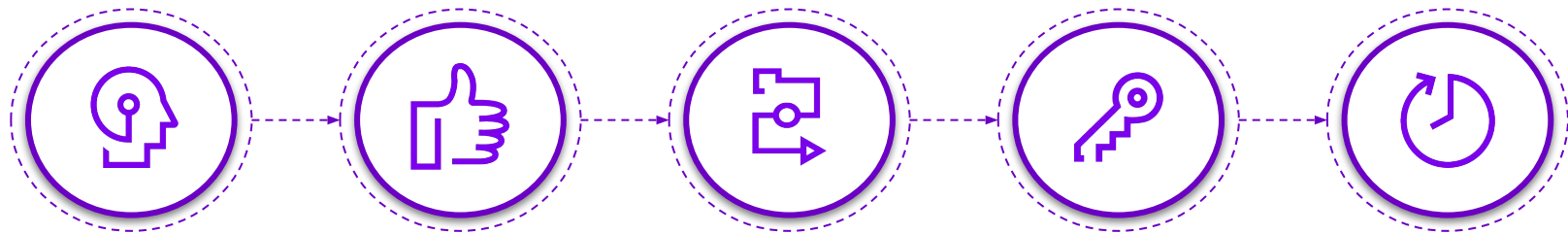




Olive and her team work with your organization to deliver solutions that meet your needs



Identify

Identify opportunities for customer value through assessments and introduce Olive's product catalog

Evaluate

Evaluate the size and scope of the solution and sign Product Specification Sheet

Plan

Plan the details of the implementation

Implement

Implement Olive's solution

Support


Olive's support team monitors and helps Olive become smarter as she works



Product Specification Sheets are used to confirm understanding of the value and scope of solutions

Contents:

- Product overview, scope and deliverables
- Selected configuration options
- System requirements
- Roles and Responsibilities for Olive and our customer
- π amount
- Functional leadership sign-off

	
Product Specification	
CUSTOMER INFORMATION	
Customer Name:	
Customer Contact Information <i>(Completed by Customer)</i>	
Name:	Email:
Address:	Phone Number:
PRODUCT	
Product Name:	Enhanced Claim Status Advanced
Product SKU:	CS001.2
Product Description:	Olive checks the status of claims so staff hours are only spent on accounts that actually need work. Olive accelerates cash flow and reduces the risk of untimely follow-up.
Scope:	<p>Enhanced Claim Status Advanced:</p> <ul style="list-style-type: none">● Olive will check the status of claims until a terminal status (Paid/Denied) is returned, or until the claim is no longer presented on the extract (180 days) for four (4) national payers (UHC, Humana, Cigna, Aetna) and up to four (4) regional payers● Olive will leverage her intelligent statusing capabilities to prioritize statusing based on various data points configurable by payer, which includes:<ul style="list-style-type: none">○ Deferral days (# of days to wait from claim submission to first status check)○ Dollar amount of claim (e.g. increase frequency of status check for higher dollar claims)● Olive will deliver claim status information to [Customer] via a combined flat file (XML format available) inclusive of all in-scope payers● Olive will make a good-faith effort to status claims at an agreed-upon frequency but, due to payer connections outside of her control, does not make a guarantee of status retrieval <p>Upgrade Options:</p> <ul style="list-style-type: none">● Additional Payer (CS001.4)<ul style="list-style-type: none">● Connect to and status claims for an additional payer (*contact your Olive sales representative to discuss current payer connectivity list via API or Portal (when available); pricing is per additional payer● Medicare Hospital Claims (CS001.5)<ul style="list-style-type: none">● Olive will check the status of Medicare institutional hospital claims (*customer required to provide credentials)● Flat File Response per Payer (CS001.7)<ul style="list-style-type: none">● Olive will provide individual flat files (response data) per payer for [Customer] to import into its system at an agreed-upon frequency (*this differs from the standard output of a single combined flat file inclusive of all in-scope payers)



Product Specification Sheets support initial and ongoing value achievement



Commit to value

- Align on value levers
- Confirm data requirements to enable metrics and value tracking
- Ensure project success by setting IT and functional resource requirements
- Safeguard delivery timelines and predictability by managing scope



Define scope and delivery approach

- Document π value and delivery approach and confirm with stakeholders
- Ensure consensus understanding of product benefits
- Document configuration options with recommendations



Provide reliable and scalable support

- Define functional & technical product support requirements
- Streamline customer support operations
- Increase implementation velocity to support



Confirmation of technical resource requirements is a critical step to value achievement

The following are included in the Product Specification Sheet and are reviewed / addressed with [customer] IT:

- ✓ General system applicability (EHR, ERP, EDM etc)
- ✓ Data prerequisites (historical and ongoing)
- ✓ File delivery protocols
- ✓ Infrastructure requirements
- ✓ Anticipated customer resource needs

SYSTEM REQUIREMENTS AND CUSTOMER RESPONSIBILITIES	
System/Service Requirements and Responsibilities:	<p>Olive requires the following systems and data integration mechanisms to complete her work:</p> <p>Supported EHR</p> <ul style="list-style-type: none">• Customers may choose to grant Olive access to their data warehouse so Olive can pull the data for the customer. If so, Olive will need two accounts to be granted access during the discovery and validation phases. When moving to production, Olive will request a hot account to automate the monthly data feeds.• The VM defined must be able to access the data warehouse• If the customer chooses to not grant Olive data warehouse access because the customer would like to extract the data themselves, then no credentials are needed <p>Unsupported EHR</p> <ul style="list-style-type: none">• Olive does not currently have a method to extract data from unsupported EHR customers. Olive and the customer will need to discuss approaches which may involve a mixture of customer and Olive resources and may require some access and credentials <p>Regardless of EHR, Olive resources will need front-end access to the EHR to validate the data being extracted. This access can be temporary, and can be revoked once Olive completes onboarding.</p>
Customer Responsibilities:	<p>Olive requires the following tasks and prerequisites to be completed by Customer:</p> <p>Data Prerequisites</p> <p>EHR</p> <ul style="list-style-type: none">• Encounter and Case Level Details• Operative Notes• Preference Cards <p>Materials Management / Supply Chain</p> <ul style="list-style-type: none">• Item Master• Purchase Orders• Surgical Pack Bill of Materials <p>Quality</p> <ul style="list-style-type: none">• Surgical Site Infections <p>Finance</p> <ul style="list-style-type: none">• Volume and Cost Reporting <p>Other Prerequisites</p> <ul style="list-style-type: none">• Infrastructure<ul style="list-style-type: none">◦ N/A• Customer resources to complete the following tasks<ul style="list-style-type: none">◦ EHR data expert for extracting data for first run◦ IT access expert for identifying and obtaining credentials◦ Physician Champion or Value Analysis individual to validate opportunities
Out of Scope:	N/A

Success of implementation relies on [customer] ability to dedicate technical resources as outlined in the Product Specification Sheet

Eligibility and Integrated Real-time Eligibility

Product Specifications

Product specifications

Product name	Eligibility / Integrated Real-time Eligibility
Product SKU	ELOO1 / REO01
Product description	<p>Improve your collection rate and reduce write-offs by confirming coverage is active, in the right filing order and billable, while providing teams and patients with detailed benefit information.</p> <ul style="list-style-type: none">• Verify primary, secondary and tertiary coverage by utilizing a connection across a network of 800+ payers and 2,000+ health plans• Send and receive eligibility status via real-time EDI transactions and/or batched standard EDI 270/271 interface• Return benefit information including copay, deductible, coinsurance, out of pocket, limitations, inpatient days, benefit period days and Medicare supplement plan benefits
Product pricing	<p>ELOO1 – π 475,000 REO01 – π 950,000</p> <p>Note: Pi prices are in annual terms. The Pi price reflects the value for an organization with net patient revenue (NPR) of \$1 billion, and it will be aligned to fit the size of your organization based on a sliding scale and Olive's anticipated impact, along with various implementation factors.</p>
Estimated implementation time	<p>ELOO1 – 8–12 weeks REO01 – 12–20 weeks</p>

Product specifications contd

.....

Eligibility: Once the Customer loads the patient extract into a specific sFTP location, Olive will perform the following steps:

1. Olive receives a daily list of in-scope patients to check eligibility and benefits via an ANSI EDI 270 file specification.
2. Olive connects to payers to check for eligibility via the most effective methods (clearinghouse, direct connects, portal scraping).
3. Olive parses payer responses for coverage information.
4. Olive returns coverage information via applicable method (ANSI EDI 271)

Integrated Real-time Eligibility: As a customer registrar is going to the patient registration process the following steps take place:

1. The user clicks on the “trigger” button within their EHR system
2. An eligibility call is initiated
3. An ANSI EDI 270 transaction is sent from the EHR system interface to Olive through a TCP/IP integration standard
4. Olive will take the ANSI EDI 270 make a call to the payer via a CORE phase II MIME message to receive eligibility status and detailed benefit data
5. Olive will then receive an ANSI EDI 271 transaction response with the payer information
6. Olive will pass the payer information to the user

Olive has additional upgrades available for Eligibility:

Manual Payers (ELO01.3)

- Each “manual” payer not supported by Olive’s current payer list
 - Olive Product team approval must be obtained for manual payer connection
-

Scope

Product specifications contd

Scope (contd)

Olive has additional upgrades available for Eligibility: (contd)

Flat File Transfer (ELO01.4) – Eligibility only

- Receive flat file from Olive to import into your system
- This file will be provided in replacement of the 271 file

Automated Coverage Identification (ELO01.5)

- Coverage identification chaining: Upon denial of insurance coverage, auto-trigger a coverage identification call

Olive has additional upgrades available for Integrated Real-time Eligibility:

Propensity to Pay (RE001.1)

- Olive will provide a propensity to pay score within a U271 that can trigger workflows with an EHR

Real-time Eligibility Loop (RE001.2)

- Enable the ability to utilize real-time eligibility through Olive's Loop technology, allow access to payer gateway sooner and outside the EHR

Deliverables

Olive will deliver Eligibility, which includes:

Batch:

- Picking up Customer patient extracts at the specified frequency
 - The file received from Customer must be consistent with the Olive specifications

Product specifications contd

Olive will deliver Eligibility, which includes:

Eligibility: (contd)

- Olive will parse and convert data into an ANSI EDI 271 format.
- Returning ANSI EDI 271 or ANSI EDI U271 (if chaining is involved) to Customer at specified intervals, via sFTP put process
 - Olive will make a good-faith effort to return eligibility batches at an agreed-upon frequency but, due to payer connections outside of her control, does not make a guarantee of transaction retrieval
- Customer then can configure their EHR system to automate payer updates based on the Eligibility response.
- Olive will provide a daily metrics email detailing the work completed by Olive that day. The following metrics will be included:
 - Total number of insurances
 - Total number of successes
 - Total number of exceptions
 - Total number of accounts per exception
- Olive will provide an implementation team who will collaborate with Customer's project management, IS, and operational teams for a successful implementation
- Olive will provide ongoing technical and end-user customer support, including:
 - Olive has an engineering team dedicated to 24/7 internal monitoring of your workflows, with teams dedicated to:
 - Immediate issue resolution
 - Long term quality improvements
 - Change order management
 - Custom in-house built tooling for constant workflow monitoring
 - Daily performance quality and data alerts
 - Proactive prediction and prevention of future workflow issues
 - Access to Olive support via olive.customer@oliveai.com

Deliverables
(contd)

Product specifications contd

Deliverables (contd)

Integrated Real-time Eligibility:

- Customer will click a button in the host system that triggers Olive's interaction with the payer in the Olive approved format.
- Using a chosen real-time format, a message including the payload will include an ANSI EDI 270 transaction and execute a real-time eligibility request to the payers
- Olive will receive the information from a payer via a CORE phase II MIME message
- Olive will return an ANSI EDI 271 transaction through a customer's host system will be able to update appropriate insurance information for the customer.

Frequency:

- Eligibility: Olive will pick up, up to three batch eligibility files, based on a specific configured timeframe (*as specified in the selected configurations that follows*)
- Integrated Real-time Eligibility: Real-time eligibility is triggered in an on-demand fashion when a user clicks a button or completes a field in their EHR system.

Selected configurations

API Payors

Define the top 80% of payor volume for Customer (All Olive payors apply)

Data Format Input, 270 file

- Upgrade option:
 - Pipe Delimited Flat File
 - 270 File
 - 270 EDI transaction

Data Format Output:

- The following format is the delivery method for Eligibility responses: 271 File
- The following format is the delivery method for Integrated Real-time Eligibility: 271 EDI transaction
- Note Formats:

Data Format

- Does your organization require Olive to post a note once she has worked an account? Yes/No

- If you answered Yes above, please choose from the following note types:
 - Hospital Account/Encounter Note
 - Guarantor Account/Person Note

Data Integration Method:

- The following format is for data input and output:
 - Secure File Transfer Protocol (sFTP)
 - X12 270 EDI
 - X12 271 EDI

Please note: A separate X12 271 must be established for this project

Selected configurations contd

Account Types included in Eligibility or Integrated Real-time Eligibility:

- Hospital Billing/Acute Accounts
- Professional Billing/Ambulatory Accounts

Account type

Account State to run Eligibility:

- Pre-Service
 - In-House
 - Post-Service
 - Post-bill
-

For Eligibility only –

Customer will provide data in the agreed upon format on an agreed cadence of:

- Daily
- Weekly
- Monthly

Frequency

Olive will provide data in the agreed upon format on an agreed cadence of:

- Daily
- Weekly
- Monthly

Please note: Olive will provide results back within 24 hours of receiving the extract.

EHR

Only available for certain EHRs. EHR needs to be compatible with 270/271 x12 integration.

System requirements

Olive requires the following systems and data integration mechanisms to complete her work:

Based on integration method for this product the below are required:

- **Real-time integration**
 - Real-time integration interface triggered via EHR system using API methodology
 - Ability to produce ANSI EDI 270 that meets the Olive specifications.
 - Ability to ingest ANSI EDI 271 formats and automatically receive via TCP/IP
- **Batch**
 - Customer ability to extract data from EHR system that meets file specifications, linked below
 - See “Extract format (request)” on following slide
 - Customer ability to setup sFTP file share with Olive
 - Customer payer enrollment for connectivity to active payers
 - See “Olive Enrollment form: Eligibility & Coverage Identification Services” on following slide
 - Customer is responsible for delivering a ANSI EDI 270 data file(s) to Olive via sFTP
 - Format: Text file(s) format with a .270 extension and the following naming convention
 - [ORG-Client]_MMDDYYYY_elig.270
 - Customer is responsible for retrieving the ANSI EDI 271 response file(s) from Olive via sFTP
 - Format: Text file(s) format with a .271 extension
 - Frequency: Matches the cadence of the request

Testing

- Olive tests products using live patient data. In order to be sure payer connections are working properly Olive will need to access live patient data to execute successful eligibility calls.

System/service
requirements and
responsibilities

Customer responsibilities

Olive requires the following tasks and prerequisites to be completed by Customer for both Batch and Real-time Eligibility:

Customer responsibilities

- **Prerequisites**
 - For full integration the Customer's EHR system must also be properly configured to upload coverage changes based on 271 responses
 - Validate project phases, timeline, and dependencies
 - Validate project scope
 - Enable, build, and support necessary processes to both produce necessary data extract(s) and integrate return data into EHR system
 - **Infrastructure**
 - Ability to produce ANSI EDI 270 file format that meets Olive specification
 - Ability to ingest ANSI EDI 271 file formats
 - Ability to produce a TA1 response confirmation
 - sFTP hosting capabilities (this can be owned by Olive or Customer) – Batch only
 - Ability to provide necessary data to Olive in required format (e.g. file type, naming convention)
 - Support any necessary file storage in Customer environment
 - Customer to provide access to all necessary environments in a timely manner.
-

Customer responsibilities contd

Customer responsibilities contd

- **Customer resources to complete the following tasks**
 - Operations resource and/or Project Manager available during implementation, build, and dry run/testing phases to validate results of data extracts, and assist in completing the prerequisite implementation tasks, including requirements gathering.
 - IT resource to:
 - Create and maintain the claim data file extract(s)
 - Automate file drop off and pick up via sFTP
 - Build, change, or maintain worklist logic in EHR as determined by Customer SME
 - Patient Access Manager (or SME) resource to
 - Complete payer and plan mapping within EHR system to population of interest for this eligibility workflow
 - Provide insight for Olive to complete payer and plan mapping to Olive's solution
 - Receive and review daily communications from Olive regarding the work she has completed
 - Work internally with IT resource to determine and validate necessary worklist logic or any changes or additions to said logic

Out of scope

Olive does not do or provide the following:

- RPA to move data from EHR to a 270
- RPA to move data from 271 back to the EHR
- Flat file data exchange
- Custom 271 file delivery times
- Custom removal or masking of 271 data to our data partner
- Customer removal or masking of 270 data from data partner to Olive
- Eligibility retrieval from portals and injected into 271 returns
- Eligibility Chaining-Active Coverage returns can kick-off Coverage Discovery Workflow
- Batch File Filtering

Coverage
Identification/Real-Time
Coverage Identification

Product Specifications

Product specifications

Product name

Coverage Identification/Real-time Coverage Identification

Product SKU

CD001/CD002

Product description

Reduce uncompensated care by identifying and correcting coverages that were not collected or verified during registration.

- Access more than 800+ payers and 2,000+ plans
 - Check for billable insurance using an algorithm that pinpoints the payers with the highest likelihood of carrying coverage for each individual patient
 - Get non-FCRA demographic verification with 20+ proprietary databases; using patient-provided info, and payer data
 - Supports uninsured, self pay patients
 - Remove human intervention by integrating found coverages into Customer EHR by unsolicited 271 messages. (Available for certain EHRs only.)
-

Product pricing

CD001 – π 1,800,000

CD002 – π 2,000,000

Note: Pi prices are in annual terms. The Pi price reflects the value for an organization with net patient revenue (NPR) of \$1 billion, and it will be aligned to fit the size of your organization based on a sliding scale and Olive's anticipated impact, along with various implementation factors.

Estimated implementation time

CD001 – 12-16 weeks

CD002 – 12-20 weeks

Product specifications contd

Coverage Identification: Once the Customer loads the patient extract into a specific sFTP location. Olive will perform the following steps:

1. Olive receives daily list of in-scope patients to check for additional coverage
2. Uses patient matching technology leveraging credit bureau connection to ensure the patient in the customer's system aligns with the payer's patient information.
3. Olive uses her proprietary algorithm to determine which payers to check for each patient and connects to payers via most effective methods (clearinghouse, direct connects, portal scraping).
4. Olive returns coverage information via applicable method (ANSI EDI unsolicited 271 in EHR system)

Scope

Real-time Coverage Identification:

1. A patient account is registered with a DISCO payer
 2. The user clicks on the "trigger" button within their EHR system
 3. An coverage identification call is initiated
 4. An ANSI EDI 270 transaction is sent from the EHR system interface to Olive through a TCP/IP integration standard
 5. Olive will take the ANSI EDI 270 make a call to the payer via a CORE phase II MIME message to receive eligibility status and detailed benefit data
 6. Olive will then receive an Unsolicited EDI 271 transaction response with the payer information
 7. Olive will pass the payer information to the EHR
-

Product specifications contd

Olive has additional upgrades available for Coverage Identification:

Medicaid Patient Population (CD001.5)

- Add patient registered as Medicaid only to the coverage ID population

Medicare Patient Populations (CD001.6)

- Add patient registered as Medicare only to the coverage ID population

Scope

Olive has additional upgrades available for Real-time Coverage Identification:

Propensity to Pay (ELO01.6)

- Olive will provide a propensity to pay score within a U271 that can trigger workflows with an EHR
-

Product specifications contd

Deliverables

Olive will deliver Coverage Identification, which includes:

- Picking up Customer patient extracts at expected frequency described above. The file received from Customer will be consistent with the Olive specifications.
- Patient demographic verification for all patients included in the customer's extract via proprietary matching technology including credit bureau data.
- Patient information is run through Olive's Coverage identification database and algorithm to determine which payers are more likely to have active coverage.
- Olive will receive responses from payers (via various formats).
- Olive will parse and convert data into an ANSI EDI U271 format.
- Olive will deliver information via sFTP put process
- Customers then can configure their EHRhost system to automate payer updates based on Coverage Identification response
- Olive will provide a daily metrics email detailing the work completed by Olive that day. The following metrics will be included:
 - Total number of accounts requested
 - Total number of Olive discoveries
 - Total number of accounts requested by payer
 - Total number of discoveries found by payer
 - Total number of exceptions by payer
 - Raw exception percentage
- Olive will provide an implementation team who will collaborate with Customer's project management, IS, and operational teams for a successful implementation
- Olive will provide ongoing technical and end-user customer support, including:
 - Olive has an engineering team dedicated to 24/7 internal monitoring of your workflows, with teams dedicated to:
 - Immediate issue resolution
 - Long term quality improvements
 - Change order management

Product specifications contd

- Custom in-house built tooling for constant workflow monitoring
- Daily performance quality and data alerts
- Proactive prediction and prevention of future workflow issues
- Access to Olive support via olive.Customer@oliveai.com

Deliverables (cont.)¹

Real-time Coverage Identification:

- Customer will click a button in the EHR system that triggers Olive's interaction with the payer in the Olive approved format.
- Using a chosen real-time format, a message including the payload will include an ANSI EDI 270 transaction and execute a real-time eligibility request to the payers
- Olive will receive the information from a payer via a CORE phase II MIME message
- Olive will return an Unsolicited EDI 271 transaction through a customer's EHR system will be able to update appropriate insurance information for the customer.

Frequency:

- Coverage Identification: Olive will pick-up up to three batch coverage identification files based on a specific configured timeframe as frequently as daily. Customer will drop patient extract into the sFTP folder at the specified cadence.
 - Real-time Coverage Identification: Real-time Coverage Identification is triggered in an on-demand fashion when a user clicks a button or completes a field in their system.
-

Selected configurations

API Payors

Linked below is the full list of payor connections that Olive has for Eligibility (All Olive payor apply)

- 800+ payors, 2,000+ plans
-

Data Format Input:

- Pipe Delimited Flat File
- 270 File
- 270 EDI transaction

Data Format Output:

- The following format is the delivery method for batch Coverage Identification responses: U271 File
- The following format is the delivery method for Real-time Coverage Identification: 271 EDI transaction
- Note Formats:
 - Does your organization require Olive to post a note once she has worked an account? Yes/No
- If you answered Yes above, please choose from the following note types:
 - Hospital Account/Encounter Note
 - Guarantor Account/Person Note

Data Format

Data Integration Method:

- The following format is for data input and output:
 - Secure File Transfer Protocol (sFTP)
 - X12 270 EDI
 - X12 U271 EDI

Please note: A separate X12 271 must be established for this project

Selected configurations contd

Account type

Account Types included in Coverage Identification or Real-time Coverage Identification:

- Hospital Billing/Acute Accounts
- Professional Billing/Ambulatory Accounts

Coverage Identification Types :

- Self-Pay
- Medicare Primary
- Medicaid Primary

Account State to run Coverage Identification:

- Pre-Service (self pay accounts only)
 - Post-Service
 - Post-Bill
-

Frequency

For Coverage Identification only –

Customer will provide data in the agreed upon format on an agreed cadence of:

- Daily
- Weekly
- Monthly

Olive will provide data in the agreed upon format on an agreed cadence of:

- Daily
- Weekly
- Monthly
-

Please note: Olive will provide results back within 24 hours of receiving the extract.

Selected configurations contd

EHR

Only available for certain EHRs. EHR needs to be compatible with 270/271 x12 integration.

System requirements

Olive requires the following systems and data integration mechanisms to complete her work:

Based on integration method for this product the below are required:

- Batch file transfer
 - Customer ability to extract data from EHR system that meets the Olive file specification. Any customization needs to be reviewed and approved prior to implementation.
 - Customer ability to setup sFTP file share with Olive.
 - Customer payer enrollment for connectivity to active payers using the Olive payer enrollment form.
 - Customer is responsible for delivering data file(s) aligned to Olive's standard specification (*provided by your Olive Sales team member) via sFTP
 - Format: Pipe-delimited with following naming convention [ORG-Client]_Coverage_Disco_{Optional Text}_MMDDYYYY.psv
 - Customer is responsible for retrieving the ANSI EDI U271 response file(s) from Olive at above frequency via sFTP
 - Format: Text file(s) format with a .271 extension
 - Frequency: Matches the cadence of the request.
 - Real-time integration
 - Real-time integration interface triggered via EHR system using API methodology (TCP/IP)
 - Ability to produce ANSI EDI 270 that meets the Olive specifications.
 - Ability to ingest ANSI EDI 271 formats and automatically receive via TCP/IP
-

System/service
requirements and
responsibilities

Customer responsibilities

Olive requires the following systems and data integration mechanisms to complete her work:

Prerequisites

- For full integration the customer's system must also be properly configured to upload coverage changes based on ANSI EDI 271/U271 responses
- Validate project phases, timeline, and dependencies
- Approximate volume for the patient population
- Payer/plan volume report that covers previous 12 months of patient volume
- Validate project scope
- Enable, build, and support necessary processes to both produce necessary data extract(s), 270/271, and integrate return data into EHR system

Customer responsibilities

Infrastructure

- Ability to produce an extract that meets the Olive specifications.
 - Ability to ingest ANSI EDI 271/U271 file formats and automatically retrieve on an sFTP based on frequency determined above.
 - Ability to pick up a response file and automatically upload into the host system based on frequency determined above.
 - sFTP hosting capabilities (this can be owned by Olive or Customer)
 - Ability to provide necessary data to Olive in required format (e.g. file type, naming convention)
 - Support any necessary file storage in Customer environment
 - Customer to provide access to all necessary environments in a timely manner
 - Minimum: 1 testing and 1 production environment
-

Customer responsibilities continued

Customer responsibilities

Customer resources to complete the following tasks

- **Operations resource and/or Project Manager** available during implementation, build, and dry run/testing phases to validate results of data extracts, and assist in completing the prerequisite implementation tasks, including requirements gathering.
- **IT resource** to:
 - Build/maintain 270/271 interface as needed to complete implementation and mapping
 - Create and maintain the Coverage Identification data file extract(s)
 - Automate file drop off and pick up via sFTP
 - Build, update, or maintain logic in EHR as determined by Customer SME
 - Build, update, or maintain EHR Payer/plan master files
- **Patient Access Manager (or SME) resource** to
 - Complete payer and plan mapping within EHR system
 - Provide insight for Olive to complete payer and plan mapping to Olive's solution
 - receive and review daily communications from Olive regarding the work she has completed
 - Work internally with IT resource to determine and validate necessary worklist logic or any changes or additions to said logic

Out of Scope

Olive does not do or provide the following:

- Robotic Process Automation (RPA) to move data from EHR to a flat file or 270
- RPA to move data from 271 back to the EHR
- Custom 271 file delivery turn around times and/or by a certain time of day
- Custom removal or masking (de-duplicates, filtering) of flat file data
- Customer removal or masking (de-duplicates, filtering) of 271 data
- Coverage discovery retrieval from portals and injected into 271 returns
- 270/271 data exchange
- Note import to EHR
- Tagging account with billing indicators
- Flat file filtering
- Eligibility & Benefits on discovered coverage – unsolicited 271 return only
- Return active coverage prior to date of service

Notice of Admission

Product
Specifications

Product specifications

Product name	Notice of Admission
Product SKU	PA003
Product description	Protect your revenue by providing timely and accurate payer notifications for inpatient services, which often represent the most expensive care provided to hospitalized patients. Olive works to notify payers their member has been admitted to prevent authorization denials, appeals and write-offs for your health system.
Product pricing	π 200,000 Note: Pi prices are in annual terms. The Pi price reflects the value for an organization with net patient revenue (NPR) of \$1 billion, and it will be aligned to fit the size of your organization based on a sliding scale and Olive's anticipated impact, along with various implementation factors.
Estimated implementation time	20-24 weeks

Selected configurations

Customer will provide data in the agreed upon format on an agreed cadence of:

Frequency. Please choose from the following:

Frequency

- Once Daily
- Monday–Friday (recommended). Hourly starting at 5am and concluding at 8pm in customer time zone.
- Weekends are optional, but pose a risk when implementing Portal Build.
 - The schedule must be the same for all IAs due to reporting/maintenance/supportability
 - API and eFax can run 7 days a week without concern
 - Portals have weekend maintenance causing a higher risk of failure

- With portals we suggest batch updates Monday morning.
-

Able to integrate with any EHR that can accept and send the same data format selected above

EHR

- EHR automation is dependent upon data format
 - 278n and HL7 offer automation that can be configured by customer staff
 - Extracts will require a User Interface and access to the EHR (not a suggested option)
 - Extracts typically provide notes back to the chart for customer staff to pull updates from on an individual patient basis
-

System requirements

System/service requirements and responsibilities

Olive requires the following systems and data integration mechanisms to complete her work:

- Olive Hosted Encrypted Secure File Transfer Protocol (sFTP)
 - To exchange the data necessary to begin notifying payers of patient hospital admissions, Olive will use encrypted sFTP to routinely receive the accounts needed to begin her tasks. Once notifications have been provided, Olive will use sFTP for the return of an account note file to provide an update on Olive's success.
 - Document Management System
 - If desired, Olive will return and store a pdf or tif image of the successful portal submission or the eFax NoA submission packet along with an index file for indexing to Customer's Document Management System.
 - Olive will provide Customer sFTP credentials so they may create a batch job to import the images into Document Management System.
 - Fax
 - Olive will use her hosted fax solution to dynamically submit and route the fax notification to the appropriate payer fax number.
-

Customer responsibilities

Olive requires the following systems and data integration mechanisms to complete her work:

- **Prerequisites**

- If using Payer Portals/Web Submission: Customer to provide required individual payer credentials with privileges for each customer facility to access data and to allow Olive to submit notifications on Customer's behalf.
 - If using Fax: Customer to provide fax numbers and the corresponding EHR Payer/Plan ID to ensure fax notifications are routed appropriately. Should an update be required Customer will be required to notify Olive to update the fax to send to the updated number.
 - 278n or HL7 ADT interface message which includes complete patient demographic information, servicing facility detail, and admission detail to include the admitting diagnosis
 - List of in-scope facilities with address, phone number, Utilization Management contact and fax number, NPI's, Tax ID's, and payer assigned MPIN (In-network Provider ID's if applicable)
 - Customer provided test data in the form of Olive's standard specifications
 - If desired, Customer initiated sFTP batch job to ingest Olive's images to the Document Management system
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Customer responsibilities

Customer responsibilities continued

- **Infrastructure**

- 278n or HL7 ADT connectivity via Customer integration engine
- Business to Business VPN: To securely exchange interface messages Customer will allowlist Olive IP's to connect via TCP/IP to olive through a Business to Business VPN hosted on Amazon Web Services.
- Olive hosted sFTP for file data exchange
- If desired, Customer to provide desired file naming specification required for indexing Olive's image for the Customer assigned document type

Customer responsibilities

- **Customer resources to complete the following tasks**

- **Operations resource** available during build phase to validate results of data extracts and workflow updates.
 - **IT resource(s)** to build and modify customer workflows to to meet Olive's data specs, establish bi-directional interface and sFTP connection between Olive and the customer Network, and to provide requisite access to allow communication between the Customer and Olive's Network
 - **Patient Access Manager (or SME) resource** available to review Exception Failure Summary Report or outage notifications and activate human intervention. Resource available to receive and review email notification of Olive's work.
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