

## **Memorandum of Understanding**

This MEMORANDUM OF UNDERSTANDING, dated as of this 21<sup>st</sup> day of June, 2021 (this “MOU”), is entered into between Milliman PRM Analytics (“PRM”) and the Hartford Health Practice, Profit Center 195, of Milliman, Inc. (“HHDVW”) and sets forth the mutual intentions of PRM and HHDVW relating to content hosting and delivery through Milliman Access Portal (“MAP”).

### **RECITALS**

- A. PRM has developed an application, MAP, and desires to make the same available to the licensee for delivery of content to the licensee’s client(s); and
- B. HHDVW has generated content for clients, and would like to deliver this content through a secure web portal.

The terms and conditions that shall apply are described herein.

### **TERMS**

1. PRM will maintain relationships and license agreements with software vendors necessary to deploy and maintain MAP.
2. PRM will maintain the infrastructure necessary to deploy and maintain MAP.
3. PRM will be responsible for monitoring the system status of MAP and taking any necessary actions to ensure system stability and continuity of service.
4. PRM shall be responsible for ensuring MAP meets system availability requirements agreed upon with HHDVW and its clients, provided that PRM was involved in the negotiation of such requirements.
5. PRM shall retain all intellectual property created through the development of MAP but makes no claims to intellectual property within the content published via MAP by HHDVW or any other users.
6. PRM will provide user support during regular business hours at [map.support@milliman.com](mailto:map.support@milliman.com). Client-specific support requests will be forwarded to the appropriate contacts for HHDVW. Regular business hours are Monday through Friday 9am – 4pm ET.
7. PRM will provide regular security and feature enhancements to MAP to maintain and improve the reliability and usability of the application.
8. PRM will provide training and documentation to HHDVW staff for the purpose of ensuring proper management of HHDVW clients, content, and users.
9. PRM will provide additional development assistance to HHDVW when necessary to ensure that content conforms to technical requirements for hosting in MAP. The billing rate for this service is \$200 per hour.

- 10.** PRM will maintain records of all interactions with the application and content in order to provide a complete history of what was accessed, by whom, and when. This will be made available to HHDVW upon request.
- 11.** PRM will notify HHDVW of any scheduled maintenance windows for MAP.
- 12.** PRM shall comply with all Milliman policies and procedures for the processing and storing of client-sensitive information.
- 13.** PRM shall be responsible for ensuring application development and IT infrastructure comply with relevant legal requirements.
  - a.** This responsibility shall not extend to activities performed by HHDVW employees, contractors, or representatives.
- 14.** HHDVW must include PRM in the completion of security questionnaires from clients of HHDVW in regards to MAP. All time incurred by PRM staff in the process of completing questionnaires will be billed at a rate of \$250 per hour.
- 15.** HHDVW shall notify PRM of any known or suspected security incidents related to MAP.
- 16.** HHDVW must get approval from PRM on any contractual obligations relating to MAP before entering into the agreement.
- 17.** HHDVW shall designate at least one person who shall have responsibility to create and administer end user accounts for HHDVW's hosted content.
- 18.** HHDVW shall designate at least one person who shall have the responsibility to regularly review the content and users related to HHDVW via the Client Access Review functionality in MAP.
- 19.** HHDVW accepts responsibility for the system privileges granted to users by HHDVW's administrative users.
- 20.** HHDVW shall designate at least one contact person who shall have responsibility to support user inquiries relating directly to the hosted content.
- 21.** HHDVW shall designate at least one person to perform publishing of its content with MAP and to receive training to do the same. This person, or persons, shall be responsible for confirming the accuracy and appropriateness of content that is published on behalf of HHDVW and will be required to attest to this at time of publication.
- 22.** HHDVW will be invoiced quarterly based on the pricing structure available on the MAP Support site (<http://mapsales.milliman.com/#pricing>). Annual price adjustments for the following year will be posted by October 31<sup>st</sup> and go into full effect on the following January 1<sup>st</sup>. As new content types are made available through future feature enhancements, these prices will be made available on the MAP Support site. Publishing content to MAP for any content type will be viewed as an implicit agreement to the published rates, and will be billed as such.

IN WITNESS WHEREOF, the Parties have executed this MOU as of the date first written above.

**PRM Analytics**

By: Rich Moyer  
Name: Rich Moyer  
Title: Principal

**HHDVW Practice**

By: David V. Williams  
Name: David V. Williams  
Title: Healthcare Consultant