

**Document Process Outsource Services  
For  
Connecticut Health Insurance Exchange  
Amendment to Statement of Work**

Revision 1.63  
Date 11/18/2013  
Prepared by: Chris Smith



*Solutions With Integrity*

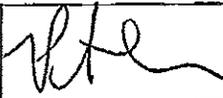
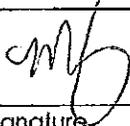
Scan-Optics, LLC (hereinafter "Scan-Optics") agrees to provide Services set forth in the original agreed Statement of Work (hereinafter "SOW") dated 5/21/2013 as amended by this Revision 1.63 dated 11/18/2013 to Connecticut Health Insurance Exchange dba Access Health CT, hereinafter referred to as AHCT. This Amendment to the SOW incorporates changes to the following sections:

- Project Description
- Forms Design & Adding and Changing Forms
- Reporting
- System Functionality and Quality Assurance Process
- SOW Review
- Normal Business Hours
- Fees and Payment Terms

Scan-Optics offer to provide the services under this Amendment to the SOW shall be valid for thirty days from the date of this Amendment and this Amendment shall become binding on the parties upon receipt by Scan-Optics of an unaltered copy of this Amendment signed by an authorized representative of AHCT.

This Amendment to the SOW shall be subject to all of the terms and conditions in MSA 10PSX0191, between Scan-Optics, LLC and the State of Connecticut, Department of Administrative Services, including but not limited to Section 57. Health Care Portability and Accountability Act of 1996 ("HIPAA").

**Authorization to Proceed:**

<b>AHCT</b>	<b>Scan-Optics, LLC</b>
Peter Van Loan Printed Name	Mitch Wright Printed Name
COO Title	CFO Title
 Signature	 Signature
19 Nov 13 Date	Nov 25 2013 Date

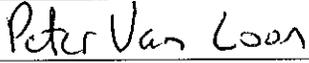
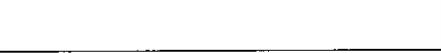
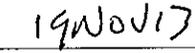
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 Printed Name	 Printed Name
 Title	 Title
 Signature	 Signature
 Date	 Date

## Revision History

Revision	Date	Comments	Approved?
1.0	5/2/2013	Initial creation.	No
1.1	5/9/2013	Minor revisions – Doc Prep definition, payment terms.	No
1.2	5/10/2013	Updated setup fee.	No
1.3	5/21/2013	Changes requested by AHCT – page 2 and payment terms.	Yes
1.4	10/9/2013	Added volume estimates, forms design description, detail on secure paper storage, data storage, secure paper destruction. Added Adding/Changing Forms paragraph. Updated Coding definition to match Exemptions SOW and DSS SOW. Invoicing changed to bi-monthly. Added scheduled review paragraph, business hours and holidays, reports definition.	No
1.5	10/25/2013	Added annual processing fee forecast. Added annual cap – forms and report design.	No
1.6	11/7/2013	Updated processing fee forecast. Added Functionality and Quality Assurance section. Added PCR annual fee cap. Expanded definition of coding fee. Minor wording changes.	No
1.61	11/15/2013	Added "prior written approval from AHCT" to the Accommodation For AHCT Functionality Issues section.	No
1.62	11/15/2013	Replaced sentence in v1.61 to read "All PCR's require written approval from AHCT prior to ScanOptics implementation of the requested accommodation."	No
1.63	11/18/2013	Updated Secure Destruction to 92 containers, \$9,200.00	

## Document Process Outsource Services

### Description

#### Volume Estimates

For budgetary forecasting purposes, it is assumed that in the first year of operation (October 1, 2013 through September 30, 2014) the total volume will be 550,000 sheets of paper. This volume includes Exemptions and Appeals related documents.

#### Forms Design

- Provide forms layout and design services to create forms that are optimized for efficient handling through document preparation, scanning and processing.

#### Adding or Changing Forms

The initial production environment for AHCT is configured to process the 122 form types listed in "HIX Docs\_09212013v1.xlsx". These forms are processed and exported using the business rules defined in "CT HIX Project Deloitte ScanOptics Scanning Design Document v1.6.docx". Form types can be added or changed and business rules can be added or changed via the PCR process.

#### Reporting

Scan-Optics is responsible for providing AHCT with reports necessary to support the project. These reports can include, but are not limited to, production reports, variance reports, document locator reports, destruction reports, and storage reports. The reports currently provided or planned are listed below.

- Scan-Optics daily dashboard report
- 2 additional reports to be jointly agreed upon after the first month of production processing

Scan-Optics acknowledges that AHCT may request changes to the initial 3 reports or additional reports in the future. To ensure these requests are accurately defined and documented, the Scan-Optics PCR process will be utilized to capture any future requirements.

## Scan-Optics Quality Assurance Process

Scan-Optics will use its best efforts to ensure that its system and processes deliver the expected functionality as defined in the original SOW and this Amendment.

In the event that AHCT believes that the Scan-Optics system does not deliver the expected functionality, the issue will be handled as detailed below.

### Reporting

1. The AHCT Project Manager will notify the Scan-Optics Project Manager by email describing the symptoms of the issue.
2. The Scan-Optics Project Manager will acknowledge receipt and respond with any pertinent information that is immediately available.

### Containment

3. If appropriate and to the extent that it is possible, Scan-Optics will immediately take action to minimize or reduce the effects of the issue on AHCT operations.
4. Containment actions, if any, will be discussed with AHCT prior to implementation.

### Short Term Action

5. Scan-Optics will research the issue and report to AHCT either:
  - a. That the issue is one of missing or compromised functionality in the Scan-Optics system and the proposed corrective action will be at no charge to AHCT;Or,
  - b. That the issue is not considered to be part of the expected functionality with a detailed explanation for the decision. If appropriate, AHCT may request additional discussion regarding this decision.

### Long Term Action

6. In the case of 5(a), the proposed remedial action and the implementation schedule will be presented to the AHCT Project Manager for approval. Upon approval by AHCT, the remedial action will be implemented.

7. In the case of 5(b), Scan-Optics will generate a PCR describing the added or enhanced functionality to be delivered, the proposed schedule and cost to AHCT. Upon receipt of the approved PCR signed by AHCT, the added or enhanced functionality will be implemented.

### **Completion**

8. Upon implementation of the remedial action in the Scan-Optics AHCT production environment, the issue will be closed.
9. The AHCT Project Manager will be notified by email that the issue has been closed.

### **Accommodation For AHCT Functionality Issues**

If AHCT notifies Scan-Optics that research, workaround processes and/or retransmission of files are required as a result of functionality issues outside of the Scan-Optics system (such as: Filenet problems in the handling of AH-1300 notices or the handling of envelopes with mixed document types; FTP connectivity issues at BEST; etc.), Scan-Optics will use its best efforts to implement the requested changes. A PCR will be generated for these accommodations. All PCR's require written approval from AHCT prior to ScanOptics implementation of the requested accommodation.

### **SOW Review**

Scan-Optics and AHCT will review the original SOW and this Amendment in January 2014 to ensure that all of the activities and processes associated with the project at that time are fully captured by the SOW and this Amendment. New items that are determined to be out of scope will result in Amendments to the SOW and/or PCRs.

## Normal Business Hours

The Scan-Optics normal hours of business operations for AHCT document processing are: First shift – Monday through Friday, 8:00 am - 4:30 pm; Second shift – 3:00 pm - 11:30 pm. Scan-Optics AHCT operations will take place each day except for holidays (see below) and unforeseen circumstances such as a natural disaster, inclement weather etc.

## Company Holidays

Scan-Optics is closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day
- Floating Holidays

The holiday schedule for 2014 will be announced in December 2013.

If AHCT requests processing of documents on weekends and/or scheduled holidays, and provides reasonable advance notice to Scan-Optics, Scan-Optics will use its best efforts to accommodate the request. A premium fee schedule will be agreed in advance for these extra services.

## Fees and Payment Terms

### Forms & Reports Design Fees

Up to three reports are included in the setup fee for this SOW. One or more of these reports can be defined as an Excel spreadsheet. Additional reports can be designed upon request via the PCR process. In addition, Forms Design services can be provided on request.

Description	Fee
Design fee	\$175.00 per hour if applicable.

Annual maximum is set at 70 hours for a total of \$12,250.00. Additional Forms Design and/or Reports Design beyond this amount will require a PCR and a new Purchase Order.

### Processing Fees

#### Definitions

#### Coding

The unit of work for the coding fee is the envelope. This may be a physical envelope from USPS or a logical envelope in the case of an incoming fax. The coding fee is based on the number of separate documents contained in the envelope and includes the process of document type classification (automatic bar code reading or manual classification) and data entry of index fields.

The base coding fee applies to each envelope and covers from one to four documents in the envelope. Each individual document may have one or more pages. If an envelope contains more than 4 documents, an additional coding fee is incurred for each additional document.

Task	Definition
Coding	Each additional document after the first four in an envelope will incur an additional coding fee equal to the base coding fee. For example: Envelope with 1 document – 1 coding fee Envelope with 2 documents – 1 coding fee Envelope with 3 documents – 1 coding fee Envelope with 4 documents – 1 coding fee Envelope with 5 documents – 2 coding fees Envelope with 6 documents – 3 coding fees Etc.

### Annual Forecast Estimate

#### Assumptions:

- 110,000 envelopes processed
- 275,000 documents classified
- 550,000 sheets of paper scanned

Item	Calculation	Annual Forecast Amount
Doc Prep	10,000 hours @ \$19.80	\$198,000
Scanning	550,000 @ \$0.123	\$67,650
OCR	1,100,000 @ \$0.032	\$35,200
Coding	275,000 @ \$0.428	\$117,700
Total		\$418,550

If the actual volume is less than the estimated amount, invoices will reflect the actual volume. If the actual volume exceeds the estimated amount, a new Purchase Order will be required.

### Document Storage Fee

Scan-Optics will provide secure post scanning storage for AHCT documents:

Description	Fee
Secure storage	\$1.50 per square foot per month. Estimated annual cost for secure storage of 550,000 pages is \$5,500.00 Document storage will begin October 2013.

If the actual volume is less than the estimated amount, invoices will reflect the actual volume. If the actual volume exceeds the estimated amount, a new Purchase Order will be required.

### Secure Destruction Fee

If required, Scan-Optics will provide secure destruction of the AHCT paper documents upon receipt of approval from AHCT. The secure destruction fee includes the cost of the container, managing the documents in the Scan-Optics chain of custody software, physically moving the documents from secure storage into the destruction container and actual destruction:

Description	Fee
Secure destruction	\$100.00 per 96 gallon secure destruction container. Estimated annual cost for secure destruction of 550,000 pages is 92 containers, \$9,200.00. Document destruction will begin January 2014.

If the actual volume is less than the estimated amount, invoices will reflect the actual volume. If the actual volume exceeds the estimated amount, a new Purchase Order will be required.

**Project Change Request Limit**

Changes resulting from AHCT requiring additional functionality. Annual Limit: 86 hours X \$175 an hour = \$15,050.

If AHCT requires additional functionality beyond this annual limit, a new Purchase Order will be required.

**Payment Terms**

Invoices for all other processing fees will be issued to AHCT on a bi-monthly basis. Payment terms are Net 30.