

Prepared For: Lake County Behavioral Health ("Client")
PO Box 1024 6302 13th Avenue
Lucerne, CA 95458-1024 USA

Expiration Date: February 09, 2019

Cerner Sales Contact: Jason Berry

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This Cerner Sales Order is made on November 09, 2018 ("**Effective Date**"), between Client and Cerner Corporation ("**Cerner**"), a Delaware corporation with its principal place of business at 2800 Rockcreek Parkway, Kansas City, Missouri, 64117. This Cerner Sales Order is subject to, and incorporates by reference, the Cerner Services Agreement between Client and Cerner dated November 9, 2018 (the "**Agreement**").

PERMITTED FACILITIES

For use and access by these facilities:

Name	Address	City	State/ Province	Zip/Postal Code	Country
Lake County Behavioral Health	PO Box 1024 6302 13th Avenue	Lucerne	CA	95458-1024	USA

The parties may add or substitute Permitted Facilities by amending this section, provided Client pays any relevant scope of use expansion fees in the section below.

SCOPE OF USE

Scope of Use Limits. Client will use the following solutions in accordance with the Solution Descriptions and subject to the scope of use limits set forth below.

Solution Description	Scope of Use Metric	Scope of Use Limit	Scope of Use Metric Description
Cerner Integrated - Community Behavioral Health	Concurrent Users	50	Total number of concurrent users who have a right to access the software application.

Scope of Use Expansion. If a scope of use limit is exceeded, Client agrees to pay the additional fees below, which are valid for two (2) years after the Effective Date, and thereafter increase at a rate of five percent (5%) per year.

Solution Description	Scope of Use Metric	Extending Scope of Use Limit by	Additional Licensing Fees	Additional Monthly Support Fees	Additional Monthly Fees
Cerner Integrated - Community Behavioral Health	Concurrent Users	5	-	-	575

Scope of use will be measured periodically by Cerner's system tools, or, for metrics that cannot be measured by system tools or obtained through industry available reporting sources (e.g. FTEs or locations), Client will provide the relevant information (including records to verify the information) to Cerner at least one (1) time(s) per year. Client agrees that if an event occurs that will affect Client's scope of use (such as acquisition of a new hospital or other new facility), Client will promptly notify Cerner in writing of such event no later than thirty (30) days following the effective date of such event so that Client's scope of use can be reviewed. Any additional fees due under this Section will be payable within thirty (30) days following Client's receipt of an invoice for such fees. Any additional monthly fees will begin on the date the limit was exceeded, and paid annually (pro-rated for any partial month).

PAYMENT TERMS**APPLICATION SERVICES****One-Time Fees.**

- A. Initial Payment. Twenty five percent (25%) of the total one-time application service fees are payable on March 31, 2019.
- B. Remaining Payments. Seventy-five (75%) of the total one-time application service fees are payable quarterly for sixty (60) months beginning upon the earlier of Project Kick-off or December 31, 2019.

Monthly Fees. The monthly application service fees are payable quarterly beginning upon the earlier of First Productive Use or December 31, 2020; and continuing for the term specified in the "Solution and Services" section.

FEE INCREASES

Cerner may increase the monthly fee for Support services and each recurring service (such as managed services, application services, subscription services, application management services, employer services, transaction services, and Shared Computing Services) any time following the initial twelve (12) month period after such recurring service fees begin (but not more frequently than once in any twelve (12) month period) by giving Client sixty (60) days prior written notice of the price increase. The amount of such annual increase will equal CPI plus 5% per annum. Cerner may also increase the fees at any time during the term if a Cerner third party increases the fees to be paid by Cerner, with such increase being limited to the amount of increase in Cerner's fee to the third party.

TERM AND TERMINATION

Application Services. Application services begin upon the earlier of First Productive Use or December 31, 2020, and continue for the term set forth in the "Solutions and Services" section. At the end of the applicable term, each service will automatically renew for additional 12-month periods at the rate charged in the final period of the then-current term, unless either party provides the other party with written notification of its intent to terminate the relevant service no less than 60 days prior to the expiration of the applicable then-current term.

SOLUTION DESCRIPTIONS

Each solution with a Solution Description has a code noted in the "Solutions and Services" section of this Cerner Sales Order, and that code can be entered at <https://solutiondescriptions.cerner.com> to view the Solution Description. These Solution Descriptions are incorporated into this Cerner Sales Order by reference. In the event a Solution Description is not published on Cerner's website, it may be attached to this Cerner Sales Order.

PASS-THROUGH PROVISIONS

Where pass-through provisions are applicable to third party products and services, these provisions are referenced by a pass-through code in the "Solutions and Services" section of this Cerner Sales Order, and that code can be entered at <https://passthroughprovisions.cerner.com/> to view the pass-through provisions. These pass-through provisions are incorporated into this Cerner Sales Order by reference.

ASSIGNMENT OF PAYMENTS

Client agrees that Cerner may assign its interest in or otherwise grant a security interest in payments due pursuant to this Cerner Sales Order in whole or in part to an assignee. Client will promptly acknowledge each assignment or granting of a security interest. Cerner will continue to perform its obligations under the Agreement following such assignment or granting of a security interest.

FINANCIAL OVERVIEW

Description	One-Time Fees	Monthly Fees	Annual Fees
Application Services	115,920.00	4,600.00	-
TOTALS:	115,920.00	4,600.00	-

All prices in this Cerner Sales Order are shown in US Dollar (USD).

SOLUTIONS AND SERVICES
APPLICATION SERVICES

Solution Code	Description	Qty	Scope	Term (Mo)	One-Time Fees	Monthly Fees	Solution Description Code	Pass-Through Code
Quote: Solutions (1-13978480367-R-3)								
BH-60004	Cerner Integrated - Community Behavioral Health	50	Concurrent Users	60		4,600	BH-60004_01	62101_BHC_C
BH-60008	Cerner Integrated: Community BH - Migration - Setup	5	Operating Expense (\$M)		82,800			
BH-60009	Cerner Integrated: Community BH - Migration - Add On- Setup	5	Operating Expense (\$M)		33,120			

ADDITIONAL PROVISIONS

Fiscal Funding. Client represents that it is a government agency or instrumentality and has obtained all required approvals and authority to enter into and perform its obligations hereunder, including without limitation, the obligation to make the payments due during Client's current fiscal year. If funds are not appropriated for any future fiscal year, Client shall notify Cerner in writing promptly and in no event later than 30 days prior to the commencement of the new fiscal year and Cerner shall permit Client to terminate this Agreement without penalty effective on the end of the fiscal year prior to the year for which funds are not appropriated. No refunds will be given for fees paid, and Client will pay all fees for products and services provided up through the date of termination.

Client and Cerner, as successor to Anasazi Software, Inc., are parties to an agreement dated August 2, 2006 (and sometimes referred to as being dated June 17, 2006)(as amended, the "Prior Agreement"), under which Client licensed software that is to be replaced by the solutions under this Cerner Sales Order. Upon First Productive Use of any of the solutions under this Cerner Sales Order, the Prior Agreement shall be superseded by the Agreement and all licenses, services, fees and other rights or obligations under the Prior Agreement shall terminate, as shall the Prior Agreement itself, except that Client shall pay Cerner any outstanding fees under the Prior Agreement for services provided through that date of termination and any terms that the Prior Agreement says shall survive termination shall continue in effect. "First Productive Use" means Client's first use of a service to send patient, health plan, or materials information for clinical, financial, or operational use.

SCOPE OF SERVICES

This section defines the service deliverables ("**Scope**") for the services set forth in this Cerner Sales Order.

APPLICATION SERVICES
BEHAVIORAL HEALTH HOSTING SERVICES

Cerner agrees to provide the services set forth in this Scope, (the "application services"), pursuant to the terms and conditions set forth in the Agreement. Behavioral Health Hosting Services includes access to the software components and associated Support set forth in the "Solutions and Services" section of this Ordering Document for the term in months set forth therein.

DEFINITIONS

BEHAVIORAL HEALTH HOSTING SERVICES

Computing System	Consists of the Cerner-owned server(s) and Data storage required to provide the remote hosting services set forth herein.
Cerner Technology Center(s) (CTC)	Means the data center facilities intended to provide uninterrupted power and service for Cerner-hosted solutions. Each CTC is designed to significantly reduce downtime and operate under supervision 24 hours per day, 7 days per week ("24 x 7"), every day of the year. Cerner will provide CTC facility space, cooling, power and management, infrastructure components, and security required to provide the in-scope application services.

CONFIGURATION/SETUP DESCRIPTION

Cerner will provide application delivery using a multi-tenant shared infrastructure model. Multiple non-affiliated clients will be hosted in a common domain using a shared data model. In a shared model, systems and application management will be centralized to reduce application hosting costs and minimize service availability disruptions. This centralized management also allows for timely and efficient releases of application software upgrades and enhancements. Cerner will schedule all maintenance activities (i.e. new releases of code, routine maintenance, etc.), and will provide notification to clients of maintenance requiring planned downtime.

Cerner will configure and set up the initial infrastructure required for work to begin on the Behavioral Health Hosting Services project. This configuration and setup may include activities such as the initial procurement, installation, and testing of required hardware, operating system, database, storage, equipment, front-end servers, and system management tools.

SCOPE OF SERVICES

Cerner's Behavioral Health Hosting Services includes the following:

- Secure hosting facility
- Data center operations (24 x 7 x 365)
- Technical support (24 x 7 x 365)
- Hardware and associated maintenance

Domains Supported: 3 environments; production, non-production and training

General Assumptions:

- Access to application will be via public Internet only. VPN will be implemented to support printing and interfaces (if applicable). Optional dedicated circuit or virtual private network (VPN) connection is available for additional fees.
- Standard Citrix server configuration provides anonymous logons set to 30-minute inactive use timeouts.

RESPONSIBILITIES

Behavioral Health Hosting Services includes the servers, third-party software, monitoring and management, hardware infrastructure, network infrastructure, storage and backups, and data center infrastructure required for solution(s) set forth in the "Solutions and Services" section of this Ordering Document. The following table sets forth the responsibilities of Cerner and Client regarding the Behavioral Health Hosting Services. Each party agrees to perform their respective responsibilities, as set forth below.

CTC Network Operations and Connectivity to Hosting Services	• Cerner will be responsible for providing and managing all network equipment within the CTC such as routers, switches, load balancers and consoles. • Cerner will provide connectivity between the CTC and the public internet. • Client will be responsible to install, configure, and manage Client local area network (LAN), wide area network (WAN), Internet connectivity, Internet Service Provider (ISP) service, and supporting Infrastructure to all end users, printers, foreign systems, medical devices and any other Client-owned equipment.
Equipment and Third-Party	• Cerner will provide all servers, storage, and layered software (i.e. Citrix, etc.) required to support the in-scope application services in this Ordering Document. Cerner will retain all right, title, and

BEHAVIORAL HEALTH HOSTING SERVICES

Software Provisioning and Acquisition	interest in and to such hardware and software. - Client will be responsible for providing the systems required for end user access (e.g. network authentication), local printing and workstation software installation (e.g. "thick" client installations, desktop links, etc.). - Client will be responsible for operating system and software licenses for third-party products located on Client front end systems, desktops/laptops and other devices (e.g. web browser, PDF reader, etc.).
Computing Systems Management	- Cerner will provide systems management services for the management, security and performance of the Computing Systems required to support the application services. - Client will perform system backups as specified in standard backup policy to a secured environment. - Client is responsible for procurement, installation, support, and backup of Client-owned devices (e.g. workstations, printers, signature pads, scanners, etc.) or other peripherals as needed.
Applications Management	- Cerner will provide the management of the application such as installation of software updates, new releases, cycling of application servers and services. - Client is responsible for the following: - Training end users on the solution(s) as well as any required application testing post software updates - Assigning and managing end user accounts for access to applications or other peripherals as needed to ensure personnel have appropriate access - Performing initial problem resolution/triaging via Client Help Desk or super users, prior to contacting Cerner help desk
Disaster Recovery (DR) Services	The CTC consists of multiple data centers. Each of these data centers has core infrastructure services, including telecommunications, power and security infrastructure in place. In the event of a disaster, an alternate data center will be invoked, with production computing systems being recovered first, followed by non-production computing systems. In a disaster situation, Cerner will use reasonable efforts to recover Client systems as quickly as possible.

APPLICATION SERVICES SETUP
CERNER INTEGRATED – COMMUNITY BEHAVIORAL HEALTH - SETUP
 (BH-60006, BH-60008)

Estimated Project Start Date and Duration	- The estimated project start date is subject to adjustment based upon the Effective Date of this Ordering Document - Cerner requires a minimum of 90 days following the Effective Date to accommodate pre-project activities such as planning, staffing, and technology activities - The overall duration of this project (from project kick-off to go-live), based on the scope of services detailed in this Scope, is expected to be 12 month(s)
Project Assumptions	- Implementation assumes the design, build, and conversion for the facility location(s) utilizing a centralized database environment and a single go-live phase, converting all solutions in that phase concurrently. - This engagement includes only the items set forth in this Scope. Either Cerner or Client may identify a change in assumptions, tasks, duration, services, or resources required from Cerner or Client. Client shall incur additional fees if services are requested beyond the scope of work set forth in this Scope. A new Ordering Document must be executed by the parties if Client requests additional tasks beyond those set forth herein. - The Services set forth herein do not include travel, lodging, per diem, or other out-of-pocket expenses incurred by Cerner personnel.

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	- As needed and at Client's expense, Client will provide to Cerner's project team: work areas with network connectivity to Client network; and access to a network laser printer via a desktop computer with fat client (configured to Cerner's minimum recommended configuration), access to appropriate Client domains and Clients using <i>Citrix</i> access. Client agrees to provide this access to each Cerner project team member while on Client site. - Cerner will provide the design and standardization per solution. Client agrees to follow Cerner's design recommendations and use the standard content. Client will focus on localized deliverables, final system validation, training, and overall system education. - Client acknowledges that in order for Cerner to provide a cost-effective hosting solution, the applications will be hosted in a shared environment along with other participants. Client further acknowledges that this shared environment requires some degree of standardization, including, without limitation; design, workflows, timing of upgrades, additions of new solutions, and system changes. - Both parties must fulfill their responsibilities and adhere to the other requirements and descriptions herein to meet the goals of an 'on-time' and 'on budget' project. All modifications to this Scope must be agreed to by both parties, and may result in delays to the project, additional fees, and additional resources assigned to the project. - Client will identify and make available its project team members following the Cerner project kick-off for the Client. If Client's team is not available within that timeframe, such delay will be considered a change in scope and will require the execution of a separate Ordering Document setting forth the additional work effort and additional fees.
Behavioral Health Model	Behavioral Health Model is Cerner's best practices content and contains items such as orders, forms, rules, reports, labels and recommended workflows across several roles and venues. The Behavioral Health Model was developed by Cerner clinicians and experts and is continually updated based on implementation experience, Client input, and industry regulations. This Scope assumes the Behavioral Health Model content will be utilized without modification unless noted in a particular solution. The Behavioral Health Model is available for all new and existing <i>Cerner Millennium</i> engagements.
Cerner Tasks/Activities	- Create a user account so the Application Service can be made widely available - Assist Client with decisions regarding implementation approaches and best practice policies - Perform build and configuration for components included in Cerner Integrated – Community Behavioral Health - Collaborate with Client throughout the project to ensure appropriate build and configuration - Perform unit testing in production systems prior to solution go-live; testing will be done for integrations and system changes - Work with Client to track success and offer guidance in meeting solution goals - Make reports available to Client via a secure Internet connection - Guide Client through a variety of role-specific training sessions by conducting super user training on Cerner Integrated Behavioral Health Application Services - Provide training curriculum and training plan
Client Tasks/Activities	- Identify the appropriate points of contact for data submission and end-user analysis - Collect the necessary clinical, operational, and financial data from Client data systems - Submit standardized data to Cerner on a periodic basis - Provide requested information to Cerner in a timely manner; delayed responses may extend the project timeline - As applicable, allow the implementation and use of Cerner-provided utilities that will extract the needed clinical data. - Install necessary hardware - Provide a static internet protocol address

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	• Ensure workstations meet the minimum requirement of <i>Microsoft Windows 10</i> • Maintain reliable Internet access, File Transfer Protocol (FTP) services, and virtual private network (VPN)/Secure Shell (SSH)/Secure Socket Layer (SSL) connectivity • Engage any third-party supplier, if using, and pay any associated costs • Train end users after super user training is completed
Go-Live	• Command Center Support for go-live event: Cerner will provide on-site application support and troubleshooting for issues logged to the helpdesk or command center during the go-live event. Cerner's standard coverage provides 3 days of 20-hour support. The Cerner team will be primarily based in the command center along with the Client application team to help troubleshoot issues as they are reported. The Cerner team will assist in departmental end-user support as time allows based on volume of command center calls and/or issue resolution. • After go-live, Cerner will provide remote application support until the formal turnover to Cerner's support team. For clinical and ancillary solutions, the turnover date will be determined based on the number and severity of open issues to ensure appropriate stability before changing ownership. For patient accounting solutions, the turnover process is elongated in order to account for a variety of billing scenarios (charge capture, claims, remittances, general ledger, etc.). This is based on a 30-, 60-, and 90-day checkpoint schedule that will be reviewed with the Client prior to go-live. The goal is to ensure Cerner helps Client through month-end and quarter-end closes as well as monitoring key financial metrics through the transition.
Upgrade and Enhancement Process	• Cerner maintains planning and coordination for all upgrades and package installs. Release upgrades are planned approximately every 12 months. • Packages are currently installed on a regular basis for uptime installs and once a quarter for packages that require a downtime
Deliverables	• Implement and configure Cerner Integrated – Community Behavioral Health
Scope Control	• There are controls on scope for the total number of a particular item within certain solution sections. Controls are present for the following reasons: ○ Achieve project timeline with estimated Client project resources ○ Recommended use of the System and ease of maintenance long term ○ Maintain standard fees • Controls on items are not functional limits of the <i>Cerner Millennium System</i> • All requested modifications to this Scope must be evaluated for potential impact to the project plan and may result in a longer project timeline, additional Cerner/Client resources, and/or additional fees. Cerner will utilize its scope management process to help keep the project on track.
MOBILE PATIENT ESIGNATURE	
Design	• Cerner will configure electronic forms to capture an electronic patient signature • Design topics include: ○ Project planning ○ Forms design based on standard set of available forms
Build	• Cerner will assist in building up to 10 electronic forms (forms in additional languages are counted separately) • Assistance with <i>Cerner Millennium</i> changes required/desired for Patient eSignature
Data Capture	• Includes services for up to 8 capture devices across 1 facilities ○ The addition of capture stations will result in additional fees
Deliverables	• Patient eSignature installed and configured as outlined in this Scope • Super user training for the as-built system

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Assumptions	• Appropriate hardware and licensing is in place and Client is current on Maintenance payments • Client will provide production-ready forms in PDF format
DOCUMENT IMAGING – SINGLE DOCUMENT CAPTURE	
Data Capture	• Includes services, setup and configuration for up to a total of 10 Single Document Capture stations across 1 facilities in 1 department ◦ The addition of capture status will result in additional fees. • Cerner will train Client on desktop installation and setup for both full desktops and <i>Citrix</i> implementations
Deliverables	• Single Document Capture solution installation and configuration as outlined in this Scope • Super user training for the as-built system
REFERENCE LAB NETWORK	
Defined Terms	• Connection means a single clinical data feed from the Reference Lab Network (RLN) to a receiving system/unique database • Connection Method means the method by which the <i>RLN</i> communicates with a receiving system • Transaction Type – Specifies the type of electronic transaction the <i>RLN</i> will use to communicate with the receiving system
Cerner Tasks/Activities	• <i>Build new Connection to Reference Lab Network (RLN) from Client's system; such Connection can be used for bi-directional traffic</i> • Create inbound connection on the RLN • Complete routing build within the <i>RLN</i> based on account numbers • Coordinate positive networks (PN) VPN for secure Connection to the CTC, if necessary • Build communication (COM) servers within Client's domain, if <i>Cerner Millennium</i> Client • Complete updates to the routing script to route transfer list messages to go outbound via the new COM servers, if <i>Cerner Millennium</i> Client • Perform the following for foreign system interfaces: ◦ Configure external systems outbound (ESO) route script ◦ Configure external systems inbound/ESO ◦ Alias all Reference Lab interface related code sets (excludes 54,72,200, and 14003) ◦ Develop and test required modify object and modify original scripts ◦ Complete functionality testing ◦ Complete bulk testing ◦ Perform production readiness
Connectivity	• All Data sent inbound or outbound to the <i>RLN</i> from an external network will pass through the CTC ◦ A VPN Connection from the external network to the CTC must be set up utilizing the PN managed VPN solution • Other VPN solutions or network Connections to the CTC will be evaluated on a case by case basis • Clients will need to provide technical resources whenever possible to assist with the establishment of the VPN
Technical Overview	• Connection Methods Available ◦ Transmission Control Protocol/Internet Protocol (TCP/IP) ◦ File Transfer Protocol/Secure File Transfer Protocol (FTP/SFTP) ◦ Web services

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	- Transaction Types Available <i>Health Level Seven International (HL7) 2.3.1</i>
Assumptions	- Through the Reference Lab Network, Clients will be only able to connect to laboratories that are part of Cerner's RLN. - Included in the Behavioral Health model is a single Partner Connection with either Quest or LabCorp. - Other Laboratory connections may be available at an additional cost. - If any of the assumptions below cannot be completed by Client, additional professional services hours may need to be contracted for a Cerner resource to complete the work - Client will help <i>Network</i> associates installing and configuring the outbound connection to the <i>RLN</i> within Client's domain - Sending and receiving systems must coordinate specific values for person, encounter, order, and result level data and identifiers - Client is responsible for completing any aliasing to coordinate specific values between systems - Sending or receiving systems must have the ability to execute a person match using a person level identifier or a combination of demographic and order details
HEALTHELIFE SETUP	
Cerner Tasks/Activities	- Client will be responsible for production, distribution costs, and Client-specific materials - Educate Client staff on portal administration tools via on-line meeting tools; using a train the trainer approach - Implement portal framework with default settings - Provision Client access to administrative tools - Implement and configure specific features desired by Client for initial go-live, including one or more of the following: - Secure messaging - Ability to view, request, cancel, and reschedule appointments via secure messaging capabilities in <i>Cerner Millennium</i> - Lab results view - Documents view (including clinical notes) - The ability to view, download, and transmit for Meaningful Use (requires Cerner Direct to transmit) - Educate Client team on best practices for achieving efficient, successful enrollment, and patient engagement
Client Tasks/Activities	- Conduct system testing, including development and execution of a test script, testing, and assisting with troubleshooting - Review training materials and utilize reference manuals and documentation
Initial Setup	- Cerner will coordinate with Client information technology and clinical staff on implementation and project management - Client will be responsible for production, distribution costs, and Client-specific materials - Cerner will educate Client staff on portal administration tools via on-line meeting tools; using a train the trainer approach - eClipboard will include 10 standard forms - The addition of standard forms will result in additional fees
Deliverables	Cerner will build <i>HealthLife</i> in Client's Application Service production domain
Assumptions	If Client is unable to complete any of the assumptions, Client may need to purchase additional

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	professional services hours from Cerner to complete the work • Client will need to satisfy the Health Insurance Portability and Accountability Act (HIPAA) and other requirements to aggregate and disclose consumer personal health information (PHI) • Client is responsible for all first-tier, user support unless Client contracts with Cerner to provide such support																																																												
HEALTHELIFE (PATIENT PORTAL) CERNER CONSUMER SUPPORT																																																													
Overview	• Cerner will provide consumer support 24 hours per day, 7 days per week, every day of the year • Cerner will provide Client support Monday through Friday 8 AM- 5 PM Central Standard Time (CST)																																																												
Scope of Use	• Cerner Consumer Support is defined by the number of end-user calls per month; Scope of Use Limit: 30 end-user calls per month • Unused calls in a given month may not be applied to future months • Client agrees that if an event occurs that will affect Client's scope of use (such as acquisition of a new facility, change in number of consumers, etc.), Client will promptly notify Cerner in writing of such event no later than 30 days following the effective date of such event so that Client's scope of use can be reviewed • Consumer Support scope expansions may be added in bundles of 50 calls per month, at Cerner's then current rates • Client's initial scope of use limit is based on projections related to the size of their organization, and Cerner's experience. Actual call volume can vary greatly based on many factors, including how Client markets the Cerner solutions to patients and configuration choices made by Client																																																												
Scope of Services	<table><tr><th>Level 1 Consumer Support</th><th>Cerner</th><th>Client</th></tr><tr><td>Provide first line of telephonic user support to consumers</td><td>X</td><td></td></tr><tr><td>Assist consumers with log-in and password re-set functions</td><td>X</td><td></td></tr><tr><td>Provide the ability to re-send invitations to consumers who've provided identity confirmation</td><td>X</td><td></td></tr><tr><td>Provide user support of navigation of solution</td><td>X</td><td></td></tr><tr><td>Assist user with troubleshooting access to the portal application</td><td>X</td><td></td></tr><tr><td>Notify Client help desk of issues found that affect service</td><td>X</td><td></td></tr><tr><td>Assist consumers with updated demographic information such as e-mail/name change,</td><td></td><td>X</td></tr><tr><td>Register consumers for portal invitation</td><td></td><td>X</td></tr><tr><td>Provide help desk support for the tier 1 Cerner Consumer Support team</td><td></td><td>X</td></tr><tr><td>Provide a point of contact for escalations which include tier 1 Client help desk and information technology coordinators at the facility</td><td></td><td>X</td></tr><tr><td>Educate point of contact/super user on basic troubleshooting</td><td></td><td>X</td></tr><tr><td>Ensure proper notification and escalation of issues in accordance with standard operating procedures</td><td>X</td><td></td></tr><tr><td>Differentiate between solution and connectivity issues, manage non-managed software issues with appropriate teams</td><td></td><td>X</td></tr><tr><td>Escalate level 2 or higher support issues to resolve incidents</td><td>X</td><td></td></tr><tr><td>Provide test user account for all supported solutions</td><td>X</td><td></td></tr><tr><td>Build steps to complete the member services portal setup including: event set and code hierarchy additions and updates, document types, scheduling appointment build, message center inbox configuration, and Continuity of Care Document (CCD) creation in the Clinical Document Generator</td><td>X</td><td></td></tr><tr><td>Release updates to current code levels</td><td>X</td><td></td></tr><tr><td>Test new releases or capabilities prior to installing in production</td><td>X</td><td></td></tr><tr><td>Communicate any configuration changes to services that are enabled or</td><td>X</td><td></td></tr></table>	Level 1 Consumer Support	Cerner	Client	Provide first line of telephonic user support to consumers	X		Assist consumers with log-in and password re-set functions	X		Provide the ability to re-send invitations to consumers who've provided identity confirmation	X		Provide user support of navigation of solution	X		Assist user with troubleshooting access to the portal application	X		Notify Client help desk of issues found that affect service	X		Assist consumers with updated demographic information such as e-mail/name change,		X	Register consumers for portal invitation		X	Provide help desk support for the tier 1 Cerner Consumer Support team		X	Provide a point of contact for escalations which include tier 1 Client help desk and information technology coordinators at the facility		X	Educate point of contact/super user on basic troubleshooting		X	Ensure proper notification and escalation of issues in accordance with standard operating procedures	X		Differentiate between solution and connectivity issues, manage non-managed software issues with appropriate teams		X	Escalate level 2 or higher support issues to resolve incidents	X		Provide test user account for all supported solutions	X		Build steps to complete the member services portal setup including: event set and code hierarchy additions and updates, document types, scheduling appointment build, message center inbox configuration, and Continuity of Care Document (CCD) creation in the Clinical Document Generator	X		Release updates to current code levels	X		Test new releases or capabilities prior to installing in production	X		Communicate any configuration changes to services that are enabled or	X	
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Provide a point of contact for escalations which include tier 1 Client help desk and information technology coordinators at the facility		X																																																											
Educate point of contact/super user on basic troubleshooting		X																																																											
Ensure proper notification and escalation of issues in accordance with standard operating procedures	X																																																												
Differentiate between solution and connectivity issues, manage non-managed software issues with appropriate teams		X																																																											
Escalate level 2 or higher support issues to resolve incidents	X																																																												
Provide test user account for all supported solutions	X																																																												
Build steps to complete the member services portal setup including: event set and code hierarchy additions and updates, document types, scheduling appointment build, message center inbox configuration, and Continuity of Care Document (CCD) creation in the Clinical Document Generator	X																																																												
Release updates to current code levels	X																																																												
Test new releases or capabilities prior to installing in production	X																																																												
Communicate any configuration changes to services that are enabled or	X																																																												

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	disabled		
	Super Users	Cerner	Client
	Remain engaged on high and critical issue calls as needed		X
	Assist in validation of the resolution of an issue as well as provide additional details for issue investigation as needed		X
	Assist with user communication (downtimes, code changes, process changes, etc.)		X
	Provide for first line training questions		X
	Member Engagement	Cerner	Client
	Launch marketing campaign for consumer adoption and share materials distributed to members to the consumer support line		X
	Communicate marketing campaign and timing to the consumer support line (marketing flyers, e-mail communication, mass mailings, etc.)		X
	Create Client specific materials and pay the associated distribution costs		X
	Non-Cerner Identity System	Cerner	Client
	Provide technical support and troubleshooting for Client defined authentication processes (Single Sign On)		X
	Provide tier 1 support for password re-sets if Client uses non-Cerner identify authentication process		X
	Provide support on non-Cerner patient portals		X
	Problem Management	Cerner	Client
	Provide single point of contact for proper escalation of problems	X	X
	Log all incidents and problems in accordance with the documented processes set forth in Client policies and procedures		X
	Notify Client when call volumes increase due to specific trends (complex authentication process, marketing strategy, defects, new code release, etc.)	X	

HISTORICAL LOADS

Cerner Tasks/Activities	Perform 1 historical load, per type, from 1 source system as part of conversion preparation. Unless specified below, no other historical uploads will be performed as part of this implementation phase.
Client Tasks/Activities	Validate historical loads throughout the testing phase of the project
Master Patient Index (MPI)/ADT	Cerner will perform an MPI upload from Client's current registration system to create an authenticated person record in <i>Cerner Millennium</i>. The minimum dataset to be gathered is name, birth date, gender, medical record number (MRN) and community MRN (CRMN) if available. Additional patient level data can be loaded if <i>Cerner Millennium</i> is the primary registration system. More specifically, <i>HL7</i> segments NK1 and IN1 contain the data that is most commonly used.
Visit History/Encounter	Cerner will perform an encounter/visit upload from Client's current registration system to track historical information. For each facility (hospital, clinic, etc.), 1 historical encounter will be created to record laboratory and radiology historical results. All historical results will then be posted to this encounter for future viewing in the EHR.
Assumptions	- Minimum information for proper <i>Cerner Millennium</i> functionality will exist for the records to be uploaded (e.g., unique Person/Person identifiers and unique Event/Procedure identification) - All insertions into the <i>Cerner Millennium</i> data model from non-native systems occur using the External System Inbound (ESI) server. The ESI server is designed to process <i>HL7</i> compliant messages, perform data integrity checks (based upon configuration) and ensure data integrity of the data model. Extensions to the <i>HL7</i> standard protocol (using Z-segments) have been made in certain instances to address processing specific "historical" data. - The Universal Interface Specification for <i>Cerner Millennium</i>, based upon <i>HL7</i> v2.3 (Units 8a, 11, 12 and 20) defines the messages which will be used for historical uploads. These documents

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also identify the discrete components of data (data fields), which can be stored in the *Cerner Millennium* data model.

FOREIGN SYSTEMS INTERFACES
Overview

- All Clinical interfaces meet Universal Interface (UI) specifications using *Health Level Seven International (HL7)* and Transmission Control Protocol/Internet Protocol (TCP/IP) or File Transfer Protocol (FTP)
- All Financial interfaces meet Universal Interface (UI) specifications using X.12 or HL7 and FTP or TCP/IP
- Foreign systems must be able to trigger and accept interface messages
 - Client is responsible for engaging the foreign system supplier
- Interfaces not conforming to the *Cerner Millennium* UI Specifications will be considered custom
 - Custom interfaces not included in standard scope
- Each interface transaction type will be in a single and consistent format sent or received to/from an interface engine or router (e.g., all orders will be consistently formatted and contain the same common content, regardless of the ultimate destination of the transaction)
- As part of the inbound and outbound Admission/Discharge/Transfer (ADT) interfaces, Cerner will support passive integration to store 2 external patient identifiers
- Cerner will send ADT to the enterprise master patient index (EMPI) system containing the Cerner medical record number (MRN), and the EMPI system will return the Cerner MRN and the 2 external patient identifiers; Cerner will then store both external patient identifiers to be sent in all future outbound HL7 messages

Inbound Interfaces

Solution / Process Area	Scope of Services	Protocol	Type
• ADT/Demographics IF-29010	HL7 using UI Specification	TCP/IP	Real Time
• Results Discrete IF-29050	HL7 using UI Specification	TCP/IP	Real Time
• Results Displayable IF-29055	HL7 using UI Specification	TCP/IP	Real Time
• Clinical Documents Medical Document Management (Transcription) IF-29083	HL7 using UI Specification	TCP/IP	Real Time
• Charges IF-29070	HL7 using UI Specification	TCP/IP	Real Time
• Remittance IF-29200	X.12 using UI Specification for 835	FTP	Batch
• External Claim Editor Status IF 29087	HL7 using UI Specification	FTP	Batch
• Orders (with statuses) IF-29020	HL7 using UI Specification	TCP/IP	Real Time

Outbound Interfaces

Solution / Process Area	Scope of Services	Protocol	Type
• Orders (with statuses) IF-29230	HL7 using UI Specification	TCP/IP	Real Time
• Vaccinations IF-29557	HL7 using UI Specification	TCP/IP	Real Time
• Clinical Documents Outgoing (Discrete Data Elements)	HL7 using UI Specification	TCP/IP	Real Time
• Clinical Documents Outgoing (Displayable Text) IF-29260	HL7 using UI Specification	TCP/IP	Real Time
• Accounts Receivable to General Ledger Data IF-29306	HL7 using UI Specification	FTP	Batch
• Statements IF-29297	HL7 using UI Specification	FTP	Batch
• Electronic Claims Healthcare Claims - Institutional IF-29342	X.12 using UI Specification for 837, 1450, 1500	FTP	Batch

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• Electronic Claims Healthcare Claims – Professional IF-29343	X.12 using UI Specification for 837, 1450, 1500	FTP	Batch
• State Reporting IF29345	X.12 using UI Specification for 837	FTP	Batch
• ADT/Demographics IF-29220	HL7 using UI Specification	TCP/IP	Real Time
Incoming and Outgoing Interfaces			
Solution / Process Area	Scope of Services	Protocol	Type
• Accounts Receivable Refunds IF-29440	HL7 using UI Specification	FTP	Batch
• Contract Management IF-29545	HL7 using UI Specification	FTP	Batch
• Collections IF-29552	HL7 using UI Specification	FTP	Batch
Online Inquiry Interfaces			
Solution / Process Area	Scope of Services	Protocol	Type
• Healthcare Eligibility Inquiry 270/271 IF-29405	X.12 using UI Specification for 270, 271	TCP/IP	Real Time



CERNER SALES ORDER

AUTHORIZATION

By executing this Cerner Sales Order, Client agrees to purchase and take delivery of the products, services, Maintenance, and installation set forth herein. Please fax this Cerner Sales Order in its entirety, along with Purchase Order* (if applicable), to the Cerner Contract Management Office at 816-571-6947, and return all originals to the following address:

Cerner Corporation
Attn: Contract Management Office
2800 Rockcreek Parkway
Kansas City, MO 64117
USA

LAKE COUNTY BEHAVIORAL HEALTH

CERNER CORPORATION

By: _____
(signature)

By: _____

(type or print)

Teresa Waller

Title: _____

Title: Sr. Director, Contract Management

Purchase Order #: _____
(if applicable)

*If Client chooses to submit a third-party Purchase Order, the third-party must submit payment in full along with this executed Cerner Sales Order in order for the scheduling of resources to commence.

Client shall complete the following upon execution of this Cerner Sales Order:

Client Invoice Contact: _____

Contact Phone #: _____

Contact E-mail Address: _____

Client's account can be managed online at cerner.com by registering for Cerner eBill. To gain access to eBill, contact the Cerner Client Care Contact Center at 866-221-8877 or e-mail ClientCareCenter@cerner.com.



