985.52 | Not to Exceed $139,323.68 |

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $1,393,236.77 for the period unless otherwise amended.
2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 15)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
EXHIBIT E-h  
Supplemental Statement of Work- 
Expanded MyAvatar Solution Support Services 

I. Executive Summary 
To maximize the County’s adoption of the myAvatar solution during the first months of go-live, additional hands on support has been requested. The May 2019 contract includes 9 Netsmart resources to provide “Expanded MyAvatar Solution Support Services” in the nine County clinics for the initial week of go-live. These resources are in place specifically to increase user adoption rates and employee confidence while reducing the potential anxiety and concerns of end-users from managing a new solution. This SOW will increase the number of elbow support resources, to a total of eighteen for the entire month of go-live. By doing so, the County staff will receive the hands-on support and assurances they need to become self-reliant and best utilize the new system. User satisfaction will increase, training related errors will decrease, and system adoption will occur at a more rapid rate. A highly supported end user base will have the confidence and skills that will allow the benefits of the system to be realized quickly, as well as setup the County team for long term sustained success.

II. Statement of Work: 
Objectives: 
1. Netsmart to train and confirm County users have mastery of core skills related to system use and functionality during the initial month of go-live. Netsmart will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology. 

Post go-live end user onsite at the elbow support at County facilities. This is to ensure County staff receive hands on support during the critical first month of go-live to ensure end user adoption and success of the solution leading to better outcomes for patients and faster cash collection for the County. 

These resources will be shadowing/working with individual users of all roles, watching their use of the system answering questions as they have them and making suggestions for best use of the field, table or screen. 

Netsmart shall: 
• Provide training and guidance on how to better utilize the system 
• Research issues and needs and provide support to County Clinicians as needed 
• Open/Close/Follow-up on cases as needed 
• Support Clinical system users with myAvatar technical needs 
• Support Billing system users with myAvatar technical needs 
• Provide support to front office system users for client lookup, registration, scheduling, and other HSR/HSA functions. 

The effort during this estimated period will be worked by no less than (9) FTEs from September 1 through September 30th. An additional (9) FTE’s will work from September 7th through September 30th. It is anticipated that during this engagement with the County, the resources will need to spend 100% of their time onsite to understand the County’s needs and quickly get up to speed with the project. 

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule
III. **Roles and Responsibilities:**

Netsmart shall provide a myAvatar Solution Architect to lead the effort of providing Go-Live support to the County with the intention of improving the County user’s knowledge and understanding of the solution.

- The primary Netsmart Solution Architect shall have the following experience: minimum of 2-3 Netsmart implementations; minimum 3-5 years’ experience with myAvatar system; minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance; and proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

- The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

- County will provide direction and approve all anticipated work of the Netsmart resources.

- The County reserves the right to approve the Netsmart resource provided as well as request and approve a replacement.

- The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

- The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

- The County will coordinate and provide necessary communications with internal and external agencies as needed.

- Reports required for showing usage and productivity achievement will be required written as part of the reporting deliverable.

- The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

- If the County Go-Live event for CWS or ProviderConnect Enterprise is delayed due to COVID 19, and if that delay has no impact to the delivery of Netsmart services and Netsmart determines that sufficient notification has been provided, Netsmart will make every effort to adjust resource schedules to accommodate resource schedules to account for the delay additional costs within reason.
IV. Deliverables and Payment Terms

Deliverables

1. Availability of Relevant Support Material
   ▪ After three weeks’ post “Go-Live”, availability of ‘Tip Sheets / Quick Reference Sheets’ for end-users addressing the most frequently utilized workflows has been established and disseminated to a County goal of 85% of end-users.
   ▪ After four weeks’ post “Go-Live”, availability of ‘Tip Sheets / Quick Reference Sheets’ for end-users addressing the most frequently utilized workflows has been established and disseminated to a County goal 95% of end-users.

2. Resolution of Tickets/Issues
   ▪ After three weeks’ post “Go-Live”, resolution of tickets/issues identified by end-users is 85% complete, escalated or resolution plan in place with mutually agreed upon timeframes.
   ▪ After four weeks’ post “Go-Live”, resolution of tickets/issues identified by end-users is 95% complete, escalated or resolution plan in place with mutually agreed upon timeframes.

3. Productivity
   ▪ Productivity is defined by improving accurate usage of key components of the EHR system by measuring the following three items:
     o Key Metric #1 – Enter and retrieve a screening document
     o Key Metric #2 – Enter and retrieve an assessment
     o Key Metric #3 – Enter and retrieve a progress note
   ▪ After three weeks’ post “Go-Live”, a County goal of 85% of County clinical staff have exceeded baseline metrics taken the first day of Go-Live.
   ▪ After four weeks’ post “Go-Live”, a County goal 95% of staff have achieved productivity around client volume and client documentation that approximates or exceeds baseline metrics taken the first day of Go-Live.

4. Reports - are due on the schedule of dates outlines below. Reports will resemble reports currently being received monthly.
     ▶ Netsmart provide a final report; consistent with conducting and confirming analytical examination of workflow
     ▶ Reports shall include the following:
       ▪ Final status of the delivery of relevant support materials
       ▪ Final status of the resolution of the Tickets/Issues
       ▪ Final status of the productivity effort

Payment Terms
   ▪ Week 3 - A report is provided to the county detailing the achievement of the 85% County goals surrounding Availability of Relevant Supporting Materials, Resolution of Tickets/Issues, and Productivity - 50% of total Professional Services
   ▪ Final Week 4 - A report is provided to the county detailing the achievement of the 95% County goals surrounding Availability of Relevant Supporting Materials, Resolution of Tickets/Issues, and Productivity - 50% of total Professional Services
V. Acceptance Criteria

Clinic Managers will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to each of the skills below.

Program and Clinic Managers will verify availability of relevant materials. They will also solicit feedback from staff regarding utility of the materials and provide requests to the vendor regarding revisions as needed (so that the materials and actual workflows are aligned). Documented results will be filled out by identified individuals and provided to the Clinic Manager to validate progress.

1. Availability of Relevant Support Material
2. Resolution of Tickets/Issues
3. Productivity

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9/25/2020</td>
<td>9/30/2020</td>
</tr>
<tr>
<td>Week 3 report detailing the achievement of the 85% County goals</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Final week 4 report detailing the achievement of the 95% County goals</td>
<td>Not to Exceed $317,845.56</td>
<td>Not to Exceed $317,845.56</td>
</tr>
</tbody>
</table>

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $635,691.12 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 4)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
EXHIBIT E-i
Supplemental Statement of Work-
Workflow and Process Optimization Services

I. Executive Summary
Getting the system to go-live is only the beginning. Pre/Post Go-Live Workflow and Process Optimization will allow Netsmart to provide strategic observations followed by specific action items so that the County can make specific strategic improvements in their operations. As the new solution is put into production and used in real world scenarios, operational improvements and efficiencies will be found and Netsmart will assist in putting these in place. These efficiencies will benefit the County and by helping the end users and front-line staff to increase their system adoption and overall satisfaction in using the system. Additionally, by optimizing operational activities it will give clinicians more time with patients and ensure billing accuracy which will help in the processing and collection of claims. Specifically, it will maximize the capture of clinical and fiscal data into the system which will allow for overall better outcomes for the Counties clients.

II. Statement of Work:
Objectives:
1. Netsmart shall review and assess work streams are set up for efficiency and effectiveness. Provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new work streams and technology.

2. Pre Go-Live (May 18th, 2020 through June 30th, 2020): System Optimization Build
   - Based on current team assessment of areas for optimization, the following have been defined as recommendations to action pre go-live. The county has been provided a detailed level of effort associated with the categories below, and can be actioned pre go-live:
     - Build Draft Audit Reports
     - Build Consent Forms and Reports (NTP/OTP)
     - New View and Widget to Show All NTP/OTP Consents and related forms on file (Multi-form Widget and Viewer)
     - Document Routing Crystal Reports plugged in
     - Configure Content Library Forms for Document Routing
     - Configure Content Library Forms for Document Routing Crystal Report Output
     - Disclosure Management Form Changes (Hiding some fields)
     - Event Logic Enhancement for Late Entry Build Items
     - Point of care testing and results display
     - Views and Widgets Optimizations
     - Groups: Building Groups
     - Compliance Indicators and Alerts
     - Licenses by Signature
     - Barcoding for Perceptive
     - Design and Deploy Treatment Teams Functionality
   - From the menu of items that has been provided to County, Netsmart and County, to collaboratively define 4 groups of 250hr each, for delivery taking into account timeline associated with each item, to ensure items can be completed prior to start of End-User Training. County to define, in collaboration with Netsmart, Group 1 and 2, by Amendment signature date. Group 3 and 4, within two weeks of Contract signature date in order to meet timeline.
   - Upon completion of each item, team will:
     - Update training to reflect changes in overall workflow
     - Regression test items, to ensure no impact on overall workflow
2. Post Go-Live (October 1st, 2020 to December 30th, 2020): Organization Design and Roll-out

County will prioritize the programs on which to focus based on the assessment. Once defined the process below will be followed:

- Review and assess County work group and functions against benchmark
- Review resources allocation and business goals with County Executives
- Implement future business group functions in alignment with County’s organization design and strategic objective
- Provide recommendation for staffing levels by business function
- Review and Update County operational policies and procedures to align with implementation plan. Additional areas of focus which could be included, but not limited to:
  - Program specific process optimization:
    - Review program specific workflows (prioritized by the County)
    - Review assessments, treatment plans, and progress notes by program
    - Evaluate and re-design user experience (as needed) by program
  - Evaluate Revenue Cycle Management services and roll-out optimization
  - Evaluate, design and roll-out potential automation options for billing
  - Consent and referral process (across the organization)
  - Identify and review gaps in services, update operational policies, procedures, and training manuals to address functional gaps
  - Define KPIs by business unit:
    - Establish standard and benchmark KPI’s by business unit

3. Optimization Health Check (January 1st, 2021 to June 30th, 2021):

- Aid County SMEs in making design decisions for future state processes
- Review best practice workflows with County SMEs
- Support County with postproduction business process optimization
- Provide further configuration recommendations post go-live
- Report with finding and proposal for further optimization will be delivered to County post Health Check interviews.

Netsmart will provide transitional services to the County to support the system optimization, organizational design and roll-out and optimization and health check services. The effort is expected to take place starting May 18th, 2020 through June 30th, 2021 and is variable based on work definition. The projected staffing model for delivery of work is; May 18th, 2020 to July 15th, 2020 ~ 4FTEs, October 1st, 2020 to December 30th, 2020 ~ 4FTEs, January 1st, 2021 to June 30th, 2021 ~ FTE for 2day/month as part of on-going optimization check points. Key resources shall be knowledgeable in the Netsmart solution.

The effort during the estimated period of Pre Go-Live (May 18th, 2020 through June 30th, 2020) will be worked by no less than (4) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 25% of their time onsite to understand the County’s needs and quickly get up to speed with the project. The effort during the estimated period of Post Go-Live (October 1st, 2020 to December 30th, 2020) will be worked by no less than (4) FTEs.
It is anticipated that during this engagement with the County, the resources will need to spend 50% of their time onsite to understand the County’s needs and quickly get up to speed with the project. The effort during the estimated period of on-going optimization (January 1st, 2021 to June 30th, 2021) will be worked by no less than (.1) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 0% of their time onsite to understand the County’s needs and quickly get up to speed with the project.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule

<table>
<thead>
<tr>
<th>Year 2020 and 2021</th>
<th>May 18th, 2020 through July 17th 2020</th>
<th>October 1st, 2020 through December 30th 2020</th>
<th>January 1st, 2021 through June 30th, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>4</td>
<td>4</td>
<td>.1</td>
</tr>
</tbody>
</table>

### III. Roles and Responsibilities:

- The primary Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar system and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending billing management issue solutions.

- As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

- The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

- The County will provide direction and approve all anticipated work of the Netsmart resources.

- The County reserves the right, in collaboration with Netsmart, to approve the Netsmart resource provided as well as request and approve a replacement.

- The County will assign a dedicated project manager to provide oversight for workflow and process development.

- The County will work together with Netsmart to analyze, diagnose and work through the workflow issues.

- The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

- The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

- The County will coordinate and provide necessary communications with internal and external agencies as needed.
• The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables:

1. Pre-Go Live (May 18, 2020 through July 17th, 2020) Netsmart will work with the county and in collaboration will identify and define items which will be worked by Netsmart. These items will be combined into 4 separate groups of work (group 1, 2, 3, and 4).

2. Pre-Go Live (May 18, 2020 through July 17th, 2020) Netsmart will complete the work of building, testing and deploying the items from groups 1, 2, 3, and 4.

3. Pre-Go Live (May 18, 2020 through July 17th, 2020) Netsmart will ensure that all training materials are updated prior to end user training to reflect any changes which may have occurred from the building of items from groups 1, 2, 3, and 4.


6. Post go-live (Oct 1, 2020 through Dec 31st, 2020), the County Leadership will review the Clinical Assessment and determine a direction. Implement modifications post go-live.

7. Post go-live (Oct 1, 2020 through Dec 31st, 2020), the County Leadership will review the Revenue Cycle Assessment and determine a direction. Implement modifications post go-live.

8. Optimization Heath Checks (January 1st, 2021 to June 30th, 2021) Monthly Report of findings from Health Check, with recommendations for improvement, as identified, to provide CSC with feedback and direction.

9. Netsmart Monthly Reports are due to the County by the 5th of the next month. Reports will resemble reports currently being received monthly.

   • Initial Report- A detailed report on the initial assessment of billing issues
     ➢ Netsmart to address the County’s identified concerns of workflow process by conducting and confirming analytical examination of workflow

   • Monthly report of activities performed (measured results), number of claims processed (report progress)
     ➢ Reports shall include the following:
       ▪ Number of issues resolved each week
       ▪ % of progress made to resolve each issue each week
       ▪ % of unrecovered revenue ready to be billed each week

Payment Terms

• Pre Go-Live Build – Group 1 and 2 activities completed - 20% of total Professional Services
• Pre Go-Live Build – Group 3 and 4 activities completed - 20% of total Professional Services
• Post Go-Live Optimization Initial Review and Assessment – Initial review report completed - 20% of total Professional Services
• Post Go-Live Optimization Final Review and Assessment – Final review report completed - 20% of total Professional Services
• Quarter A of Optimization Health Checks (Jan 1, 2021 through Mar 31, 2021) – Monthly reports delivered - 10% of total Professional
• Quarter B of Optimization Health Checks (May 1, 2021 through June 30, 2021) – Monthly reports delivered and Final report - 10% of total Professional
V. Acceptance Criteria

The Patient Business Services (PBS) will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology. Identified PBS personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified individuals and provided to the PBS Director to validate progress.

The Director of Financial Services will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology. Identified Finance personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified individuals and provided to the Finance Director to validate progress.

Clinic Managers will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to each of the skills below. Identified clinic personnel will work with Netsmart and acknowledge that scope of work is being accomplished according to timelines set. Documented results will be filled out by staff and provided to the Clinic Manager to validate progress.

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Pre Go-Live Build Group 1 and 2</th>
<th>Pre Go-Live Build Group 3 and 4</th>
<th>Post Go-Live Initial Review</th>
<th>Post Go-Live Final Review</th>
<th>Quarter A</th>
<th>Quarter B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1 and 2 build completed</td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group 3 and 4 build completed</td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optimization Initial Review and Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optimization Final Review and Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly health check reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Monthly health check reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>Not to Exceed $168,361.85</td>
<td>Not to Exceed $168,361.85</td>
<td>Not to Exceed $168,361.85</td>
<td>Not to Exceed $168,361.85</td>
<td>Not to Exceed $84,180.93</td>
<td>Not to Exceed $84,180.93</td>
</tr>
</tbody>
</table>

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $841,809.26 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 9)

Third Amendment to Agreement CW2232919
Between the County of Santa Clara and Netsmart Technologies, Inc.
VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
I. Executive Summary

To increase the end-users understanding of the solution, Netsmart will expand the currently provided training to ensure that County end-users have a high degree of understanding and comfort in using the system. This immediate expansion will be in addition to the currently contracted end user training as per the May 2019 contract but will more than double the amount of initial end user training provided. It will also tailor the training to be specific to the County role and not the system role. In addition, long term training support will occur by Netsmart providing monthly trainings to end users through June 2021 helping to ensure lasting success of the solution.

II. Statement of Work:

Objectives:

1. Netsmart to train and confirm County users have mastery of core skills related to system use and functionality. Netsmart will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology.

2. Netsmart will work the County will develop training strategy/plan:
   - The Training Plan defines the County and Netsmart’s collaborative approach to knowledge transfer and training. The Training Plan also defines the support Netsmart will provide to prepare the County for conversion and postproduction support of the EHR.
     - Includes recommendations to create an open and supportive learning environment
     - Outlines the recommended approach for conducting user training
     - Defines the learning tools and methodologies to be leveraged
     - Includes the County and Netsmart resources required for training
     - Explains the process to report, prioritize and resolve training questions and issues
     - Incorporates the County provided feedback

3. Netsmart will develop of training materials:
   - Develop an expanded training curriculum, agenda and schedule
   - Work with County to schedule training
   - Enhance training materials based on approved curriculum
     - Supervisor Checklist
     - Work Aids
     - Cheat Sheets
     - Job Function Checklist
   - Update training materials through June 2021, based on outcome of workflow as directed by Process Optimization work, stated above.

4. Netsmart Will Conduct Specialized Training:
   - Provide Instructor Led classroom training:
     - The assigned FTE’s will provide up to an additional 1000 hrs. of instructor led, classroom training prior to go-live. (to be conducted prior to September 1st, 2020)
     - Post go-Live - Up to 80hrs of instructor led classroom sessions per month post go-live through June, 30th 2021.
• Post go-live Remote/Virtual training sessions:
  o Post go-Live - Up to 80hrs of virtual training sessions per month post go-live through June, 30th 2021
• Support County staff in doing specialized and general training to improve overall adoption rates by the County staff.
• Provide, enhance and develop training materials as needed to increase adoption of solution.
• Onsite or remote support based on need to develop and deliver training content.
• Tailored training materials developed and distributed by County Role.
• Update and maintain the training materials through June 2021.
• All processes and training material to be transitioned to County Staff by end of November 2020.

  The week prior to go-live, there will be 3 in-person and 3 Virtual make-up classes facilitated by 6 NTST end-user trainers. Classes sized expected to be same as all other classes, to facilitate learning objective.

5. End User Training will be limited to the following:
• 10-15 end-users per session.
• Training will be conducted on-site at one location, unless explicitly agreed to by both Netsmart and County project management executives.

The effort during this estimated period of July 1, 2020 through August 30, 2020 will be worked by no less than (6) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 80% of their time onsite to understand the County’s needs and quickly get up to speed with the project.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban to due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule

<table>
<thead>
<tr>
<th>Year 2020 and 2021</th>
<th>July 1, 2020- August 30, 2020</th>
<th>Oct 1, 2020 - June 30, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

III. **County Roles and Responsibilities:**

• Provide a primary point of contact to review and approve materials for each defined user role.
• The County project manager will attend all consulting/training events.
• Communicate training dates, times and expectations to end users.
• Provide classroom space for training to be held. The space should include:
  o A laptop/PC for each participant loaded with Windows Internet Explorer version 10 or higher.
  o High speed internet.
• The ability to share the instructor’s screen using either an overhead projector and screen (to provide the ideal resolution, the minimum screen size display should be 100” and the minimum brightness should be 2,500 lumens) or a wall-mounted LED monitor.
• Ensure that classroom space is properly set up and that required equipment is functioning prior to each training session.
• Work with the assigned Netsmart Learning Coordinator to manage course registration and scheduling.
• The County will provide a primary point of contact to serve as a subject matter expert for learning materials being developed.
• The County to coordinate all County staffing and logistics.
• The County reviews and approves Netsmart’s training materials including course modules and content as well as course materials, instructor guides, student guides, exercises and, student and training assessments.
• A training room will be available for the training sessions with working equipment and appropriate software loaded prior to the arrival of the Netsmart team if it is part of the planning and expectations for the project.
• Individuals scheduled to attend training will attend and participate in the entire session as defined by the agenda.
• The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables
1. Before or by August 31, all identified BHSD staff who attended Netsmart training’s, will be trained on the appropriate modules, which are customized for Santa Clara County, in accordance to the end user roles by Netsmart.
2. At least 20 BHSD staff will be trained as “train the trainer” for all myAvatar modules, which are customized for Santa Clara County, by July 1, 2020 by Netsmart
3. Before or by July 1, 2020, detail customized training materials will be developed and provided for all County’s train the trainers and end users
4. At least 80% of the training will be conducted in person
5. No more than 20% of the training can be perform via conference or remote access
6. Patient Safety Alerts (e.g. At-Risk for Suicide, etc.)
   ▪ After three weeks post “Go-Live”, 85% of working and identified staff are using the above functionality in MyAvatar.
   ▪ After four weeks post “Go-Live”, 90% of working and identified staff are using the above functionality in MyAvatar.
7. Documentation (e.g. Incomplete Progress Notes, Missing Diagnosis, etc.)
   ▪ After three weeks post “Go-Live”, 85% of working and identified staff are using the above functionality in MyAvatar.
   ▪ After four weeks post “Go-Live”, 90% of working and identified staff are using the above functionality in MyAvatar.
8. Post go-live Remote/Virtual training sessions, up to 80hrs of virtual training sessions per month post go-live through June, 30th 2021
9. Netsmart Monthly Reports are due to the County by the 5th of the next month. Reports will resemble reports currently being received monthly.
   • Initial Report- A detailed report on the initial assessment of billing issues
     o Netsmart to address the County’s identified concerns of workflow process by conducting and confirming analytical examination of workflow
   • Monthly report of activities performed (measured results), number of claims processed (report progress)
     o Reports shall include the following:
       i. Number of issues resolved each week
       ii. List of those who attended training for the period of time.
       iii. % of progress made to resolve each issue each week
iv. % of unrecovered revenue ready to be billed each week

- Final Report- A detailed report on the overall assessment of billing issues
  - Netsmart provide a final report; consistent with conducting and confirming analytical examination of workflow

Payment Terms
- Week 4 -Trainings – A report detailing the training courses which occurred and the knowledge transfer which occurred during the first 4 weeks of the training period – 30% of total Professional Services
- Week 8 -Trainings - A report detailing the training courses which occurred and the knowledge transfer which occurred during weeks 5 through 8 of the training period – 30% of total Professional Services
- Quarter A- Trainings - A report detailing the training courses which occurred and the knowledge transfer which occurred during the training period of 10/1/20 through 12/31/20 – 10% of total Professional Services
- Quarter B- Trainings - A report detailing the training courses which occurred and the knowledge transfer which occurred during the training period of 1/1/21 through 3/31/21 – 15% of total Professional Services
- Quarter C- Trainings - A report detailing the training courses which occurred and the knowledge transfer which occurred during the training period of 4/1/21 through 6/30/21 – 15% of total Professional Services

V. Acceptance Criteria

The Director of Patient Business Services will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology. Identified PBS personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified managers and provided to the PBS Director to validate progress.

The Director of Financial Services will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology. Identified Finance personnel will work with Netsmart and acknowledge that the scope of work is being accomplished according to timelines set. Documented results will be filled out by identified managers and provided to the Finance Director to validate progress.

Clinic Managers will provide oversight of the utilization of the system and monitor mastery of employee skills and adoption of the new technology – especially as it relates to each of the skills below. Identified clinic personnel will work with Netsmart and acknowledge that scope of work is being accomplished according to timelines set. Documented results will be filled out by identified managers and provided to the Clinic Manager to validate progress.

VI. Payment Schedule

<table>
<thead>
<tr>
<th></th>
<th>Week 4</th>
<th>Week 8</th>
<th>Quarter A</th>
<th>Quarter B</th>
<th>Quarter C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7/1/2020</td>
<td>7/23/2020</td>
<td>10/1/2020</td>
<td>1/1/2021</td>
<td>4/1/2021</td>
</tr>
<tr>
<td></td>
<td>through</td>
<td>through</td>
<td>through</td>
<td>through</td>
<td>through</td>
</tr>
<tr>
<td></td>
<td>7/22/2020</td>
<td>8/19/2020</td>
<td>12/31/2020</td>
<td>3/31/2021</td>
<td>6/30/2021</td>
</tr>
<tr>
<td>Report of Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trained</td>
<td>30%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report of Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trained</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report of Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trained</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10%</td>
</tr>
</tbody>
</table>

Third Amendment to Agreement CW2232919
Between the County of Santa Clara and Netsmart Technologies, Inc.
<table>
<thead>
<tr>
<th>Report of Staff Trained</th>
<th></th>
<th></th>
<th>15%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>15%</td>
</tr>
</tbody>
</table>

| | Not to Exceed $256,582.81 | Not to Exceed $256,582.81 | Not to Exceed $85,527.61 | Not to Exceed $128,291.40 | Not to Exceed $128,291.40 |

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $855,276.03 for the period unless otherwise amended.

2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 through 9)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org
EXHIBIT E-k
Supplemental Statement of Work-
Report Development Services

I. Executive Summary

After the review of the Netsmart Standard Reports catalog it has been identified that there are many current business reports that will need to be developed to satisfy the reporting needs of Behavioral Health clinicians, PBS and Finance. Also, it is anticipated that as the County uses the Netsmart solution, additional reporting needs will be uncovered which will require the building out of new reports. These reports will allow the County to better understand the information derived from the County specific data being entered the solution. The County does not have experienced report writers in Cache and will need to have individuals currently providing reporting trained to be able to manage reports on-going. Therefore, an experienced report writer will allow the various lines of business, as well as the County executive management team, to have full visibility into the operations of the County's Behavioral Health Services.

II. Statement of Work:

Objectives:

1. Netsmart Shall Develop Crystal Reports and Export files which are specialized and customized to reporting fields as requested by the County.

Development Efforts Include:

- Establish a process for report development (i.e. in-take/request, complexity, prioritization, review and approval, testing, and final acceptance)
  - Provide gap analysis as part of this process to review existing forms versus desired forms and determine if Out of the Box reports can be first utilized. If not follow process as outlined.
- Gather requirements for the reports to be developed
- Design Reports and review with the business for sign-off
- Build reports
- Test reports
- Link reports to needed application components
- Review reports with the business for final sign-off
- Adjust reports at the request of the County of Santa Clara.
- Work closely with the other staff as outlined in this SOW to develop reports as requested and prioritized by the County of Santa Clara.

The effort during this estimated period will be worked by no less than (1) FTEs. It is anticipated that during this engagement with the County, the resources will need to spend 0% of their time onsite to understand the County’s needs and quickly get up to speed with the project.

All parties shall be solely responsible for their own travel and out-of-pocket expenses. Associate travel is subject to Netsmart’s travel policy and procedures. In the situation where, the federal Center for Disease Control, State of California, County of Santa Clara, or City of San Jose issues travel ban due to COVID-19 or similar other incidents, associate travel alteration will be communicated with County of Santa Clara, and travel may be limited. In such event, Contractor shall make alternate arrangements to fulfill the Agreement requirements. Netsmart travel costs are included in the fixed fee amount stated on this Supplemental Statement of Work, as referenced in sub-section V. Payment Schedule

<table>
<thead>
<tr>
<th>Year 2020 and 2021</th>
<th>June 1, 2020 through June 30, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE’s</td>
<td>1</td>
</tr>
</tbody>
</table>
III. Roles and Responsibilities:

- Netsmart shall provide a myAvatar Solution Architect to develop solutions to help the County with reports strategy and development. Solution Architect will have myAvatar reporting knowledge.

- The additional Netsmart resources shall have the following experience: minimum of 2-3 Netsmart implementations and/or minimum 3-5 years’ experience with myAvatar report development and/or minimum of 3-5 years’ experience with CA Behavioral Health regulations and compliance, and/or proven experience with troubleshooting, problem solving, and recommending reporting issue solutions.

- Netsmart shall provide research and support to County reporting strategy as needed; Netsmart shall support the myAvatar technical staff and provide understanding of the system through work product.

- Netsmart shall support the County in efforts to further refine the system through creation of a reports repository that is optimal for the County.

- As directed by the County, Netsmart shall Open/Close/Follow-up on cases as needed.

- The County will provide direction to Netsmart resources and governance decisions on Netsmart activities.

- The County will provide direction and approve all anticipated work of the Netsmart resources.

- The County reserves the right, in collaboration with Netsmart, to approve the Netsmart resource provided as well as request and approve a replacement.

- The County will assign a dedicated project manager to provide oversight for reporting development.

- The County will work together with Netsmart to analyze, diagnose and work through the reporting issues.

- The County will be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required.

- The assigned County Project Manager and other required County personnel will review and approve project deliverables in a timely manner.

- The County will coordinate and provide necessary communications with internal and external agencies as needed.

- The County will work with Netsmart through proper change management process to adjust scope of work. This may result in changing personnel to fit the work requirements. Netsmart and County will define a schedule for appropriate reallocation of effort and project team members.

IV. Deliverables and Payment Terms

Deliverables

1. The County will define reports using standard report specification document. But samples of what this could include are:
   - Admission statistics
   - Managed Care
   - Capacity Report
   - # of Claims Outstanding vs Processes
   - # of clients seen per month per provider (once PCE is live)
2. Depending on size and complexity of reports requested to be created/modified, by the County, up to 3 standard reports per week can be expected from June 1\textsuperscript{st}, 2020, through June 30\textsuperscript{th}, 2021. For example:

- Standard reports include up to 20 attributes/elements per report.
- Complex reports include 20+ attributes/elements per report

Payment Terms

- Quarter A – 6/1/20 through 8/31/20 – Completed Report Validation - 20% of total Professional Services
- Quarter B – 9/1/20 through 11/30/20 - Completed Report Validation - 20% of total Professional Services
- Quarter C – 12/1/20 through 2/28/21 - Completed Report Validation - 20% of total Professional Services
- Quarter D – 3/1/21 through 5/31/21 - Completed Report Validation - 20% of total Professional Services
- Quarter E – 6/1/21 through 6/30/21 - Completed Report Validation and Final report with transition plan and knowledge transfer - 20% of total Professional Services

V. Acceptance Criteria

Internal TSS Data Analyst working with the BHSD Director, Analytics will provide oversight of the report writing engagement. Written sign-off from customers will be validation.

VI. Payment Schedule

<table>
<thead>
<tr>
<th>Deliverable Task</th>
<th>Quarter A</th>
<th>Quarter B</th>
<th>Quarter C</th>
<th>Quarter D</th>
<th>Quarter E and Final</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Report Validation</td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed Report Validation</td>
<td></td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed Report Validation</td>
<td></td>
<td></td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed Report Validation</td>
<td></td>
<td></td>
<td></td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Final Report Including Transition Plan and Knowledge Transfer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20%</td>
</tr>
</tbody>
</table>

Not-to-Exceed $99,267.08 Not-to-Exceed $99,267.08 Not-to-Exceed $99,267.08 Not-to-Exceed $99,267.08 Not-to-Exceed $99,267.09

1) The Total Value of the Services for this Extended Supplemental Statement of Work is $496,335.41 for the period unless otherwise amended.

Third Amendment to Agreement CW2232919
Between the County of Santa Clara and Netsmart Technologies, Inc.
2) Payments will be issued following submittal of an invoice), and County acceptance and approval of all relevant deliverables for the period. (Reference, IV. Deliverables and Payment Terms, Deliverables 1 and 2)

VII. Contacts

Supplier Contact Information:
Mark Van Horn, Account Manager, Ph: 801-369-6294
or email: mvanhorn@ntst.com

County Contact Information:
Rich Ong, Chief Healthcare Information Technology Officer, Ph: 408-885-5359
or email: rich.ong@hhs.sccgov.org