



Revenue Cycle Management Services Supplemental Terms

The terms set forth in these Revenue Cycle Management Services Supplemental Terms (“RCM Supplemental Terms”), as amended from time to time, form a part of the License Agreement between Customer and Eyefinity (the “License Agreement” and together with these RCM Services Terms, this “Agreement”) and are hereby incorporated by reference into the License Agreement, without the need for further action. All capitalized terms set forth herein shall have the meaning set forth in the License Agreement unless expressly provided to the contrary herein.

I. Revenue Cycle Management Services

In consideration of the fees set forth in the Order Form for the Revenue Cycle Management Services (“RCM Services”) and for so long as Customer (i) is current in its payment of such fees and (ii) is not in material breach of the Agreement, and (iii) complies with the provisions set forth in these RCM Supplemental Terms, Eyefinity shall provide the following services:

- Implementation services, including: Customer onboarding, welcome calls, explanation of RCM process, and Customer training.
- Front-end services, including: insurance and benefits verification and claims correction and submission.
- Back-end processing, including: claims follow-up, denial management, payment posting, and refund/credit balance processing.
- Reporting and communication services, including: provide reports and metrics, distribute reports as per an established schedule, and conduct meetings to review reports and other matters related to claims submissions, denials or pending information required from Customer.
- Customer service, including: provide customer support over the phone, provide support in resolving issues related to claims submissions, and other customer support matters.
- For clarity, Eyefinity will not perform Collection Agency activities. All such efforts are out of scope.
- Claims correction and submission, including: updating claim edit rules and clinical EHR software as required to meet Federal guidelines for billing.

II. Customer Responsibilities

Customer acknowledges that Eyefinity’s ability to perform the RCM Services depends on Customer’s fulfillment of its obligations set forth below, including but not limited to:

- Benefits and eligibility, including: collect payments at the point of service, scan/send patient appointment schedules from Customer via the Eyefinity platform, if applicable, obtain a copy of patient member identification card, enter or update patient demographic information, enter the eligibility and patient responsibility information into the Eyefinity platform, if applicable, and access to document management system to upload paper communication such as explanation of benefits or copies of checks and payments.
- Order entry, including: enter patient encounter information including ICD-Diagnosis Codes and CPT medical billing codes. For the avoidance of any doubt, the Customer shall be responsible for all coding related to the billing process. Customer will be responsible for the filing of all exclusive payer claims that are not electronically filed through Eyefinity Practice Management Systems operated by Eyefinity and ordering all tangible specialty related materials through appropriate vendors.
- Back-end services for payment posting/refund and credit balance processing, including: post payments received at point of service, scan payments received through mail (credit card or check) for payment posting, scan the payment receipts and cash deposits, review refund submissions and make refund determination, and complete transactions and issuing refund.
- Purchase EDI Services, including: claims and remits, all payer eligibility, patient statements, and recall letters.

III. Grant of Authority and Consent

(A) Customer warrants that it has the requisite authority, approval, and legal right to grant to Eyefinity, and any third party that Eyefinity engages to perform the Services, the right to appeal to a payer as an agent of the Customer or on a Customer's behalf when requesting that payment by the Payer be made to Customer when Eyefinity, or any third party engaged by Eyefinity to perform the Services, is performing the Services. Furthermore, Customer hereby grants Eyefinity and any third party engaged by Eyefinity to perform the Services, the necessary authority for Eyefinity and/or any third party engaged by Eyefinity to perform the Services, to act on the Customer's behalf in the performance of the Services.

(B) Customer hereby consents to allow Eyefinity, or any third party engaged by Eyefinity to perform the Services, collection, use, processing, transfer, and disclosure of any PHI or other personally identifiable information provided by the relevant party as necessary or appropriate for Eyefinity to provide the Services including the utilization of Customer's name, including trade names, trademarks, and other proprietary marks, solely to the extent necessary to contact Payers in the performance of the Services.