# Appendix A

**Technical and Care Navigation Support Services**

***Services*:**

Licensor provides a 24 x 7 x 365 toll free telephone support line at 1- 888-679-5286 to reach technical and care navigation support services:

* The Ibis service provides technical support for the hardware and Ibis Software during business hours 9 AM – 5 PM EST. Licensor support personnel will be available to support your requests. If the call is outside of business hours, Licensor support personnel will be in contact with you the next business day.
* The optional Ibis Care Navigation services provide significant service enhancements that include Care Navigators and Nurse Facilitators that perform the following functions in support of the Licensor’s service to their patients:
  + - Support Enrolling and onboarding users/patients
    - Support Reconciling the care plan that is entered into the Ibis system
    - Support Monitoring the progress of users/patients
    - Support Handling Ibis alerts

***Ibis Technical Support Service Standard:***

Licensor support assigns case number and priority levels. Licensor support may provide Licensee with a temporary solution that enables Licensee functionality to resume while continuing to work towards identifying a more permanent solution. Licensor support work cases in accordance with the Priority Level Table below until resolution has been achieved.

The Priority Level table below details how problems and issues are supported by the Licensor Support Organization when entered into the Licensor support queue.

|  |  |  |  |
| --- | --- | --- | --- |
| Priority Level | Problem Severity | Response Goal | Resolution Goal |
|  | | | |
| 1 | **HIGH:** System or major application is seriously affected and there is no reasonable workaround currently available | Licensor will confirm receipt of problem via phone within 4 hours. | Upon confirmation of receipt, Licensor will use Best Commercial Practice to provide a workaround or correct the problem within an average twenty-four  (24) hours. Licensee resources must be available to assist with problem determination. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MEDIUM:** A  Problem where there is minimal impact on the quality, or performance of the application *and a* workaround exists | Licensor will confirm receipt of the problem via phone within 4 hours. | Licensor will use Best Commercial Practices to provide a workaround or correct the problem within an average forty-eight (48) hours after the initial report. Licensee resources must be available to assist with problem determination. |
|  | **LOW:**  Functionality does not match documented specifications or enhancement request. | Licensor will confirm receipt of problem within one (2) Business days. | Resolution of the problem may appear in future software or documentation releases. |

As used in the Priority Level table above, the term “Best Commercial Practices” shall mean, with respect to any “Resolution Goal" set forth in the Priority Level table below, a level of effort to achieve such Resolution Goal at least equal to the level of effort to achieve the same or similar objectives as recognized in the industry, and in any event a prompt and diligent effort, made in a professional and workman-like manner, using an appropriate number of qualified individuals.

***Ibis Care Navigation Service Support Standard:***

The Licensee follows defined processes to support the Licensor with the Ibis Plus services listed under the ***Services*** section above. These processes are under version control and available for review by the Licensor as needed:

* Process for Enrolling / Onboarding Patients
* Medication Reconciliation Process
* Monitoring Process
* Protocol Alert Process

In support of the processes Licensee provides to the Licensor user/patient enrollment forms that include:

* HIPAA/Privacy forms
* Patient Demographics
* Patient Preferences
* Care Plan Information Form
* Medication Acknowledgement Form (for patient)

The Licensee’s Project Manager, Care Navigators, Nurse Facilitators, and contracted On-call Nursing Service support the Licensor with the implementation and support for the Ibis solution. Enrolling, onboarding, care plan reconciliation, and monitoring are activities are usually done during standard business hours. Handling protocol alerts is done 24 x 7 x 365. The Licensor’s Nurse Facilitators (or contracted on-call nursing service) are all registered nurses trained in telephone triage to provide immediate assistance for the Licensees patients/users when deemed needed as defined by the Protocol Alert Process. They follow Julie Briggs Telephone Triage Protocols:

A. In the event of serious medical emergencies licensee shall triage patients as per triage protocol.  Licensee shall not be responsible for any patient costs incurred as a result of such referral and such costs shall be the patient’s, or insurers, sole responsibility.  Licensee shall not be liable for any medical costs and the licensor hereby agrees to indemnify and hold Licensee harmless for same.

B. Licensee shall make a record of each call and follow up with the appropriate provider.

C. The Nurse will attempt to return calls to patients within thirty (30) minutes. Calls will be handled in order of acuity.

D.  Any complaint or concern should be brought to the attention of licensee within a reasonable time frame.